

ONE BOOKING A DAY

- ♥ I LOVE to Book
- ♥ I book EVERYWHERE I GO!
- ♥ EVERYONE wants to book with me!
- ♥ My Datebook is ALWAYS FULL!

If these 4 sentences are true...
it would SOLVE MOST of my problems
with my business!

PUT THESE SENTENCES EVERYWHERE!!
...in your CAR ...in your BATHROOM
...on your FRIDGEin your DATEBOOK!

I LOVE MY PHONE!

The success of my business depends on the amount and
effectiveness of my time on the phone!

I LOVE MY PHONE!
rule: one out of five!!!

I will operate out of my commitments **NOT** my emotions!

HOW TO HANDLE OBJECTIONS to BOOKING

Julia Mundy

Replace a negative thought with a positive thought.

Be a good listener...help her overcome her obstacle. (take best friend to tea room...wouldn't you WORK at finding a time with her? Have this attitude when you are trying to overcome objections with your current/prospective customers when booking! Don't get all stressed out because she gives you an objection! Work with her!)

Do 2 things when they give objection...

♥ Repeat their concern

♥ Share what I have to offer that can address that concern.

TIME: I don't have time... (most frequently used objection)

What you are saying then is that you're not sure how you could find the time for us to get together. I can see that you're a busy woman and MK is designed for busy women. With our hectic lives we don't always take time for ourselves, but YOU DESERVE a little pampering!

Another response could be: I bet you are REALLY GOOD at taking care of everyone else aren't you! You know...what I'd like to do is come over for an hour and take care of you!

Treat them like you are ALREADY their friend! If you were talking to a friend your voice WOULDN'T be 2 pitches higher

BRAND X: I really use Brand X...

GREAT! I'm so glad you are using such a fine product! Has anyone ever taken the time to share with you the Mary Kay products? I would LOVE to get YOUR OPINION!

The Skin Care Market is very competitive...but NO ONE gives the SERVICE that we can give! Because women are SO BUSY...THEY NEED US! H

I DON'T KNOW ANYBODY...(not always true when they say this...

You know...I would LOVE to be your friend (be quiet!!!) SO...when can we get together? This will be GREAT!!!