**Here’s a list of common objections and the correct responses for when you are booking a class**

**“I’m too busy” –** “Great! Mary Kay teaches us that the busiest people get things done! That’s one of the reasons why I chose you!”

**“House problems” –** “No problem! I would love to have you and your friends as guests in my home!”

*(This applies if they use husband, guests, redecorating, etc. as an excuse)*

**“I’m allergic” –** “Really? Mary Kay has recently improved all of our skin care products! They are now allergy tested AND fragrant free! Mary Kay gives you the opportunity to try the products before you consider purchasing AND you are protected by a satisfaction guarantee! You see, , Mary Kay caters to people with problem skin.”

**“I don’t use make up” –** “I can appreciate that. I believe you will really be impressed with our skin care products. I would certainly value your opinion and I think you would enjoy it!”

**“I’ve been using Brand X” –** “Great! I’ve heard a lot about that product but I’ve never tried it. Getting your opinion would really help me later because I’m sure I will be talking to other women who use that brand too! Your opinion will give me a good comparison!

**“Let me check with my friends” –** “That’s fine, as long as you know, if you talk to 6 different friends to find a good time, you may get 6 totally different answers. Why don’t we do this, let’s go ahead and schedule a tentative time. If you check with your friends and that time doesn’t work, you can give me a call and we will change it!”

**“I don’t know when I could” –** Use the tentative datebook approach

 *(Same as above)*.

**“No” –** “I appreciate your honesty, but may I ask you why not?”

 *(At this point, they typically will give you one of the above objections.)*