

Recruiting phone objections updated Spring 2021

- After answering any questions, always go straight back to the script

What would I be doing? / What is it?

We sell CUTCO. Have you heard of CUTCO? We're the #1 rated cutlery company in North America. Our team meets with customers one-on-one online and answers their questions, walks them through the website... it's pretty simple! Are you pretty comfortable working with people?

I'm busy / Those times don't work

I totally get it! We work with tons of students so we are used to work around busy schedules. It is first applied, first considered so I just want to make sure we get you a time as soon as possible. What does your schedule look like the rest of the day and tomorrow? ... Okay (pause) ... I found an opening for today/tomorrow at (time)! Can you make that work?

How long will the interview take?

It could take as little as 30 mins but depending on how busy we get with applicants it could also last 90. I would recommend allowing yourself 90 minutes just to be safe. I can always let the manager know you've got to be quick though! Did you have something you would need to hop off for at a certain time?

Does it matter where I live? / I don't live in _____

Nope! All of our positions are 100% remote. As long as you have a computer and a cell phone you would never need to travel at all. Do you think you'd enjoy working from home?

What is CUTCO? / What's the product?

CUTCO is the #1 rated kitchen cutlery in North America. It also include cookware, hunting, fishing equipment and some other gadgets. Families really love it, it's basically a ton of stuff for the kitchen and home.

What is the pay? / How does the pay work?

It's \$17 every time they meet with a customer online whether they purchase anything or not. Those appointments last about an hour. When they make a sale, they get paid more. It's our way of incentivizing them to do a great job without being pushy. Do you have any experience working with customers?

What are the hours? / I already have a job / I'm still in school

The schedules are really flexible. We have students that work as little as 1 half-day a week and some that choose to work every single day. We try to find people who are mature and responsible enough to handle the freedom we give them with scheduling. That way they can create their schedule around any other things they have going on.

Where do the appointments come from? / How do you get leads?

Our reps setup their appointments just like a financial advisor would. They are only contacting people who already have a connection with them or already know they will be calling to find a time that works. Almost all 17 million of our customers are a result of word of mouth advertising.

Do I have to buy something to work there? / Sample kit?

No. They work 100% remotely and only need a laptop and cell phone.

Any company credibility questions

We were ranked as the #12 employer in America by USA Today. The bottom line is people can write anything they want on the internet, that doesn't make it true. I'll send you some info from credible 3rd party sources if you want some more info. Sound good?

- USA Today:
<https://www.usatoday.com/story/money/business/2018/09/18/best-companies-work-united-states-glassdoor/37777849/>
- Business Insider:
<https://www.businessinsider.com/major-companies-that-offer-best-work-life-balance-comparably#15-vector-marketing-consumer-goods-11>
- Thrillist:
<https://www.thrillist.com/news/nation/companies-happiest-employees-2019-comparably>