

# Let's Pretend YOU Are Your Customer

Answer **TRUE** or **FALSE**

- 1. My Consultant always delivers my order in a timely manner.
- 2. My Consultant offers to introduce me to new products regularly.
- 3. My Consultant never calls me but responds when I call her.
- 4. My Consultant always has to search for the products I order.
- 5. My Consultant sends me a birthday card every year.
- 6. I never receive anything from my Consultant in the mail.
- 7. My Consultant never invites me to model her product.
- 8. My Consultant regularly updates my personalized skin care program.
- 9. My Consultant sent me a Thank You note for my business.
- 10. I get a regular newsletter or Season's Best from my Consultant.
- 11. My Consultant always looks professional and up-to-date when I do business with her.
- 12. My Consultant has invited me to several special events.
- 13. I know how my Consultant makes money.
- 14. My Consultant has offered me the incredible Mary Kay Opportunity.
- 15. My Consultant called me 2 days, 2 weeks and 2 months after my appt.
- 16. My Consultant has regularly offered to show me ways I can earn product.
- 17. I feel confident referring my friends to my Consultant, but she never asks.
- 18. My Consultant is enthusiastic and I feel good when I talk to her.
- 19. My Consultant has offered to let me field test and give my opinion of every product line in the Beauty Book.
- 20. My Consultant has offered to help me learn how to best use the color right for me.
- 21. I never heard from my Consultant again after I purchased the Basic Skin Care.
- 22. My Consultant drives a free car.
- 23. My Consultant has high standards and her word is bond.
- 24. My Consultant sold me product I don't need.
- 25. I don't know where my Consultant is.
- 26. My Consultant booked my review facial after I purchased the Basic Skin Care.
- 27. My Consultant teaches me something new each time I have an appointment with her.
- 28. My Consultant makes me feel special.
- 29. I am a preferred client, and treated as one.
- 30. My Consultant helps me save time and money!