

# Guest Confirmation & Instructions

(Updated 5/1/12)

You must call your **CONFIRMED** guests 1<sup>st</sup> name into the office **No LATER** than 8pm - the night before the event.

Please remember – it's OK to invite them in advance but you will still need to call them back the day before to confirm them with the dialogue below. If you have never pre-profiled them, they must also be pre-profiled/qualified using the Pre-profiling/Qualifying script.

## How to Confirm Your Guests

This is a tried and true invitation dialogue to use when calling guests a few days before to confirm:

Hi \_\_\_\_\_, this is \_\_\_\_\_, do you have a quick minute? Great! I'm calling to confirm you for our \_\_\_\_\_ on \_\_\_\_\_! It's reservation only and I need to call in your name to the director for your reservation by 7pm today. (Wait for her to respond).

If yes - Great! I'll see you (or pick you up) at \_\_\_\_\_. (Get them in your car if you can!)

If no - Great! Shall we put in a reservation for you for the \_\_\_\_\_ next week/month?

When they say things like...I'm not sure, I'll call you, start giving excuses or they beat around the bush... You need to **LET THEM GO!** They are *not* coming and 'maybe's' won't work! You need to re-invite them for another week or event. Take yourself and the guest off the hook!

Keep it simple but please remember - your dialogue needs to be exactly as above. This is tried and true Mary Kay and will give you the results you want!!! Make sure they have your cell phone number in case they have problems with directions, etc.

## If you are bringing guests:

1. Appetizer Item – Please make sure it is in on a *classy* tray/dish...we want our guests to feel special!
2. Tell your Guests that the time we start is 15 minutes before the actual starting time.
3. You need to arrive & begin setting up for your guests 30 minutes prior to the start time of the event!
4. You will want to check-in 1<sup>st</sup> and *then* set up for your guest(s).
5. You will want to introduce your guest(s) to your Director when she arrives then foundation stripe-test.
6. If time allows - take her around and introduce her to the other consultants.
7. If time allows - show her around the displays.
8. Also let them know when you are confirming them that they can come casual but that the consultants will be in business attire - This way they are informed not surprised/embarrassed/upset.

## Bring these items but **keep them with you:**

- \* *Current Look Book.*
- \* *1 Sharing Packet and 1 Hostess Packet per guest.*
- \* *Everything you will need to handle a purchase (calculator, pen, sales receipt, etc).*
- \* *Datebook*
- \* *Optional – You can bring your product and leave it in your car to fill orders afterwards.*

## Table Set Up:

- \* *Mirror/Tray Set Up Including: Proper Tray Label + Disposable Cloth wet in fold-over baggie.*
- \* *Products - The tray label shows you all products to bring for your guest and where to squirt them in the tray.*
- \* *Check with your Director for the applicable 'bring list' for that specific event.*
- \* *Pen & Profile Card.*
- \* *Hair Clips – no headbands please.*

## Closing Sheet:

- \* *Have 1 for each guest and place at head of table for teacher.*