## Training #1 "Business Basics"

#### **Education**

- 1. Time Management
  - a. Filling out a Weekly Plan Sheet
- 2. Money Management
  - a. Filling out a Profile Card
  - b. Filling out a Sales Slip
  - c. Filling out a Weekly Accomplishment Sheet
- 3. Organization and Systems
- 4. Special Programs
- 5. Positive Affirmations

#### **Handouts**

Weekly Plan Sheet Six Most Important Things List Daily Call Sheet Money Management Weekly Accomplishment Sheet Weekly Accomplishment Sheet Instructions Income Tax Deductions Made Easy **Income Tax Preparation Income Producing Activities** Organizing your Mary Kay Business at Home Propay VoiceCom Preferred Customer Program Top 10 Reasons to be a Star Consultant Star Consultant Program Bee-lief Building



#### Homework

Bring Guest next week Register for VoiceCom, and call Director with your number Get your office systems in place List 20 Preferred Customers (friends/relatives)

#### Tape

*Image and Etiquette* by Pam Shaw

## Mary Kay Weekly Plan Sheet

Name: Week of :

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6:00							
7:00							
8:00							
9:00							
10:00							
11:00							
12:00							
1:00							
2:00							
3:00							
4:00							
5:00							
6:00							
7:00							
8:00							
9:00							
10:00							

### **Time Management / 6 Most Important Lists**

Time Management Begins With Your 6 Most Important Things List

The single most valuable resource we have is TIME! Effective Time Management .begins with your 6 Most Important Things List!

May Kay encourages everyone to take time at the end of each day to create our 6 Most Important Things List for the following day. As we all work to juggle the different roles we play each day, here's one way to organize your list. Use a spiral notebook about the size of your date book for your to-do's list. Every single to do goes into this book. Use the facing page each day to record phone messages so that you have a full snapshot of your day at all times. No more lost sticky notes and pieces of paper jammed into your wallet! I

Don't be surprised if, by doing your 6 Most Important Things List each day, you find yourself eliminating tasks that are not in support of your goals and even more fun – delegating tasks that can easily be done by someone else!

Across the top of your page, write out your single most important Mary Kay goal for the week. What we think about is what comes about!

First Heading: Mary Kay Consultant (Booking – Selling – Recruiting)
1
2
3
4
5
6
Second Heading: Your J.O.B whether that job is inside or outside the home
1
2
3
4
5
6
Third Heading: Personal (Here is where we list the errands, the appointments, the deadlines that
we cannot afford to miss!)
1
2
3
4
5
6
Put an "A" next to the to-do that must be done by you and only you that day. Put a "B" if it

Put an "A" next to the to-do that must be done by you and only you that day. Put a "B" if it should be done by you that day (these may slip onto to the next day list) and a C if it would be nice if you could do it that day (these are the ones to delegate)

DAILY CALL SHEET



Customers	Attempted	Reached	New Customers	Attempted	Reached
1.			1.		
2.			2.		
3.			3.		
4.			4.		
5.			5.		
Prospective Facials & Cla	isses		Key Customer		
1.			1.		
2.			2.		
3.			3.		
4.			Notes to write		
5.			1.		
Prospective Recruits	·		2.		
1.			3.		
2.			4.		
3.			5.		
4.			Errands to run or calls to m	nake	
5.			1.		
Six most important things	;		2.		
1.			3.		
2.			4.		
3.			5.		
4.			6.		
5.			7.		
6.			8.		



You in business for yourself. It's very important to treat your Mary Kay career as a business. Proper money management is essential to any successful business.

First, we suggest two separate accounts for your Mary Kay business. The first one is a savings account or charge card (merchandise or inventory account), and the second one is a checking account (profit account). On your checks, you may want to put "Beauty Consultant", "Cosmetic Account", or "Special Account." Please DO NOT use the words "Mary Kay Cosmetics" on your checks.

#### These accounts work as follows:

At the end of the week, deposit all of your sales plus tax into the checking account. Multiply this figure times 50% to cover the cost of merchandise, hostess credit, tax, and literature. This 50% goes into your savings account.

Now, subtract the above figure from the total. This is your gross profit figure (50%). This remains in the checking account until you deduct any of the following:

- 1. Product give-away to hostess
- 2. Discounts (if any given)
- 3. Workshop fees, luncheons, weekly meetings, etc.

As long as your work your capital like mentioned above, you will always have a sound business. Just rotate your capital between the two places. When your shelves are empty, you'll have money in savings with which to order. When your savings is low, you'll have merchandise on your shelf. It is called your "cash flow."

As merchandise is sold, the money to replace that merchandise is put into savings. When merchandise is reordered with savings, your stock on the shelf is good. Any good business needs capital, inventory, and work to continue to operate. With this method, you'll always have plenty of capital to order with when necessary and plenty of merchandise on your shelf.

The Secret is ALWAYS put 50% of your total sales in savings.

## MARY KAY WEEKLY SUMMARY

Posted				
	age of			
DOVETAIL INCOME/ EXPENSE	SECTION 1 PRODUCT GIVEN AWAY (RETAIL)	NON- RECOVERED SALES TAX		
·· ·· ·· ·· ·· · · · · · · · · · · · ·	· Band	4		
Kay Money for E You Completed must be RECEIV	d This Weekll <i>(ED by the Frid</i>	lay following		
neek ending date to receive MK Money. The Class (3 faces & \$100+ retail) The Control of the Go appointments (\$100+ retail) The Control of the Go appointments (\$100+ retail) The Control of the Go appointments (\$100+ retail)				
ew (marketing plan with a tape (evalu t meeting (market	iation sheet must ina plan turned i	t be attached)		
ontacts (name & # on back of this sheet)				

Please send a copy of this summary sheet to your Director and retain a copy for your

Consu	ultant Name					w	eek Endir	ng Date (S	Saturday)	Р	Page of	
DATE	HOSTESS/FACIAL NAME  (IF OTHER SALES, NOTE WHAT TYPE: PHONE, OPEN HOUSE, MISC REORDERS, OTHER)	TIME SPENT (HOURS)	NO. OF GUESTS (OR CALLS)	NO. OF ORDERS	NO. OF BOOKINGS	NO. OF BASICS SOLD	SAI SKIN CARE CLASS	FACIAL	REORDERS/ MISC SALES	DOVETAIL INCOME/ EXPENSE	SECTION 1 PRODUCT GIVEN AWAY (RETAIL)	NON- RECOVERED SALES TAX
<u> </u>					<del> </del>							
											<del>                                     </del>	
	THIS WEEKS TOTAL											
	NAR YEAR-TO-DATE TOTAL totals from last weeks summary here)											
	SEMINAR Y-T-D NEW TOTAL											
TOTAL OF	ALL SALES FOR THIS W	FFK S			ESTIMAT	ED WEEKI	LY GROSS	PROFIT	\$100 To Ho	. Kar Hanar for E	took Tooma Doo	direction of additions
SEMINAR YEAR-TO-DATE SALES TOTAL \$  CALENDAR Y-T-D SALES TOTAL \$  (DO NOT INCLUDE SALES TAX.)				Weekly Sales Total Less Tax \$   Summan   X			Mary Kay Money for Each Income Producing Activity You Completed This Weekll aries must be RECEIVED by the Friday following the week ending date to receive MK Maney. In Care Class (3 faces & \$100+ retail) cials or On the Go appointments (\$100+ retail) Orders (1 per \$100) Perview (marketing plan must be attached) we up with a tape (evaluation sheet must be attached) est at meeting (marketing plan turned in) EW Contacts (name & # on back of this sheet) EW Bookings (Facials, Classes, On the Go) W Team Member EW Basics Sold AL I.P.A.s produced for the week					
Please add comments, questions, recruit prospects or any other information on the back side of this summary. Summaries can be mailed to dmerrick@marykay.com, mailed to Debbie Merrick, 496 Meadowview Ct, vandalia, OH 45377, or turned in at the Tuesday Success Meetings! Remember, in order to receive MK Money, summaries must be received no later than the following Friday of the week ending date.			Deposit total amount collected in product account. It is suggested to allow 60% of sales for product replacement; 40% is profit less other business expenses.  ORDERS SUBMITTED TO THE COMPANY THIS WEEK  1 Intervier Follow up 1 Guest of 7 NEW Co. 2 NEW Bu. 2 NEW Bu. 2 NEW Bu.									

## Income Tax Deductions Made Easy

I was audited one year, and the IRS agent said that my records were excellent, so we know these tips work. Your income tax records can be completed in just a few minutes at the end of the year using these ideas and the Income Tax Preparation Sheet. ct

- 1. Use a consultant order sheet to take inventory of your product inventory (Section 1) as of December 31. Be sure to count products ordered, but not yet received at the end of the year, and product loaned to another consultant. Having a big stock at the end of the year is good for tax purposes. Count all the cleansing creams together and record on the order sheet, the same for each other group of products, no matter what the color or formula. This makes counting fast, and is something you can delegate out for someone else to do. Figure the retail value of the products using the Summary portion of your order sheet, then figure the discount at which you purchase your products. That figure is the wholesale value of the products on your shelves that you will record.
- 2. Use a consultant order form to record the products you will use for your personal use. Add them up at the end of the year as above, and also figure non-collected sales tax on the retail amount that you can use as a tax deduction.
- 3. Purchase 12 large manilla envelopes and label one for each month of the year. Place all your income and expense records for each month of the year, such as statements and receipts, weekly accomplishments, sales tickets and computer printouts you receive with your orders in the envelope for that month. Also include cancelled checks or bank statements for that month from your Mary Kay bank account, and your business charge card statement to document your charged expenses.
- 4. **During the year write up all products used as gift items on sales tickets**. Record the retail amount and amount at cost on the ticket. Keep track of the non-collected sales tax (the amount you prepaid in tax on those products). You can record gifts and non-collected sales tax as part of your Weekly Accomplishment sheet each week, and place the sales tickets in your large manilla monthly records envelope as backup records.
- 5. **Keep the computer sheets you receive with your product orders.** They are records of your product purchases during the year, as well as section 2 and sales tax paid.
- 6. **Use the bank ledger in your Career Essentials materials to keep track of your business expenses.** Add in your cash expenses at the end of each month. At the end of the year, all you have to do is put the numbers in the correct categories and add them up.
- 7. **Keep track of all hostess credits and customer discounts.** It is a good idea to charge sales tax on the full retail value of their order, since you already paid the tax on those products when you ordered them.
- 8. Carry some petty cash with you from your profits for those items you don't want to pay for by checks from your MK account. Record cash expenses in your datebook right away, and transfer to your business ledger at the end of the month. Example, lunch with your team member. Record the amount, reason for the lunch and who it was with, so you have a record to back up your expense. Cash expenditures can add up, so keep track.
- 9. At the end of the year, record your ending odometer reading from your car, and place your mileage log and car expenses log with your other records for the year.
- 10. **Use the Income Tax Preparation sheet** which appears in your January newsletter for compiling numbers for your income tax accountant. With the backup records, you're all set.

## Income Tax Preparation for your Mary Kay Business

4	Take inventory of all section 1 wholesale merchandise on your shelf as of Dec. 31 \$
١.	(Use your Consultant Order Sheet to record totals, add up the retail amount,
	then figure the discount at which you ordered during the year to give you the
	wholesale amount – 40, 45 or 50%)
2	Go-Kit cost if you are a new consultant during the year. \$
	All retail sales income from beauty appointments and reorders. \$
	All other income. (4-13% checks, and other prizes and commissions from 1099 form). \$
5	Inventory carryover from last year \$
•	(Wholesale inventory on your shelves as of Dec. 31 the year before.)
6.	Business Expenses:
<b>♦</b>	Section 1 wholesale purchases for the year (On computer sheets from the company) \$
•	Section 2 business supplies (on computer sheets from the company) \$
<b>♦</b>	Sales tax paid to the company on product purchases (on computer sheets) \$
<b>♦</b>	Freight charges on product orders \$
•	Non-collected sales tax on gifts, discounts and personal use items \$
•	Products used for personal use at cost \$
<b>♦</b>	Products used for demonstration purposes at cost \$
•	Office Expenses \$
•	Office Expenses \$ (Includes magazines & publications)
<b>♦</b>	Discounts & hostess credits at retail value \$
<b>♦</b>	Items used as gifts at cost \$
<b>♦</b>	Product refunds at retail value \$
<b>♦</b>	Bad debts (Money not collected on product sold) \$
<b>♦</b>	Promotions and contest expense \$
•	Laundry for dry cleaning of business attire \$
•	Bank service charges \$
	(money orders, cashiers checks, Visa/Masterc/Discover card fees, checking charges)
<b>♦</b>	Interest paid on business loans or Mastercard/Visa/Discover for inventory and expenses
	\$
<b>♦</b>	Advertising & Preferred Customer Enrollment & Premium fees \$
<b>♦</b>	Postage & Express mail \$
<b>♦</b>	Labor \$
<b>♦</b>	Meeting expenses, workshops, conferences and seminars \$
•	Cost of Director suit or Red Jacket \$
•	Obsolete products (discarded) at cost \$
•	Accountant fees \$
•	Auto expenses \$
•	Total business miles driven
•	Gasoline expense \$ Travel expense
•	Plane, public transit, taxi \$
	Lodging \$
•	Entertainment & Meals \$
•	(interviews, luncheon meetings, and meals while traveling, etc.)
•	Charity donations \$
•	Legal expenses \$
•	Legal expenses \$ Office rent or depreciation \$
•	Office Equipment \$
•	Telephone \$
	Telephone \$(include voice mail, Voice-Tel, cellular, etc.)
•	Utilities \$
•	Insurance \$
<b>*</b>	Product replacement insurance \$
•	Medical \$

#### DO YOU WANT RESULTS FROM YOUR MARY KAY BUSINESS?? MONEY? FREE CAR? DIRECTORSHIP??

Then concentrate on

#### INCOME PRODUCING ACTIVITES

- A. 1 Skin Car Class 3 Faces/\$100+
- B. 2 Facials \$100+
- C. Customer Services Sales Resulting in \$100+
- D. 1 Interview Survey Completed
- E. Follow up with a Marketing Tape Ask Closing Questions Survey Completed

- F. 1 Guest/Model who stays for marketing info. Survey completed
- G. 7 New Contacts-Phone or in person (Must get name &#)
- H. 2 New Bookings
- I. 1 New Team Member

#### PART TIME CONSULTANT

(Part Time Pay)
Complete any 5 activities each week, or 1 per day

#### **FULL TIME CONSULTANT**

(Full Time Pay)
Complete 10 activities each week, or 2 per day

#### Want to Drive FREE

Complete 15 activities each week, or 3 per day

Make copies of this sheet – keep track each week. How many did you do <u>last</u> week? Did your activity support your goal? (You will do some activities more than others.

#### Week 1

1.	6.	11.
2.	7.	12.
3.	8.	13.
4.	9.	14
5.	10.	15.
Part Timers Done	Full Timers Done	Car Drivers Done

#### Week 3

1.	6.	11.
2.	7.	12.
3.	8.	13.
4.	9.	14.
5.	10.	15
Part Timers Done	Full Timers Done	Car Drivers Done

#### Week 2

1.	6.	11.
2.	7.	12.
3.	8.	13.
4.	9.	14.
5.	10.	15
Part Timers Done	Full Timers Done	Car Drivers Done

#### Week 4

1.	6.	11.
2.	7.	12.
3.	8.	13.
4.	9.	14.
5.	10.	15.
Part Timers Done	Full Timers Done	Car Drivers Done

#### **Organizing Your Mary Kay Office At Home**

In addition to the recommended supplies from the Career Essentials Supply Check list on page 1.3 in Starting Your Business:

#### WHAT TO PURCHASE:

2 Portable Hanging File Boxes
4 Large (2") Three-ring Binders
3 5x9 Size Three Ring Binders
A-Z 5x9 and 8x11 Tab Dividers
5x9 & 8X11 January - December Tab Dividers
1 Package of Magazine Sheet Protectors

#### WHAT TO DO WITH IT:

- 2" BINDER LABEL APPLAUSE MAGAZINES Put 12 sheet protectors inside and place your Applause magazine in this binder after you are finished with it at the end of each month. This binder will serve as a wonderful reference throughout the year at your fingertips. This magazine is only available to you when you are active. Although our goal is to create a monthly ordering pattern you must order every 3 months in order to continue receiving this informative magazine.
- □ 2"BINDER LABEL REFERENCE Label your second large three-ring binder Reference. This binder is for notes you will be receiving in your training classes or monthly newsletter. You'll want to 3 hole punch these notes and categorize them by topics i.e.: Booking, Coaching, Retail Sales, Promotions, and so on. A full list of suggested headings can be found on page 1.4 of your Career Essential notebook in Starting Your Business!
- 2"BINDER LABEL FINANCE Label the third large binder Finance and insert your letter size January through December filler. This is where you will keep detailed packing slip that arrives with your product order every month. You'll also want to keep your weekly accomplishment sheets filed monthly as well as your 60% - 40% Money Management Ledger.
- 2"BINDER LABEL CUSTOMER SERVICE Label the fourth large binder Customer Service. This is where you the Preferred Customer Profile sheets that come in the Perfect 10 SCC packet I will mail to you when you complete your Voice Tel training. This sheet will help you in tracking what your customers have purchased when you make copies for each customer and file them here.
- □ 12 LARGE MANILA ENVELOPES Keep monthly expense receipts in one envelope per month. Tally expenses based on categories on your Expense Tracking Form in your Career Essentials Binder (page 3.6) at the end of each month. At the end of each quarter transfer your totals to the appropriate column on the Tracking Form. This will be used for tax purposes. These can also be 3-hole punched and stored in your Finance binder.
- □ 3 5x9 BINDERS LABEL CUSTOMER BIRTHDAYS, A-M CUSTOMERS & N-Z CUSTOMERS. For your Birthday Binder use your January-December dividers and separate the white copy of your Profile Cards. File by the month of the customers birthday. Your A-M & N-Z Binders use the according tabs and file the pink Copy of the profile card by the customer's last name. You may want to ask your Director for further information on contacting your customers and servicing their replenish needs as you build a head-to-toe customer!
- □ The hanging files are for storing your beauty books, recruiting materials, any company flyers and other materials you'll need for your skin care classes, customers, and team members. Setting up your business in an organized manner will reduce stress and keep you at your professional best.
- ☐ File this sheet in your Career Essentials guide under Starting Your Business.

## **ProPay™ Customer Credit Card Sales**



## Safe, Secure & Simple!

ProPay cordially welcomes you to the world of credit card processing. Accepting credit cards provides your current and future customers with more payment options, and in turn increases your business. However, it requires caution and discipline to avoid potential problems.

Before you begin accepting credit cards, please take a moment to familiarize yourself with some of the precautions listed on our website. If you have further questions or concerns about the services ProPay provides, please feel free to visit the <u>Customer Service</u> area on our web site. This will provide you with a way to access our Frequently Asked Questions, live chat, and e-mail services.

#### **VOICECOM REFERENCE SHEET**

#### WHY DOES VOICECOM WORK SO WELL IN YOUR MARY KAY BUSINESS?

- Your Mary Kay education is ongoing. You will always be in a state of growing and becoming the best you can be. Voicecom helps you learn and grow by sharing in the experiences of others.
- You stay "in the know" and on the cutting edge of what is new and current.
- ♦ You can communicate with your Director anytime, any day and from anywhere.
- ♦ Listening to your Mary Kay messages can give you a quick dose of confidence and enthusiasm Voicecom is your energy source.

#### HOW CAN I USE MY VOICECOM SERVICE MOST EFFECTIVELY?

- Replace your existing voicemail service and use Voicecom to answer your home or business phone for you. Simply call your phone company, ask for busy/no answer call forwarding, and give them your Voicecom number as the "forwarding number." Having all your messages in one place will save you time and you will never miss an opportunity.
- Check your mailbox daily. Motivation and enthusiasm works best in small doses, not when you have to listen to 20 messages at one time.
- Star Recruiters and above should check their mailboxes 2-3 times per day. Remember one of the roles of a leader is to stay informed.

- A hand free or speakerphone saves time because it allows you to listen to training and motivation while packing for a skin care class, getting dressed, exercising, driving – any time you are on the move.
- Print your Voicecom mailbox number on your Mary Kay business cards. It can be your after hours product hotline. Give your clients your mailbox number so they can call anytime to place an order; this will give you fewer interruptions at home.
- If Voicecom does not offer Voicecom local to your home calling area, be sure to utilize the flat rate Toll FREE option allowing you to listen to your with no Long Distance of Usage Charges!

#### IMPORTANT VOICECOM INFORMATION

Customer Service (existing and new service)

Voicecom Training Line

Online Ordering

800-559-6189

877-310-0403

http://marykay.voicecom.com

**The Preferred Customer Program** gives you an easy, low-cost way to market directly to your customers. The first step is to enroll. When you do, you can receive all this:



A personalized issue of *The Look* mailed to your customers four times a year. It's full of the products you love to sell and they love to buy!



**An exciting gift incentive** offered each quarter. It's a great way to generate sales and build your business.



**Mailers** throughout the year that focus on the season's hottest products, special gift-giving occasions or special services you have to offer. And you can have your Mary Kay® Personal Web Site address added to mailings, so your customers are encourged to shop with you online anytime, day or night.



A colorful MKeCard™ promoting the newest issue of *The Look* sent to your preferred customers.

**An early ordering privilege** when you enroll. Now you can order the new promotional products six days earlier than everybody else!

The Preferred Customer Program is a proven tool for building business success. Make sure you're offering the best in customer service by enrolling today. Just sign up, and you'll have a simple-but-powerful business tool working for you!



# TOP TEN REASONS TO BE A STAR CONSULTANT

Each and Every Quarter III

- 1 THE FAME! You will be recognized in your unit newsletter and in the Applause seen by hundreds of Consultants, Directors and many of the Top Executives at Mary Kay!!
- 2 THE AWARDS. You'll be awarded the prestigious Ladder of Success pin with a genuine gemstone star to wear proudly.
- 3 THE PRIZES. Pick a prize from the quarterly contest brochure.
- 4 THE RECOGNITION. You'll receive tons of recognition at your weekly unit meetings and Special Area Events.
- 5 THE INVENTORY. You'll have enough product to service all of your clients and always have product on hand to take care of your Preferred Customer orders. Plus you will be on Profit Level.
- 6 BE A TEAM PLAYER. Help your unit become the best ever by having more qualified Star Consultants than ever before.
- 7 THE FUN. Imagine playing with your inventory, arranging it on you shelves and watching it fly off those shelves. Don't ever forget -- we are the # 1 Best Selling Brand of Facial Skin Care and Color Cosmetics in the United States based on most recently published industry sales data.
- 8 STARS EARN CARS. When you are selling enough product to consistently place a Star Consultant order each quarter, you are meeting enough women to build a team. Building a team can mean earning the use of a car and helping change another person's life for the better.
- 9 THE PRIDE OF ACCOMPLISHMENT. Being a Star Consultant means you are one of the top Consultants in your Unit!
- 10 EARNING THE PRIVILEDGE OF ATTENDING OUR AREA STARS-ONLY EVENT! YOU DON'T WANT TO MISS THIS!!

## START OUT AS A STAR CONSULTANT



#### **ATTENTION:**

#### **New Consultants & Recruiters!**

It's important to understand when placing your initial inventory order for yourself or for your team members <u>WHAT</u> are the most popular items that you will be selling! Hands down it is

the **BEAUTY ESSENTIALS TRAVEL ROLL-UP!** I honestly feel that you should be **using one ENTIRE ROLL UP for yourself**, and you'll need to **have one on display** so that your customers can touch and feel it! Buying is <u>emotional</u> and <u>visual!</u> Having Inventory to open your store with is <u>smart business</u> - **you will build your business** so much faster as a result of less time spent in one area! Below are the <u>number of Beauty</u> Essentials Travel Roll Ups to order with each level of inventory.

\$3600.00 Wholesale **EMERALD STAR** - 18 Roll Ups

\*\$3000.00 Wholesale **DIAMOND STAR** - 15 Roll Ups

\$2400.00 Wholesale **RUBY STAR** - 12 Roll Ups

\$1800.00 Wholesale **SAPPHIRE STAR** - 9 Roll Ups

\$1200.00 Wholesale NO STAR - 6 Roll Ups

600.00 Wholesale NO STAR - 3 Roll Ups

**REMEMBER**: At each level you will have <u>2 LESS SETS</u> being you'll take one off of your shelf for *personal use* and one off of your shelf for *display*. So at a \$600 level - it doesn't give you anything left to sell. That's why it's so important to start off on the right foot - as

A STAR CONSULTANT if at all possible!

# Bee-lief Building

#### 1. Believe in this Company and the Opportunity

- ➤ Attend weekly success event mandatory if you really want to succeed.
- ➤ Listen to training and motivational tapes daily.
- Read Mary Kay's autobiography.
- Read one chapter per week from the Consultant's Guide.
- Read monthly Applause Magazine cover-to-cover.

#### 2. Believe in the Product

- ➤ Use all the products on yourself you will fall in love with all of them!
- Listen to product knowledge tapes.
- ➤ Read Consultant's Guide cover to cover.
- Call Mary Kay Medical Relations Department for extra help.
- ➤ Tell you clients, "I have total confidence in this product, and will work with you to make sure you are satisfied."
- ➤ Cheerfully stand by and honor our 100% Satisfaction Guarantee.

#### 3. Believe in Yourself

- ➤ This opportunity can work for everyone who wants it to this means you!
- Always seek out the positive, and model people who are succeeding.
- Read motivational and self-help books.
- Make a goal poster to help you stay focused on your dreams.
- Visualize yourself as the successful person you want to become.
- > Self-talk affirm daily what you want to become and achieve.
- ➤ Learn that people are not saying "No" to you, but to the timing or product you have to offer. Wrinkles to them!
- Dress for Success!

#### 4. Believe in your Director

- ➤ Your Director believes in you as much or more than you believe in yourself!
- ➤ Your Director's belief in this opportunity is solid as a rock. Lean on her belief when yours is weak.
- ➤ When you're excited, call everyone!
- ➤ When you're down, only call your Director. Don't dump on your husband or sister consultants. Call your Director any time any day!

#### 5. The Three Keys to Success in Mary Kay

- Start and NEVER give up until you make your goals and dreams a reality! Don't every let one person or situation decide where you'll end up!
- Attend every unit meeting, Seminar, and Career Conference! That's where you keep the dream alive!
- ➤ Have product on-hand for your customers by starting with a full, profitproducing inventory (\$3600 wholesale), or build to it as fast as possible!

