

Customer Service Follow Up Script

- Hi _____, this is _____ with MK. Do you have a quick minute? Just wanted to let you know that it's preferred customer time which means a free gift with any reorder of \$40 or more! I also wanted to make sure you received your copy of the Look Book. (Update her info if necessary) There's a free sample of _____ on page _____ - make sure you to try it and let me know what you think! I'll be out doing deliveries this week (or I'm shipping out products this week) if you want to restock, stock up or try something new you'll get your free gift with purchase. (give her a chance to shop) I'm also offering all my preferred customers a new color look and pampering session for the new year (adjust to fit the season) It would be so fun to get together and reconnect! (Book and then invite her to share with friends and family to earn your hostess promotion)

Leaving a Message

- "Hi _____, this is _____ with Mary Kay, and It's preferred customer time which means free gift with any reorder of \$40 or more! I'll be out doing deliveries on _____ (or I'm shipping out products this week) Just give me a call or shoot me a text if you need product or want to try something you see in your new LOOK BOOK. Otherwise, I'll touch base next month."

Text

- It's preferred customer time! Free gift with any purchase over \$40
Happy with your current products? Do you need a refill on anything or have ?'s