

Overcoming Booking Objections

Make overcoming objections fun! Your job is to help her find a way! You have nothing to lose and she has everything to gain! We have to be better in sales than our prospects. Don't let her sell YOU! Practice these until they are in your personality and wording! Keep your sense of humor! Don't take yourself too seriously!

Get familiar with these common objections and make these scripts your own. No, we don't want you to be pushy, but wimpy is not good either! Shoot for pleasantly persistent!

- Objection** ~ "I don't have the time."
Response ~ "I know how you feel. I am a very busy person also, but do you know what I have found? The busiest people get the most done. Our facial will only take 45 minutes and it sounds like you could use a little pampering. Now what part of the week is best for you, during the week or weekends? Wednesday or Thursday?...Afternoon or evening?... 7:00 or 7:30?...Great..."
- Objection** ~ "I don't know anyone."
Response ~ "Well, I can understand how you feel, but you know what, I have found that this is a great way to meet your neighbors or the people at your church...now what part of the week is best for you?".....(follow format above).
- Objection** ~ "I just bought brand 'X' or I only use..."
Response ~ "That's great, you obviously know something about skin care. I can appreciate your knowledge and would really enjoy your comments on our skin care program...now what part of the week is best for you?"
- Objection** ~ "I have already tried Mary Kay."
Response ~ "Great, when did you have a complimentary facial? Our products have changed dramatically; I think you will be pleasantly surprised. Now which part of the week is best for you?"
- Objection** ~ "I have company coming from out of town"
Response ~ "Fantastic, not only will they enjoy getting together, but I know that your (relative) will appreciate your thoughtfulness in arranging their complimentary Mary Kay facials. You may want to ask a few friends too. Now which part of the week is best for you?"
- Objection** ~ "The kids will be home from school."
Response ~ "That's great, I bet there will be times when you will want to get away and do something special for yourself. I have a special gift for the person who will be babysitting the kids!"
- Objection** ~ "I tried that once and it broke me out/or I am allergic."
Response ~ "How long has it been since you tried the products? We have all new formulas in the last couple years. There is a large variety of items in our line. I am sure you could try

8. **Objection** ~ “I’m not a make-up person.”
Response ~ “Great because in Mary Kay teach skin care. Taking care of our skin is so important and during this hot/cold weather your skin will really appreciate the needed care. Now what part of the week is best for you?”
9. **Objection** ~ “My house is too small.”
Response ~ I have had so many people tell me that so I know exactly how you feel but what we do in a lot of cases is have them at my house or at one of your friends who you are inviting! What would be best for you, here at my place or one of your guests?
10. **Objection** ~ “My husband doesn’t like to have parties.”
Response ~ “Sssshhh...great, let’s not invite him!! No really, all of our hostesses with the same situation do them when he isn’t home or at my house or one of their girlfriend’s homes. Which would be best for you, here or at one of your friend’s houses?”
11. **Objection** ~ “I don’t want to obligate my friends”
Response ~ “Wow, you hit it on the head! I was so worried about that when I signed on as a consultant. Did you think I was pushy because I sure don’t want to be? I just found that women want to pamper themselves and we just have to give them the opportunity to do that. If I promise not to be pushy, why don’t you just invite them for a pampering session with no obligation?”
12. **Objection** ~ “I don’t want to obligate my friends”
Response ~ “Wow, you hit it on the head! I was so worried about that when I signed on as a consultant. Did you think I was pushy because I sure don’t want to be? I just found that women want to pamper themselves and we just have to give them the opportunity to do that. If I promise not to be pushy, why don’t you just invite them for a pampering session with no obligation?”
13. **Objection** ~ “No one I know wears make-up”
Response ~ “Yikes!!! Wouldn’t it be fun then to get together to give me their opinion of the skin care line? You know all of my “natural” girls love good skin care because they don’t use anything to cover up or camouflage so they love taking care of their skin! Wouldn’t that be fun? Let’s just ask them. Which would be the least busy time for you to squeeze me in? After work or on the weekend?”
14. **Objection** ~ “I don’t have any money”
Response ~ “Well you know what? So many people are afraid of wasting my time but we don’t charge a thing! The facials are free for you and your friends! I will have a great time and as a thank you, you will receive free products from me! Great deal! We will have a ball!”
15. **Objection** ~ “I have a Mary Kay consultant”
Response ~ “Fabulous!!!! So happy for you using the #1 best selling product. You go back to her and tell her Faith said “Hi”. Here’s my card so you can tell her we met. Tell her that I said you would be a wonderful consultant as cute as you are!”