

Dealing with Objections

Objective: Let consultants know objections are normal and how to handle them.

1. Talk about what an objection is. It is not a “no”. It’s simply that moment in time the person needs more information.
2. Never be pushy, be professional. There is a professional way to handle things at all times. Don’t get emotional.
3. Main objections to appointments are time oriented. Talk about facials-on-the-go’s, samples, and website. If a customer wants to book a class, talk about product promotions available to her for sharing the appointment with others. Ex. 10% off for one guest. 20% off for 2 etc. No more than 5 guests for a 50% discount.
4. Main objections heard/ counter with how to respond.
When booking a sales appointment and how to respond
When booking an interview or event and how to respond
 - a. I’m too busy
 - b. I’m not interested
 - c. I’ve tried it before and didn’t like it
 - d. I’m allergic to it
 - e. It broke me out
 - f. I have a friend that does Mary Kay
 - g. A friend talked to me
 - h. Someone talked to me before
 - i. I have a good job already
 - j. I’m not interested in selling
 - k. Isn’t that an old product

Answer questions