

Customer Service Follow-Up Script

Follow up every 2 days, 2 weeks, and 2 months!

2 Day Follow-Up Script:

Hi _____, this is _____ with Mary Kay. I just wanted to call and say thank you for sharing your time with me the other day! I really enjoyed getting to know you and I had a great time. I'm just doing a little check-up call to make sure that you took your products out of the box and have started using them. Is everything working well for you? (Let her answer) Do you have any questions about anything? (Let her answer) Be sure to friend me on Facebook so I can add you to my customer page!

2 Week Follow-Up Script:

Hi _____, this is _____ with Mary Kay. I'm just doing my little check-up call to see how your skincare regimen is working for you? (or how you are liking your colors, etc) Is there anything we need to adjust or add to your daily routine?

2 Month Follow-Up Script:

Hi _____, this is _____ with Mary Kay. I'm just checking in to see how your skincare regimen (or how you are liking your colors, etc) is working for you? Is there anything you need or anything new you would like to try?

PCP Script:

If you put all of your customers on the PCP List, then you can simply call when the new catalog comes out. It's OK if it's off by a month at first, if you do your 2-day and 2-week calls then you will have a good relationship established!

Hi _____, this is _____ with Mary Kay! I'm just doing my quarterly check-up call with all my favorite customers to see how your skin is doing and if you need a re-fill on anything. I also wanted to make sure that you got the catalog in the mail—you should have gotten it in the last week or so. If you have any questions on the new products, just let me know. We can meet in person anytime or I can send you some samples.