

Closing your interview Authentically

I CAN'T SELL

- Can you tell me more about that?
- How have you liked the products?
- What products are your favorite?
- How do you feel about just sharing the products with family and friends?
- Who do you think would support you in your business?
- What support/training would you need from me?
- What do you think about having no quotas in Mary Kay?

I DON'T HAVE THE MONEY

- How do you feel about slowly saving up the \$100 in the next few weeks?
- Tell me, when will you be in a position to have complete control over having a disposable income whenever you want or need it?
- Who do you know who would support you in helping you start?
- How would you like to be able to pay for the starter kit?

I DON'T HAVE THE TIME/I AM TOO BUSY

- How long have you been busy?
- When do you think you won't be busy?
- What are you missing out on now that you want to have more time for?
- If nothing changed, 5-10 years from now what would you have missed out on because of not having enough time?
- If I could teach you how to do this business on 3-5 hours a week, would it be worth it to you?
- How much time do you think a Mary Kay business takes?
- If I could help you make an extra \$300-500/month would you be able to find the time?

I'M TOO SHY.

- Who do you know in your life that would support you as you started?
- Who are comfortable with?
- How would you feel if you had a script for appointments?
- What do you think about using this business as a way to grow your self-confidence?
- What areas in your life do you NOT feel shy?
- When do you feel most confident?
- How would knowing you will have a support system make you feel?

I'M NOT THE SALES TYPE. (also refer to "I cant sell")

- What do you love about the products?
- What do you mean by "sales type," can you explain that to me?
- What makes someone pushy?....do you feel like you possess any of those characteristics?
- You/your friends took home products after our appointment, how do you think I was able to sell those products?
- When we had our appointment, did you feel like I was a sales person?
- How did you feel about your skin and makeup after our appointment?....would you want to share/pass on that feeling to others?
- If you did this business, how would you want people to think of you?

I AM NOT LIKE YOU.

- What about yourself do you like?

- What qualities do you possess that you would want to share with others?
- How can these qualities be used in this business?
- Who would you want to inspire with this business?
- What training would you need to feel equipped to do this business?

I WANT TO THINK ABOUT IT.

- How much time would you like to think about it?...when can we talk/what time?...do you want to call me or may I call you?
- What other questions do you have to help you make your decision?

MY CHILDREN ARE TOO SMALL.

- How can this business influence your children?
- How much time would you be able to do this business keeping in mind the age of your kids?
- What amount of flexibility is important to you to raise your kids?
- Who else do you know that works with small kids?
- Who do you know who would be willing to watch your kids 3 hours a week while you work?
- What kinds of things would you use extra MK \$ on to support your family/kids?

WAIT UNTIL...

- What would make it a perfect time?
- When do you see your schedule/life changing to fit in MK?
- How do you feel about a business working for you vs you working for a business?
- What if you started now and it exceeded your expectations?

MY HUSBAND...

- How do you think he would feel about it?
- What questions/concerns do you think he would have?
- When would you be able to discuss this with him?...how would he feel about all meeting together or him watching the video too?
- What would make him feel comfortable?
- How does he usually support you when you want to do something new?

I LOVE MY JOB.

- Could you use an extra \$100/week?
- What do you think of having this be something fun you do on the side but not becoming/replacing your full time career?
- How do you feel knowing that most other consultants build a mary kay business with another full time job?
- What could MK provide for you that your current job does not?
- How do you feel about doing it as a hobby?

I KNOW OF SOMEONE WHO DID THIS AND QUIT.

- What do you think is the worst that could happen if it didn't turn out the way you expected?...what is the best that could happen?
- MK is not for everyone, but how could it impact you personally?
- How does one person's experience impact your personal experience?
- What is your fear?
- What would need to be different about your experience?
- How do you feel, knowing it is my responsibility to equip, train, and support you based on your own goals?

I DON'T WANT TO OBLIGATE MY FRIENDS.

- Who do you know that knows 5-10 people that you do not know?

- In what ways would friends and family be willing to support you?
- Where do your friends buy makeup/skincare from?...would they be willing to support you just by trying the products and comparing the two?
- Who do you know that would want to share their opinion with you about the MK products?

IT'S NOT THE RIGHT TIME.

- When would be the right time?
- What would need to change for it to be the right time?
- Hypothetically, how would MK fit into your life right now?
- How would mk impact your life now?
- What makes it not the right time?
- Where do you see MK being a conflict?...where do you see it being a benefit?

I DON'T WANT TO.

- What about this makes you not interested?
- What would change your mind to want to?
- When would you see this fitting into your life?
- How do you feel about being a preferred customer?
- How would you feel about passing this opportunity onto anyone you know who would be interested?...who may be interested that you know?
- Is continuing to be a customer more of what you are interested in?

No not now, or no not ever?....(not now)...may I call you in 2-3 months to see if things are different for you?...(not ever) I understand. If that