

Asking for Referrals when Your Client Calls for Phone/ Reorder 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 prefer to talk personal first. Then, “How is your skin care doing now that it’s fall and cooler?”

Answer any needs that she has. (If her skin is feeling tight or dry, you may want to go for a booking to update her Skin care needs for the season).

Then, you could say:

“Sue, you are such a great MK Customer and I appreciate your loyalty to me and our products. How would you like to receive your cleanser for free today, like some of my customers are?”

She will probably respond, “How”?

“Well, you probably know that I build my business by personal referrals of good clients who love the products and my service & pampering. Is there any reason why you couldn’t share with me 3-5 women’s names and phone numbers who would enjoy a complimentary facial & pampering session with me - at no obligation. I will give them a gift in your name and you can have your TW cleanser for free today from me!”

If she isn’t willing today, to give you referrals, you may want to use of the other script options to receive a booking or guest, interview or sale increase.

Enjoy expanding and sharing!