

Immediately After Setting Appointment

- Write thank you note and include a sample

1-2 Days Before Appointment

- Call to confirm appointment.
- Be Excited!

Before Facial

- Clean Apt.
- Set table
 - The Look
 - Beauty Book
 - Customer Profile
 - Pen
 - Receipt
 - Mirror
 - Products
 - Hair Clip

Facial

- Side 1 of Customer Profile
- Satin Hands
- Beauty Book, about Mary Kay
- Time Wise
- Beauty Book, other products
- Satin Lips
- Show roll up bag
- Side 2 of Customer Profile
- Close
- Customer for life
- When I move
- Set up party/ follow-up appt.

After Facial

- Thank you note.
- Order anything I do not have.
- Help plan party