

Overcoming Objections Like a Champion



INVINCIBLE * UNSTOPPABLE * UNSHAKABLE * UNBREAKABLE

Has an MK girl

Oh great! In Mary Kay we respect each other, we never want to take each other's customer. We have just launched ____ Give her a call and give it a try. But in the meantime, save my name in your phone as a back up if you ever lose your MK girl!

Uses something else

I am so glad that you're taking care of your skin and washing your face, but I am always looking for opinions on our products. Would you be willing to try ours and compare to yours?

Too busy

Oh! That's awesome! Busy women need some pampering!! Well, you tell me.. would you want me to follow up in a couple of weeks? Or a month or so? Or are you just really not interested? Girl, you're not going to hurt my feelings if you're really just not interested.

I'm allergic/ have sensitive skin

I know how you feel! I have a customer who felt the same way! But she tried our sensitive skincare line and FELL IN LOVE because she found something that she could FINALLY use! I'm always looking for women to give me their opinion on our skincare! Is there any reason why we couldn't get together?

I don't wear makeup

I know just how you FEEL! I have many customers who FELT the same way! But what they FOUND is that we actually focus on Skin Care at our Pampering Sessions, makeup is totally optional. If you're willing to meet with me, I'd love to get your opinion on our skincare!

Not interested

I completely appreciate your honesty. Thank you for letting me know.

(Be prepared for them to hang up)

If friendly voice say...

Do you mind me asking what you are currently using for skin care? I'm just curious because we love for women to try our products and let us know how it compares to what you are currently using. If you willing to meet with me, I'd love to get your opinion.



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I don't have any friends to invite

I know just how you FEEL! I FELT the same way when I was thinking of hostessing a class! What I FOUND was I knew a lot more people than I thought! I thought about who I would invite to my wedding-if I was getting married, and I came up with a great list of ladies to share my pampering session with! We actually love to work with small groups, just 3-6 ladies is perfect! Who can you think of that you know from work/church/clubs/school/family? I bet any of those ladies would love to be pampered, don't you think so?

I need to check my calendar & call back

With the new product launch, my datebook has been filling up SUPER quick, why don't I put you down for a tentative time that normally works for you and we can reschedule if needed, but that way your spot is saved! I'd hate for you to miss out on your facial package this month!

Tried MK before, broke me out

I'm so sorry to hear that! How long ago was that? May I ask you what you mean by 'Broke Out'? Was it blemishes (wrong formula) or little red itchy bumps (allergic reaction or sensitivity to an ingredient). It sounds like it may have been the wrong formula/ingredient sensitivity (choose) and with our newly updated product line I am confident we could find the right products for you. Would you be willing to give the NEW Mary Kay a try?

I'm super busy right now, can I call you back?

Sure! I tell ya what, if I don't hear back from you today, I'll just plan to call you back in a few days. Does that work for you?
(Move her card to 3 days later)

Check with friends first to figure out a date

I totally understand! My datebook fills up SUPER fast and I don't want you to miss out on your pampering session! Why don't we go ahead and pick a date that normally works for you and we can adjust it if need be, but that way your time slot is saved? Do mornings or afternoons work best for you?

I don't have any money

No problem! Purchasing is totally optional and there's no obligation! I'd just love your opinion of our products and we can have some fun. We could even include some of your friends and you can get products for free or at a great discount!