

# Overcoming Booking Objections

## I'm too busy...

"I understand \_\_\_\_\_, you know, I'm a really busy person too, so I can appreciate that! It may take us an hour or so to find your special needs & preferences, but after that I can save you an enormous amount of time. You'll never need to go to the mall or stop at the grocery store again for your cosmetics! I can save you money too! I think because you are a busy women you probably don't pamper yourself enough, and I would love to be the one to treat YOU to an hour of pampering! Which would be better for you, \_\_\_\_\_ or \_\_\_\_\_?"

## Let me check with my friends first...

"I can appreciate that, however, why don't we go ahead & schedule it on my calendar & then let your friends know... if we have to change it later we sure can. [this the the tentative booking approach]. Those that can't come can schedule a different time. Which is better for you, at the beginning of the week or the end?"

## I'm not a big party person...

Then you will LOVE that we now can hold Zoom or Facebook sesh's! No cleaning, no cooking and you will still get all the perks of inviting friends! I do all the work and YOU just invite your besties! When would be a good time for you ... this week or next? .. Etc.

## I don't know anyone...

"I can appreciate that ... I didn't know many people before I started my business. Why not just invite a neighbor on both side we'll ask them to each bring a friend... what a great way to get to know each other and you may make a new unexpected friend! . Now, which is better for you, \_\_\_\_\_ or \_\_\_\_\_?"

## I don't have any money...

"I can totally relate (name) did you know; you never even have to pay full price for your products! You can take advantage of discounts & lots of ways to get it free. Plus, there is NO obligation to purchase. I'd just love to pamper you and I would appreciate your honest opinion. Which is better for you \_\_\_\_\_ or \_\_\_\_\_?"

## I use XYZ brand...

"Great! You obviously appreciate good cosmetics! Since you are serious about taking care of your skin; I would love to get your opinions on the all new Mary Kay! Is there any reason you couldn't compare your favorite products with us? You can have a glamour item at half price just for giving me your opinion. Which would be better for you, \_\_\_\_\_ or \_\_\_\_\_?"

## Last time I tried Mary Kay I broke out...

"I'm sorry you had that experience, may I ask how long it has been? [Explain the product changes]. \_\_\_\_\_, may I ask you what you mean by "Broke Out"? Was it blemishes? [Wrong formula] or little red itchy bumps? [A sensitivity to possibly one of the ingredients in one of the products doesn't mean she can't use the whole line]. Is there any reason we couldn't work together to find the perfect system for you by doing a process of elimination? Which works better for you \_\_\_\_\_ or \_\_\_\_\_?"

## IF SHE STILL SAYS NO...

"Tell you what, here's my number, if you ever change your mind will you give me a call? I'd love to be the one to show you our products!"  
OR "Here's my card, if you know of anyone who would like to try our products, would you pass it on?" ALWAYS LEAVE WITH A YES!