

WHEN THEY ANSWER THE PHONE

Hi is this ___ Oh hi ___ My name is ___ with Mary Kay and I got together with your friend _____ and she wanted me to give you a Beauty Experience package that's Totally complimentary, and it's all focused on skincare, you get 2 spa treatments 1 is Microdermabrasion, The other you get to customize and pick between a Glycolic Acid Facial Peel, or a Deep Cleansing Charcoal Mask, or a Moisture Renewing Gel mask, then you get a Satin Hands treatment!! Now they're are 2 ways to give you this Beauty Experience Package. 1 is virtual or the More Popular way is in person like ___ did!! and I follow all the guidelines. Because then you get a New Makeup look and a gift with it!! (DON'T SAY: little baggie with mini hand cream eye sample business card and candies) Do you prefer virtual Or in person like ___ did?

SAY THIS IF WE ARE IN LOCK DOWN AND CANT GO INTO THEIR HOMES:

Now normally we would do this face to face but now that we can't, I DON'T want you to miss out on your GIFT!! Can I mail you all the samples? skin type, may I ask your age just so I know what products would work best for you? Last name & address for your package? Now we just need to set up a 20-30 minute video chat so I can walk you through everything! Does afternoon or evening work better for you? ... (book 1 week away. enough time for the envelope to arrive in the mail) Now do you have Facebook? ok just put me on speaker, open up Facebook, go into friends and search for Tarra Keller, It's a picture of a family in a yellow field. ok Friend me. Perfect. I'll facebook messenger you at _____. (if no) What would you normally use for a video chat? (WhatsApp, IMO, Zoom or Skype) Now would you like to do this with any friends or family? It's completely complimentary and I'll send her a package to and we'll do it all together as a group and it's lots of fun! Ok great, anyone else? Ok Is there any one you would like to give one separately to and I'll just book hers one on one?

CHANGE VOICE MAIL OR TEXT DEPENDING IF WE ARE IN LOCKDOWN OR ALLOWED TO DO FACIALS...

DAY 1

Voicemail 1

Hi ___! This is ___ with Mary Kay. I got together with your friend _____ and she wanted me to give you a Beauty Experience package that's Totally complimentary, and it's all focused on skincare, you get 2 spa treatments 1 is Microdermabrasion, The other you get to customize!! Then you get a Satin Hands treatment!! Now they're are 2 ways to give you this Beauty Experience Package. 1 is virtual or the More Popular way is in person like ___ did!! and I follow all the guidelines. Because then you get a New Makeup look and a gift with it!! Call or text me and let me know which way you prefer at ___!! Have a great day & I hope to hear from you soon. Bye ___!

Text 1

Hey ____, it's ___ with Mary Kay! I left you a voicemail and wanted to make sure you received it! _____ reserved a fabulous Beauty Experience for you. I would love to mail you this Gift (emoji) so you don't miss out!! Your experience focuses on skincare with a spa treatment and a hand treatment!! I look forward to hearing from you!!

DAY 4

Voicemail 2

Hi ___ its ___ with Mary Kay. I wanted to follow up with you regarding the Beauty Experience gift that was given to you by _____. I would love to mail you this Gift so you don't miss out!! I know you're super busy, so I will follow up again in a few days if I don't hear from you. If you could please text or phone me at _____. Have a great day & I hope to hear from you soon. Bye ___!

Text 2

Hi ___ it's ___ with Mary Kay checking back in. I left you another quick voicemail. I didn't hear back from you & wanted to make sure you received my message. I would love to mail you this Gift (emoji) so you don't miss out on your Beauty Experience that was given to you by ___! Text or call me when you get this. I can't wait to fill you in on all the details!

DAY 7

Voicemail 3

Hey____, it's ____ following up one last time. I know your super busy, but I would love to know if your interested in the Beauty Experience gift that was reserved for you by_____. If you could please text or phone me at____. Have a great day & I hope to hear from you soon. Bye ____!

Text 3

Hi____, this is ____ with Mary Kay trying one last time to reach you regarding the gift that was given to you by ____ Are you interested in your Gift? If I don't hear back from you, I will assume you're really busy right now and will follow up in a couple of months