

# A Consultant's Guide to Overcoming Objections

1. I have never sold anything.
  2. I already have a full-time job.
  3. I do not have any money.
  4. I am too busy.
  5. My Children are too small.
  6. I love my job.
  7. I have never sold cosmetics.
  8. I think I will wait until school is out.
  9. My husband does not want me to sell or do this job.
  10. I think I am too shy.
1. Great! You will find the products sell themselves
  2. Super! That means that you probably know some people that you could offer a free facial to and that could help you with your first classes, and besides I am not asking you to quit your job, just to consider Mary Kay.
  3. That is just the reason why you need this career. How much longer do you want to be without \$100?
  4. I am a busy person too and that is why I chose you, because busy people make the best consultants. They are the most organized and know how to manage their time.
  5. Great! You are going to love the flexibility Mary Kay offers. You really can schedule the hours you want to work. For a change, you can schedule your job around your family and not the other way around.
  6. Great! Could you use some extra money? At least if you hear all the facts you can keep this as a Plan B option if things ever change.
  7. Great! Because your training is all free. If I could teach you to do exactly what I do, do you think you could learn? And then, in turn, teach other women?
  8. You are right! Summer is a great time to start. But you really should get your Starter Kit and training out of the way so that when summer comes, you will be ready to go.
  9. I think it is great that your husband is showing an interest in your career. But how can he make a decision for you without knowing all the facts. He owes it to himself and to you to at least listen. I am sure that when he hears the marketing plan, he will be all in favor of your starting this career. In the meantime, have him call your stockbroker and get his evaluation of the company.
  10. I know how you feel. I felt the same way too. But I found that once I had compiled my five training classes I was feeling quite confident. Mary Kay really is a free Dale Carnegie Course. I have never met anyone who wants to stay shy for the rest of their life. And, of course, our Skin Care Classes limit the class to six.

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11. I am afraid to stand up in front of six people.
12. I know someone who did this and failed. I'm afraid that will happen to me.
13. I do not wear makeup.
14. I'm a single parent and need the security of a job.
15. I really do not know anyone.
16. We only have one car.
17. I cannot be like you.
18. I am afraid to ask people to have "Parties" for me.
19. I do not want to obligate or exploit my friends.
20. I'm the kind of person who will want to give it 100%, or I can't do it justice.
11. I know how you feel; I felt/feel that way too, but found that my first few classes were with friends and it helped me relax. Remember, your training is free and you get the best in the company. You can also do single facials or double facials.
12. It is too bad about your friend. But it is unwise to judge your success or failure on what she did. We are not in the business of selling cases.
13. Great! Because Mary Kay's greatest business is in the basic skin care. And I know you are interested in taking good care of your skin.
14. That's why I thought of you! In this career, your finances are not based on someone else, but your abilities to make as much as you want. If I could show you how to make \$750 per month, do you think you could come up with \$100? In this company, you can really determine your own security. Isn't that exciting!!!
15. That's great! Because this career will give you an opportunity to meet so many people. All you need to know is one person, because that's how it starts. One person tells another person and so on.
16. That's OK, You will find that with the flexibility of scheduling your Mary Kay business, you will be able to work around your husband's car. Could you get excited about earning your very own free car or buying one yourself?
17. I do not want you to be like me, but instead, the best that you can be. It takes all types to teach all types.
18. I know how you feel; I felt the same way too, but I found the training classes really helped me. After I had read the Career Essentials, and went to the classes, I felt more confident
19. I know how you feel. I felt the same way too, but I found that once they tried the product, they were thanking me for sharing it with them. You are offering something to them for free.
20. That's what will make you successful as long as you take a balanced commitment approach. 100% attention at work and then 100% just 10 minutes a day at Mary Kay will help you build a business.