

How to Individually Close your Guests

You will use the information you gathered from them on their Registration Form and Session Survey to individually close them.

You will get the best results if you close them over the phone vs through text.

Individual Closing Call Objectives:

- Take her Order
- Book her Next Session
- Sign Her Up or Layer her for the Opportunity {Set up Leadership Training Session with your Director}

What you will need:

- The Registration & Session Survey Responses pulled up
- The Beauty Boss Bundle Sheet
- Calculator
- Look Book or website to look up prices
- Your Date Book
- Sales Tickets or paper to write out their orders on {if you need it}
- Pen

Before you call your Guest:

- Take a look at your guest's Registration Form and her Session Survey answers.

- **Did she tell you that she wants to become a Consultant?** If so - start with that when you call her and sign her up over the phone. You can say - “ I see that you’re interested in starting your own Beauty Business. Should we go ahead and get you signed up so you can get the Welcome Gift, and then you will be able to get the products you fell in love with half off? ” Go to your Personal MK Website and click on “Sell MK”- fill out the sign up form with her.
If she said that she is interested in learning more or that she is not interested, you can
- Know in advance if she selected that she wants to take advantage of a Bundle Deal or purchase products Individually. If she selected that she wants Individual products, you could always turn them into Bundles by asking her more questions, showing her the value of Bundling and getting the results she wants out of her Skin Care. You can also help her create custom Bundles by switching out products of equal value, if you want to.
- Check if she commented on the Friday posts from the SheShow about signing up, or being a Socialite at the next SheShow

When you get her on the Phone you can ask her more questions. Here are some examples of questions you might want to ask....

- What did you enjoy about your experience?
- Do you have any feedback for us or ideas on how we can make the experience even more enjoyable?
- Do you have any Questions for me?

If she tried the product you can ask her how her skin feels.

Look on her Registration Form to see what skin concerns she said she is experiencing. If she did not select anything, you can move on.

- You said that you are experiencing..... {her skin concerns}
 - How long have you been experiencing that..
 - Tell me more about that..
- What are you currently using for your skin care routine?
- Do you feel like what you are using right now is giving you the results you are looking for?
- Is it helping with..... {her skin concerns}

Write up her order:

- Look to see if she selected one of the deals to take advantage of. If she did, then you can say-
 “ I see that you want to take advantage of the _____ deal tonight. Did you want to select the _____ Bundles for that? {Look at what she selected} ”

- If she wants individual products, ask her to tell you what she liked about those products. Use the information she gave you about her skin concerns and the products she likes, to see if you can turn her order into Bundles. You can also switch products of equal value out to create custom Bundles.

Schedule her next Session:

- “ I see that you selected the..... For your next experiences... ”
- Get her scheduled for the next thing either one on one or for her to Host a gathering either in person or virtually.
- If she said she wants to be a socialite host-
 - “ I am excited for you to be one of our Socialites! You will get all kinds of goodies and recognition. When you have a minimum of 5 friends join you, you will automatically get a \$25 Gift Card. Then you can also earn additional rewards based on your guest's participation. The more guests you invite the more free stuff you can earn. Our next Tutorial is **{Dates}** does that work for you? ”
 - “ Great! I will put you down and get you the link to the Beautification Group so you can start inviting. Once you have your headcount, send me your guest list. Have your Guests fill out this Registration Form to count for you. Instruct them to put me as the Consultant and you as the person who invited them ”
 - Registration Link: <https://linktr.ee/monthlyevents>

- Always schedule it on the spot, don't wait to schedule it later.
- If she did not want to order any product right now or did not order everything she wanted, you can use that as an incentive to get some friends together or be a Socialite so she can get some of that product for free.

Schedule her for your Leadership Curriculum:

- Schedule a time on your Director's calendar for her to do a Leadership Training Zoom with you, if she has not done one yet. She will be entered to win \$500 Cash for helping. If she wins the \$500, then YOU will also win \$500 too!
 - “ My next step in my business is my Leadership Training. Could I borrow you to help with that? The training would take place on a quick zoom or call with my Director & I. It's super easy. It takes less than 30 min and you & I both will be entered to win \$500 Cash each! Does this sound like something you could help me with? ”



MONTHLY
\$500
CASH
Giveaway!

IF YOU
WIN - WE
EACH GET
\$500!

①

Watch a Video

②

Jot down some questions

③

JUMP ON A ZOOM WITH
MY MENTOR AND I.

I will take notes while she answers your questions

- Always schedule it on the spot, don't wait to schedule it later.
- Give her the link to the video to watch sometime before the call:
<http://vid.us/qxxxnn>
- Here is Whitney's Calendar to schedule the Zoom if you are in Whitney's
Unit: <https://calendly.com/whitneywemhoff>