

CONFIRMING APPOINTMENTS

After booking a face it is so important to follow up with that person to make sure you can see their beautiful face!

Here is a great template to use to ensure your appointments hold!

TEXT #1- PARTS A + B

As soon as you book a facial or skincare class it is important to send this message as soon as you get off of the phone with them!

Part A

"Hey ____! This is _____ with Mary Kay! I wanted to touch base to confirm your time and date for your pampering session on January 1st at 8:30pm! I am so excited to meet you virtually! Please let me know when you receive this message. I'll also be sending you the tracking information for your samples!"

Once you send this message, you can then send a separate text after with their tracking information or information about dropping off the sample package if you choose to do so!

Part B

"Here is your tracking information for your sample package:
(enter tracking info. here)"
or

" I will be dropping your sample package off on Tuesday at 2pm!"

TEXT #2-

Send this text message out 2-3 days before the appointment to check in with a reminder about the time and date of the appointment so you can confirm again that they can still attend!

text #2

"Hey ____! Please let me know if you received the samples! I am looking forward to seeing you this Tuesday at 8:30pm!"

This text is very important because if they have not received their samples and the shipping information is telling you it won't be there in time this gives you adequate time to reschedule!

TEXT #3-

Send this text message out the day of the appointment, preferably earlier in the day in case they need to reschedule or need to move to a different time on that day.

text #3

"Hey ____! I can't wait to meet you virtually! Here is some information for what you'll need for the appointment: You will need a wet washcloth, bowl of warm water, pen, and mirror. Line up the products in numerical order and twist of the lids before we start!

Join Zoom Meeting ****ENTER ZOOM LINK**** Meeting ID: ****ENTER ZOOM ID****

Once you've sent out the 3rd text message, make sure to check in with them closer to the meeting in case they need help using zoom or anything of that nature!