

## **Customer Service Follow-Up Script**

\*Follow up every 3 days, 3 weeks, and 3 months!

### **3 Day Follow-Up Script:**

Hi Susie, this is \_\_\_\_\_ with Mary Kay. I just wanted to call and say thank you for sharing your time with me the other day! I really enjoyed getting to know you and I had a great time. I'm just doing a little check-up call to make sure that everything is working well for you and that you don't have any questions about anything. I know that you are super busy, so if you're happy, don't even worry about calling me back (although I would love to hear from you). But if you have any questions or concerns at all, please call me right away! You can reach me at \_\_\_\_\_. Thanks, and have a great day!

### **3 Week Follow-Up Script:**

Hi Susie, this is \_\_\_\_\_ with Mary Kay. I'm just doing my little check-up call to see how your skin is (or how you are liking your colors, etc)! I don't want to bother you, but I did want to make sure that everything is working well for you. I know that you are super busy, so if you're happy, don't even worry about calling me back (although I would love to hear from you). But if you have any questions or concerns at all, please call me right away! You can reach me at \_\_\_\_\_. Thanks, and have a great day!

### **3 Month Follow-Up Script:**

*If you put all of your customers on the PCP List, then you can simply call when the new catalogue comes out. It's OK if it's off by a month at first, if you do your 3-day and 3-week calls then you will have a good relationship established!*

Hi Susie, this is \_\_\_\_\_ with Mary Kay! I'm just doing my quarterly check-up call with all my favorite customers to see how your skin is doing and if you need a re-fill on anything. I also wanted to make sure that you got the catalogue in the mail—you should have gotten it in the last week or so. If you have any questions on the new products, just let me know. We can meet in person anytime or I can send you some samples. I hope you're doing great! You can reach me at \_\_\_\_\_ if you need anything. Have a great day!