

THE GOELZER NATIONAL AREA **PRESENTS** 

GET YOURSELF IN THE

pacesetters

Mondays in February

You will get access to the "Get Yourself in the Game" secret Facebook group exclusively for Pacesetters Participants.

All sessions will be presented live via google hangout on YouTube from 7-9pm central.

#### "The only place success comes before work is in the dictionary" - Mary Kay Ash

#### Dear Women of Excellence.

Your Sales Directors & I are so humbled, honored, and excited that you have committed your time, money, energy, and heart into this 4 week Pacesetters course. I still remember my first Pacesetters—I was a new consultant & it was life changing. I learned great business habits that have served me well throughout my 20 year career!

I believe that one of my jobs as your National Sales Director is to:

Stretch your belief & your thinking

To empower you to see beyond today

To truly believe & understand that with God's blessing you can have so much more freedom, flexibility, & even JOY in your life & business

Will this 4 week journey be easy? **Probably not** - but what is easy is seldom worth it! I pray that you are willing & ready to learn, grow, & work to change your lives and the lives of the people God has entrusted to you!

## Here are some suggestions to make your **Get in the Game** Pacesetters experience INCREDIBLE!

- Our session will begin right at 7:00pm CST. I would plan on being at your computer (or whatever device you are using) a few minutes before hand so you have clicked the YouTube link and are ready to go!
- Show up each week and EVERY day with a positive attitude of EXPECTANCY, knowing that you are in the RIGHT place. Do not take anything personally. It is your job to receive the information on your end from the place it was intended—with LOVE, the desire to see you grow, and for YOUR BEST FUTURE!
- Have your snacks and drinks already by your side so you don't miss a thing!
- Get caffeinated. I know it's a long session. You will be sitting for two hours straight. We need you alert, awake, & giving us feedback! Post to our Pacesetters Facebook group as we go along!!! Post your a-ha's there! So grab your Starbucks, your double shot Red Bull, extra dark chocolate—whatever it is that gives you hat KICK!
  - Technical difficulties DO happen despite our best efforts. If something were to disconnect the link please pay attention to the Pacesetters Facebook group for a new link or instructions!
- Please make sure that you are in the "Get in the Game" Facebook group—this link has been emailed to the address you provided when you registered. If you are having trouble accessing the group please reach out to your Sales Director. This group is the main way that we will interact. If you don't have Facebook GET IT:) \*\*\*THE YOUTUBE LINK WILL CHANGE EACH WEEK & THE PINNED POST OF THE FACEBOOK GROUP IS WHERE YOU WILL FIND IT 12 HOURS PRIOR TO EACH EVENT.
- If you have children, please get coverage so your attention is not divided and you can receive what you need. Yes, even angel children:)
- You won't need a notebook you can take notes right here in this workbook!
- Per my National Sales Director contract. PLEASE DO NOT RECORD ME IN ANY WAY. Snapping photos of me online are great so long as you make me look fabulous! (LOL). We will have recordings and scripts we go over made available to you.
- We will end at 9pm CST or earlier each night (We will do our best to stay on time).

Last but not least, know from the bottom of our hearts that when we do this 4 week series, we are committed to your success. We don't give 100%- we give it 3,000%. We will be doing everything necessary to ensure that you are supported, encouraged, and trained. We will read every Facebook post, every voucher sheet, & we will put off other things in order to do THIS thing!

#### Want to know my point in telling you all of this?

Your Sales Directors are willing to give you THEIR ALL. Would you thank them - not with your words - but instead by giving YOUR BUSINESS (which really affects YOUR FAMILY & THE LEGACY YOU'LL LEAVE YOUR CHILDREN) your ALL? God has given us all the ability to do great things with our lives - so let's DO IT!!!!

The highest compliment you could ever give us would be for us to see you begin this year with you business in a BETTER place because you went ALL IN with this program! SNSD Pam Shaw said "You can begin a diet in the middle of a bag of potato chips!" It's so true! It's time you do this for YOU!

I'm excited to partner with you as we race towards YOUR SUCCESS (& your red jacket ... career car... directorship... or whatever is your heart's desire!!!)

Love & Belief in you,

Heidi Goelzer & the Goelzer Area Directors

# When your passion & purpose are greater than your fears & excuses you will find a way!

-SNSD Lisa Madson

# Meet NSD Heidi Goelzer

Heidi became an Independent Beauty Consultant in July of 1997. After her husband Christopher, a Lutheran pastor, graduated from the seminary she made the decision to quit her teaching job to stay at home with her two small children and live on love. Heidi quickly realized that she wasn't good at staying home, as she did not like to cook, clean, decorate, and do all the things expected when one stays home.

Heidi was reluctant to start her business because she had never sold anything before, but she was excited to have some adult time. From a \$7 first party she went on to earn the use of her first Career Car 10 months later. Heidi realized that anyone could be successful in Mary Kay if they were willing to do the work. She went on to debut as an Independent Sales Director in 1998 and debuted as a National Sales Director in 2012.

Some of her career highlights include:

- Heidi has earned 9 cars—7 of them being the prestigious Pink Cadillac
- She has completed the National Court of Sales
- Heidi's unit was #1 in the State of WI
- She has lead her unit to complete the
  - \$300,000 Unit Club
  - \$350,000 Unit Club
  - \$450,000 Unit Club
  - \$500,000 Unit Club 4 times
  - \$650,000 Unit Club 4 times
- As a Sales Director, Heidi earned the Top Director Trips 4 times, traveling to Greece, Sweden, Spain, & Maui
- She has been a STAR consultant every quarter but 1 until debuting as an NSD (59 stars!)
- She has been on NSD trips to Beijing, Maui, London, Portugal & Spain
- Taught the new NSDs from around the world at New NSD Scholar Week

In addition to the all-expense paid trips from Mary Kay Heidi and Christopher had an opportunity of a lifetime to take Christopher's parents to Paris, fulfilling a lifelong dream of her mother-in-law. She has also earned through her Mary Kay business a trip for her husband and son to hunt in the Arctic Circle, trips to Disney World, Virginia Beach, and Alaska four times for her family.

The Goelzer Area achieved Gold Circle our first 2 years as a National Area.

Heidi is married to Christopher, a Lutheran pastor, and they have 4 fabulous children

- Charis who is 22 and the youngest Sales Director to debut in her National Area
- Nathanael who is 21
- Anastasia who is 15
- Gabriel who is 8

Heidi loves that God has given her the Mary Kay opportunity to help women grow SPIRITUALLY, EMOTIONALLY, & FINANCIALLY.



# Questions for my Sales Virector

# Weele Gue:

Get your head in the game

Game Plan

Fundamentals

Practice

	AHA	
	BFO	
WOW	WOM	WOY

# Get Yourself in the Game Pacesetters Introduction

"Nothing	less than the	at"
Goals of this Pacesetters:		
1. Improve your		
2. Improve your		
3. Improve your		
4. Improve your		
5. Improve your		
6. Create your		
		eclipse their peers
		st level of
after about	hours of	
Examples:		- <u>Influencer</u> Joseph Grenny
Get excited that you such	cess in Mary Kay does NOT	depend on:
	·	
It DOES depend on:		
Get ready for the Pacese your life if you let it.	tters that could change you	ur business & the trajectory of
Our lives are measured b	У	·

#### Mary Kay Career Path

#### SALES DIRECTOR AND ABOVE

24+ Unit Members

9-13% Unit Commission +

9-13% Personal Team Commission +

Bonuses starting at \$500/month and much more! \$100 bonus for each qualified New Team Member

#### DIQ (Director-in-Qualification)

10+ Active Team Members

Star Consultant prior or current quarter

9-13% Personal Team Commission

\$50 bonus with each qualified New Team Member

#### GRAND ACHIEVER (Car Driver)

16+ Active Team Members + production 4 months to qualify

9-13% Personal Team Commission

\$50 bonus with each qualified New Team Member

Enter DIQ NOW!

#### FUTURE DIRECTOR

8+ Active Team Members

ALL IN until June!

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

#### TEAM LEADER

5-7 Active Team Members

Eligible to go OnOTarget for earning Career Car

9-13% Personal Team Commission

\$50 bonus with each qualified New Team Member

#### STAR TEAM BUILDER

3-4 Active Team Members

Eligible to wear the coveted Red Jacket

4% Personal Team Commission

\$50 bonus with 4th qualified New Team Member

#### SENIOR CONSLITANT

1-2 Active Team Members

4% Personal Team Commission

#### INDEPENDENT BEAUTY CONSULTANT

Star Consultant, Company & 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.











# What is your Ambition Level?

I want IT ALL and I am willing to work for it! Car, Leadership, Travel via Trip program, National Sales Director/Family Security program						
I want to earn an extra \$10K a year and I'm willing to hold 1-2 parties per week. 15 faces per month. I want Red Jacket status quickly						
I want to purchase products for self & friends. I will hold 1 or 2 parties per month. This will be more of a priority in my future						
Answer Yes or No to these:						
I have a high ambition level						
I am competitive						
I am a planner and make a daily list of To Dos!						
I am shy and I don't like asking for things						
I know how to set boundaries on my time and my life						
I am easily distracted						
I finish what I start whether it be a project, an activity, or a goal						
I am a procrastinator						
I am a procrastinator, but want to change this habit						
I am organized						
I am accountable, I do what I say I am going to do even if it is not convenient						
I am creative, in thoughts and ideas						
I work best when I am told what to do						
My family is supportive of things that interest me						
I know a lot of people						
I have a handful of close friends but a lot of acquaintances						
I don't know that many people						
I like winning						
I am a team player and like to see the team win						
I have a high deserve level						
I would rather help someone else than to get the glory myself						
I am money motivated						
I am relationship motivated						
I am success/winning motivated						
In Your Words answer these:						
My Dream for the Future is						

The time in my life I felt the most accomplished was...

# Image - How you represent yourself & the team

Pre-Game Player Image	
Dress & act like the!	
Off Court	
Look great by 8 or fine by 9	
Gare Day	
What to wear to your appointments?	
"If your hair is done and properly and you're wearing good shoes, you o	
Press Conferences, After Game Meetings, Community Partnership,	ł

# Generating Leads

#### Head Garne

1. Being with	out leads is a business
2. Challenge	your
	confront your
4. Don't let c	inyone else steal your
Skill Game	
cause you haven	ead generating ideas haven't worked for you is be- 't been to do them the way they an
1. Who you	already
2	from parties
3	chatter
4	boxes
Action Game	
1	says "I will work in spite of my fearful feelings.
2	says "I will do it even if others won't.
	says "I will make time during off hours to dy" "Once the opportunity arises, it is too late to
prepare" - P	
4. "	<u>_</u> "

#### Generating Leads

● DROP IN YOUR BUSINESS CARD OR FILL OUT ● AN ENTRY FORM TO RECEIVE A

# Beauty Experience Package AND A \$25 Gift Card!

Must be 18 or older to enter & cannot currently have a Mary Kay

Consultant. Gift card will be given to you at your beauty experience

& No Purchase is necessary to win.

#### Script for setting out Lead Boxes & Jars:

"Hi! Would you mind if I left this here so people can enter to win?!"

"Great! I will be back next week to check in on it!"

\*\*if they ask who you are:

"Oh! We are with Mary Kay and we are giving back to the women in this community!

Everyone who enters will receive a Facial & Beauty Experience. Is it ok if I come by next week to check on it?"

#### PAMPERING PACKAGE ENTRY FORM

NAME:				
CELL PHONE:			_ TEXT OK	? Y/N
AGE RANGE: 0-18	19-30	31-45	46-60	61+
DO YOU CU CONSULTANT				

#### PAMPERING PACKAGE ENTRY FORM

NAME:				
CELL PHONE:			_ TEXT OK	? Y/N
AGE RANGE: 0-18	19-30	31-45	46-60	61+
DO VOLLCII	DDENITIV	HAVE A	MARV KAV	

DO YOU CURRENTLY HAVE A MARY KAY CONSULTANT YOU WORK WITH? YES NO

#### PAMPERING PACKAGE ENTRY FORM

NAME:				_
CELL PHONE:			TEXT OK?	Y/N
AGE RANGE: 0-18	19-30	31-45	46-60	61+
Do you cui Consultant v				)

#### PAMPERING PACKAGE ENTRY FORM

NAME:				_
CELL PHONE:			_ TEXT OK?	Y/N
AGE RANGE: 0-18	19-30	31-45	46-60	61+
DO YOU CU CONSULTANT				)

#### Generating Leads

#### Script to book from a lead box .. What to say when you re picked up your leads

"Hi Kaylee! This is Mary McIntosh with Mary Kay & you entered yourself in the box at Nail Spa Allure:) Yay! You've received a Beauty Experience and a \$25 MK gift card! Congrats! Text me when you get this so I know it's you and I will send you the info to redeem your gift card & Beauty Experience!!!"

"Hi Kaylee!!! I'm so excited for you!!! Ok, so it's super simple—basically you get to choose a beauty experience and treatment package (some of them come with additional "in-store" credit to spend with me!) I will send you package options in a minute. We just need to pick a location & time. I can come to you or we can meet in Temple at my studio —which is better for you?"

\*\*Book time/date/location\*\*

Then text:

"Here are the packages you can choose from. They are based on whether you want a one-on-one or with a few girlfriends to share your experience with. All are complimentary!"

Then immediately text:

"I will call you tomorrow o see which package you like and ask a few questions about your skin so I can prep. When do you have 3 minutes to chat tomorrow?"



#### Fabulous Game

# The FABULOUS Game

Gift your fabulous family and friends a relaxing pampering session.  TO WIN: HAVE THE MOST POINTS AND RECEIVE A GIFT.							
Over 25 ☑	10	Name	Part Way to Peach				
	1		(	)	Text	Call	
	2		(	)	Text	Call	
	3		(	)	Text	Call	
	4		(	)	Text	Call	
	5		(	)	Text	Call	
	6		(	)	Text	Call	
	7		(	)	Text	Call	
	8		(	)	Text	Call	
	9		(	)	Text	Call	
	10		(	)	Text	Call	
	11		(	)	Text	Call	
	12		(	)	Text	Call	
	13		(	)	Text	Call	
	14		(	)	Text	Call	
	15		(	)	Text	Call	
	16		(	)	Text	Call	
	17		(	)	Text	Call	
	18		(	)	Text	Call	
	19		(	)	Text	Call	
	20		(	)	Text	Call	
RECEIVE 100 BONUS POINTS IF I CAN MESSAGE YOUR FACEBOOK FRIENDS TO BE PAMPERED. CHECK HERE							
Please be assured that I treat each friend or family member with the utmost care and respect!  Thank you for supporting my small business.							
Your Full Name: Dete:							

#### Booking Scripts

## Booking friends of friends on Facebook

The secret to success with booking appointments is to use the MAGIC script shown below. You might be tempted to change the script, but don't! Here' why: This script has been tested on over 100,000 people over the past 5 years by top director Michelle Cunningham and it WORKS. Even if you change 3 words, it can lead to NO results. Yes, we've seen that happen.

You can add any friendly courtesies to the front like, "Hope your Dad is feeling better!" or "I missed you at the baseball game last night!" but other than that, you don't want to deviate from the script. It's perfection. When you use this script, I out of 10 people will say yes and book an appointment.

#### First, Ask permission to contact friends of friends

Send this message to your friends on Facebook:

Hi Marie! How is everything with you? I hope you are great:) I'm working toward a really huge promotion in my business with Mary Kay and have been challenged to do a test panel and/or get the opinion of 50 new women in the next 30 days. Would it be ok if I messaged a few women on your FB page to offer them a complimentary facial to help me with my goal? I'm super nice about it and respectful of their answers. Thanks either way! Michelle

When your friend says "sure that's fine!" message their friends:

Hi Lisa, I am Michelle and I don't think we've met, but Marie Boths gave me your name. I have a favor to ask you ... she is helping me with a Mary Kay contest. I am trying to become the youngest (or fastest) beauty consultant in the area to drive a free car! And I have to do 100 free facials this month to earn that. I am running out of people I know, so I have resorted to messaging complete strangers via Facebook, LOL! She thought you might be adventurous enough to lend me your face and you get a FREE GIFT. Can you help me out? Thanks either way!

#### Booking Scripts

When she says "Sure!" say ONE of these two options:

Fabulous! So the scoop is we pick a one hour window that works best for you. At your appointment, you'll receive a satin hands pampering treatment, an anti-aging facial, a spa microdermabrasion treatment plus expert foundation matching. I hold appointments at my studio (or you can say "or I can travel to you"). Is a weekend or weekday better? And thanks so much for your support!

OR

That's perfect. I hold all individuals facials at my home studio in Westlake on Tuesday & Thursday evenings. Or, if you would prefer to share your appointment with 2-5 friends (and get FREE products!) I can be a little more flexible on the date. What works better for you?

# What if they haven t set a date yet?

The biggest challenge is to take someone from a YES to an actual date. So, if she ignores you, then in a day, follow up. And then follow up every three days very kindly and passively. This is called being assertive. It becomes PUSHY when she says, "I'm not interested" and you keep asking her. But as long as she has said she is interested, it's your job to get her booked for an appointment.

Here is you assertive, non-pushy script:

Hi Cheryl! I'm just sending a quick reminder that you said you would be interested in having a free pampering session to help me reach my goal and lend me your opinion. My schedule just opened up for next week. I have Tuesday at 6:30 available and I have a few other spots too on Saturday. Would Tues day work or is maybe the weekend better?

And then I check in every three days:

Hi Cheryl! I'm getting close to finishing booking this months free sessions and I still have a few spots left. I have you here on my list of people who said they were interested, so I'm reaching out to get you scheduled. Are you free this weekend for an hour? OR is Monday night better? Thanks again!

#### Booking Scripts

#### Three days later:

Hi Cheryl! We've been missing each other on here ... no worries! Are you still interested in the free pampering session or would you rather pass? I'd hate to bug you if you aren't interested.

So all of these messages are assertive, non-pushy messages and it shows you are a true professional that treats your business seriously and is totally committed to making your Mary Kay business a success.

# Once they set a date and time what do I say?

#### Then you say:

Okay you are confirmed for your free pampering session this month on Saturday at 3pm. Your appointment will be from 3-4:30pm and we always start and end on time so you'll be out the door by 4:30. YOU ROCK! And, you can bring a few others along, like Mom, coworker, neighbor or friend - I have room for four. Would you like me to reserve seats for anyone else?

# How many people should I send this to?

Ideally, you want to send it to over 75-100 people on your first day. If you send it to 100, 10 will say yes. If more say yes, great! That's a blessing! Don't worry, 50% of what you book will cancel or reschedule, so it is recommended to overbook and even double and triple book the same time slot. It always works itself out.

#### Fundamentals: Booking

# Booking: the Lifeline of our business

"KISS"
Resources:
1. Start Something Beautiful Magazine
2. MK University
3. Www.marykay.com
4. heidigoelzer.com
"So many women just don't know ho great they really are. They come to us all vogue
on the outside and vague on the inside." - Mary Kay Ash
This business is a business where we have the honor, privilege, and responsibility to make women feel
Build your Customer Base Who!
Who are your potential customers? Where do we find them?
Let's pretend we are getting!
Time to make a!
Let's start with our circle of!
What?
Experience: participation/observation in an event or encounter

#### Fundamentals: Booking



Weekly Plan Sheet

Calendar



Your home, their home, MK studio available to you

How!

Scripts! Practice! Confidence! Belief!



- 1. Deadline
- 2. Booking Buddy/Accountability/Reward
  - 3. Theme for your month
  - 4. Goal (Perfect Program)
    - 5. Tracking/Tools

\*Bubble Sheet \* 10 Dials a Day \* Daily Mental Bath

#### Fundamentals: Booking

## What do we have to offer?

What makes me/you/us p	proud of Mary Kay?	

"Booking is a skill. Practicing will give you more confidence, and the more you practice, the better you will get. Confidence and belief are two main ingredients necessary for successful bookings. Believe in your service. No matter whom you are booking—a friend, referral or someone whom you just struck up a conversation with. It is essential that you truly believe that you are offering them an opportunity to have a great time, and to try some incredible products."

-MK University

#### Confidence & Belief

At Mary Kay, success lies in providing innovative, high-performing products. In a typical year, Mary Kay Inc. invests millions of dollars in research and conducts hundreds of thousands of tests to ensure that every Mary Kay product meets the highest standards of safety, quality and performance. From five products in 1963 to more than 200 today, Mary Kay has earned the trust and loyalty of millions of Mary Kay brand lovers for more than 50 years now. We always have, and always will, proudly stand behind our products.

The rigorous testing, and retesting, is performed or supervised by members of the Mary Kay Research and Development laboratories, including Ph.Ds and other advanced-degreed scientists in such areas as toxicology, pharmacology, microbiology, chemistry, and biochemistry.

#### Fundamentals: Coaching

# Coaching your Parties

"Every experience worth booking is worth coaching" Your \_\_\_\_\_ is part of your \_\_\_\_\_. You are her \_\_\_\_\_\_. Set up a \_\_\_\_\_ to follow up with your hostess within \_\_\_\_\_ days AFTER booking. Hi \_\_\_\_\_ this is \_\_\_\_ with Mary Kay! Do you have a quick minute? Great! If she bought product, ask her how her product is working and if she has any questions. Next, confirm the date. Who will she be sharing her experience with? Get names and numbers of auest list. 1. Build \_\_\_\_\_ just like a \_\_\_\_\_ does with her \_\_\_\_\_. 2. Share why to get he guest list: A. I want to bring a \_\_\_\_\_ for everyone. \*what to include\* B. Confirm their attendance for supplies needed 3. Get \_\_\_\_\_ 4. Make a \_\_\_\_\_ \_\_\_\_\_ 5. Text her and them the collage: INCLUDE: \_ 6. Make a \_\_\_\_\_

# Fundamentals: Coaching

#### Pre-Profile

1. Send out		
2. Send out		days before the
3. VIDEO: Introduce yours	self $\&$ ask thes	 se questions
A. Intro self		
B. THANK ahead of t		ding only has
C. What type of skin	do you have	??
D. Do you have any with?	specific conc	cerns about your kin you need help
E. What spa experie	nce would yo	ou like?
	or _	
C	all to coach	the Hostess
You will arrive a		· ·
Please serve after the experience		
Her		will be ahead of time
She will	you!	
Remind her of her		
Let her know who is atten	ndina	

#### Fundamentals: Coaching

anyone	who can't attend.	
she is giving to anyone who ca	has gift certificates for MK experience to the sperience would you prefer?	ces
(Explain or text them to her). Wh	ich date is better for you or	
? Great!	gets in-store credit when yo	)U
hold your experience with me!		
an	d build your	
Be the BEST		



# Please accept my invitation to my Mary Kay Spa Beauty Experience!

DIY spa-like deep cleansing facial, a deep cleansing charcoal mask, spa hand and lip treatment, & expert foundation matching. Additional treatments available via al a carte. All treatments are complimentary. Products will be available for purchase.

Sunday, November 12th @ 2pm

3509 Locust Ln Cincinnati, OH 45238

RSVP to Amy @ (513) 305-0393 by Friday 11/10 to save your spot



# Notes



#### Notes



# For resources visit our area website:

#### www.heidigoelzer.com

Click on:

New Consultant

==> Booking & Coaching (43 minute video)

**Promotions** 

==> Perfect Contest

Education ==> Education Center

(Skin Care Class) BOOKING BOOK (Scripts)

(21 day revival) Booking System resources

(Business Management) Bubble Sheet (for booking)

#### www.marykayintouch.com

Weekly Accomplishment Sheet

Weekly Plan Sheet

Education

MK University (step 3: How to find customers & hostesses)

\*\*\*Be sure to check the files section of the Get in the Game Facebook group to access even more resources shared by your Pacesetters Trainers.\*\*\*

# Week Two:

It's Game Day!

Goals of a party
Body of the party
Closing the party

AHA						
	BFO					
WOW	WOM	WOY				

#### Goals of a Party

Keep your Mary Kay business rolling smoothly. All 4 goals of a party are equally important.



- 1. How many \_\_\_\_\_\_
- 2. How many \_\_\_\_\_\_
- 3. How many \_\_\_\_\_
- 4. How many \_\_\_\_\_\_

#### Kitchen Coaching

# Kitchen Coaching -- Scouting: Know who you are looking for

While you're setting up,	ask these questions.
<ul> <li>So who's coming tonight? (how does shabout them)</li> </ul>	ne know thema little
- Is there anyone who you think would be	e good at what I do?
-What about you? Have you thought mo	re about MK at all?
If she says no:	
If she says yes I have been thinking	about it:

# Beauty Experiences: time to step up our game!

This is the new Mary Kay Beauty Experience we get to offer but CLASSIC Mary Kay does not change. Classic Mary Kay is free, in your home, with your girlfriends. You still get to take home free products to have a spalike experience in your own bathroom whenever you want."

Evnerience

	ANS.
1	ton
16	Pearm will create Sit back School
-1	e fruit date Sit L
4	o is is a der indula- ind let
1	And I indulgent skincare and you'll get about the benefits of fresh, natural try any pure standard let us treat about the benefits of fresh, natural try any pure standard let us treat about the benefits of fresh, natural
-	very our income the beautiful very
	ingredients. Enjoy an in-depth  try any number.
	the stallzed as y an in-d, "latural
	Vois "iumbos die con
	personalized skincare consultation, credit to take home.
-	your perfect fit, then use your store favorites,
	credit to take home some of your
	\$300
	\$300 <sub>2 hours for 6 guests</sub> \$50/additional guests
	\$50/addition
ì	\$50/additional guest

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Darty

#### Beauty Experiences

- You must believe that you have the best products, best opportunity, best buying experience, best customer service, and best YOU on the market! Amazon ain't got nothing on you:)
- Why would a customer choose to purchase beauty products from you? List five reasons:

1	 	 	
5.			

-Be SOLD OUT! When you're sold out, people are attracted to you!



# Beauty Experiences

Classic Mary Kay game plan REMIANS	The Playmaker: ENHANCED experiences and wording
Flipchart	New Verbiage
	Treatments
	Know ingredients
Free Miracle Set Facial	Additional products:
	Masks
	Eye gel
	Body products
	Mint bliss
Hostess Credit	Beauty Experience "Package Options"
Full Circle Focus	Additional accessories:
	Cucumbers, real washcloths, candles, spa music, sparkling

#### Beauty Experiences



MARY KAY BEAUTY

# experience

platinum

THE ULTIMATE HIGH-END LUXURY PRODUCTS, INCLUDING A DEEP CLEANSING MK FACIAL, SATIN HAND AND LIP TREATMENT, EXPERT FOUNDATION MATCHING, AND YOUR GUESTS' CHOICE OF: PORE DE-CLOGGING CHARCOAL MASK, OR REVEALING RADIANCE FACIAL PEEL, OR SALON-GRADE MICRODERMABRASION TREATMENT FOR YOU PLUS 8 GIRLFRIENDS! PLUS, HOSTESS WILL RECEIVE A FREE TRIAL OF THE NEW KOREAN LIFTING BIO-CELLULOSE MASK TREATMENT!

THE ULTIMATE HIGH-END LUXURY PRODUCTS, INCLUDING A DEEP CLEANSING MK FACIAL, SATIN HAND AND LIP TREATMENT, EXPERT FOUNDATION MATCHING, AND YOUR GUESTS' CHOICE OF: PORE DE-CLOGGING CHARCOAL MASK, OR REVEALING RADIANCE FACIAL PEEL, OR SALON-GRADE MICRODERMABRASION TREATMENT FOR YOU PLUS 5 GIRLFRIENDS!



silver

ENJOY INCREDIBLE PRODUCTS, INCLUDING A DEEP CLEANSING MK FACIAL, A PORE DE-CLOGGING CHARCOAL MASK, SPA HAND AND LIP TREATMENT, AND EXPERT FOUNDATION MATCHING FOR YOU PLUS 3 GIRLFRIENDS!

AN ON-THE-GO EXPERIENCE TO ENJOY AMAZING PRODUCTS, INCLUDING A DEEP CLEANSING MK FACIAL, A SPA HAND AND LIP TREATMENT, AND EXPERT FOUNDATION MATCHING FOR YOU AT YOUR CONVENIENCE!



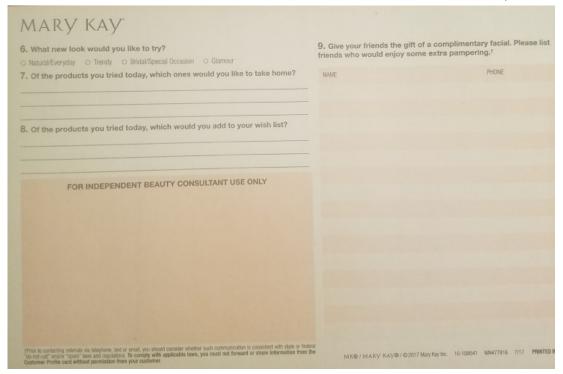
# Opening

l believe what m	atters most during your party is a
	·
1	guests for coming
2	of guests: share name, job, what they love about hostess
3	the hostess gifts & love on hostess
4	agenda of party (skin care, color if you are doing any, indi-
vidual close)	
Your I-story is SC	) important!,,
	are the 3 things you want to share. This should
take 1-2 minutes	. You want to get their attention but not to drag on.
Use the	! You look professional & it will keep you
on track!	

#### Referrals

"Referrals are the privilege of the opportunity given to you by someone else to potentially do business with someone who wants, needs or desires the products or services you offer"

- Timothy M. Houston



People give you	because they	!
·	al list for two purposes Dampering experience or	
101 Het 3pa p		

		_				

Which set/sets do you want

to start with today?

What did you like best?



sets and receive the Travel-Roll Up Bag for FREE!!! Choose any

Thank you for coming!

Name

FREE Travel-Roll Up Bag

# Botanical Effects® Set

ClearProof® Acne Kit

\$45

Clinically shown to provide dearer skin in just 7 days!

cjestiblooj



What would you like to learn

about at your follow-up?

# Mary Kay® Favorites

Dash-N-Go Set

Skinvigorate 7M Cleansing Brush \$50 Vitamin C Activating Squares™ \$24 Foundation Primer \$18 Brush Collection \$55 Charcoal Mask \$24

\$50



TimeWise@ Repair Kit Counts as 3 sets towards the Roll Up Bag)

Scientifically innovative Cleanser Lifting Serum Day Cream Night Treatment Eye Renewal Cream advanced signs of aging, formulated for all skin types. products for the Set includes:

Set includes: Cleansing Gel Blemish Control Toner Acne Treatment Gel Oil-Free Moisturizer

Satin Set

Color Compact filled with your choice of 3 eyeshadows, 1 blush, mini applicators,

and 1 lipstick or lipgloss

Customized Color Set

 White Tea & Citrus Fragrance Free Pampering Set Satin Hands® Set includes:

Satin Lips® Pampering Set

858

Three products that create a clean polished look before you quickly Set includes: CC Cream Ultimate Mascara<sup>7M</sup> Oil-Free Eye Makeup Remover dash out the door

# Insert this into Pages 37-47 of your flipschat

- 1. By now you're thinking ... "How much does it cost and when can I take it home?" Great! You can take it home tonight, my trunk is loaded & here are the specials today, if everyone can turn over the placemat in front of you.
- 2. Use the dry erase markers and circle the sets we used today. If money were no object and you could have anything and everything hanging in your roll-up bag for free, put a STAR next to those sets (go over what you used today).
- 3. (full demo roll-up bag) This is our handy dandy travel roll-up bag. It fits all your skin care, color, and body products in one place! It swivels, it Velcros, and zippers. It retails for \$35—but is yours FREE today with the purchase of 4 or more sets—or create your own.
- 4. \_\_\_\_\_, What did you love today? What would you love to take home? (go around the table)
- 5. I'm going to give you a minute to fill out the right side of the placemat and look over all the sets shown here and please feel free to ask me any questions you may have.

I accept Visa, MC, American Express, and Discover cards, cash, check, & debit. And handy dandy payment plans & Husband unawareness plans (1/2 down today, in a wal-mart bag... part cash... part check... you name it!)


# Follow Up Game

The		_ within the
		of the GAME:
	1. Have	·
		Women need to hear the word for it to stick.
		Everyone books their follow-
	4	Small & easy—it's not the
	that matters it's the	Z
	Iu	edividual Close
	•	ring their individual close.
Mos	t important: *	
Hav	e something to	he guests:,

#### One-on-One Coaching

# The ABCs of 1-on-1 Coaching

A:	matters:	
<b>B:</b> Be	: know your	
C:	her follow-up to a	
2     3		_ _ _
	e eye and say "now, I need to	 O
(Book her the	n walk her through your hostess plan)	·





# For resources visit our area website:

www.heidigoelzer.com

Click on:

New Consultant

==> Skin Care Class Video

#### Education ==> Education Center

(Skin Care Class) Printable resources ... set sheets ... starter kit flyer ... PINK marketing ... Hostess Coaching... etc

#### www.marykayintouch.com

Education

MK University (Step 5—The Skin Care Class)
(Step 6—After the Skin Care Party)

\*\*\*Be sure to check the files section of the Get in the Game Facebook group to access even more resources shared by your Pacesetters Trainers.\*\*\*

# Neele Three:

# Recruiting your Team

Who are you looking for?
Where are you looking for them?
Closing the interview
Fans or Team Members
Exceptional Customer Service

	AHA	
	BFO	
WOW	WOM	WOY

## Recruiting

Recruiting/Layering starts
Guest Lists:
Pre-Profiling
Charis Video
Leave them with a marketing video
Facebook Event:
Post pictures
Posts that prompt communication
"Who likes FREE?!?!?! For a FREE or or (your choice) all you have to do is listen to this recording prior to the party and message me! That's it!!!" https://youtu.be/nBNVSjoXNW4
Or:
Text"Oh hey, before I forget!! For a FREE mascara or lip gloss all you have to do is listen to this recording prior to the appointment and message me!"

#### Recruiting

# Recruiting during the Party

PINK Marketing at EVERY SINGLE	Facial,
PINK Marketing tool found on www.heidigoelzer.com  ==> education  ==> Skin Care Class  ==>Pink Marketing for Flipchart Insert	
Other marketing materials can be found on www.heidigoelzer.com under the	tab.
***Pick what works for you and stick with it!***	

# Recruiting your ALL STAR Team

Looking for people who you can	· · · · · · · · · · · · · · · · · · ·
Look for people with specific charact	
Women who want to live their best life	
Talk with people 1-on-1	
in	24 to 48 hours is key
Use scripts to get back into their spa When you have individual conversation	
Ask them the 4 P's:	
2	
3.     4.	
Write downspeak back in her language.	and when she is done talking

#### Recruiting your ALL STAR team

# 5 Basic Needs Trigger Words

Successful, Accomplished, Best, Most, Record-breaker, Powerful, History-making, Greatest of All Time, Abundance, Maximum, Maximizer, Leader, #1, Exceeds Expectations

Connection, Relationship, Friendship, Others Focused, Stand in the Gap, Mentor, Sisterhood, Believe, rust, Family, Gather, Lasting, Life-Long, Experiences, Forever, Adventure

Independent, Autonomy, Freedom, Flexible, Partner, Equal, Resourceful, Figure it out, Self-Starter, Find-a-way...Make-a-way, Choice, Options, Decision-Maker, No Rules, Create

Process, Routine, Steps, Safe, Order, Secure, Sound, Proven, Tested, Research, Consistent, Simple, Rules, Guidelines, Permanent

Fun, Party, Exciting, Audience, Performance, No Rules, Turn Up, Flexible, Make-ot-up, People, Impromptu

54

### Recruiting your ALL STAR Team

# To book someone for a coffee date to hear more about the Mary Kay Opportunity:

Hey, question for you...I meet with 3 women a week over coffee to practice sharing Mary Kay's company info. That keeps me on track for my free Mary Kay car!! Would you be free for like 20 min sometime tomorrow or next week sometime to meet with me? Coffee is my treat and I'll bring a little gift for you!

To book someone for a coffee date that you thought was super cool (send within 1-15 hours of meeting her):

Hey Sarah! So great to meet you today... Okay, you're like hysterical and I loves the story about \_\_\_\_\_\_ You crack me up! I would kick myself if I didn't invite you to coffee to hear more about a Mary Kay business for yourself... Even if its not for you, would be fun to get together and chat for a bit! Whatcha think? Coffee is my treat and you can even get one of those fun drinks with whipped cream on top! Let me know!

# Recruiting your ALL STAR team

The	is in the
Closing the deal:	
1	
Pop the Question	
4 Possible Responses:	
1	
2	
3	
4	
She didn't sign what's next?	

# Recruiting your ALL STAR Team

Introduction:			
A. What			
C	Or		
The Game:			
A. What thy want—Pc	oint Guard		
1	is yo	our they have	z been
in the			
2. Review the		step by step and listen to	o them
A			
В			
B. Choose According	ار		
		ıble	
3. You control _			
C. Starter or Ride the	e Pine?		
1. Who is she???			
2. Riding the Pir			
· ·			
7 (. LOVIII) II	· · · · · · · · · · · · · · · · · · ·		

#### Ready Set Sell...

#### Which level is right for you?

Your inventory is only the beginning! As a new Independent Beauty Consultant, you can earn FREE' limited-time product bonus bundles that you can choose based on the needs of your Mary Kay business. Plus, you can earn a Ladder of Success pin" and other contest prizes as a Star Consultant" and more! Today is your day to discover the beauty of having a Mary Kay business!

#### Here's how it works:

- Select the inventory level that's right for you and your business.<sup>†</sup>
- 2. Starting at the \$600 wholesale Section 1 level and above, you choose your own product bonus bundles."
- Place your initial order and get your business started!

Initial Order Amount		-				Maximum	
Wholesale	Suggested Retail	Product Bonus Bundles' up to SBB each	Color Look*** srze	Mirror With Tray \$5.50 each (Section 2 price)	Travel Roll-Up Bag stiseach	Bonus Value** (Basel on Ratali Value and Free Business Tools)	Star Consultant Level*
\$3,600	\$7,200	6	1	2	2	<b>\$738</b>	EMERALD
\$3,000	\$6,000	5	1	2	2	\$650	DOMMONO
\$2,400	\$4,800	4	1	2	2	\$562	AUBY
\$1,800	\$3,600	3	1	2	2	\$474	SAPPHINE
\$1,200	\$2,400	2	1	2	1	\$351	9
\$600	\$1,200	1	1	2	1	\$263	<b>v</b>

#### It's never been more fun to start a Mary Kay business, so visit marykayintouch.com to place your initial order!

Unless noted, all Section 1 prices are suggested retail.
"See Pages 13-13 for full details about the fee limited-time product bonus bundles. Sales to: is required on the suggested retail value of the emplesses. Section 1 products included in the bonus.

Once you achieve \$1,000 in wholesale Section 1 orders received and accepted by the Company in a contest quarter, you are eligible for the

Ladder of Success pis, one gereatone and a contest prize. See the Star Consultant Program page and elirochure under Recognition/Contests on Mary Kay InTouch® for complete details.

Tiese Page 3 for full inventory details and disclaimess.

This insure borus value is an example based only on the maximum bundle value of \$88 suggested retail. The actual total value of the bonuses received will depend on the suggested retail values of the product bonus bundles selected.

#### Building Customers for Life

By having a	Or	club,
	to your customers 1-2 extra times pe	
•	how much you how much you	•
	Facebook Group and/or a	
racebook page 10 co	mmunicate with your customers on social n	nedia directly.
*** No	On your p	ersonal pages***



#### Birthday Club 2:

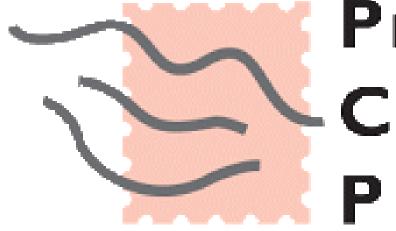
Hi Allie! How are you girl?! This is a friendly reminder that your 15% birthday discount on your ENTIRE purchase expires at midnight on the last day of February. To take advantage of this offer, text, call, or shop online at www.marykay.com/triciabless. I'm excited to service you and your beauty needs during your special month! Hugs, Tricia

#### Birthday Club 1:

Hi Susie! I know that February is your birthday month:) As a birthday girl, you get some special perks. You get a 15% discount all month. And, just for getting together with me, you get a free lip gloss! AND, if you have a get together with me and at least 3 friends, I bring cake & a present for you too! I'd love to throw a birthday party for you! When would be good?

### Exceptional Customer Service

Serving the customer on	is really at the
heart of Golden Rule Customer Service.	
Contact your customerpointment to see how she likes her new prod	·
Check her progresspointment.	later at her follow-up ap-
Contact her everygest new products.	for reorders or to sug-
Independent Beauty Consultants who use th	_



# Preferred Customer Program

RELATIONSHIP BUILDING FOR RESULTS

#### Exceptional Customer Service

#### PCP Follow Up 1:

Hi Susie! Did you find your new Look Book yet? I'd love to get together and show you all the new products. What's better for you, during the week or on the weekend? Let me know what you prefer. I know you're busy, so if I don't hear from you I'll follow up in 3 days. Thank you!

#### PCP Follow Up 2:

Hi Susie! Just checking to see if you got my message about the new catalog. I know you are super busy, so just get back to me when you can. I'll follow up in a couple days if I don't hear back. Thank you:)

#### PCP Follow Up 3:

Hi, this is Tricia with Mary Kay trying one last time to reach you about the new book. The limited edition products sell out fast! If I don't hear back I'll assume you are really busy right now and keep you on my list for next quarter. Thank you:)







# For resources visit our area website:

#### www.heidigoelzer.com

Click on:

Education ==> Education Center

(Skin Care Class) Printable resources ... starter kit flyer ... PINK marketing

#### Teambuilding Tab:

Interview Guide
Stats for Team Building

#### Marketing Tab:

Videos of the Goelzer Area sharing MK Marketing Info & I-Stories

#### www.marykayintouch.com

Education

MK University (Step 8—How to Build your Team)

(Step 9—Earn your Red Jacket)

(Step 10—Earn your Career Car)

\*\*\*Be sure to check the files section of the Get in the Game Facebook group to access even more resources shared by your Pacesetters Trainers.\*\*\*

# Week Four:

Watching the Game Tape

Evaluation
Wrap Up





# Grand Achiever Tracking

Personal Team Member's Name	Wholesale Ordered
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
Personal Wholesale Orders:	

#### **Grand Achiever Rules:**

You may qualify as a Grand Achiever in one, two, three, or four months, based on when you achieve the following:

- \$23,000 combined personal/team wholesale production
- 16 active personal team members
- Your team must contribute a minimum of \$18,000 wholesale toward the \$23,000 w/sale requirement
- You must have a minimum of \$5,000 combined personal/team wholesale production each month of the qualification period while maintaining five or more active personal team members
- You must be active.

## Director in Qualification

All In with 8 Rules:

 DIQ must begin the qualification with 8 active personal team members

- Qualify in 1, 2, or 3 months (\$4000 minimum w/sale per month)
- Must end qualification with \$13,500 total DIQ team wholesale

\$10,500 w/sale MUST come from the team Consultant's Name Wholesale ordered 2 ENTER DIO WITH 8 ACTIVE PERSONAL 3 4 6 7 8 9. DIQ (YOUR NAME HERE) 10 11 12 13 14 15 16 17 18 19 (RED TEAM #1) 20 (RED TEAM #1) 21 (RED TEAM #1) 22 (RED TEAM #2) 23 (RED TEAM #2) 24 (RED TEAM #2) TOTAL PRODUCTION \$13,500 MINIMUM Strategies for Success

Let's look at the numbers...

Personal Activity

Hold 2 parties a week (5 guests or more) = 10 faces/week

Sell \$50/face (company average) = \$500 retail/week

 $$500/week \times 4 weeks = $2000 retail/month$ 

By seeing 40 faces/month, ask 1/2 to hear more about MK:

20 interviews/month 1 in 4 will sign (company average)

5 new personal team members/month

Attend your **Weekly Success Night** & take your new consultants with you!

Take your **new consultants** & **leaders** with you to your parties!

Find 2 consultants who want more and support them as they build to RED. (These 2 will also place \$600 orders each month)

Personally hold 2 parties/week	\$4000 retail in 2 months	\$2000 wholesale
5 new team mem- bers/month (10 new personal team members in 2 months)	\$607 average first order	<b>\$5463</b> wholesale (9 ordering)
Leader #1 who will get to RED	\$600 w/sale each month	\$1200 wholesale
Red #1 team	\$607 average/ new consultant	\$1821 wholesale
Leader #2 who will get to RED	\$600 w/sale each month	\$1200 wholesale
Red #2 team	\$607 average/ new consultant	\$1821 wholesale
	TOTAL:	\$13,505

#### Successful people:

- Work the numbers!
- Have regular communication (3+ times/week)
   voice to voice with their mentor/Sales Director
- Attend their weekly success night
- Complete the SAVERS daily (Silence/

(these numbers play out when you work **intentionally** in the target market)

Target Market has 3 or more of the following:

age 24-55 | married or has been | has some higher education

has children | owns their home



#### CONSULTANT VS DIRECTOR PAYCHECK

#### **Director Paycheck**

#### **Consultant Paycheck**

\$5000 on-target Car Month

Personal Team Commission	\$520
\$4000 team production	(13% check)
(3 new + 2 misc. orders)	
Personal Teambuilding Bonus (3	\$150
new)	(\$50 bonus/each)
\$1000 personal order	
GRAND TOTAL COMMISSION	\$670

#### \$5000 Month

1000 personal order/4000 personal team production / 3 new personal qualifieds

•	
Personal team commission	\$520
(13% of personal team production)	
Personal Teambuilding bonus	\$300
(\$100/qualified)	
Unit Commission	\$650
(13% or entire unit production)	
Uni <b>6</b> ♥olume Bonus	\$500
GRAND TOTAL COMMISSION	\$1970

Track your Path to DIQ & Wearing the Suit Complete interviews to add new team members! On average, it takes sharing career information at least 5 times to add one new team member. Sometimes it takes less and sometimes it may take a couple more, but on average it is one out of four! As you add a new team member write her name in pencil. When she places her first order and becomes active, write her name in pen or marker! Team Member #9 ream Member #10 Team Member #8 Jeam Leader Team Member #5 Team Member #6 Team Member #7 senior Consultant star Jean Builder Team Member #1 Team Member #2 Team Member #3 Team Member #4 1.\_\_\_\_\_ 2.\_\_\_\_\_\_ 2.\_\_\_\_\_

# Why Directorship

You are the designer of your dreams. Nicole Miller is the designer of what you wear to achieve them. Mary Kay has partnered with noted fashion designer Nicole Miller to create a one-of-a-kind suit collection that is all business, but never boring. You are well-fashioned for a fabulous future!



Avenues of Income*	Unit of 35	Unit of 45	Unit of 80	Unit of 100
Personal Sales Profit	\$600	\$600	\$600	\$600
Number of Unit Ordering (one third of unit size)	11	18	28	42
Monthly Wholesale Unit Production (average order \$450 x 1/3 unit)	\$5,000	\$8,100	\$12,600	\$18,900
Directors Commission (unit production x 13%)	\$650	\$1,053	\$1.639	\$2,459
Unit Volume Bonus	\$500	\$800	\$1,200	\$1,800
Personal Recruiting Commission	\$390	\$650	\$650	\$800
Company Career Car (monthly cash compensation)	\$425	\$500	\$900	\$900
Personal Recruiting Bonus (\$100 for each qualified recruit)	\$100	\$100	\$100	\$100
Unit Development Bonus (5 qualified unit recruits)	\$500	\$500	\$500	\$500
Total Estimated Gross per Month	\$3,165*	\$4,203*	\$5,588*	\$7,159*
Total Estimated Gross per Year	\$37,430*	\$50,436*	\$67,056*	\$85,908*

\*These figures are examples based on utilizing all avenues of income available. Naturally, results achieved will vary from person to person based on individual effort. Track your Path to Director & Wear

You are the designer of your dreams. Nicole Miller is the designer of what you wear to achieve them. Mary Kay has partnered with noted fashion designer Nicole Miller to create a one-of-a-kind suit collection that is all business, but never boring. You are well-fashioned for a fabulous future!

borning. Tod die Well Tasilioned for a labalous fatale.						
1. SENIOR CONSULTANT	2.	3. STAR TEAM BUILDER	4.			
NEW TEAM MEMBER	NEW TEAM MEMBER	NEW TEAM MEMBER	NEW TEAM MEMBER			
○Active ○Qualified	OActive OQualified	OActive OQualified	OActive OQualified			
5. TEAM LEADER	6.	7.	8. FUTURE DIRECTOR			
NEW TEAM MEMBER	NEW TEAM MEMBER	NEW TEAM MEMBER	NEW TEAM MEMBER			
OActive OQualified	OActive OQualified	OActive OQualified	OActive OQualified			
9.	10. DIQ COMMITMENT	11.	12. HALF-WAY THERE!			
NEW TEAM MEMBER	NEW TEAM MEMBER	NEW TEAM MEMBER	NEW TEAM MEMBER			
OActive Qualified	Active Qualified	OActive OQualified	OActive OQualified			
13.	14.	15.	16.			
NEW TEAM MEMBER	NEW TEAM MEMBER	NEW TEAM MEMBER	NEW TEAM MEMBER			
OActive OQualified	OActive OQualified	OActive OQualified	OActive OQualified			

Track your Path to Director & Wear

You are the designer of your dreams. Nicole Miller is the designer of what you wear to achieve them. Mary Kay has partnered with noted fashion designer Nicole Miller to create a one-of-a-kind suit collection that is all business, but never boring. You are well-fashioned for a fabulous future!

17.	18.
NEW TEAM MEMBER	NEW TEAM MEMBER
OActive OQualified	○Active ○Qualified
NEW TEAM MEMBER	NEW TEAM MEMBER
○Active ○Qualified	○Active ○Qualified

П	iture:	
٦	19.	20.
	NEW TEAM MEMBER	NEW TEAM MEMBER
	OActive OQualified	○Active ○Qualified
١	23.	24. DIRECTOR!
	NEW TEAM MEMBER	NEW TEAM MEMBER
	OActive OQualified	○Active ○Qualified







