

Script for booking warm chat surveys

Hi Adrienne! It's Nita with Mary Kay! We met on Wednesday at Office Depot! It was so fun to meet you and I did my drawing today for free product. I was excited to see that you won! Is this the right number?

Script to book referrals

Hi Emonie! This is Nita with Mary Kay and we have a mutual friend in common Pamela Angeles. She gave you a gift from Mary Kay because she values your friendship so much! Is this the right number?

Once you get them on the phone

"You won \$20 in free product that you get to pick out at your free facial! When is a good time to get together, a weekend or a weeknight?"