

Asking your Client to be a Guest/ Model at Success Event **From a Phone/ Reorder Call Script**

By Nancy Moser, NSD



Your client calls to reorder her products and may say:

“Hi Nancy, this is Sue Smith, I need to reorder my TimeWise cleanser today . .”

You might say:

“Hi Sue, thanks for calling ~how are you and your family doing/ or how was your vacation?”

I like to talk personal, caring, relationship building first.

Then, I might say:

“Would you like to buy your TW Cleanser today, or get it for free, like my other clients are doing this month?”

Wait for her response, usually she will say “how can I get it for free?”

“Well, I’m so excited because my Sales Director, Mary, has selected me to be the Advanced Fall Skin-Care & Color teacher at my Success educational event the next couple Mondays. Is there any reason why you couldn’t be my special guest & model, my Director is really counting on me - could I count on you to help me teach the other consultants fall skin-care and color as one of my special customers? I will give you your TW cleanser for free as my ‘thank you’ gift, for allowing me to count on you to help me with this important training! Which would be better for you, , this Monday or next?”

Once booked, then coach her on the time, place, what to wear, what we’ll be doing, if you’ll pick her up. Also, give her name, phone number and a little about who she is ~ and that you asked her to be your advanced client- to your Director, so she can call and thank your client while building that initial relationship.

Send a thank you postcard in advance, or a letter and explain how you can’t wait to have her as your special guest, share how special your sister consultants & director are, how comfortable they’ll make her feel. People want to be with and a part of people and situations that you love to be with.

If she says no for now, ask her for a booking, sale increase or a referral. (see other scripts)