

How to Fire Proof Your Appointments

When you are on the phone with Susie Hostess and you have just solidified her party date ... YOU SAY THIS ... Susie ... I want to thank you in advance for your commitment to be one of my preferred MK GIRLFRIEND HOSTESSES. * I want to assure you that I AM A PRO ... I have just put your appointment in my book and circled it in PINK and put STARS by it. I want to assure you that I AM A PRO ... THIS IS MY CAREER. (Pause) I take all of my appointments seriously. MY GOAL is to provide GOLDEN RULE CUSTOMER SERVICE to YOU and our guests at your PARTY! * I want you to know that I consider Saturday the 14th at 3:00 pm as my priority appointment to be held for YOU and your girlfriends. (pause)

** Susie I AM A PRO ... This is my career ... my word is my bond and I want you to know you can count on me to be there on the 14th at 3:00pm! (pause) Susie ... Let me ask you ... IS the 14th at 3:00 pm a rock solid time and date for you? (pause and wait for her answer) IF she starts to stammer and say ... Oh, well, I may have to go to work or I may have to take my kids to a baseball game or I just forgot ... I may have a shower that I have to go to that day ...

(RED FLAG) She is not rock solid.

(pause)

At this point you say ... Oh Susie ... I'm sorry ... I thought that you had committed to this date. AS I'm sure you can understand ... I'm here to be respectful of your time ... Just as I assume you are respectful of my time.

(pause)

AS you know this is my career ... this is the way I generate my income.

(pause)

Let me ask you ... What other date ... daytime, evening or weekend would be better for you? (wait for her answer) If she is willing to find another date (then she had a real conflict). If she says ... You know let me check with my friends and see what is best for them ... Then you say

Well ... Susie ... I've learned from experience that if you were going to have a shower or birthday party or a 4th of July party ... that you would PICK THE DATE and invite your friends ... SOME WOULD COME & SOME WOULD NOT attend. SO ... WHAT DO YOU FEEL IS BEST ... DAYTIMES, EVENINGS, WEEKENDS?

If she engages with you and rebooks a solid date that is good ... IF she keeps saying ... well I really want to check with my friends or I have to check my work schedule or if she keeps coming up with an excuse SHE IS NOT BEING HONEST WITH YOU

IF you try three or four times to GET A ROCK SOLID DATE and she keeps "back pedaling" THEN YOU SAY ... Susie ... IS being a hostess at this time something you TRULY WANT TO DO? (wait for her answer) IF she says YES ... Then say ... then let's find a rock solid date that will work for YOU ... (if she says ... no not really) Then you say ... SUSIE ... Thank you for being HONEST WITH ME ... I'm here to be of service to you ... DO YOU FEEL THAT AT ANYTIME IN THE NEAR FUTURE you would want to be a hostess? (let her answer) IF she says no ... SAY ... THANK YOU for being honest with me ... I'm honored to remain your consultant and be of service to you in the way you feel is best - Providing GOLDEN RULE CUSTOMER SERVICE.

THANK YOU FOR RECOGNIZING that this is my career and that it is not a 'game' ... This is how I provide for myself.

(pause)

Susie ... WHO DO YOU KNOW THAT YOU WOULD BE WILLING TO REFER TO ME that you feel maybe willing to be a hostess or have a facial at this time? (ask for a referral)