

Customer Service Follow Up Script

FOLLOW UP AFTER 2 DAYS, 2 WEEKS, AND 2 MONTHS

2 DAYS FOLLOW UP SCRIPT

HI _____, THIS IS _____ WITH MARY KAY! I JUST WANTED TO CALL AND SAY THANK YOU FOR TAKING TIME THE OTHER DAY! I'M JUST DOING A LITTLE CHECK-UP CALL TO MAKE SURE THAT YOU TOOK YOUR PRODUCTS OUT OF THE BOX AND HAVE STARTED USING THEM. IS EVERYTHING WORKING WELL FOR YOU? (LET HER ANSWER) BE SURE TO FRIEND ME ON FACEBOOK SO I CAN ADD YOU TO MY CUSTOMER PAGE!

2 WEEK FOLLOW UP SCRIPT

HI _____, THIS IS _____ WITH MARY KAY! I'M JUST DOING MY LITTLE CHECKUP CALL TO SEE HOW YOUR SKINCARE REGIMEN IS WORKING FOR YOU? (OR HOW YOU ARE LIKING YOUR COLORS, ETC) IS THERE ANYTHING WE NEED TO ADJUST OR ADD TO YOUR DAILY ROUTINE?

2 MONTH FOLLOW UP LIVE CALL

HI _____, THIS IS _____ WITH MARY KAY! I'M JUST CHECKING IN TO SEE HOW YOUR SKINCARE REGIMEN (OR HOW YOU ARE LIKING YOUR COLORS, ETC) IS WORKING FOR YOU? IS THERE ANYTHING YOU NEED OR ANYTHING NEW YOU WOULD LIKE TO TRY?