

Customer Follow Up Texts After You Give Someone a Facial or Makeover

How I FOLLOW UP after I meet someone using TEXT Messages the same day, a few days later, 2 weeks later, 2 months later, quarterly and on and on! How I keep CLIENTS for life! VIP CLIENTS! And not everyone stays with me forever, but I find that like 1 out of 20 becomes a VERY LOYAL customer of mine. So It's definitely NOT EVERYONE, but 1 out of 20 will change your life and financial future forever if you KEEP BUILDING YOUR CUSTOMER BASE EVERY MONTH!

Here's my Magic Customer Follow Up Scripts Same Day Thank You Text:

(If they agreed to Sharing appointment I also text Team Building Video Link)

Hi (client)! So great to meet you today! I hope your skin feels great! You're an awesome energy and it was super fun to meet you! Loved hearing about your (INSERT COMMENT HERE)... xoxo, Lindsey :)

2 Days Later:

(Often I see her in person for sharing or talk over Phone for sharing and can ask the following at sharing appt., but if not I text her)

Hi (client)! So great to meet you! I wanted to check in on your new products? How do you like everything so far? And any questions I can answer? As your personal beauty consultant, anytime you need any products/have any questions, I'm here always by text, phone call or on my website. I also added you to my VIP client list, so you get FREE shipping for life and access to my exclusive sales. :)

www.marykay.com/

2 Weeks Later:

Hi (client)! It's been two weeks since you have been using your Mary Kay products and I just wanted to check in! How are you liking everything? Anything you need to adjust with your skin or makeup routine? Keep me posted because I really care about you getting the best results. And, you are on my VIP client list, so you get FREE shipping for life on any future orders. :) _____, Your Mary Kay Beauty

Consultant Shop 24/7 online: www.marykay.com/

2 Months Later:

Hi (Client)! This is Lindsey with Mary Kay As part of my Mary Kay customer service, I wanted to follow-up with you for your two-month checkup, like I said I would, to make sure you are loving your MK products!! :) Do you have any questions with them? Please text me back yes or no either way! ☺ Have a beautiful day! _____, Your Mary Kay Beauty Consultant Shop 24/7 online: www.marykay.com/

QUARTERLY:

I also invite her via email and text to upcoming Mary Kay events. Hi (client)! In two weeks, we are having a VIP client appreciation event and I wanted to invite you. Basically, you get a chance to win cash and prizes and you'll learn little bit more about Mary Kay the company. Would you want to come as my special guest? I need to reserve seats in advance. :) I can get you more details! -----

QUARTERLY: CATALOG CHECK:

Once a quarter she hears from me regarding the catalog. (She gets a message from me checking on her and letting her know about the newest catalog that just launched. I mail a Preferred Customer Catalog to anyone who has spent over \$40 with me that year.)

Catalog follow-up Script:

Hi, [Customer's Name]. It's [Your Name]. Did you receive your _____ issue of *The Look*? Great, did you to try the free sample of _____? Great, what did you think of it? Is there anything you are running low on or that you need? (If Yes, write down what she says and total it for her). If under \$40. Say: You Know, [Customer's Name], you are super close to receiving a Free Gift with Purchase. Your Total is _____ (Don't say Dollars) If you purchase at least 40 you will receive a FREE gift. Is there anything else you need?

If No (doesn't Need Product):

Great, are you still loving everything you are using? Great! ☺ I'm So glad you are liking Everything! Also, I am Putting together a Test Panel for Our new products that launched! I would love for you to be one of the first to try them and just get your Opinion! Is there any reason why we couldn't get together for just a quick 30 minutes to try them out, and just for being a part of my test panel you will get a Free Gift?! Great, What works best I have _____(day) at _____(time), or _____-(day) at _____(time)? Great I have you scheduled for _____ at _____. And since I have a goal of getting the Opinion of 30 women this month of our new products, if you would like to share it with a few friends I will give you \$10 in Free Products for each friend who joins you! Is there anyone who you would like to share this with? Great, I will follow-up tomorrow to find out who will joining you. I can call tomorrow at _____(time) or _____(time) what works best? Great, I will talk to you tomorrow at _____! I hope you have a great day!! Looking forward to seeing you soon!! ☺

Someone I didn't mail the catalog to (because they aren't a top client):

Hi (client)! Mary Kay's new catalog just launched and we have an insane new Product line that just launched, and I am Putting together a Test Panel for Our new products! I would love for you to be one of the first to try them and just get your Opinion! Is there any reason why we couldn't get together for just a quick 30 minutes to try them out, and just for being a part of my test panel you will get a Free Gift?!

Great, What works best I have _____(day) at _____ (time), or _____-(day) at _____(time)?

Great I have you scheduled for _____ at _____. And since I have a goal of getting the Opinion of 30 women this month of our new products, if you would like to share it with a few friends I will give you \$10 in Free Products for each friend who joins you! Is there anyone who you would like to share this with? Great, I will follow-up tomorrow to find out who will joining you. I can call tomorrow at _____ (time) or _____ (time) what works best? Great, I will talk to you tomorrow at _____! I hope you have a great day!! Looking forward to seeing you soon!! ☺