The Team Building Notebook

This Team Building notebook will help you conduct "inner"views/Career Surveys in a professional manner. Assemble the notebook as instructed and become familiar with the contents. Develop a dialogue and practice asking questions so that it becomes second nature. Remember to LISTEN after you ask questions on every page to keep the prospect involved and so you can get to know her! Take your DREAM BOOK to each Interview along with this.

)	00
	RECRUITING INVITATION
	OPTIONAL RECRUITING INVITATION
1.	TODAY WE WILL DO 5 THINGS
2.	QUESTIONS
3.	7 REASONS
4.	PRIZES — attach pictures of prizes! Good ones can be found in the Star Consultant Gifts brochure or the Seminar brochure or on IN TOUCH. Personal pictures- you On-Stage receiving your prizes!
5.	FRIENDSHIPS, PERSONAL GROWTH — Pam uses lots of pictures! Attach a picture of yourself, your Director and Recruiter, pictures of you and your sister consultants, pictures from Events, Seminar!
6.	MARY KAY'S PRIORITIES - Attach pictures of you and family.
7.	AVENUES OF INCOME
8.	INCOME POTENTIAL - Use any brochures showing career path progression. (Keep Applause Magazine handy)
9.	Add weekly accomplishment sheets and a copy of Pam's check.
10.	TAX BENEFITS AND DEDUCTIONS
11.	ASK HER / HOW TO START - Have Beauty Agreement/ipad and IN TOUCH online agreement out. Display the Starter Kit contents from photo.
12.	CLOSING INTERVIEW
13.	RECRUITING OBJECTIONS
14.	THE NEXT STEP
15.	THE SLEEP TEST
16.	THINK PINK SHEET - Have her fill out here. If this was a "practice interview" have marketing cd selected, business brochures and business card ready to go home with her if interview is a "first" layer. Work full-circle, and establish next point of contact and purpose of it!

NEW CUSTOMER PROFILE

RECRUITING INVITATION

"Hey, I'm so excited! Do you have a quick minute? As you know I am committed to moving up in Mary Kay for so many reasons, and I just can't help but think how great you'd be in this careerhow much you'd love it and how successful you'd be. As part of my education and qualification to become a director, I need to conduct practice interviewsyou knowshare how we make our money, how the company works, and I'd love to get your opinion because (sincere compliment*). You know I'd never twist your arm to get you to say yes, but I'd break your wrist to just have 45 minutes and a cup of coffee with you to get your feedback. This may not be for you at all, and I'll respect your final answer, but I think you might be surprised by some of the details. And of course as a thank you for your time, I'll have a free for you. Is there any reason why we couldn't plan a quick cup of coffee? [keep talking] When			
would be best for you,or(give 2 options this week). [Confirm the			
time, re-state the gift, show appreciation] I can't wait to see you onat You			
know you can count on me to be there rain or shine, and I appreciate being able to count on you too!"			
* You are successful at what you do			
* You are so sharp			
* I know you'll tell me what you really think			
* I am looking for women who have character/qualities that you already have			
* I think you know what women are looking for in a career today or other SINCERE thought			
OR			
"Hi, this is, with Mary Kay. I'm calling is to see if you could help			
me out. My director has asked me to share some career information with 3 of the sharpest women I know and immediately, I thought of you! Mary Kay is looking for dynamic women who are willing to work hard and want to make a lot of money. I thought of you because (Sincere Compliment).* You don't have to join; this is a practice interview. I simply need you to give me your honest opinion on how the company's marketing plan works and how I present the information. If this business is not for you, we'll call it coffee and a day and maybe you would be my "talent scout"! If it is for you, we'll have a blast working together! This will only take about 30 minutes, but as a thank you for your time and with no obligation on either of our parts, I'll be bringing you a very special cosmetic gift! Which would be better for you (Tues.) or (Thurs.)"? (Confirm).			
* You already own your own business			
* You have good people skills			

* You have integrity and your word is your bond

* You Love Mary Kay Products

OPTIONAL RECRUITING INVITATION

My director has been talking with me about moving up the Career Path into LEADERSHIP in Mary Kay, and in completing this part of my training, I'm to share with 5 of the sharpest women I know to some information and gather their opinion, and I immediately thought of you - you are so sharp and so put together. Now I know this is probably not something that you'd be interested in, but you know, if Mary Kay could change your life the way it has changed mine - it really wouldn't hurt to listen, would it? Is there any reason why we couldn't get together "tomorrow for some coffee" for about 30 minutes for me to share the information? I would appreciate it so much, and it would really help me out with my training.

- * Monday Night at my Success Meeting
- * Saturday for our Career Brunch
- * On a 3-way conference call with my director

Additional Phrase to be added to any script . . .

"I would never twist your arm to recruit you, but I'd break your wrist to get you to listen."

"I'm going to drive you nuts until you get with me. Once you do, I'll never ask again, so you might as well say yes this time!"

TODAY WE WILL DO FIVE THINGS:

- 1. You'll tell me about you.
- 2. I'll tell you about me.
- 3. I'll tell you about the Mary Kay company.
- 4. Then I'll answer any questions you may have.
- 5. Finally, I'll ask you if this sounds like something you'd like to try. Does this sound like a plan?

QUESTIONS???

- Tell me a little about yourself.
- What do you like most about your life/job as it is?
- What would you change about your situation?
- Are you getting paid what you're worth?
- Do you have freedom and flexibility?
- Are you in control of your career advancement?
- What do you need most in your life right now?
- What do you value most in your life right now?
- Five years from now, where will you be in your life?
- If you continue working the same job, will you be happy with where you are in 5 years?
- If you could design it, tell me about the perfect career for yourself.
- What do you think your husband would say?
- What would you do with an extra \$100 each week for your 3 hour time investment?
- What stereotypes do you have about Mary Kay products? Mary Kay people?
- What would be your biggest initial fear about beginning this business endeavor?
- If I could show you how to keep what you value and get what you need, is there any reason why you wouldn't consider this?
- If we had just 5 minutes together, what would you need to know about Mary Kay in order to make a yes decision?

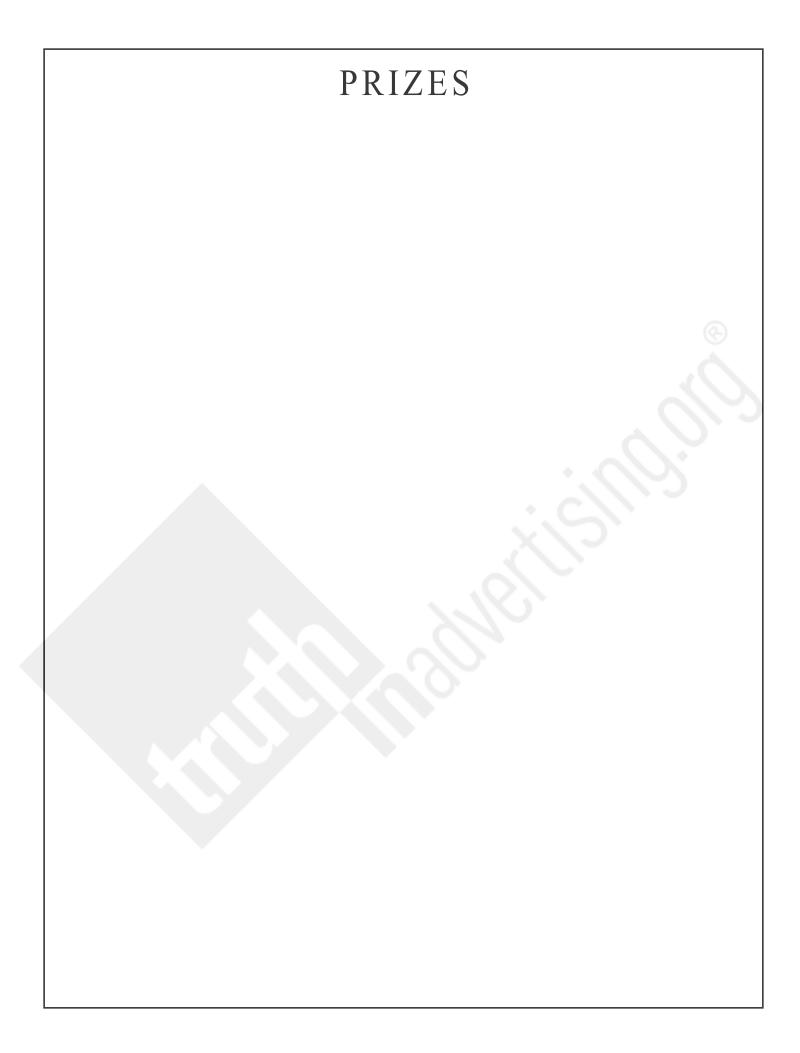
It is SO IMPORTANT TO LISTEN! This could END the interview! She may have 1 simple question like "Do you have quotas?" or "Do you have Territories?" If she has no more questions, you ASK "what ELSE would you need to know about Mary Kay in order to make a yes decision?" Continue with this. IF she has several questions, go to the next page. If not, Close the interview! All we need to do to set you up for training is to get your Starter Kit ordered. How would you like to take care of that-MC/Visa, Discover, check, or cash?

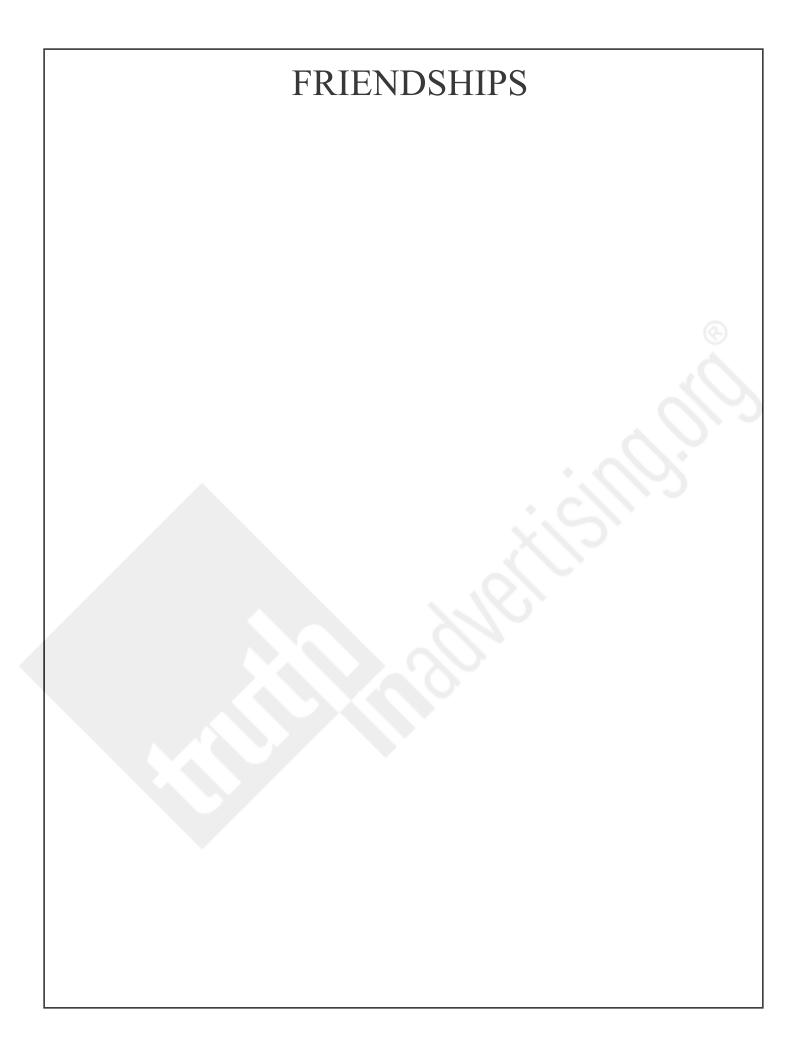
7 REASONS WHY PEOPLE CHOOSE A CAREER WITH MARY KAY COSMETICS:

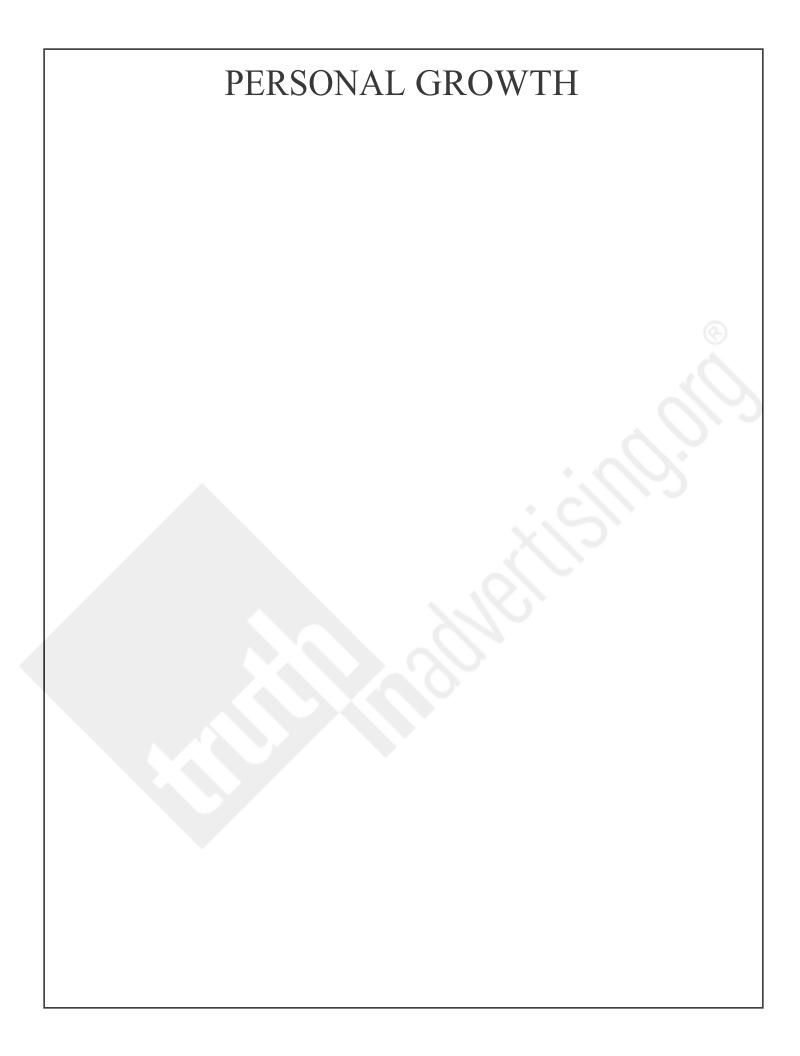
(MRS. CAB)

- 1. Money
- 2. Recognition
- 3. Self Improvement
- 4. Flexibility
- 5. Car
- 6. Advantages
- 7. Be Your Own Boss

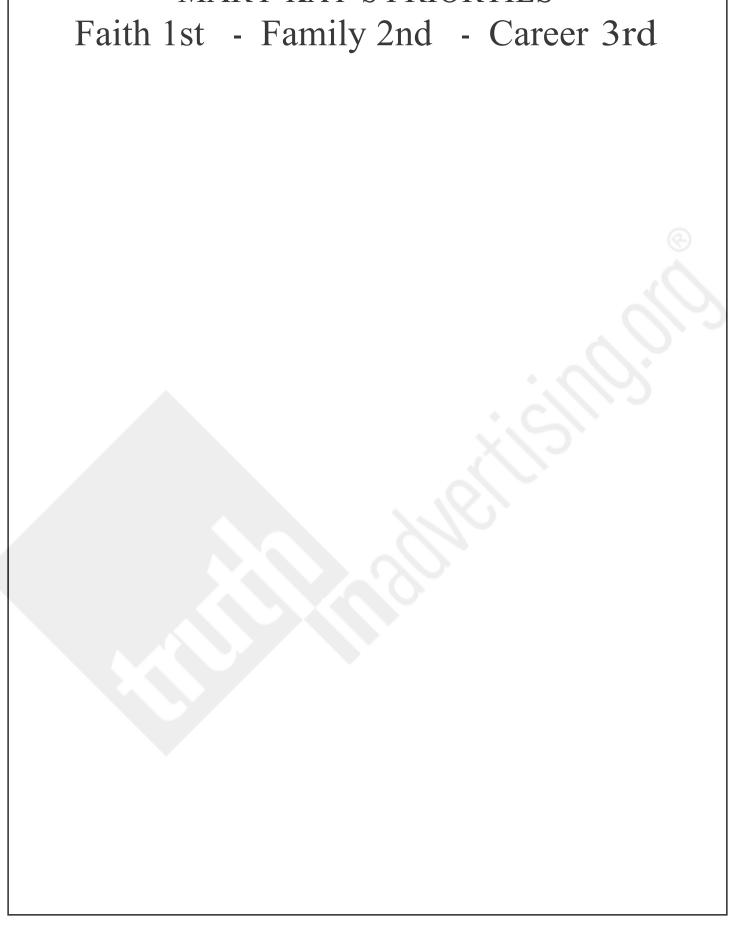
Which of these appeal to you?







MARY KAY'S PRIORTIES



Avenues of Income

The Sale of Cosmetics

As a Consultant, you buy the product directly from the company at a 40-50% discount, depending on the quantity ordered (occasional 55-60% discounts and FREE product bonuses). When you sell the product to your customers you double your investment, assuming you purchased it at a 50% discount.

ON THE FACE!

The PARTY—(3 to 6 women attending) The average time spent at a SCC is 2-3 hours depending on the number of guests. Sales vary, but consultants in our area sell from \$100-\$500+ during this appointment.

The facial—(1 or 2 women attending)- The average time: 45 minutes to 1 hour. The average sales: \$75 per person.

ON LINE!

With your own Personal Web site address at marykay.com! Mary Kay is the fourth largest on line selling site, higher than ebay!! Visit www.marykay.com!

ON PAPER!

The Preferred Customer Program—a Company produced quarterly mailing to support your REORDER Business! Reorders are a 50% straight profit!! Mary Kay products are consumable; customers will order over and over. The average consumer spends a minimum \$500 per year on cosmetics! Adding 3 faces a week to your business = 150 customers at the end of the first year. Adding 6 faces a week = 300+ customers at the end of the first

EMBRACE LIFE Gift Service Mail Order Catalog! **Receive Commissions and** 30% discount on orders!

ON THE GO!!

Products packaged for on site selling without education or demonstration, perfect for that 15 minute appointment! Examples, Satin Hands and Miracle Sets! Sell 10 Satin Hands @ \$25= \$250 in Sales, and at 50%= \$125 your profit! Sell 10 Miracle Sets @ \$99 = \$990 in Sales, at 50% = \$495 your profit!!

PERSONALIZED GIFT GIVING SERVICE!

(Perfect for the "Soccer/gymnastic Mom", busy working-woman.)

Avenues of Income

Team Building

TEAM BUILDING COMMISSIONS are paid directly to the Consultants from the Company. The commissions are paid monthly, and are based on your team member's wholesale orders to the Company.

- * 4% Commission Checks 1 Active Personal Team Member
- * 9% Commission Checks Minimum 5 Active Personal Team Members
- * 13% Commission Checks When you place a personal minimum \$600 wholesale Section 1 order in the same month that at least 5 personal team members place a minimum \$180 wholesale Section 1 orders

BONUSES - A \$50 Team-Building Bonus will be paid to consultants for each qualified personal team member beginning with their fourth personal team member. A qualified team member is one whose initial minimum \$600 wholesale Section 1 order is received in the same or following calendar month as her Beauty Agreement.

LEADERSHIP

Grand Achiever - Drive a Leased Chevy Cruz! You may qualify in one, two, three, or four months when you achieve 12 Active Team Members and \$16,000 in combined personal/team wholesale.

Future Director - 8 active Team Members

Director in Qualifications - 8 active Team Members, intentions to become a director

DIRECTORSHIP - Top Leadership Position on the Career Ladder!

- * The sale of cosmetics (skin care class, facials, and reorders)
- * 9% or 13% personal team commissions same as available to Consultants.
- * Additional 9% or 13% Director Commission includes personal team and their team members.
- * Unit Volume Bonus (\$500 \$5,000 Monthly)
- * Unit Development Bonus up to \$6,000 annually when each month min. 3 new qualified unit members are added and quarterly, a total of 9 are added to the unit.

In addition, Directors are eligible to wear the Director Suit and Pin, eligible to earn the use of Grand Am, Chevy Blazer, or **Pink Cadillac**. Directors can earn Diamonds, Out-Of-Country Trips, and are eligible for company-paid term life insurance!! All commissions are all paid directly from the company based on unit wholesale production and personal and unit team building.

See **APPLAUSE** Magazine, a monthly publication for a current listing of paid commission checks to Sales Force Members

INCOME POTENTIAL

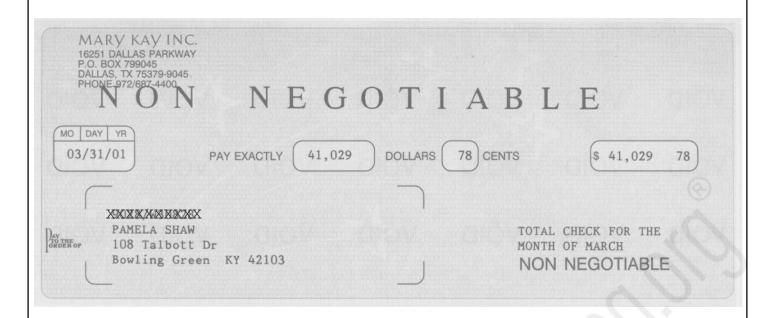
Approximate earnings each week, based on an average \$150 class:

(circle number)

Classes You Will Hold Each Week	Class Time Plus Delivery	Sales Based On Each \$150 Class (min.)	Approximate Profit On Classes Each Week
1	3 hours	\$150.00	\$75.00
2	6 hours	\$300.00	\$150.00
3	9 hours	\$450.00	\$225.00
4	12 hours	\$600.00	\$300.00
5	15 hours	\$750.00	\$375.00
6	18 hours	\$900.00	\$450.00
7	21 hours	\$1,050.00	\$525.00
8	24 hours	\$1,200.00	\$600.00
9	27 hours	\$1,350.00	\$675.00
10	30 hours	\$1,500.00	\$750.00
11	33 hours	\$1,650.00	\$825.00
12	36 hours	\$1,800.00	\$900.00

Your reorder business and your recruiting bonus checks will be in addition to the above approximate earnings you will be receiving. The approximate profit on classes held each week does not take into account hostess credit and supplies; however, these are tax-deductible items.

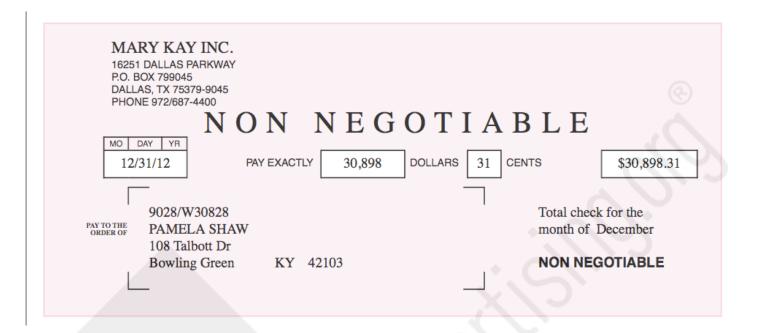
The Checks

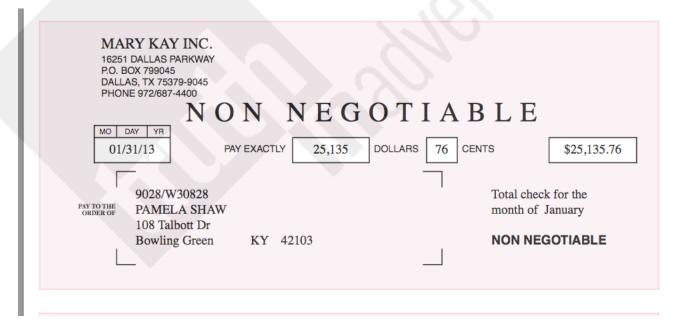




"When you do what you NEED to do when you NEED to do it, you get to do what you WANT to do when you WANT to do it--- You can DESIGN your LIFE and LIVE your VISION! Our lives are not 'assigned' to us; we have the freedom to choose, and we can make ANY day a turning point. A "turning point" is a day when you think a new thought and make a new choice—one that can change the trajectory of your life!"

Gratefully, SNSD Pamela Waldrop Shaw





TAX BENEFITS AND DEDUCTIONS

1. AUTOMOBILE EXPENSES

- 2. HOUSE/RENTAL PAYMENTS
 If you conduct the major portion of your business at home.
- 3. UTILITIES
 A portion for AC/HEAT and lighting for office.
- 4. TELEPHONE
 Business line/cell phone/other technology monthly charge and all business related long distance.
- 5. ENTERTAINMENT AND TRAVEL Can do business anywhere in the US and US Territories!
- 6. PARTY and demo SUPPLIES
- 7. OFFICE SUPPLIES
- 8. BABY SITTER When on business.

ASK HER . . .

- * What excites you the most?
- * What do you think you would enjoy the most?

HOW TO START

(Show Picture of Starter Kit)

This is your STARTER Kit. There are @ \$350 worth of demonstration products, supplies, and all your training materials for \$100 plus tax (Romance every item). The first step is to order your Starter Kit. This gets your toe in the door. It entitles us to start training you and gives you purchasing power with the company at wholesale prices. Aren't you ready to get your cosmetics from your own store at cost?

Inventory is not required but strongly recommended. That is not a decision you make right now. Inventory options will be covered in training. There are many options--from zero to a store full and anywhere in between.

For education you'll get cd's in your Starter Kit, you'll observe Parties and attend a New Consultant Orientation, as well as receive voice message training, which will answer many questions and concerns as they arise. Weekly support and training is ongoing. And guess what... the answer to everything you want to know is in your Starter Kit!!!

CLOSING the INTERVIEW

All we need to do to set you up for training is to get your Starter Kit ordered. How would you like to take care of that-- MC/Visa, Discover, check, or cash?

(Make transaction NOW - then open agreement/ipad online agreement)

I need to get some information about you to send the company along with your Starter Kit order.

(Fill out agreement for her and have her sign it)

(If unable to make a decision)

DECISION-MAKING TOOL:

PRO & CON LIST

- 1. What's the worst thing that could happen if you do this?
- 2. What's the best possible thing that could happen?

Based on everything you've heard, what excites you the most? Is there any reason why you wouldn't want to give it a try?

"Do you want to work with me?" ©

RECRUITING OBJECTIONS

- I need to think about it.
- I want to talk to my husband.
- I'm not a sales person.
- Iknow someone who got into Mary Kay and quit.
- I already have a job.
- I don't have time.
- My husband doesn't like me out at night.
- Don't have the money to get started.
- Isn't this area saturated?
- Don't want to impose on my friends.
- Don't wear a lot of make-up.
- I have two small children.
- I'm too shy.
- I'm not the beauty consultant type.

Overcome:	Repeat the objection - "v	vhat I hear you saying	<i>is</i> ''	
	, I know how you feel	. I felt (or	experienced	
a similar concern) the same way. What I (she) found is that				
(Assume you've overcome the objection. Invite a new objection) If it weren't				
for that what would keep you from getting started?				

(Repeat 3 or 4 times to get <u>real</u> concern - go for close every time until you can take it no further. Work full-circle and communicate next step clearly. Leave with SCC booking, referral, or a new recruit!!)

THE NEXT STEP

- Pin Her
- Give her "Next Step" cd or give her hotline # (to order, WTS 800-218-7228)
- Tell her when and where MK Education takes place; encourage her to bring guests; confirm her attendance.
- Have her begin to compile a list of women she knows (with Skin)!!!
- Look at possible dates for Business Debut and pencil in.
- Send her to www.pamelashaw.com (user name = innercircle; passcode= 2013)

 NEW CONSULTANT LINK and also and to www.marykay.com.

Let her know to expect a welcome email, a welcome letter with Focus Folder and other support materials

Schedule her to attend one of your Skin Care Classes that week. Hug her and tell her you think she'll be great and give her sincere reassurance!

Tell her, "Your Starter Kit will arrive in approximately 5-10 days. However, you may begin working and learning immediately!"

Welcome!

If she delays, have her take THE "SLEEP TEST"

Phase I.

- 1. "Since you've heard all the facts, sleep on it. I'll call you in the morning. If you don't think anymore about Mary Kay, it's probably not for you. On the other hand, if Mary Kay keeps creeping back into your mind, you'll never know unless you try. If I haven't heard from you by (10:00 am), I will keep the process moving and assume you're ready to get started."
- 2 Fill out the agreement and submit your check

(with the understanding you'll return it to her if her answer is No")	
Phase II - The next day. If she insists you talk before you mail her agreement, c	call and say:
1. "Hi this is I haven't been able to get you off my not so excited about our working together! So tell me, are you a new Mary Not Consultant?" (be silent and allow her to respond)	
2. If "yes" say - "Great!, Your next step is to begin your training!" (Set a time to get with her quickly, then follow the next step page)	
3. If "No" say - "I want to thank you for taking the time to hear about Since it's not for you at this time, I want you to know how much I value you as a and I'm excited about servicing you in the years to come. If your circumst change and you decide to give Mary Kay a try, would you agree to be a part regardless of where you are located? I would be honored. Great - Let's shake of meantime, would you be a talent scout for me? Now that you know the qualities for in a consultant/director, and now that you know what the company has to of you know, who would possibly be right for this business?" Clarify your \$25 referance a qualified recruit by way of referral.	a customer, tances ever of my team n it! In the I'm looking fer, who do
Then try to book her for a class. Sometimes, once she sees you in action an friends react favorably she may change her mind. After the class you could say:	d her
1. "this was a fun class with your friends today. We had \$ in bookings. If you'd like to give Mary Kay a try, I could postpone the book you are trained then you could hold these classes as part of your Perfect/Power does that sound?"	ting(s) until
2. If still "No": ", by now you have a good feel for what our comp to offer and what qualities I'm looking for on my team. Who do you know who would be great? Family, friends, neighbors, work associates," (offer a referral gif	o you think

MARKETING CRITIQUE SHEET

Your Name:		Consultant Name:		
Phone: Date:		Please Mail to:	Pamela Shaw 108 Talbott Drive Bowling Green, KY 42103	
Thank you for he comments. Please check			am; I appreciate your time &	
1. Was the Consultant projecting a professional image; i.e., make-up, hair, dress, nails, etc.?			nair, dress, nails, etc.?	
	YES	NO		
2. Were the materials she	used well organized	d?		
	YES	NO		
3. Did she make you feel	comfortable and at	ease?		
	YES	NO		
4. Did she act comfortable and confident?				
	YES	NO		
5. Was her presentation o	5. Was her presentation orderly and easy to understand?			
	YES	NO		
6. Did she answer all your questions in a knowledgeable fashion that you easily				
understood?	YES	NO		
7. Were you impressed with the Mary Kay marketing plan?				
	YES	NO		
8. Would you like to know more about the opportunity in Mary Kay?				
	YES	NO		
9. What could your Const professional manner?				

New Customer Profile

Name	Husband's Na	ime	
Address			
E-mail	Phone	Best Time t	o call
Our Five Objectives			
 Tell me about you. I'll tell you about me. Listen to the facts about the Com 	5. Give me g apany.	er any questions you ma your opinion.	
. Tell me about yourself.			(-
2. What do you enjoy most about our products?			\triangle_{Σ}
3. What do you like best about your present job/life	estyle?		. 0) ?
4. If you could make any changes, what would the	y be?		9
5. Are you satisfied with your current salary?			
5. Describe what you feel would be the perfect job	?	7/12	
7. Do you have any goals, ambitions, or dreams th	at you haven't fulfilled?	0/	
3. Where do you see yourself five years from now	?	1	
9. If we only had 5 minutes together, what question Company?		vered in order to make a "yes	s" decision about our
6 Qualities we look for in a Team M	ember		
1. Busy person		more month than mone	ey"
2. Doesn't know a lot of people		ly oriented	
3. Is NOT the sales type	6. Decis	ion maker	
Most records becoming consultants fol			
Most people becoming consultants fal would place yourself.	i into one of the following i	ioui groups. Flease check	the group where yo
F Home with the children and would lil	ke a flexible outlet/business	/friends.	
F Has a full-time job but needs a part-ti			
F Well provided for financially but des appreciation.	ires "something more" - exc	citement, glamour, and rec	ognition/
F Wants a "real career" with no ceiling	on either earnings or advan	icement.	
F Management is your goal at an incom	$e \circ f \$ 60.000 - \$ 100.000 + i$	minimum ner vear	

Ple	ease check the ones which appeal to you most.		
F	"Free" Career Car program	F	Discovering your full potential
F	Being your own boss	F	Financial and personal security
F	Helping others	F	Career advancement and self-improvement
F	Personal growth	F	No sales or time quotas – no territories
F	Gaining new friends	F	Flexible hours
F	Professional growth	\mathbf{F}	Feeling of self worth and personal satisfaction
F	Belief in the products	\mathbf{F}	Enjoy being with happy, uplifting people
F	Supplement family income	\mathbf{F}	Belief in Golden Rule
F	Extra income for "fun" things	\mathbf{F}	Improve knowledge of skin care and personal glam-
F	Outlet for daily routine		our
	Weekly training in a positive atmosphere	F	Belief in Mary Kay philosophy of God first, Family
Of	the reasons you checked above, which three are at the top	of your li	ist?
		-)
	(3)		
you 	If in your wildest dreams you were to become a consand/or join you in Mary Kay building your team, your ca		ich 8 people would you like to have host a skin care class for and your organization?
			X
1. V	What is most appealing to you about the Mary Kay opport	unity?	.0
_			
2. If	f you were to consider Mary Kay, what qualities do you f	eel you ha	ve that would aid in your success as a Mary Kay consultant?
3. V	What concerns would hold you back, if any, from becoming	ng a Consu	ltant?
_			
4. V	Vhat other questions do you have?		
_			
Or	n a scale of 1 to 10 with one being "I would never sea and begin training", whe		ay" and ten being "I would like to order my showcase stand? (5 doesn't count)
	* 1 2 3 4 5	6	7 8 9 10 *
,			
Is	there any reason why we couldn't get your Star	ter Kit oi	rdered?
Н	ow would you like to take care of it—MC/Visa,	Discove	r, cash, or check?
Date	Consultant Name		
Date	Oursulant Name		

Listed below are reasons that others have chosen a career (part-time or full-time) with Mary Kay Cosmetics.

MARYKAY*	hinkpink		
Name Email Address City Cell phone	Date//		
I know the most about Mary Kay From attending a Mary Kay party Listening to a	CD or Hotline Participating in an event		
Please choose two boxes that best describes you ("A" first choice and "B" for 2nd choice) ⇒ Results Oriented ⇒ People Oriented ⇒ Family Oriented ⇒ Detailed Oriented ⇒ Quick Decisions ⇒ Intuitive Decisions ⇒ Slow Paced Decisions ⇒ Analytical Decisions ⇒ Direct Style ⇒ Motivational Style ⇒ Team Playing Style ⇒ Perfection List Style ⇒ Achievement Motivated ⇒ Recognition Motivated ⇒ Security Motivated ⇒ Service Motivated			
Please tell me about yourself 1. If you could make one change, what do you need most in your life right now? 2. What do you value or want more of in your life right now? 3. Thinking of your current job, do you \$\Rightarrow\$ consider it the career of a lifetime? \$\Rightarrow\$ have flexibility in your schedule to take time off whenever you desire? \$\Rightarrow\$ honestly feel you are paid what you are worth? \$\Rightarrow\$ have absolute control over your career (i.e. if you gave it your all for 5 years, could you make a significant change in your financial situation?) 4. If you were to try Mary Kay, what is a personal strength that would aid in your success?	These are the benefits others enjoy in a Mary Kay business. Which would appeal to you? Making New friends Improving self-confidence Recognition for a job well done Earning extra income for family vacations Opportunity for advancement Being my own boss Unlimited income Company philosophy of "God first, family second, career third" Flexible hours Tax benefits Positive attitude MARY KAY Enriching Women's Lives**		

Where are you? Circle One

- A Absolutely, I'm ready to get started!
- B Buy me a cup of coffee. I have a few questions.
- C Can't really see myself doing this right now, but keep in touch; my situation could change. For now, I want to continue paying full price for my products.

Thank you for taking time to complete THINK PINK!