

# Answering Machine Ideas....

Are you needing some words to use when you call and get an answering machine? This may not be totally comprehensive, but maybe if what you need isn't on here, you can use these to give you some ideas.



## Calling a reorder that's not home....

"Hi, Suzy Q! This is Sheri Consultant with Mary Kay, and I'm so sorry I missed you! This is just a friendly customer service call to see how you are getting along with your products, update your address and email for my next mailer, and tell you about a couple of new things I have going on right now I thought you might be interested in. If you have a minute in the next few days, could you give me a quick call? ###-####. Thanks! Leave a message of when I can reach you if you miss me and get the machine."

## Calling a referral from a class that's not home....

"Hi, Suzy Q! This is Sheri Consultant with Mary Kay, and we have a mutual friend, Patty Customer. She suggested that I call you because she says you are the most overworked and underappreciated person she knows, and she wants to pass along a pampering package to you from her! She obviously thinks very highly of you, and I'd love to meet you! I would love it if you could give me a buzz back and we could chat for a minute. My number is ###-#### and if I'm not here, just leave a message of when a good time is to reach you. I'm looking forward to talking to you!"

(The pampering package is just a little big bag with foofoo paper, a look card, a bath gel and/or lotion, and a note with a gift certificate for \$10 free product and a 1 hr pampering session with you..ie facial)

## Calling someone you know but have never booked....

"Hi Suzy Q! This is Sheri Consultant from \_\_\_\_\_. (church, playgroup, work etc) Could you please give me a quick call when you have a minute? Thanks! ###-####."

## Calling someone you warm chattered....

"Hi Suzy Q! This is Sheri Consultant with Mary Kay...I met you today at \_\_\_\_\_. I just wanted to follow up on our conversation, and set up a time to get together for a facial! I really enjoyed meeting you, and thought all day long about what kinds of colors I would use with your eyes. I'm so excited to see you! Just give me a call at ###-#### and if you miss me, leave a message of where and when I can catch you. Talk to you soon!"

## Calling a guest at an upcoming class....

"Hi Suzy Q! My name is Sheri Consultant, and I'm with Mary Kay Cosmetics. I'm going to be doing Sally's class on Saturday, and I'm looking forward to meeting you there! I have a couple of questions I'd like to ask before the class so I can be set up correctly, so if you wouldn't mind giving me a quick call when you have a few minutes to talk, I'd appreciate it. My number is ###-####. Thanks!"

- Be cheerful and professional
- Leave your name and number clearly and slowly
- Identify yourself and why you are calling
- Don't be afraid to call 2 times. If you leave 2 messages and she doesn't return the call, you can pretty much move on. More than 2-3 times is harassment J