OFFICE OF THE WEEK

1st: know what offices you will be calling. (sometimes you have to call a few to get one booked)

When calling: Sound like youre their best friend!

Example of what I say (I ask for the office manager first, if she is available I talk to her, if not then whoever is on the phone ill say "Oh that's no big deal, I bet you can actually help me")

YOU: "My name is Danene, and I was actually calling because the ladies in your office were nominated as my Office of the Week, by (insert customer name or office who referred them)!! (Let them respond)

YOU: Well, I am a local Mary Kay consultant, and I have goodie bags and cupcakes for your office!! I like to honor an office of ladies each week for their hard work!

(I usually let them respond, and be excited)

Next I say: Okay so I just need to know the best time to drop these off, is there a specific down time that yall are a little less busy, that way I am not interrupting patients that you have."

(Then she will suggest some times, pick what time works best with your schedule)

YOU: So I just need to know how many ladies are in the office and what the office address is!

Then my last statement is something like this: "Okay great so ill see you ladies (day and time) and ill have goodie bags and cupcakes for everyone! I also do a monthly drawing between all my offices I do, so ill bring slips for everyone to enter into that & then I just text whoever my winners are!

\*make sure to write down the name of whoever you talked to\*

Delivering the goodies! I come in with the exact amount of slips I need. I find the lady that I talked to (so I don't have to explain myself again), I hand her the slips first and tell her "OK so first I just need everyone to do one of these real quick, and while yall do that, I will run to my car and get all of your goodies! (of course I say everything with a big smile and excitement, but i make sure to pretty much boss them around, never ask "can you" or "if you are able to")

before I leave: "Oh and yall get to pick out my office for next week, so who would you like to nominate? It can be someone yall work with, or totally random:)

CALLING NAMES:

I usually do about 2 grand prize winners and 2 or 3 runner up winners!

GRAND PRIZE or RUNNER UP winner dialogue

\*get your best friend voice on, high excitement\*

YOU: "Hey (name) this is Danene with Mary Kay, I delivered the goodie bags to your office the other day, how are you doing?!"

(response)

YOU: well i have some super exciting news for you, i did my drawings for this week and you were one of my (Grand Prize or Runner Up) winners!!

(response)

YOU: OK so let me tell ya what that includes: You get an ultimate pampering session plus giftcard. So we do a facial, microdermabrasion treatment, dash out the door look, plus you get a ($20 or $10) giftcard to use towards whatever you loved that day!

her response)

YOU: so would you prefer a daytime or evening? (go on to book her, always only give two options at a time, if she says daytime, pick two daytime you have open and same with evening, until you get her booked)

Once booked: OK great so ill send you a text with the date and time we picked, and you can share you session with up to 4 girlfriends, they just have to be over 18. They will do all the pampering with you, but just you get a giftcard! cant wait to hang with you!

VOICEMAIL

If she doesnt answer: "Hey (name) this is Danene with Mary Kay, we met the other day when i dropped off the goodies at your office. I have some awesome news, you were one of my winners, so call or text me so I can get you all the details! Ill shoot you a text in a few days if i havnt heard from you!

\*my text is usually "Hey its Danene with Mary Kay:) just checking to see if you got my voicemial the other day??" \* If they respond yes or something to that nature then I say: "Perfect, when do you have 5 min today so I can call and give you the details?" \*I will follow the same details dialogue as above once I call again\*