

# Proven Booking Method: 4 Scripts based on who you are calling

## SCRIPTS ARE BELOW!!!

### NOTES:

Start with 30 contacts - friends & family or customer profile cards.

The key is to contact someone at least 5 times...because that is when your booking rate will skyrocket!

2% of sales & bookings happen on the 1st contact

3% on the 2nd contact

4% on the 3rd contact

10% on the 4th contact

81% on the 5th contact or after!!

48% of people give up after their first contact.

24% give up on their 2nd try

12% give up on their 3rd try

6% on their 4th

10% on their 5th.

In calendar, put name & # of ten contacts on day 1 of 21. On day 2 of 11 put name & # of next 10 contacts. On day 3 of 21, put name & # of last 10.

On day 1 call the names on your calendar (& leave a message) and then text immediately using a good booking script.

Use a pencil!!!

Highlight in...

Yellow if LM and sent text with no reply

Blue if heard back from them

Pink if booked

Green if interested in business

Orange if spoke with & didn't book

If they don't reply, roll their name to 3 days ahead on your calendar to call & text again. If they don't reply after 3rd & 4th attempts, roll their name ahead 3 days again. Make a 5th & 6th attempt. If they still don't reply, put them in a file to call 2 months from now.

On day 2, call the names on your calendar (& leave a message) and then text immediately using a good booking script.

Roll over any names to the 3rd day if necessary.

On day 3, call the names on your calendar (& leave a message) and then text immediately using a good booking script.

Day 4 will be calling all 10 of your first leads again (unless someone booked or said no). If that happens, fill in your 10 calls with addition leads you have so you're always calling 10.

This system prevents you for making snap judgments, like "nobody's calling me back." Or "this isn't working." These are feelings & thoughts that might make you quit calling sooner than you should.

**SCRIPTS BELOW!!!!**

**Voicemail 1- Cold Leads who have WON SOMETHING!** (facial boxes, rose promos, booths)

Hi Sarah, it's Rachel with Mary Kay, and I'm calling with some fun news! I just picked your name as one of my winners from the \_\_\_\_\_ show! You've won a Pampering Session for you and up to 5 of your girlfriends AND a gift certificate for a \$25! Congratulations! I can't wait to share more details with you, so please give me a call back at \_\_\_\_\_. Again congratulations!

**Text 1:**

Hey Sarah, it's Rachel with Mary Kay! I left you a voicemail earlier today and wanted to make sure you received it! You were one of my facial package winners! Congratulations! Please get back to me ASAP for details. If I don't hear back from you, I will follow up in 3 days.

**Voicemail 2:**

Hi Sarah, It's Rachel with Mary Kay again. Just wanted to follow up with you regarding you being one of my winners! I have an awesome prize and free product waiting for you! Please connect with me when you can! I know you're super busy, so I will follow up again in a couple days if don't hear from you.

**Text 2:**

Hi \_\_\_\_\_! It's Rachel with Mary Kay checking back in. I left you another quick voicemail. I didn't hear back from you & wanted to make sure you listened so you didn't miss out on the awesome pampering session you won! I can't wait to fill you on all the details!

**Voicemail 3:**

Hey Sarah, it's Rachel following up one last time regarding your pampering session. If I don't hear back from you, I will assume you're just super busy and pass it along to another winner for the time being and then follow up with you in a couple months.

**Text 3:**

Hi Sarah, this is Rachel with Mary Kay trying one last time to reach you regarding your pampering session. Please call or text me today to book this fun appointment! If I don't hear back from you, I will assume you're really busy right now and will follow up in a few months!

### **Voicemail 1- Warm chats**

Hi Sarah, it's Rachel with Mary Kay. It was great meeting you yesterday at \_\_\_\_\_! I'm calling to share some fun news with you! I am doing "New Year, New You" makeovers (or whatever type of makeover you're doing) right now, and I have ten \$25 gift certificates to give away this month, and I want YOU to have one! I can't wait to share more details with you, so please give me a call back at \_\_\_\_\_.

#### **Text 1**

Hey Sarah, It's Rachel with Mary Kay! I left you a voicemail earlier today and wanted to make sure you received it! I selected you to receive a \$25 gift card and "New Year, New You" Makeover. Congrats! If I don't hear back from you, I will follow up in 3 days.

#### **Voicemail 2:**

Hi Sarah, It's Rachel with Mary Kay again. Just wanted to follow up with you regarding your "New Year, New You" makeover and \$25 gift certificate! It's fast, fun and free, and I'm looking forward to our time together. Please connect with me when you can! I know you're super busy, so I will follow up again in a couple days if don't hear from you.

#### **Text 2:**

Hi \_\_\_\_\_! It's Rachel with Mary Kay checking back in. I left you another quick voicemail. I didn't hear back from you & wanted to make sure you listened so you didn't miss out on the fast, fun & free New Year makeover and gift certificate! I can't wait to fill you on all the details!

#### **Voicemail 3:**

Hey Sarah, it's Rachel following up one last time, regarding your "New Year, New You" makeover. If I don't hear back from you I will assume you're just super busy right now and follow up with you in a couple of months.

#### **Text 3:**

Hi Sarah, this is Rachel with Mary Kay trying one last time to reach you regarding your free makeover and gift card. Please call or text me today to book this fun appointment! If I don't hear back from you, I will assume you're really busy right now and will follow up in a few months.

**REFERRALS – Just use Lia Cart's texting scripts! They work! These scripts are at the end of this packet.**

**Voicemail 1- New Consultant** (calling friends and family)

Hi Sarah, it's Rachel! I recently started my own business teaching skin care and makeup with Mary Kay, and I'm so excited! I have selected 10 women in my life to receive ultimate facial packages and \$25 gift cards – and, YES, I've selected YOU! Please call me back ASAP so I can fill you in on details!

**Text 1**

Hi Sarah! I left you a voicemail earlier today and wanted to make sure you received it! You were on the top my list for a free pampering session and gift card! If I don't hear back from you, I will follow up in 3 days.

**Voicemail 2:**

Hi Sarah, it's Rachel with Mary Kay again. Just wanted to follow up with you regarding the facial package and gift card I have for you! It will be fun girl time and it will help me jumpstart my business. Please connect with me when you can! I know you're super busy, so I will follow up again in a couple days if don't hear from you.

**Text 2:**

Hi \_\_\_\_\_! It's Rachel with Mary Kay checking back in. I left you another quick voicemail. I didn't hear back from you & wanted to make sure you listened so you didn't miss out on the free facial package and gift card! I can't wait to fill you on all the details!

**Voicemail 3:**

Hey Sarah, it's Rachel following up one last time, regarding your facial package. If I don't hear back from you I will assume you're just super busy and follow up with you in a couple of months.

**Text 3:**

Hi Sarah, this is Rachel with Mary Kay trying one last time to reach you regarding the facial package and gift card I have for you. Please call or text me today to book this fun appointment! If I don't hear back from you, I will assume you're really busy right now and will follow up in a few months!

**Voicemail 1- Seasoned Consultant** (calling friends, family and customers)

Hi Sarah, it's Rachel! It's a new year, and I have set some exciting new goals in my Mary Kay business! I have selected 10 deserving women to receive ultimate facial packages and \$25 gift cards – and, YES, I've selected YOU! Call me back ASAP and I will fill you in on details! If I don't hear from you, I will follow up in 3 days.

**Text 1:**

Hi Sarah! I left you a voicemail earlier today and wanted to make sure you received it! You were on the top my list for a free pampering session and gift card! If I don't hear back from you, I will follow up in 3 days.

**Voicemail 2:**

Hi Sarah, it's Rachel with Mary Kay again. Just wanted to follow up with you regarding your ultimate facial package! I have an awesome gift and free product waiting for you! Please connect with me when you can! I know you're super busy so I will follow up again in a couple days if don't hear from you.

**Text 2:**

Hi \_\_\_\_\_! It's Rachel with Mary Kay checking back in. I left you another quick voicemail. I didn't hear back from you & wanted to make sure you listened so you didn't miss out on the free facial package and gift card! I can't wait to fill you on all the details!

**Voicemail 3:**

Hey Sarah, it's Rachel following up one last time, regarding your facial package. If I don't hear back from you, I will assume you're just super busy and follow up with you in a couple of months.

**Text 3:**

Hi Sarah, this is Rachel with Mary Kay trying one last time to reach you regarding your free facial package. Please call or text me today to book this fun appointment! If I don't hear back from you, I will assume you're really busy right now and will follow up in a few months!

## Lia Referral Script inspired by Sales Director Stephanie Hall

*If the person that referred the friends said texting was the preferred contact method, then text them on day 1. If you have not heard from them, do the call 1<sup>st</sup> and then a follow text on day 4 and day 7 for a total of 5 contacts. This will help insure a response and booking. 😊*

(At the party or with a group of friends- this is done in between trying the product and the table close)

“Who here is competitive? (Wait for hands raised) AWESOME! Watch out for these two! Okay, go ahead and flip over your profile cards. The greatest compliment that you can give to me is to refer me to your family and friends! I’m working on expanding my business within an hour radius of this area and because of that I’d like to gift your family and friends with a \$25 gift card on your behalf in honor of \_\_\_\_\_(insert holiday)\_\_\_\_. So take out your phone, open up Facebook and your contacts. Whoever is the FIRST to fill out this top right hand portion gets 5 tickets! BUT, regardless of when you finish, if during our time together you fill out the top right and the entire bottom left white portion- you GET 10 TICKETS! READY SET GO!”

### Referral text #1:

Hi Shannon! This is Lia with Mary Kay. I don’t think we’ve met, but Suzie said text is the best way to reach you! We had a fun pampering session last week and she nominated you to receive a \$10 gift card that includes 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! (emoji face) PPS...If I don’t hear back from you, I’ll follow up in 3 days. 😊

**We she replies Referral (reply):** OK! So excited for you! Your complimentary pkg includes our Best Selling Anti-aging Skincare System paired with lip and hand treatments and quick spring color look! Plus, you'll get a gift card AND a swag bag with free product! Most people love doing this experience with a few girlfriends and your swag bag will be even sweeter if you have friends join you - so you can totally have up to 5 people join you as long as they're over 18 and not with another consultant already. Where are you located and we can compare calendars? *(you don't have to ask that question, but I live in rural area and the referrals could be too.)*

Right now, I’m booking this Wednesday through December 13<sup>th</sup>. What day/time would work best for you?

OR

Awesome, I have this and that available. Would either of those work for you?

**Example referral reply:** December 11 in the afternoon would work for me. I may have 1 other girl join me.

**Referral (reply):** Okay perfect. Does 1pm or 4pm work? What’s your address and I’ll create a text invite for you to send to her.

**(She is going to have friends join her) Reply:** I’m so excited to give swag bags to you and your girls! Go ahead and copy and send the two texts below. I would go ahead and send it to 10 people...That way 4-5 will show. And if all 10 RSVP YES...Then I’ll just have to go ahead and break the rules and give more free stuff away! Shhh, don’t tell! (Crying laughing emoji, Monkey hiding emoji) Excited to meet you on Friday! I’ll keep you updated on who responds! If I get responses starting tonight, you get an additional gift in your swag bag!

**Text for referral to send to her friends:** Hey friend! I'm super excited! Last week I was gifted a pampering package for myself and 5 of my friends from Mary Kay, on Saturday at 11:30!! You know how much I LOVE you, so you are one of the 5 that I picked! Part of my package was that you get a customized swag bag with some fun products in it! Can you text Lia at (your number) with your RSVP and so that she can make sure she customizes your swag bag with products YOU WILL LOVE?!

**Example friend's text to you-** Hi Lia. This is Kaycee. I just wanted to RSVP to Shelby's party on Friday. 😊

**Reply text to her friend:**

Super excited to meet you tmro! For your swag bag, do you want more make up or skin care/body care? Also if you could answer these questions.

1. Have you ever tried Mary Kay before?
2. What is one things you would change about your skin if you could?
3. What color are your eyes?
4. What would you most like more of in your life right now? :)

**Voicemail 2:**

Hi Sarah, it's Rachel with Mary Kay again. Just wanted to follow up with you regarding your pampering package from your friend Suzie! I have an awesome gift and free product waiting for you! Please connect with me when you can! I know you're super busy so I will follow up again in a couple days if don't hear from you.

**Text #2 if REFERRAL HASN'T RESPONDED Day 4**

Hi Andrea! It's MinDee with Mary Kay. I just left you a quick voicemail to follow up and see if you were interested in the details of your pampering pkg from Michelle? It's totally fine if you aren't interested, I just always like to double check because I know how easy it is for texts to get buried. Haha! I know you're super busy, so I will follow up again in a couple days if I don't hear back from you. Hope you are having a good week!

**Voicemail 3:**

Hey Sarah, it's Rachel following up one last time, regarding your pampering package. If I don't hear back from you, I will assume you're just super busy and follow up with you in a couple of months. Have a great day!

**Text #3 if you still haven't heard back Day 7**

Hi Andrea! It's MinDee with Mary Kay trying one last time to reach you regarding the gift that was given to you. Please call or text me today to schedule this fun appointment. If I don't hear back from you, I will assume you're really busy right now and will follow up in a few months!