

Sets

Have you'll had fun? Well I know some of you'll were here just to have fun & some of you'll need some things – so may I take a moment to show you'll are most popular sets?

What I found is people do these appts and some people say “**I don't even know what I have in my drawers, I have a hodge-podge**” it's really time to clean out your drawers and just start all over.

(Show travel rollup bag) It's so functional – pouches are CLEAR, they COME OFF, HANGS in your bathroom, if you have a very small bathroom GETS THINGS OFF COUNTER, packs up beautifully, great travel thru AIRPORTS. The bag is great!

What's inside of it is **what you used today.**

1st pocket.....BASIC skin care & foundation of choice

pocket 2 your MDA

pocket 3 your VITAMINS

pocket 4 eye makeup remover & your eye cream.

This is the **ULTIMATE MIRACLE SET.**

These products individually would retail for over 270* but you get it for 199. If you priced this out in a store you'd probably be able to just get the 1st two pockets for 199. This is the best deal b/c it saves you the most money (kinda like getting your entire BASIC for FREE). When you run out of something probably only run out of 1 or 2 things. When you're using a good product it's very concentrated so a little goes a long way.

*(*these products retail individually \$271 retail – when you purchase from MK in sets your retail \$254)*

You may be thinking “**you know what, I'm not sure I can start with the whole thing – so maybe if I started a little bit smaller – maybe just the BASIC skin care/foundation + the VITAMINS, which is the MIRACLE SET** – usually runs about 130 – but you get it for 99 – you don't get the bag, but you can pick 2 pockets if you want. Basically like getting your one of your VITAMINS for free. *(*note to consultant: purchasing complete miracle sets vs. individual products will save \$13 retail)*

Some of you **are minimalist** – not going to do all of this – but you're thinking “**I really do want to take care of my skin on the most basic level**” – you could just start with the **BASIC** – 3- in-1 Cleanser, Age Fighting Moisturizer and the foundation of your choice – those three are 62.

Flip over profile card on the back. We're going to take a little quiz – the **easiest quiz you ever took b/c I'm going to give you the answers.**

#1 If you could take home any of the 3 sets I showed you (*this is not an order form, this is me, I want to get to know you*) – would you want to take home the entire BAG, the Miracle Set or the Basic? **Write down BAG, MIRACLE or BASIC**

#2 – I owe you a **2nd appt** – we covered skin care and a little bit of color – but we need to either match your foundation, do your color if you want to learn a little about color application, so I owe you that **2nd appt.** So you have an option – **you can do that 2nd appt with just ME, just the two of us** or you **can invite a few friends and get some products for FREE** – so the answer is either **ME or for FREE**

#3 – As I shared earlier, I am going through leadership training (*earning the use of a MK Career Car & part of that is looking for 12 women to give me their opinion of the MK Opportunity*) & I am learning how to give info about our business & how to give answers & I need some practice – **so the question I'm asking is would you help me?** Just by listening to info about the business, you give me your feedback & ask questions....I'll also be happy to give you any color item at ½ price as a thank you for your time. So the answer is either **YES**, you're thinking **Yes I'll help you, I've heard some great things and I'm kinda thinking I want to hear more**, 2nd answer could be **SURE, I'm not really interested but I don't mind helping you with your training**, 3rd answer is **NO, I'm really not interested and I really don't want to help you (laugh).** So the 3rd answer is either **YES, SURE or NO**

If It's YES or SURE – go ahead and write down the **one color item you'd like at ½ price.**

Count up your tickets!! Who has the most for a gift card for the **2nd appt**? Yay! _____ earned the gift card! (*May consider giving out two gift cards for the two top ticket earners if you desire to book more in the group. Do NOT give the gift card at the table, once you've given it, you've lost incentive for her to meet with you, only give it at the 1-on-1 & the gift card is for their 2nd appt only – NOT for today*)

Who ended up with the **bag of Samples?** Congratulations – they're all yours! Enjoy!

OK now who's gotta go QUICK or who's got a babysitter? **How about you go first**, and then we'll take so & so and then so & so (*try to start with most EXCITED person first*) & **bring your profile card with you** & we'll meet over there so I can walk through some things with you.

(*Instruct hostess to serve refreshments*)

Individual 1-on1 (TIPS for SUCCESS)

- ✓ Memorizing & knowing this is crucial to Full Circle, keeping your business going, working smarter not harder
- ✓ After the Table Close, you will want to meet with every guest individually, AWAY from the table, NOT AT THE TABLE, unless you want to sabotage your sales & future bookings. This can mean the difference between a \$50 appt or a \$500 appt. Have her sit down next to you, HER back to the party & try to lower your body language so she is higher than you.
- ✓ **You will start off asking EVERY guest the same questions, don't skip questions due to prejudging. Questions go in the order of: ICE BREAKERS, then SALES, then BOOKINGS, then TEAM-BUILDING. They build on one another. Do not switch the order i.e. start off with booking attempt first unless she leads this.**
- ✓ **Remind yourself you are going to be COURAGEOUS. (20 seconds of insane courage can change your life)**
- ✓ Setting up next appointment: When you study this, role play this & write it out yourself in a flowchart— you will feel confident and prepared.

There are really only 5 scenarios that could happen:

1. She buys skin care & chooses to share 2nd appt with friends
2. She buys skin care & wants a 2nd appt, but does not want to invite friends
3. She buys skin care & does not want a 2nd appt.
4. She does NOT buy skin care, but would like to know about how to get it for free
5. She does NOT buy skin care and does not want a 2nd appt.

Icebreaker Questions

1. (Her name), did you have a good time today? (shake your head yes)
2. How does your skin feel? (touch your face with back of your hand)

Selling

3. What part of the Miracle Set did you like the best?

4. ____, you know your situation better than I do, but as I was going through the sets today which one did you get most excited about that you would love to take home with you?

Yeah – I see right here on back of your profile card – alright... let me write that down.... (on sales ticket, write down her customization – i.e. c/o or n/d formulas, her foundation shade, etc.)

5. Are there any individual items that you would like to add?

(look at the comments on the back of her profile card to be sure she got products to meet her personal concerns) Based on what you shared with me on this card, do you mind if I make a recommendation & share my thoughts to be certain we covered your concerns? (pause) For your concerns, I'd recommend ____ (You can lift the carbon copy of the profile for a 'cheat sheet' underneath.) Now, I'm going to mention these couple of things just in case. You doing okay on mascara? (Is it more than 3 months old?) Eye makeup Remover (did she get at 1/2 price or free for Fabulous Game?) Do you need concealer? How 'bout powder? Gloss? Great! How did you want to take care of that? Check, cash, Visa, MasterCard, Discover, or American Express? Okay, good. (While she goes to get her purse, finish the ticket by adding it up & give her a customer copy. Don't add first, then send her to get payment; it wastes precious time. The close can be the longest part of the night and it's the most important, so be efficient.)

Sharing

Look at her answer to #3 (Yes, Sure, No)

____, can I ask you one last question. I see you wrote (Yes, Sure) for your willingness to give me your opinion—Yeeeah! Thank you for agreeing to help me practice, I am just so excited to (your goal: earn the use of that car, move up in my biz, etc.) & your support of me is a huge part of that win. (If you could just sign my car poster—that would be amazing!) It'll take about 30 minutes over a quick cup of coffee or over the phone. I'm in training so my Director will role-play with you while I take notes. Would tomorrow be good or the next day better?

(once set date—explain what it is you'd like her to do)

I will text you a link as soon as I leave here—and the link is of ____ & I think you'll really connect with her b/c _____. She just shares a little of her story, how MK came into her life & about the company. It's actually a short video that we give to folks who are considering becoming consultants. ...and I'm sure it's nothing you'd ever want to consider and I'm TOTALLY OK with that, (I mean ya never know).

What I'd love for you to do—is watch it through the LENS of “if this is something you would ever want to do...what would you want to know about it?” It's just so great for my training if you could just write down questions & my mentor will help answer those questions & I learn by listening. So you can ask anything you want to know & I'll bring your ____(1/2 price color item)__ with me—I'll see you then!

Booking

Buys a SET or SKIN CARE

Buys a little or nothing

“I do my second appointments on Tuesdays & Saturdays, what works best for you?”

LOOK DOWN at calendar, don't jump in and start talking during the silence. At least count one-1,000; two-1,000...to 5.

(Guests name), can I ask you a question? If you had the skin care for little or no money would you use it?

If she says “yes” say,
I have a relatively simple way for you to get it for little or no money, can I tell you about it?

If she says “yes” say,
ALL you need to do is share your follow-up appointment with 2 other people besides yourself and you could use your hostess credit for whatever you want?”

Pull out a hostess packet & share your hostess program with her.

If she says, “Do I have to have a 2nd facial?”

“No, you don't have to have one, but our products are guaranteed. That is why we recommend a check up.”

At this point, PAUSE. Don't say anything else. If she doesn't want a second facial, that is fine. You don't want to create a feeling of frustration in your customer. You want this customer for life. If she doesn't care to have a second facial,

“That's not a problem at all. I will assume your products are working; fine or maybe I'll message you to check-in in a week or so to see if there's anything you need to swap out.”

Note in your calendar to reloop with her in a few days.

OR she will answer the question
Set date THEN say,

“Is there any reason why when we get together for your follow-up you wouldn't want to share it with a couple of friends? I think we'd have a ball? Then you can get some free stuff

If she doesn't want to share her follow up appointment with friends, then say...

“Let me tell you how I handle my follow ups. If you choose to share it with a couple of friends, I'll come to your home at your convenience or you can have it at mine. If you choose not to share it with a couple of friends, totally good, I offer follow-ups at my Success Event on ____ Nights at _____. which is a tons of fun. What would be better for you, ____ night at my Success Meeting or at your home or mine with a couple of friends?”

The other option you could do is to hold follow-up facials at your home on a specific time during the month. I would suggest that you not run around the country giving second facials to one person at a

YES -Then goal is to get GUEST LIST of 10-15 minimum
Perfect! What products are you excited about that you want to earn?

(write this down on profile card)

Ok we'll want to go ahead and get your guest list, to have 5-8 adults there; we want a list of 15-20. Why don't you indicate on your Fabulous list who you want to invite & then sit over there, grab your cell phone & write down more girlfriends/#s you'd like to invite before you leave.

(If needed: I'll go ahead and give you any one color item at half price as a thank you for going ahead and getting that to me.)