

## Customer Service Simple Scripts

These are the scripts that I received when I put out a request for simple, non-intimidating words for consultants to say when they called customers. I apologize that I didn't give credit to those of you who sent them. You are awesome directors to share so freely. Thank you!

- Hi, this is \_\_\_\_\_ with MK. Do you have a minute? I'm calling to see what you are running low on to stay looking beautiful. I'll be happy to hold on while you check your supply." (This automatically leads into the client thinking about looking good, and we all run low on things and aren't aware until we are out, even paper towels, so this is a safe, easy script that is not intimidating.)
- "Hi, this is \_\_\_\_\_ with MK. Do you have a minute? I'm just checking in to ask if you are 100% satisfied with the products you got from me in (June). I will be calling back in (September) and wonder if there are things you will be running low on before I call?"
- "Hi, this is \_\_\_\_\_ with MK. Do you have a minute? I'm just checking in to ask what you need to keep yourself gorgeous the next couple of months."
- Hi, this is \_\_\_\_ with Mk and I owe you 1,000 apologies! (She'll ask why.) "Well, it's been some time since I've been in touch with you, and that's not normally how I do my customer service, so I'm offering a special 'I'm sorry' discount on anything you think that you might like to get. Either replacement products or maybe you'd like to try something new.
- I call all of my customers monthly, and whether they answer or not, my words are always the same. "Hi Susie, this is CJ Davis with Mary Kay, and I was calling to see what you need to keep you gorgeous this month!" If I have to leave this message on the phone, I add: "Call me if you need product or a new look. Otherwise, I'll talk to you next month." My customers always respond, and they certainly don't mind that I call monthly.