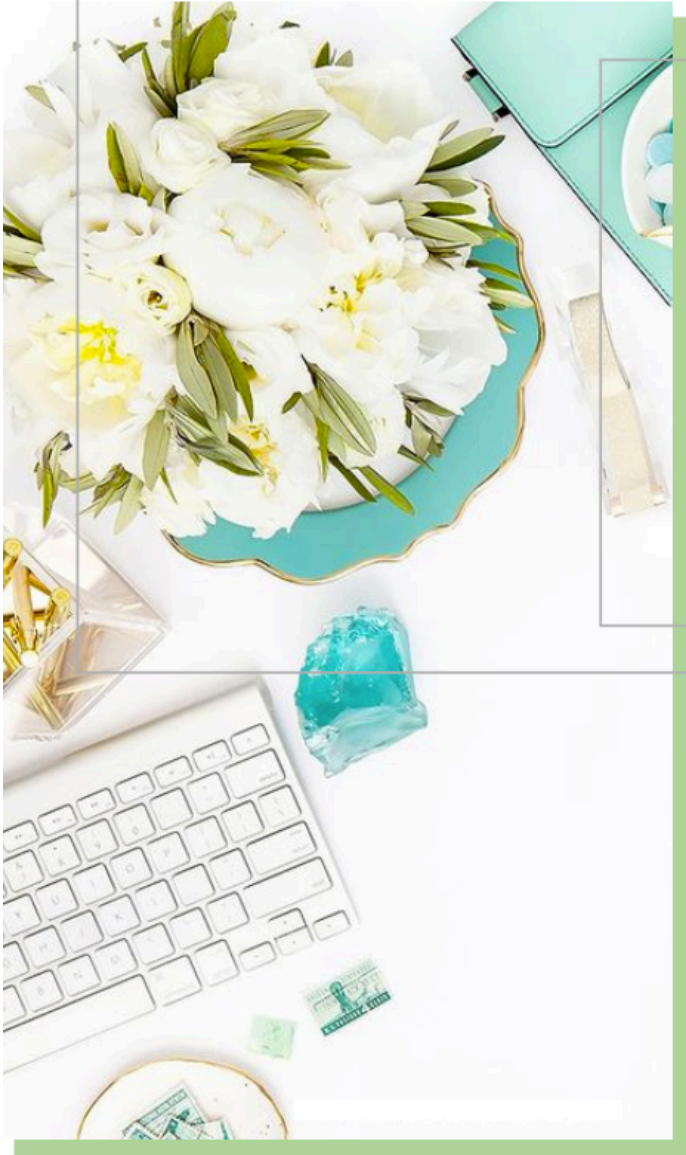


POWER BOOKING PLAN



DO YOU NEED A GREAT BOOKING SYSTEM THAT WORKS?

If you need to fill up your datebook, you'll love this. Many have been getting amazing results & filling up their schedules.

The best booking method is one that you will actually use. Calls, emails, texts, viber, or messaging on social media are all great. Use the tools that work for you and your specific contact.

WE WILL TAKE YOU THROUGH THE FOLLOWING 3 STEPS...

1

PREPARE

2

CONNECT

3

FOLLOW UP

WHAT'S INCLUDED?

- We have included simple **SCRIPTS**.
- **TRACKING**... know who gets what.
- **TIPS & IDEAS** to help you get Booked Up!



THE
pink bubble
designed for Shani's Office

Booking is the lifeline of your Business. Check these sales stats out! This is exactly why we use the plan :)

- 48% never follow up
- 25% make a second contact and stop
- 12% make three contacts and stop
- 10% make more than three contacts
- 2% of sales are made on the first contact
- 3% of sales are made on the second contact
- 5% of sales are made on the third contact
- 10% of sales are made on the fourth contact
- 80% of sales are made on the fifth to twelfth contact**



Prepare

- ~ Have a print version of this document. You may wish to print extra tracking sheets and put them in a binder.
- ~ Your date book with your local meeting and current home party times added (to plug facials into).
- ~ List ALL your contacts. This is a new system, so you will include everyone. Get out your phone, customer list, family, friends, social media friends, etc... Fill each sheet and start the second sheet the next day, so you have different dates for follow-up with them. Be sure to add the dates in your planner/6 most important things list.
- ~ A starting date, and follow up on days 4, 7, and 11 for each sheet. Put the words "Power Booking" in as one of your 6 most important things to do on those days.

FACE-FACE

CALLS - VOXER

TEXT - EMAIL

SOCIAL MEDIA

We are going to keep things simple and get results. This is a combination of several scripts and booking ideas. The idea is to connect with each contact through two different communication methods each time, for a total of 8 over an 11 day period, or until you hear back from them. i.e., text/email or voicemail/email. How they respond to you is likely their preferred communication method.

this tells you what script

EXAMPLE TRACKING

script day #

Name How met	Contact Info Phone/Email/Voxer	#1	#2	#3	#4	Next step Notes
		Day 1	Day 4	Day 7	Day 11	
Sandy Smith Referral from Jessie	xxx-xxx-xxxx sandy@heremail.com	T 4/3	VM 4/6	T 📞		Booked Tues. 7:30
Tara Drews Customer/Friend	xxx-xxx-xxxx tara@heremail.com	E 💰				Reordered, no party Call back after summer

For Day 1 through Day 11, write in **HOW and WHEN** you communicated. The first example shows T for Text and E for Email on April 3.

The only way someone gets removed from your booking list is if they give you a “NO THANKS” OR she books an appointment or places an order with you. When you have booked an appointment or created a new sale, you might highlight her name or the entire row, to visually help you take her name off the booking list. You will keep an eye on your booking sheet daily, so you don’t let anyone slip through the cracks. Just to clarify, each box/column contains the actual date you made the contact with your prospective client, plus the two methods of communication you used on that date. Look daily at the last date you contacted the client, so you will know when the next contact would be.

Your notes are to write in any action taken. Even if they answer but cannot chat right now, make note of it so you can personalize the next message.

Always honor the GoGive spirit and the Golden Rule. Make sure anyone you schedule doesn’t already have a consultant. It is so rewarding when we have asked enough questions on the front end of the relationship to avoid an awkward situation later in the relationship.

Name	Contact Info	Script 1	Script 2	Script 3	Script 4	Notes
How met/Type	email, phone, etc.	Day 1	Day 4	Day 7	Day 11	Next Action

Name	Contact Info	Script 1	Script 2	Script 3	Script 4	Notes
How met/Type	email, phone, etc.	Day 1	Day 4	Day 7	Day 11	Next Action

E=email VM=voicemail T=text V=voxer C=called FB=facebook FVM= facebook voice message P= in person

Name	Contact Info	Script 1	Script 2	Script 3	Script 4	Notes
How met/Type	email, phone, etc.	Day 1	Day 4	Day 7	Day 11	Next Action

E=email VM=voicemail T=text V=voxer C=called FB=facebook FVM= facebook voice message P= in person

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Type	Script #1 - DAY 1 The second communication is the same script edited to include how you contacted them the first time. i.e. "Hi ____! I also emailed you. How are you?..."
New Consultants	Hi _____! How are you? Okay, random question, so I am now a Mary Kay beauty consultant and part of my training is to give 30 women a free facial in my first month. Basically, you get a satin hands treatment, a microdermabrasion treatment, an anti-aging facial, plus expert foundation matching. Any chance you could be one of my 30? ty _____
Friend/Family/ Customer	Hi _____! How are you? I just got my new spring products in and I need a few guinea pigs to give feedback on them so I can determine what to stock. Thought I'd ask you! Wanna be my guinea pig? Hugs, _____
Referrals	Hi _____! This is _____ with Mary Kay. I don't think we've met, but _____ was gifted with ten \$25 gift cards that include a complimentary facial & she wanted one of them to go to you! Should I text or call you with the details? PS – I'm sending you a photo of us so you know that I'm a real person and not a robot or a telemarketer! :) <i>If you want to use the above message as a voice message script you would leave out the PS part that says "I'm sending you a photo..."</i>
#GlowAndTell	Hi ____! This is _____. I'm really excited about a fun challenge I'm doing called #GlowAndTell. I'm looking for 21 girls who will try one of my skin care sets for 21 days. Sound interesting?? Maybe wanna be one of my 21?!!
Lead Box	<i>Recommended to send in three separate texts so it feels more real. Modify as needed.</i> TEXT 1: Hi _____! This is _____ with Mary Kay! You entered to win a free facial and gift card at _____! You are my Grand Prize Winner! So Exciting. TEXT 2: You will get a free pampering session at my studio in ____! You will receive a satin hands treatment, anti-aging facial with Microdermabrasion and expert foundation matching for you and a couple friends! TEXT 3: My studio is called Studio Pink! Are you okay with just texting or would you prefer that I call you to set up the appointment?

Type	Script #2 - DAY 4 The second communication is the same script edited to include how you contacted them the first time. i.e. "Hi ____! I also emailed you. How are you?..."
New Consultants	Hi _____! Just wanted to follow up with you real quick. My next 2 appt openings are ____ or _____. Are you available? Thanks again, _____
Friend/Family/ Customer	Hi _____! I still need a few guinea pigs (lol). Wanna be one? Hugs, _____
Referrals	Hi _____! It's _____ with Mary Kay. Just wanted to follow up and see if you were interested in the details of your pampering package from _____. It's totally fine if you aren't interested. I just always like to double check bc I know how easy it is for texts to get buried haha! Hope you are having a good week!
#GlowAndTell	Hi ____! This is _____. Touching base real quick to see how I can get you the details. I am still working to fill my 21 spots ;)
Lead Box	Hi _____! This is _____ with Mary Kay checking in real quick. I didn't hear back from you and wanted to be sure you didn't miss out on the package and gift card! I can't wait to fill you on all the details! TEXT TIP - see if your phone has text replacement short key option. You can type in full paragraphs and assign a short key phrase that will put in your text. Google it for your device.

Type	Script #3 - DAY 7 The second communication is the same script edited to include how you contacted them the first time. i.e. "Hi ____! I also emailed you. How are you?..."
New Consultants	Hi _____! I really want to reach my 30 makeover goal and I can do 4 women as easily as 1. If you share your appt with 3 friends, you get \$30 (or \$50) FREE MK! Would you prefer a private facial or invite others? Either way, I'd love to meet with you!!
Friend/Family/ Customer	intentional error text, some will message you back to let you know they did not get your full message. Hi _____! Just checking, did you g
Referrals	Hi _____! Totally don't want to bother you, but just wanted to see if you wanted to take advantage of your Mary Kay pampering package from _____? If not, no worries! Just let me know so I can select another winner. Have a wonderful week and thanks for getting back to me either way!
#GlowAndTell	Hi _____! Totally don't want to bother you, but just wanted to see if you wanna be one of my 21. If not, no worries, just let me know. Have a wonderful week and thanks for getting back to me either way!
Lead Box	Hi _____! This is _____ with Mary Kay. Totally don't want to bother you, but just wanted to see if you are interested in claiming your prize with me. If not, no worries, just let me know. Have a wonderful week and thanks for getting back to me either way! TEXT TIP - see if your phone has text replacement short key option. You can type in full paragraphs and assign a short key phrase that will put in your text. Google it for your device.

Type	Script #4 - DAY 11 The second communication is the same script edited to include how you contacted them the first time. i.e. "Hi ____! I also emailed you. How are you?..."
New Consultants	Hello _____! Wanted to follow up with you one last time. I am still working to finish up my 30 and would love your help. If I don't hear back from you, I will assume you are super busy right now and make a note to touch base with you in a few months. Hugs, _____
Friend/Family/ Customer	Hi _____! This is _____ with Mary Kay trying one last time to reach you. If I don't hear back from you, I will assume you're super busy right now and will follow up in a few months!
Referrals	Hi _____! This is _____ with Mary Kay checking in one last time. Please call or text me today. If I don't hear back from you, I will assume you're super busy right now and will follow up in a few months :)
#GlowAndTell	Hi _____! This is _____ with Mary Kay trying one last time to reach you regarding our #GlowAndTell. Please call or text me back. If I don't hear back from you, I will assume you're super busy right now and will follow up in a few months!
Lead Box	Hi _____! This is _____ with Mary Kay trying one last time to reach you regarding your pampering session. If I don't hear back from you, I'll assume you're super busy right now and will follow up in a few months! TEXT TIP - see if your phone has text replacement short key option. You can type in full paragraphs and assign a short key phrase that will put in your text. Google it for your device.

When she says “YES”

Great! Does during the week or weekend work best for you? (day or evening)

Perfect! I have Monday or Wednesday OR I have Friday or Saturday (give a choice of two of when you are working)



Pick the date and time then ask about her skin (on the phone or text)

1. Have you ever tried Mary Kay before?
2. What are you currently using for your skin care?
3. What type of skin do you have? Dry, normal, combo or oily?
4. What would you change if you were to change anything about your skin? Fine lines, dark circles, uneven skin tone, smaller pores, blemishes?

You know _____ I can do one face just as easy as I can do 6. Can you think of some girlfriends that you would like to join you?

(if yes) Awesome! This will help me get my 30 faces done really quickly this month. How about I check back tomorrow around _____ and you can let me know who all is coming O.K.?
(then pre profile everyone coming)

(if no) Hold the appointment on the day you picked and add other women with her who don't want to have a party.

Overcoming Common Booking Objections

“I don’t have the time” “Too Busy”

“I understand _____, you know, I’m a really busy person too, so I can appreciate that! The nice thing is I can cater to your hectic schedule. I come to you and it only takes about an hour and I can save you an enormous amount of time-you’ll never need to go to the mall again for your cosmetics. I teach skin care and glamour tips and would enjoy pampering you – does that seem like something you would enjoy?”

“My house isn’t nice enough”

“Well, that’s great because I’d love to have you come to my home or my Studio. That way you wouldn’t have to worry about cleaning up and it’s easier for me too because I’ll have everything I need.”

Or...“Well, that’s okay. All we really need is a table. The only people that will be coming are your friends and they’re coming to see you and our product. Which date is better for you?”

“I don’t know anybody to invite”

“I can appreciate that...I didn’t know many people before I started Mary Kay either. How about somebody you work with? Or why not just invite a neighbor on both sides and we’ll ask them to each bring a friend...what a great way to get to know each other. Now, which is better for you, end of the week or beginning of the week?”

“I don’t Do Parties...”

“That’s good because I don’t either. I hold private appointments in my home or yours. When would be a good timer for you...this week or next?” Then casually invite her to shar her time with a friend or two.

“I’ll have to check with my friends to see what would be a good date”

“ I can appreciate that, however, why don’t we go ahead and schedule it on my calendar and then let your friends know...if we have to change it later, we can. Keep in mind it will be tough to get a time when everyone can join you. If you find this time doesn’t work well, you can give me a call in the next 24 hours and we’ll pick another more suitable time. Ok? Which is better for you at the beginning of the week or the end of the week?” (This is the tentative booking approach)

“I wouldn’t want to waste your time – I already use Brand X”

“Great! You obviously appreciate good Cosmetics! It would be fun for me to treat you and get your feedback as to how Mary Kay compares with what you’re currently using. Keep in mind that there is no obligation to purchase anything and you can have a glamour item at half price just for giving me your opinion. I just get credit for treating people to makeovers and you may enjoy learning some new cosmetics tips. Which is better for you – Tuesday or Thursday?”

“I Tried Mary Kay Once & Broke Out...”

I’m so sorry you had that experience-may I ask you how long it has been? (Explain the product changes)_____, may I ask you what you mean by “Broke Out”? Was it blemishes? (Wrong Formula) or little red itchy bumps? (a Sensitivity to possibly one of the products-doesn’t mean she can’t use the whole line. I would love to introduce you to our products and get your opinion. Which would be better for you, Weekdays or Weekends?

Thank you to Lia Carta, Elisa Martin, Sandy Welch, Michelle Cunningham, and all others who have contributed to this amazing Power Booking Plan!