

Coaching:

1. Preliminary

2. Telephone

3. Kitchen/Studio

1. Preliminary: What say when first book the appt.

- I have ___ or ___ available at the Studio, which would be better for you?
- _____ time or _____ time?
- I always love to give you an opportunity to earn \$50 in free items that day and bring up to 5 friends or family members with you so it is more of a fun spa girlfriend experience! ____, is there any reason why you couldn't select 5+ other women to gift this to that say day?
- Make sure they know we will be doing all Spa/Facial Treatments: Booster Facial, Microdermabrasion Treatment, Eye Zone Therapy, Hand & Lip Treatments and testing our Mineral Powder too! Free for all! Make sure they know that since the micro treatments are normally \$100 just for 1 treatment. Tell them that maybe's don't count either. You can only gift to 5 others so you need a firm yes or no.
- Make sure they know there is no obligation to purchase at all. I always offer specials though so if anyone is low on any current items, ask them to wait until they try ours!
- You can email me your guest list tonight and I will follow up with you tomorrow. Is there a good time to reach you? This number? Great! I will give you all the other little details then! Have a super day and nice to meet you!

2. Telephone: What to say when followup w/ phone call for guest list and to give details.

- Hi, _____, this is Ruthie and do you have a quick second to chat? Great! Ok...I received your email with your guest list and did they all say they would be able to attend? Were they excited? Are you riding together? Is there any reason why you couldn't all arrive 10-15 minutes early for paperwork and to match your foundation colors perfectly?
- The address is: _____
- We will be doing Spa Facial Treatments only, so if you want to leave with eye makeup on, please come with it on. You might pop a lip and cheek color in your purse too.
- (Preprofile) ____, is your skin dry, normal, combination or more oily? What do you cleanse with now? Do you ever get blemishes? Do you have anything special you want me to help you with on ___?

- Would you like to go onto my website to pre-select your \$50 free or would you rather try everything and then decide? Great!
- I will call/text one last time the day of to confirm numbers and will need to be able to reach you. What is a good time & #?

(if booking for home party):

- We need to make sure they know it is for adults only and to have a sitter for any kids so they can feel totally pampered.
- Do you have a table that will seat everyone comfortably? TV Trays?
- How is the lighting in that room?
- Keep refreshments light and we will keep all those for the end of the spa session, ok?
- I will arrive 30 minutes early to set up everyone's trays is that ok?
- Make sure they know there is no obligation to purchase at all. I always offer specials though so if anyone is low on any current items, ask them to wait until they try ours!
- Preprofile/get skin type and needs as above.
- We will start right at 6:30 so can you make sure they know to arrive 15 min. early... We should be finish in 1 ½ hours max!
- I will call that day to confirm #s one last time. Is there a good time and # to reach you?

3. Kitchen/Studio: (what say to see who might be a good prospective team member)

- Tell me about your friends that are coming?
- What do you do for a living?
- What do you love about it?
- Have you ever thought about making any extra \$?
- Watch how this works today and see if it is anything you would think about ok?
- If you had to pick one of your friends that you think would be good, who would you pick?

Can use the EVITES too! The more that's in it for them, the more apt they are to come!

A Class worth booking is a Class worth COACHING!

A Class worth holding is a Class worth Closing!