

Two Phone scripts for following up with warm chatter

1. To set the appointment
2. If the appointment was set and she was a not show....

What to say when leaving messages for someone you warm chattered.....

Remember, this time-sensitive FOLLOW up is the CRITICAL element to success.....

FIRST CALL

Susie, it's ____ with MK and we met on _____, and I was so impressed with you because _____, I'm just calling to say I'm ***so excited*** and ready to set up your appt - I'm setting up appts for this and next week - call me back and let me know what works best for you, _____ or _____ -- my number is + _____ I can't wait to hear from you...

SECOND CALL *within 1-2 days..*

Susie, it's ____ with MK and we met on _____, gosh, I'm surprized to not hear back from you yet, I thought we connected, so I home I am right!

You're most likely just crazy-busy! Do give me a call or text back so I know you are interested. Right now I have _____ and _____ open, and I know we will have a super fun time and you will look soooo beautiful!

THIRD CALL

Susie, it's ____ with MK again – remember???? We met on _____, gosh, I'm surprized to not hear back from you yet, you don't seem like the kind of person who wouldn't call me back. Hopefully everything is okay with you. Tell you what, I'll just check back with you tomorrow or the next day so that we can schedule your appt, because I CANNOT wait to feature you in my Before& After Portfolio. But if you call me back I'll have an extra gift for you at your appointment! Looking forward to it!

FOURTH CALL: *Say this with **all-outexcitement**, expectation of a call back AND an appt!!*

Susie, this is ____ with MK and because I don't want to give you the wrong impression, this is my last phone call. Girl, you don't impress me as the kind of person who would just blow me off, so I know something bad has happened or you are truly over the top crazy-busy. Here's my number again, because I am EXCITED about getting together with you. My number is _____ -- you can reach me there or leave a message ANY TIME. Looking SOOOOOOOO forward to hearing back from you - THANK YOU SOOOOOOOOOO much!

Gals, if she doesn't call you back after that -- just tear the card up - remember SWSWSWSWSW (some will, some won't, so what, stop whining, someone's waiting :o)

If she was a NO SHOW.....

FIRST CALL (same day, or first thing the next morning)

Susie, it's ____ with MK -- is everything okay? We had an appointment set for today at _____, and since you didn't show up, or call me (return my call), I'm a little worried. You didn't impress me as a wishy washy person who would set an appointment and then just not show up. Please give me a quick call, okay? I just want to be sure you are okay.

SECOND CALL (2 days later)

Susie, it's ____ with MK and I just wanted to follow up again, -- you just don't seem seem like the kind of person who wouldn't call me back, so I know you're either crazy-busy, or something has happened to keep you from calling me back -- just give me a quick call so that I know you are okay -- okay? Even if you've decided you're not interested in a pamper session, that is fine, at this point I'm just a little concerned about you.

THIRD CALL (2 days later)

Say this with all-out excitement, expectation of a call back, expectation of an appt!!!!

Susie, this is ____ with MK and this is my last phone call to you unless I hear back from you. Girl, you don't impress me as the kind of person who would just blow me off, so I know something bad has happened or you are truly over the top crazy-busy. Here's my number again, because I am EXCITED about getting together with you. My number is _____ -- you can reach me there or leave a message ANY TIME. Looking SOOOOOOOOO forward to hearing back from you - THANK YOU SOOOOOOOOOOOO much!

HERE ARE SOME STATS THAT YOU CAN TAKE TO THE BANK! PERSISTANCE PAYS!

- 80% of all sales are made after the 5th call.
- 48% of salespeople give up after the first call.
- 25% give up after the second call.
- 12% make three calls – and then stop.
- 5% quit after the fourth call.
- 10% keep on calling after the fourth call

AND TO THIS PERSISTENT 10% GOES 80% OF ALL SALES!!!

Be patient, be polite, and keep on calling!!