

For Lauchlan Unit HN72

1

Earn the Mary Kay Pendant when you:

- 1) Complete all 4 videos.
- 2) Answer the questions in this packet on the title page of each section and Vox a picture to Leah.
- 3) Complete the challenge with all 4 sections listed on this page.

SECTION 1

Booking, Coaching and Pre-Profiling

Challenge: Fill out the Contact List on page 3 and Vox Leah a picture when it's complete.

SECTION 2

Mastering the Flip Chart to hold a MK Party

Challenge: Print the Flip Chart in color and fill in your I-Story on page X. Vox Leah a picture of your I-Story when complete.

SECTION 3

Team Building

Challenge: Complete your first 5 Career Surveys with Leah to earn your Pearl Earrings.

SECTION 4

Business Management

Challenge: Fill out the Weekly Plan Sheet with your "ideal" Mary Kay Schedule and Vox Leah a picture when it's complete.



#unleashed





SECTION 1

- 100 No's
- •36 in 36 Challenge
- Scripts
- Mary Kay Contact List (Vox a picture to Leah)
- Individual Consultation

Challenge: Fill out the Contact List on page 6 and Vox Leah a picture when it's complete.

1) What one thing stuck out to you the most in this section?
2) What are you excited to take action on in your business, based on what you learned in this section?
3)What feels most challenging about this section?
4) What is your next most effective step in mastering the skill in this section?



Get 100 Big, fat NO's!! Sounds crazy, but it was a huge mental shift for me! I struggled with getting on the phone to book parties because I was afraid to get a "no" but then got an idea to get to get my 100 no's! When you're consistently hearing "no" it means you're hearing "yes", too!

- 1 Make a list of customers, friends, family that you would like to invite to a meeting/event OR book a party/facial with.
- Organize these people into A/B/C groups. "A "for people that you know will probably say yes! "B" for people you're not sure about. "C" for people on your chicken list! LOL! Have a script ready to use. Ask your director if you need help developing a script..

THE 36 IN 36 CHALLENGE

Use the samples in your Starter Kit to have 36 people try Mary Kay products in 3 to 6 days!



THIS WEEK ONLY Buy I, Get I 25% OFF!

Have 10 people try our ULTIMATE MASCARA using the wands in your kit. Have each person

ign the sheet after they try the product.	LIKETT	LOVEIT	WANTIT
	-		
	-		
	1		

THIS WEEK ONLY!

Have 10 people try all 3 steps of our y sh

ATIN HANDS SET using the samples in	5.0		
eet after they try the product.	LIKETT	LOVEIT	WANT IT

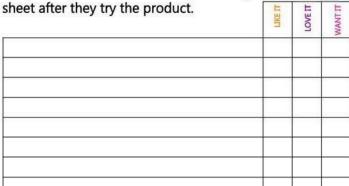
THIS WEEK ONLY! \$55 Value!

Have 6 people sample both steps of our MICRODERMABRASION SET using the samples in your kit. They can sample it on the back of their hand or on a small portion of their face. It's ideal to have them sample it on their entire face after cleaning and to rinse with a wash cloth or at a sink with water.



BOGO THIS WEEK ONLY Buy I, Get I 25% OFF!

Have 10 people try our LIP GLOSS using the samples in your kit. Have each person sign the





Turn the Facial into a Party

"A fun thing about your appointment is that you can invite your most favorite girlfriends. When at least 2 women join you, you receive more free products. What do you think about inviting some friends?"

Power Start Script

Book 12 Parties to Hold 6

"Hi Brianna, this is Leah! I'm calling for 2 reasons, do you have a quick minute? First of all, I got a little crazy and decided to start a Mary Kay business! Secondly, I have a big goal I wanted to share with you - my Director challenged me to hold my 1st 6 parties in April so I can get my practice in. Soooooo, I thought of you because ______ (sincere compliment) and I would love to get together to pamper you and possibly some of your friends. You get a \$10 gift certificate just for letting me borrow you face for a facial and makeover and you can earn A LOT more free product for sharing your appointment with friends! I hold my appointments on Monday's, Thursday's and Saturday's, what works best for you?" *If she agrees, turn the facial into a party using the next script.

Initial Coaching to get the Guest List

"Ok, I'm really excited! Thanks for your support with this goal. I will take care of all the work so you don't have to worry about it; the only I need from you is a list of girlfriends you want to invite and I will take care of everything else. I have some cute invites I will send to your friends. You earn _____(fill in your promotion) for having 4 friends over 18 attend the appointment... to have 4 show up you usually need to invite 15-20! The next thing we need to do is follow up in 24 hours to confirm the date and at that time, I will get your list of girlfriends to get the invitations sent to them. Would tomorrow evening be a good time for me to follow up with you *(set a specific time)*?

Confirmation Call

24 Hours Later

- Confirm the date
- Get her guest list
- Ask her questions at the top of the "Party Sheet" to pre-profile her

Pre-Profiling Voicemail

Use this to call the people on your hostess guest list before the party

Hi, ____! This is Leah, I am friends with Jane Doe and I am the Mary Kay lady doing Jane's party on Friday! I wanted to call to introduce myself and ask a few questions about your skin and makeup preferences so I can come prepared. We are going to have a lot of fun and it will be super chill and a relaxing night in. We will do a Satin Hands treatment 10 minutes before the party starts and I will bring a goodie bag of samples for everyone who comes! Can't wait to meet you! *Send a follow-up text to let her know you left a voicemail.

Mary Ray CONTACT LIST ***

Think of everyone in the world who knows your name and face: family, extended family, in-laws, high school and college friends, the girl at the bank, the girl who does your hair, etc.

1.	26.	51.
2.	27.	52.
3.	28.	53.
4.	29.	54.
5.	30.	55.
6.	31.	56.
7.	32.	57.
8.	33.	58.
9.	34.	59.
10.	35.	60.
11.	36.	61.
12.	37.	62.
13.	38.	63.
14.	39.	64.
15.	40.	65.
16.	41.	66.
17.	42.	67.
18.	43.	68.
19.	44.	69.
20.	45.	70.
21.	46.	71.
22.	47.	72.
23.	48.	73.
24.	49.	74.
25.	50.	75.

MASTER THE INDIVIDUAL CONSULTATION

After the Roll Up Bag Close you will want to meet with every guest to do an individual consultation.

- · Select a private spot away from the table to conduct Individual Consultations. Put all your supplies (money bag, sales tickets, Look books, "goody bags", date book) in that spot so you can't chicken out and just do these around the table with the group.
- Memorize this and practice saying the words out loud.
- Ask ALL questions to ALL guests (don't prejudge).
- Have 20 seconds on INSANE COURAGE and just do it; this is where you get RESULTS.
- · Ask who needs to leave 1st and start with her. If no one, select the "sparkler" and then go back and forth to the table to grab the next person.
- Have each guest bring her "Party Sheet" and roll up bag with her.

SELL SETS

*Get her "Party Sheet" from her so you have her answers.

- 1. Of the 3 sets featured tonight, what would you love to have show up in your bathroom tonight?
- 2. Girl, you deserve it! Is that something you would like to take home with you (or order) tonight?
- If yes, "Let's look at your wish list, what additional products from this list would you like to add?" (mention products she wrote down)
- If no, ask, "What products would you like tonight?" THEN "What do you think about earning these for free?" (book her as a hostess)
- If you sense she really wants a set but money is an issue, ask, "Would a payment plan make the Ultimate Miracle Set an option for you tonight?" (collect half that night and split the other half into 2 or more future payments)

COACHINGTO **GET THE GUEST LIST**

"For your party, I will do all the work! All I need from you is a list of girlfriends you want to invite and I will send them cute invites with all the details. You do earn free products (or a gift) when you have 5 women over 18 attend. To have 5 show up, you'll need to invite around 15-20." (Look at her "Fabulous Friends" game and give her a chance to add more names if she doesn't have 20 down. Set a time to confirm the appointment the next day (see script above).

ICEBREAKER QUESTIONS

- 1. Did you have a good time tonight? (nodding your head)
- 2. How does you skin feel? (touch your cheek)
- 3. What part of the Ultimate Miracle Set did you enjoy the most?



BOOK 2+ FUTURE PARTIES

Look if she circled DEAL or NO DEAL, but regardless of her answer, still attempt to book her.

"Ok, for your 2nd appointment, I have Thursday's and Saturday's (insert your 2 preferred days for parties) available, what works before for you? I would love love to put a customized color look together for you and teach you how to apply it."

If YES, select a date and time within the next 2 weeks by giving her 2 options until you narrow it down to one. After selecting the say ask, "What do you think about inviting friends - it makes it really fun and you earn a lot of free product, we treat our hostesses really well!?

- If YES, go over your hostess program and coach her (see script below) to create a list of 20 girlfriends she wants to invite (she could possibly already have 20 written down from the "Fabulous Friends" game). Set up a specific time the next day to confirm the appointment - "What we will do next is confirm this tomorrow, just to make sure the date works well and we can finalize your guest list at that time. What works better for you, lunch time or later in the evening?"
 - If NO to the 2nd appointment, book her as a guest to your meeting to be in your Model Portfolio. "That's totally fine. What about this... I'd love to feature you in my Model Portfolio. What about coming to my makeup workshop sometime for that? It's a super fun girl's night out and you don't have to clean your house. Would a Tuesday night or Saturday morning work better for you?"

#unleashed

BOOK 2+ CAREER SURVEYS

(Look at her YES SURE or NO response on her "Party Sheet")

If she's a YES or SURE say, "Thank you for helping me with my goal to get the opinion of my customers about our opportunity! I really appreciate it! All you have to do is watch an 18 minute YouTube video and let me know what you think about it. And think of a couple of questions, which helps me with my training. I will text it to you now (have a saved text ready to copy/past and send to her), I promise you'll like it. To follow up after you watch the video, how's tomorrow for you? Or is the next day more what you were thinking?" (Book a specific time for a call or coffee in the next 48 hours)

If she circled NO, use your discernment. If you really like her and she's sharp, say, "Awwww, are you sure I can't get your opinion of the Mary Kay opportunity?! Ha ha! I'd love to get your feedback. Are you open to watching a YouTube video and letting me follow up with you?

BOOK 2+ GUESTS TO YOUR MEETING/EVENT

(this is super easy if you've already invited

"I would love to feature you in my Model Portfolio! My makeup workshops are on Tuesday evening or Saturday morning - what works best for you?" Coach her on what to expect at the meeting (make sure she knows she'll learn more about the business opportunity) and ask if she wants to bring friends.





SECTION 2

- Party Outline
- Full Circle Defined
- Party Sheet
- Hostess Program

Challenge: Print the Flip Chart in color and fill in your I-Story. Vox Leah a picture of your I-Story when complete.

Ī	1) What one thing stuck out to you the most in this section?
	2) What are you excited to take action on in your business, based on what you learned in this section?
	3)What feels most challenging about this section?
	4) What is your next most effective step in mastering the skill in this section?



I. SET UP

- a. Place for Individual Consultations
- b. Satin Hands + Party Sheet
- c. Prep Hostesses look
- d. Fill trays + match foundation

II. WELCOME

- a. Thank Hostess & Present Gift
- b. Guest Introductions

III. I-STORY

- a. Agenda (3 parts to the party)
- b. Mention 1st of 2 appointments

IV. TICKET GAME

V. MIRACLE SET PRESENTATION

a. Hostess tries Microdermabrasion

VI. SATIN LIPS

a. Fabulous Friends Game

VII. CC CREAM

VIII. DASH-OUT-THE-DOOR LOOK + HOSTESS LOOK

IX. COMPLIMENT TIME

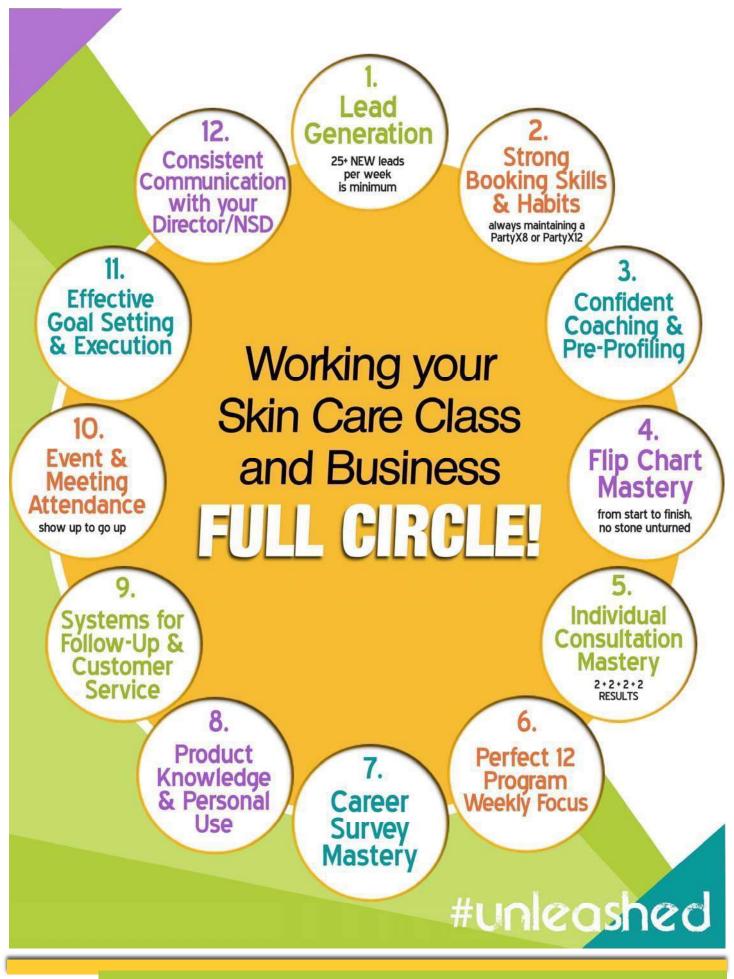
a. Invite to be in Model Portfolio

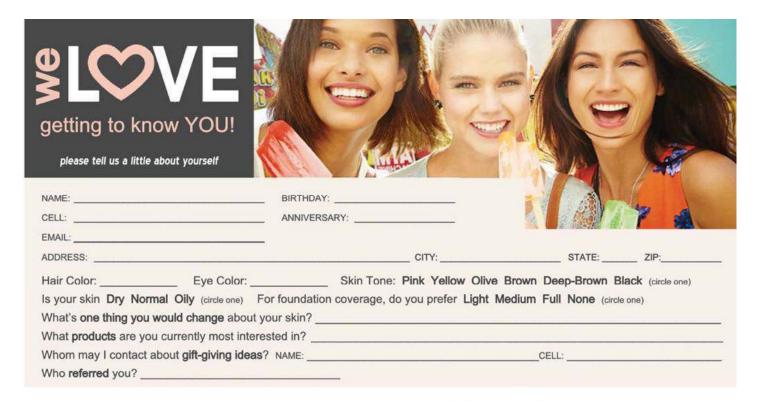
X. REVIEW HOSTESS PROGRAM POSTCARD

XI. CLOSE THE ROLL UP BAG

XII. 8 CLOSING QUESTIONS

- a. Deal & No Deal
- YES SURE or NO









Which would you prefer to get for FREE? a Mascara or Eye Makeup Remover?



Fill out 10 lines and receive 50% off! All 20 lines = FREE!!!

WHAT WOMEN DO YOU KNOW WHO ARE LEADERS?	WHAT WOMEN DO YOU KNOW WHO GO ABOVE & BEYOND?	WHO DO YOU KNOW WHO TRULY LOVE PEOPLE?	WHO DO YOU KNOW WHO IS COMPETITIVE?
1.	2.	3.	4.
NAME & CELL	NAME & CELL	NAME & CELL	NAME & CELL
5.	6.	7.	8.
NAME & CELL	NAME & CELL	NAME & CELL	NAME & CELL
9	10.	11.	12.
NAME & CELL	NAME & CELL	NAME & CELL	NAME & CELL
13.	14.	15.	16.
NAME & CELL	NAME & CELL	NAME & CELL	NAME & CELL
17.	18.	19.	20.
NAME & CELL	NAME & CELL	NAME & CELL	NAME & CELL



Basic Set

TimeWise Cleanser TimeWise Moisturizer CC Cream



Miracle Set

plus CC Cream

TimeWise Cleanser TimeWise Moisturizer TimeWise Day Solution TimeWise Night Solution CC Cream



Ultimate Set

plac de dicam

Microdermabrasion Plus Set Firming Eye Cream TimeWise Cleanser TimeWise Moisturizer TimeWise Day Solution TimeWise Night Solution Roll-Up Bag CC Cream



\$358 value

Ultimate Repair Set

plus CC Cream

Microdermabrasion Plus Set
TimeWise Repair Set
Roll-Up Bag
CC Cream



Fill in your answers to be entered to win a \$100 Visa Gift Card!



today, which would you like to add to your list?

1) If money were no object, what Skin Care Set above would you love to have show up in your bathroom tonight?

 For your 2nd appointment, you can get your own customized look using our professional set. When you share it with friends, you earn Hostess Credit.

circle one: DEAL or NO DEAL

4) From everything you've learned	about the Mary Kay
business opportunity what is most	appealing?

5) What do you need more of in your life right now?

circle one: FUN/GIRLFRIEND TIME

MONEY FLEXIBILITY

MAKING A DIFFERENCE IN SOMEONE'S LIFE

6) On a scale of 1 - 10, rate your interest level in the business opportunity.

NEVER 1 2 3 4 • 6 7 8 9 10 SIGN ME UP NOW!

7) What would have to change/happen for you to be a 9 or 10?

8) I have a goal to get the opinion of 12 customers this month about the business opportunity. Are you a

circle one: YES SURE NO





SECTION 3

- Career Path
- Move Up In Red
- Recruiting is a Layering Process
- Career Survey Outline
- Effective & Impactful Career Surveys
- How We Roll
- DISC Information

Challenge: Complete your first 5 Career Surveys with Leah to earn your Pearl Earrings, AND take the DISC test and Vox a picture to Leah.

1) What one thing stuck out to you the most in this section?
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Career Path







Sales Director and above

24+ Unit Members

9-13% Unit Commission +

9-13% Personal Team Commission +

Bonuses starting at \$500/m and much more!

\$100 Bonus each qualified New Team Member

DIQ (Director in Qualification)

10+ Active Team Members Star Consultant consistency

9-13% Personal Team Commission

\$50 Bonus each qualified New Team Member

Car Driver (Grand Achiever)

14+ Active Team Members + production 4 months to aualify

9-13% Personal Team Commission \$50 Bonus each qualified New Team Member

Future Director

8+ Active Team Members

9-13% Personal Team Commission

\$50 Bonus each qualified New Team Member

Team Leader

5+ Active Team Members

Eligible to go On-Target for earning Career Car

9-13% Personal Team Commission

\$50 Bonus each qualified New Team Member

Star Team Builder

3+ Active Team Members

Eligible to wear the coveted Red Jacket

4% Personal Team Commission

\$50 Bonus with 4th qualified New Team Member

Senior Consultant

1-2+ Active Team Members

4% Personal Team Commission

Independent Beauty Consultant

Star Consultant, Company and Unit Prizes

Bonus Products

These Benefits + more as you advance Career Path.

50% discount on all Section-1 products.

50% profit with each customer product purchase.

et's all about

THERED

15 Career Surveys to YOUR Red Jacket!



Color in the numbered areas and write down names as you finish a Career Survey!

Name/Number	Name/Number	Name/Number	
1 / 0	6	11	
2	7	12	
3	8	13	
4	99	14	
5	10	15	

penandpinkdesigns

RECRUITING IS A LAYERING PROCESS

NAME & PHONE NUMBER	HAS TRIED PRODUCT	HOSTESS	PREFERRED HOSTESS	ATTENDED QUEST EVENT OR WEEKLY MTG	LISTENED TO CHOICES CD, LEAH'S VIDEO OR SHAW HOTLINE	CAREER SURVEY
i ii						
2						
8						
£.						
5						
6						
7.0						
8						
9						
10						
i.i	-					
12						
13						=
14						
15					7	-
16						
17						
18						
19						
20						



Here's a list of possible questions to ask during a Career Survey. You don't necessarily need to ask all of these questions in this order - this is a basic guideline to follow.

- Ask open-ended questions that engage our customers. We create objections with close ended questions.
- People do not object to their own answers, they
 object to our statements, so let's learn to ask
 effective and engaging questions to honor and
 serve our customers with their Mary Kay
 experience.
- We want to find a need and fill it the only possible way to do this is by asking questions.
- You will want to talk 20% of the time and listen 80% of the time - this will help to establish trust when they have an opportunity to "be heard".
- The goal is not necessarily to CLOSE the prospect, but to OPEN a relationship of trust.

Take notes about your conversation here. Repeating people's words back to them can be powerful.

OR "What compelled you to have this conversa	,
"What was most interesting about the video yo watched?" OR "What resonated with you about you learned from the video?"	

"I'm curious, what is most important to you? The Top 3."	
"What do you believe your strengths are?"	
"How do you see yourself benefiting from this business opportunity?"	
"How would this opportunity serve you and your family?"	
We have 3 pricing options: 1) Retail price for purchasing as a customer. 2) Discounts for allowin me to pamper your friends and family. OR 3) At cowhen you wear it and share it. What appeals to yo the most?"	ost
*See the document "Overcoming Objections with Coaching" by Cl Goodykoontz, which is a tool to effectively close the agreement d	harlo

the career survey.

When we go to big events, people are watching YOU because they know the area that you're apart of. We have a reputation of excellence... at the events we have been to this year I have noticed that our area is always on-time and the 1st in line, always the best dressed, always a positive attitude, always applauding others when they're recognized. Seriously, you ladies are a cut above the rest and you carry yourself with such excellence! I notice and others notice! Of course, we want to continue with a reputation of excellence sooooo...THIS IS HOW WE ROLL!

> **Unleashed Area Meeting** and Event Etiquette



GIVE A GIRL THE RIGHT SHOES AND SHE CAN **CONQUER THE WORLD - Marilyn Monroe**

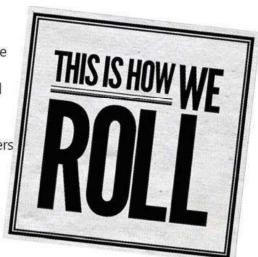
Here are some other tips on attire... along with a skirt or dress, you'll also feel your best when you're makeup is on and your hair is done. Remember, we're in the beauty industry and we sell makeup! As a rule of thumb, you'll want to wear tights or leggings in the winter. Let's keep the cleavage and thighs to a minimum! he he! Jewelry and tasteful accessories complete every outfit! Heals make your legs look longer and more sexy! When we look our best it gives us confidence and allows us to focus on others instead of ourselves... IT'S JUST HOW WE ROLL!

BETTER 3 HOURS TOO SOON THAN A MINUTE TOO LATE. - William Shakespeare

Although it applies in other areas of life, there's no such thing as fashionably late in Mary Kay. "Punctuality is the soul of business," said T. Haliburton. The definition of on-time: 15

minutes early! When you're on-time you avoid a lot of stress - it's hard to be present in the moment and focus on others when you're flustered from being late. Arrive at every meeting at least 15 minutes early. At larger events, at least 30 minutes early. You get better seats when you're on time and winners sit in the front...

IT'S JUST HOW WE ROLL!



THE BEST DRESSED PERSON IN THE ROOM IS THE MOST RESPECTED PERSON

IN THE ROOM. Mary Kay attire is a professional skirt or dress. Even though Corporate America has relaxed into pant suits, we continue to bare our legs and strut our stuff, because it's professional and feminine and it's a standard that Mary Kay Ash set when she started this company. You will feel your best and act your best when you're looking your best and it sets you apart from the crowd. Everyone will take you more seriously as a beauty consultant and as a business owner when you have a professional skirt or dress on. You will turn heads in the grocery store, you will feel confident approaching a sharp woman and your husband will look forward to you getting home! This attire is a standard we have in our company and in our unit... IT'S JUST HOW WE ROLL!

I LOVE HEARING MY AUDIENCE **BREATHE.** - Adele

When we're at meetings and events, we are the AUDIENCE! How we act as an audience has a big impact on the presenter. As an audience we can enable the presenter to give her best presentation because she feeds off the energy (or lack of) from the audience. Here's a quick list for Audience-Etiquette: SMILE, make eye contact, nod in agreement, laugh at jokes, pay attention, don't

> talk, for Pete's sake, turn your cell phone on silent, DON'T TEXT and please, please, please don't answer your phone when someone is in the front of the room presenting (this should go without saying, but it needs to be said). Do not MOVE or BREATHE when information about the business opportunity is being presented. Make it a goal to GIVE ENERGY to the person at the front

of the room... IT'S JUST HOW WE ROLL!



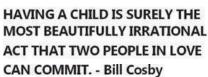
NEVER WILL I SCRATCH FOR EXCUSES TO GOSSIP... WHEN I AM TEMPTED TO CRITICIZE I WILL BITE ON MY TONGUE." - Og Mandino

We have a ZERO tolerance policy for gossip, negativity, complaining, whining, excuses, drama, etc. Period. Let people know you for your SUCCESS story, not your sad story... IT'S JUST HOW WE ROLL!

MORE AND MORE I WANT CONSISTENCY RATHER THAN THE HIGHS & THE LOWS. - Drew Barrymore

Regarding your attendance to our weekly meetings, be CONSISTENT. Consultants who attend consistently make more money and move up more quickly. Don't get into the start/stop, high/low, on/off roller coaster cycle. Just be consistent and you'll see results... IT'S JUST

HOW WE ROLL!



We love the little ones, but a MK event is NOT an appropriate place for children. Make sure your guests know this - it's better that she doesn't come rather than bring the babies because of the distraction it can cause for others. Our goal is to create a fun, stress-free, pampering

IT'S JUST HOW WE ROLL!

DO NOT DWELL IN THE PAST...CONCENTRATE THE MIND ON THE PRESENT MOMENT. - Buddha

Leave your worries and stress at the door and enjoy the moment. Be others-focused. Introduce yourself to a stranger. Sit by someone you don't know. Compliment someone. Listen more than you talk. Ask questions more than you give answers. Ask if someone needs help with their quests. Help keep the room clean and tidy. Smile. Introduce new consultants to seasoned consultants. Look for the good in everyone... IT'S JUST HOW WE ROLL!



WHEN I AM MOVED TO PRAISE, I WILL SHOUT FROM THE **ROOFS.** - Og Mandino

THIS IS HOW WF

When someone is being recognized CLAP & APPLAUD, like give a rowdy applause, not just a few lame claps; maybe even shout "woo-hoo"! When you're not paying attention or texting or talking or shuffling papers and organizing your supplies while someone else is being recognized, she may as well not even be recognized; it's sooooo incredibly rude to not give your full attention to someone who is being recognized. Treat others the way you would want to be treated...

IT'S JUST HOW WE ROLL!



FORTUNE FAVORS THE PREPARED MIND. - Louis

Come with ALL the products and supplies you need and be organized about it. Every now and then we will forgive you if you forget something and have to borrow it, but it should not be a habit. Take responsibility to know what you need and bring it. Always bring a notebook and pen to take notes. All your guests should be facialed and have foundation on when the meeting starts, so watch the time and have your guests ready to give their full attention. For crying out loud, bring HOSTESS PACKETS & INFORMATION ABOUT THE OPPORTUNITY so you can close your guests! Preparation and organization are your friends... IT'S JUST HOW WE ROLL!



HOW TO BE AN "AUDIENCE CHAMPION"

Have you ever done a Skin Care Class and it looked like everyone was really bored or uninterested or possibly even not listening to you?Well that's probably because they haven't been taught how to be an "audience champion" like we have learned to do in Mary Kay. Most people's "listening-facial-expression" is a look of boredom, even if they're not bored. So you actually have to put effort into NOT looking bored. When you are an audience champion you give energy to the speaker and energy to the room. So here are

a few tips you can practice at the upcoming Mary Kay event...

- · Sit up straight, uncross your arms & make eye contact with the speaker
- SMILE & nod your head; laugh at her jokes & participate when asked (remember, don't use your normal "listening expression" because then you'll look bored and that is discouraging to the speaker
- ABSOLUTELY no texting.
- Applaud loudly and enthusiastically; recognize others the way you would want to be recognized on stage & try to make everyone feel like a million bucks with your



you can either give energy to the room or take it away, so be an energy-giver.

There will be opportunities (publicly & privately) to affirm the speaker/teacher - take advantage of this opportunity to breathe words of life and affirmation and encouragement into her. It takes courage to teach in front of a group, so don't miss your opportunity to thank & affirm her.

MARY KAY ATTIRE DEFINED

Why do I have to wear a skirt? Mary Kay attire is a professional dress or skirted outfit. Mary Kay Ash wanted women to be successful businesswomen, while being feminine and without having to "be like men" so a dress or skirted outfit it both feminine and professional. And when you're looking good, you feel more confident and have more energy to focus on others. That's why we wear skirts!



What in the world is "snappy casual"? Throughout the year we have a few Mary Kay events where the attire is "snappy casual", which means that slacks are an option - you can still wear a skirt but nice slacks are also appropriate. Snappy casual is what you would probably wear to a business related dinner date, so it's dressy and professional and "put together", but a little bit more casual than our normal Mary Kay attire and slacks are an option. Jeans and flip-flops would NOT be considered snappy casual.

Hair, Heels, Makeup & Accessories The goal is to feel your BEST at these events and one way to feel your best is to dress your best, which includes hair, makeup (you sell it, so you should wear it!) and professional accessories. High heels usually make every women feel powerful and confident (and skinny), but they are not mandatory. A nice, professional pair of flats (not flip-flops or tennis shoes) are appropriate.

Cleavage, Mini-Skirts & Panty Hose Let's keep the cleavage to a minimum, wear a professional length skirt and although panty hoes are not required, they usually make your legs look better!

IF IT'S NOT POSITIVE, IT'S NEGATIVE

It will be soooo important to maintain a POSITIVE ATTITUDE! Let's leave the drama at home (seriously, nobody wants to hear about your personal life unless it's positive or inspirational)... be aware of what you're saying... we only want to talk about things that will build each other up and encourage each other, not create drama and gossip. Don't hesitate to call each other out... if your sister consultant is going on about something negative, find something to bop her on the head with!! LOL! It can be a challenge to share a hotel room and spend 4 days together, so let's make it the best experience possible by remaining positive for each other! NO COMPLAINING PERIOD! "Let no unwholesome word come out of your mouth except that which is for lifting others



DISC PERSONALITY STYLES - As Taught By Bill Cantrell

Understanding the "Interviewee" allows You to tailor your Presentation to meet her needs! By using the Personality Styles to gain a better understanding of Yourself and others, you can create the environment which will ensure you greater success. At the same time, you gain appreciation for the different motivational environments required by those with different behavioral styles.

D- The DOMINANCE Style	I- The INFLUENCING Style	S - The STEADINESS Style	C - The COMPLIANCE Style
	CHARACI	ERISTICS	
Results Oriented Makes Quick Decisions Controls People Power and Authority	People Oriented Loves To Talk! Motivational Enthusiastic	Family Oriented Loyal Slow To Change Security Conscious	Detail Oriented Perfectionist Critical (Self) Analytical
	HOW TO COMMUNICA	TE WITH EACH STYLE	
★ Short Interview Presentation ★ Let Them Do The Talking	Long Interview Presentation Relationship Building Let Them Do The Talking	 ★ 2 part Interview Process - Accept Questions ★ You Share Facts ★ Build Credibility 	★ 2 part Interview Process - Accept Questions ★ You Share Facts ★ Build Credibility
	BENEFITS THEY WIL	L BE INTERESTED IN	
★ They will want to "Do it Big/Do It Quick" ★ Management Opportunities (Directorship/NSD) ★ High Income Potential ★ Independence	★ Recognition★ Impact On People★ Seminar/Prizes	★ Guarantees ★ Time With Family ★ Training/Support	★ Financial Statements ★ Annual Reports - \$1 Billion In Annual Sales ★ Facts In Print - Fortune 500
	THEIR GRE	ATEST FEAR	
★ Being Taken Advantage Of	★ Loss Of Social Recognition	★ Loss Of Security	★ Criticism Of Their Work
	QUESTIONS	TO ASK THEM	
 ★ What past management experience have you had? ★ What are your qualifications for management? 	★ Can you see Yourself (Pink Car, Director, Diamonds, Queen's Chair) ★ Impact On People	Would you be able to work a proven system that has worked for thousands of others? Are You Consistent?	★ If you had a Step By Step Plan and answers to your questions, could you learn the business? (Perfect Start, Pearls, Profit, Career Path, etc.)

QUESTIONS TO LEAD INTO THE INTERVIEW

- 1. "Tell me a little bit about yourself or your situation?"
 - □ Will tell you about their Accomplishments.
 - ⇒ I Will tell you Who They Know.
 - ⇒ S Will tell you about their Family.
 - ➡ C Will ask "Why do you want to know?"
- "What do you like most/least about what you do? ("Narrowing the Menu" gives insight to what they will like about Mary Kay.)
- 3. "Describe for me the ideal Career and Lifestyle situation for you if you could have it the way you want it?"

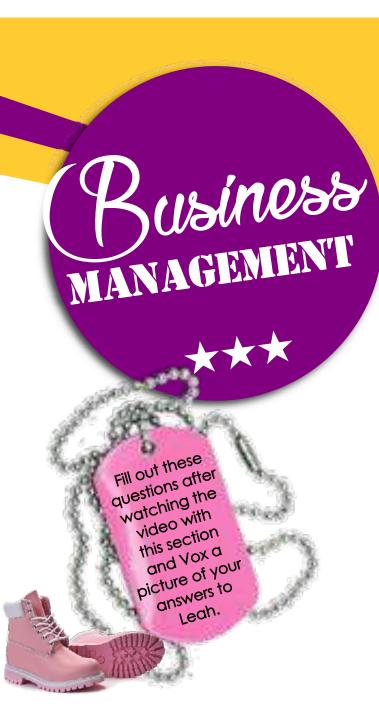
These questions will give you insight into their **DISC Personality Style** and will let you know what to include so that you can customize her interview to meet her specific needs.

PERSONALITY PROFILE

Place a check beside the word which best describes you in each group below.

NAN	ИЕ:	YOUR CONSULTANT IS
A	Immediate results Provide Emotional Support Satisfied Controls Emotions	J Self Reliant Open Minded Consistent Respect Rules & Standards
B	Direct Confident Conservative Well Disciplined	 K Leadership Abilities Friendship is important Teamwork is important Want job security
C	Mistrusting Optimistic Restrained Dislike Criticism	L Independent/Own Boss Impulsive Loyal Skeptical
D	Determined Like Recognition Need Reassurances Perfectionist	M Result Oriented Trusting Competent Associates No Quick Decisions
E _ _ _	Bottom Line Answers Shows Emotions Easily Security Seeking Precise	N Want High Income Potential Public Recognition Slow to Change Analytical
F	Stubborn Talkative Likes Guarantees Systematic	O Brave/Risk Taker Polished Like Traditional Procedures Diplomatic
G	Impatient Easily Embarrassed Like Low Risk Situations Comply with Authority	P Restless/Easily Bored Sincere Even Tempered Fussy
H	Dislike Details People Oriented Patient Need Proof/Credibility	PROFILE NUMBER D I S
I	Like Power/Control Enthusiastic Good Listener Detail Oriented	RESULTS:

Kirby Kirkpatrick (317) 839-5784 for presentation and testing of group.



SECTION 4

- 12-Step Program Checklist
- Perfect 12 Program
- PartyX Program
- 21 Ways to Finish your STAR
- Weekly Plan Summary
- Money Management
- Tax Document

Challenge: Fill out the Weekly Plan Sheet with your "ideal" Mary Kay Schedule and Vox Leah a picture when it's complete.

ī	1) What one thing stuck out to you the most in this section?
	2) What are you excited to take action on in your business, based on what you learned in this section?
	3)What feels most challenging about this section?
	4) What is your next most effective step in mastering the skill in this section?

12-STEP PROGRAM & PRIZE CHECKLIST

Cross off each box when complete!

STEP 1

Watch Welcome video

WELCOME!

STEP 2

Inventory options



Earn your MK calculator with Ruby Star order (\$2100)

STEP 3

Set up MK Website



Earn your Cosmotic Display Tray

STEP 4

Get your apps



Earn your MK Pink Pen

STEP 5

36 in 36 challenge



Earn your MK notebook

STEP 6

Get organized!

UNLEASHED

Earn your Unleashed Area Pin

STEP 7

Plug into weekly mtg



Earn \$100 in free products for 8 meetings in a row

STEP 8

Pink Boot Camp



Earn your MK pendant necklace

STEP 9

PowerStart/Debut





Earn your Debut Bracelet and MK Key Chain

STEP 10

Be a Pearl Girl



Earn your Pearl Jewelry Set

STEP 11

Perfect 12 Level



Earn our Dirl's Night Out

STEP 12

Move into red!



Earn a pair of red stilettos

Vox photo of voucher to Leah to redeem prizes

60 faces **PERFECT** Consultant: Director: _____ Month: track your full circle parties party + hosters + 2 (or more) quests a full circle party > \$200 sales + 2 future parties booked + 2 career surveys booked PARTIES BOOKED SURVEYS BOOKED HOSTESS PARTY SALES career surveys 2 3. and guests per week Week 1 Career Survey YNM YNM 7. YNM Y N M 9. YNM 10. Week 1 Career Survey NEXT LAYER YNM YNM YNM 14. Y N M YNM 15. 16. Week 1 Career Survey NEXT LAYER 17 Y N M 18. 18. YNM YNM YNM month to-date keep adding weekly results for month end foral \$1000 retail Week 1 Career Survey NEXT LAYER YNM sales per week Week 1 Total Qualified Parties YNM RETAIL Total Faces YNM Total Retail Sales Career Survey/Guests Week 2 New Team Members RETAIL Quarter to-date wholesale toward STAR WHOLESALE Week 3 RETAIL WHOLESALE Requirements for Perfect 12 Levels 12 parties (or 60 fecre) +12 CSs + \$200 WS (\$3400 result) Weekly focus: 3 + 3 + \$300 WS (set \$600 retail) Week 4

RETAIL

WHOLESALE

8 parties (or 40 faces) • 8 CSs • \$800 WS (8000 retail) Weekly focus: 2 • 2 • \$200 WS (sed \$400 retail)

ties (or 30 faces) = 6 CSs = \$600 WS (\$200 Hold) Weekly focus: 12 + 1-2 + \$50 WS (set \$300

4 perties (or 20 faces) • 4 CSs • 9400 WS (seconesal) Weekly focus: 5 • 1 • 900 WS (set \$200 install/w

PERFECT 12 program meets the

PARTY

PROGRAM

The PARTY X Program is your way to setup and sustain a strong month.

We will do bi-monthly recognition on the 5th & 15th.

Monin:	
Consultant:	
Director:	



Submit 12 by the 5th Submit 12 by the 15th

A PARTY X 12 is 12 booked, confirmed and coached group appointments on your datebook by the 5th & 15th in one month.

Complete it once to achieve a PERFECT 6!

Complete it twice to achieve a PERFECT 12!

PARTY 8

Submit 8 by the 5th Submit 8 by the 15th

A PARTY X 8 is 8 booked. confirmed and coached group appointments on your datebook by the 5th & 15th in one month.

Complete it once to achieve a PERFECT 4!

Complete it twice to achieve a PERFECT 81

PerfectStart Book 8 to hold 4 in 1st 30 days

PowerStart Book 12 to hold 6 in 1st 30 days

1st-15th parties

HOSTESS NAME & DATE	COM RMATION?	PROFILEDY	LISTY
1	Y N	YN	YN
	Y N	Y N	YN
	Y N	YN	YN
	Y N	YN	YN
	Y N	YN	YN
	Y N	YN	YN
	Y N	YN	YN
	Y N	YN	YN
	Y N	YN	YN
	Y N	YN	YN
	Y N	Y N	YN
	Y N	YN	YN

16th-30th parties

HOSTESS NAME & CATE	SA HOLES CONTEMENDO	-399 PROFILED?	GUEST LISS?
	Y N	YN	YN
	Y N	YN	YN
	Y N	YN	YN
	Y N	YN	YN
	Y N	Y N	Y N
	Y N	YN	YN
	Y N	YN	YN
	Y N	YN	YN
	Y N	YN	YN
	Y N	YN	YN
	Y N	YN	YN
	Y N	YN	YN

SAPPHIRE = \$1800 WHOLESALE RUBY = \$2400 WHOLESALE DIAMOND = \$3000 WHOLESALE

EMERALD = \$3600 WHOLESALE PEARL = \$4800 WHOLESALE

STEP 1:	What is your goal?
STEP 2:	How much wholesale do you have in for the quarter?
STEP 3:	How much wholesale do you need to do to finish?
STEP 4:	How much retail do you need to sell weekly and daily to finish?
STEP 5:	How many qualified team members will you add to increase your level?
STEP 6:	How many interviews/guests do you need to have to reach your recruiting goal?

- 1. Book and hold 5 NEW parties in the next 2 weeks.
- 2. Book 3 guests to your meeting this week and offer 1 glamour item at 50% off when she orders \$30.
- 3. Contact Preferred Customers to set up 10 *On-The Go* appointments to show them NEW products.
- Book 5-10 customers who work outside of the home to be Silent Hostesses. Offer them \$25 free for every \$100 retail they sell. Prepare packets with The Look and sales tickets.
- 5. Demo Satin Hands, Microdermabrasion or Time Wise Repair on 5 people per day this week.
- 6. Have a 24/24 in 24 Challenge.
- 7. Have a 24 in 24 Lipstick Challenge.
- 8. Be One Day Wonder at work, with your family, with customers and friends sell 24 items in 24 hours. Who could do the One Day Wonder Challenge for you at work?
- 9. Sell STAR Gift Certificates.
- 10. Contact customers with birthdays this month to book their Birthday Makeover. Offer them 15% off when they share their appointment with 2 friends.
- 11. Contact husbands of customers with anniversaries to offer gift buying services.

- 12. Contact husbands for gift buying ideas for the current holiday.
- 13. Contact basic skin care customers and introduce one other product line. Offer 15% off purchase of body care, sun care and fragrances.
- 14. Enroll family members challenge mom, husband, son, daughter, etc. to sell \$100.
- 15. Hold a Phone Lottery contact as many customers as you can in 1 hour for reorders and tell them 1 customer will get her order free.
- Sell Gift Baskets for ... holidays, Teacher Appreciation Week, Secretary's Day, Administrative Staff Day, Appreciating Working Women Week, Graduates, Mother's Day, Father's Day, etc.
- 17. Hand out 10 product samples or "stuffed Look Books" every day this week and follow up for feedback and orders.
- 18. Do you own personal reorder. Are you using Mary Kay from head to toe?
- 19. Order products for gifts for your personal friends and family this month.
- 20. Invest in the NEW products coming out this quarter.
- 21. Build your inventory to a Full Store level (at least \$4200 wholesale on your shelf).

Name				Week of:			
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
00:9							
7:00							
8:00							
00:6							
10:00							
11:00							, , ,
12:00							
1:00							
2:00							
3:00							
4:00):):					
2:00							u
9:00							
7:00							
8:00							
00:6							8
10:00							



Money Management for the Perfect 12 Program

The 60/40 SPLIT

- 40% in Personal Checking
 - Payment for inventory investment
 - Reinvest to build inventory
 - Personal fun money
 - Savings
- 60% in MK Checking (50% reinvested, 10% to cover expenses)
- 50% to reinvest keep your inventory stocked to provide the best possible customer service
- 10% to cover expenses = \$130/month

PCP	45 customers x .70 centers each + tax = \$36/quarter = \$12/month
Services	Propay (\$2.50) / Biz Cards (\$2.50) / Website (\$4) = \$9/month
Supplies & Samples	5% of wholesale order = \$33/month
Postage & Shipping	= \$15/month
Workshops	= \$46/month

PERFECT 4 - 4 Parties, 4 Career Surveys, \$800* Retail / \$400 Wholesale Order in one month
PERFECT 6 - 6 Parties, 6 Career Surveys, \$1200* Retail / \$600 Wholesale Order in one month
PERFECT 8 - 8 Parties, 8 Career Surveys, \$1600* Retail / \$800 Wholesale Order in one month
PERFECT 12 - 12 Parties, 12 Career Surveys, \$2400* Retail / \$1200 Wholesale Order in one month
*Total Retail is based on selling an average of \$200 Retail per Party

The 60/40 SPLIT for each level of the Perfect 12 Program

- Perfect 4 selling \$800 retail
 - **40%**
 - 50%
 - **•** 10%
- Perfect 6 selling \$1200 retail
 - 40%
 - **•** 50%
 - 10%
- Perfect 8 selling \$1600 retail
 - **40%**
 - **•** 50%
 - **+** 10%
- Perfect 12 selling \$2400 retail
 - 40%
 - 50%
 - **•** 10%

Pay Down Investment

sell that amount of retail?

•
What is your total investment (on a credit card or oan)?
What is the date you would like to have it paid off?
How much wholesale do you have in your inventory?
How much more wholesale would build your inventory to a full store (about \$4000 retail)?
When is your goal to have full inventory?
How much do you need to sell weekly to make your monthly payment to pay off your investment?

How many parties do you get to hold per week to



Mary Kay Worksheet

Name	Year
If this is your first year - Give Start Date	

TOTAL:	Total Sales - Bottom Line Including: Tax Commissions Prizes
	Beginning Inventory - at your Cost or 50% of Retail
	Section 1 Purchases - from Packing Slips, at Your Cost
	Personal Use Products - Unseen, physically can not see - at Your Cost
	Closing Inventory - at Your Cost or 50% of Retail
	Advertising - Preferred Customers, Cards, Pink1, etc.
TOTAL:	Vehicle Expenses: Purchase Price Gas, Oil, Repairs, etc Tags Lease Payments Interest on Loan Insurance
	Insurance Rider on Mary Kay Product
	Interest on Business Loan or Credit Cards used ONLY for Mary Kay
	Laundry and Dry Cleaning
	Legal, Accounting and Professional Fees
	Office or Bookeeping Expenses - to keep track of your business
	Rent/Lease Paid on Equiment - copiers, etc.
	Weekly Meeting Fees
	Supplies - what you use to do your business
	Sales Tax Paid to Mary Kay - from Packing Slips
	Travel Expenses - Hotel, Cab, Parking, Airfare, etc.
21	Meals and Food - Business Dinners, Open Houses, etc.

Telephone & Communication Expenses: Mary Kay Long Distance Cell Phones & Pagers Second Phone Lines Voice Mail Fees Home Phone Add-Ons Internet Access
Bank Charges on Mary Kay Account
Credit Card Processing Fees - when a Customer Charges Something with You
Dues and Publications that Increase your Professionalism
Postage
Freight Expenses - from Packing Slips
Section 2 - from Packing Slips
Workshops - Career Conference, Dallas, etc.
Miscellaneous - description

Office In Home Expenses

Utilities - Gas, Electric, Water, Sewage, Cable and Garbage
Telephone Base Rate - for the Year
Rent for Renters
Insurance - Homeowners or Renters
Repairs and Maintenance
Real Estate Taxes
Mortgage Interest
Sq. Foot of Home or Apartment
Sq. Foot of Mary Kay Usage
Cost of Home
Purchase Date
TOTAL MILES FOR THE YEAR
MARY KAY MILES FOR THE YEAR