

OVERCOMING TEAM BUILDING OBJECTIONS:

1) I AM JUST TOO BUSY!

Question: If I can teach you how to make \$200 a week working only 3 hours a week, could you find 3 hours? OR Ask her about her current schedule for a week and suggest some times maybe she could plug MK in to some slots.

2) I'M JUST NOT THE SALES TYPE!

Question: Great! **Would you believe that 90% of Mary Kay women aren't the sales type.** We look for women that can simply teach other women how to feel better about themselves through skin care and makeup...or even by sharing this incredible opportunity and impacting their lives! **Would you agree that every woman buys skin care and makeup from somewhere?** Why not buy the #1 best selling product from you. I believe now days, we don't get service like we should, and b/c you will provide a great service to your customers, they will even have another reason to buy from you!

3) I REALLY NEED TO TALK TO MY FAMILY OR HUSBAND!

Question: What do you think your husband will say? Great...why don't we go ahead and fill out your agreement and if for some reason he has any questions, I will be more than happy to answer them, and then if he still says no, then we can tear up your agreement and you can remain a great hostess.

4) I DON'T KNOW THAT MANY PEOPLE!

Question: Do you know 1 person that could be a face for you? If I can teach you how to turn 1 person into all the other people you will ever need to know...would you be willing to learn?

5) I DON'T HAVE THE MONEY!

Question: Do you have access to a credit card? OR If I can show you how to earn \$100 in 2 weeks, could you find someone that can help you get started?

6) JUST NOT NOW...NOT A GOOD TIME!

Question: If you were to do Mary Kay, what would be your reason? (find out their why and overcome the objection). If I promise to hold your hand and teach you how to do this, what would keep you from getting started today? Offer a signing bonus!

The key thing is once you have overcome the objection...don't stop there!

Ask **"Is there any reason why we can't get you started today?"**

95% of objections are wrapped up in these 6!

WORKING THROUGH BOOKING OBJECTIONS

LISTEN to the objections – CLARIFY what she says – ACKNOWLEDGE the concern and OFFER the solution.

TOO BUSY: "I understand _____. You know, I'm a really busy person too, so I can appreciate that! It may take us an hour or so to find your special needs and preferences, but after that I can save you an enormous amount of time – you'll never have to go to the mall again for your cosmetics. I can save you money too! Which would be better for you, _____ or _____?"

NO MONEY: "I understand _____, are you aware that Mary Kay is a third to half less than anything at the department stores and you never even have to pay full price for our products. We have discounts and lots of ways to get it free; we even have No Interest Payment Plans! Plus, there's no obligation to purchase. I'd just appreciate your honest opinion. Which would be better for you, _____ or _____?"

USE CLINIQUE (or another brand): "Great! You obviously appreciate good cosmetics! You know, we never find anyone who doesn't like Mary Kay at least as well, if not better than Clinique – I'd love to get your honest opinion – is there any reason you couldn't compare your _____ to Mary Kay? You can have a glamour item at half price just for giving me your opinion. Which would be better for you, _____ or _____?" Offer the item FREE when she brings a friend!

You might also ask, "May I ask you what (Clinique products you're using?" (Often it's just a lipstick or blush.)

I TRIED MARY KAY ONCE AND BROKE OUT! "I'm sorry you had that experience – may I ask how long it's been? (Explain product changes) _____, may I ask you what you mean by "broke out"? Was it blemishes? (Wrong formula) or little red itchy bumps? (A "sensitivity to" possibly one of the products – doesn't mean she can't use the whole line – some people have a "sensitivity to" milk and strawberries!) Is there any reason we couldn't work together to find the perfect program for you? Which would be a better time for you, _____ or _____?"

SHE STILL RESISTS: "Tell you what – Here's my card, if you ever change your mind, will you give me a call? I'd love to be the one to show you our products!" OR "Here's my card, if you know anyone who would like to try our products, would you pass it on?" **ALWAYS LEAVE WITH A 'YES'.**