

3-Minute Customer Care Call Scripts

SMILE * CLEAR * ENERGETIC

Them: Hello. **You:** Hi, may I speak with ____? (pause.) This is ____, your Tupperware Consultant. Is this a good time?

Them: Sure. This is fine.

You: Great! I was checking in with all of my regular customers tonight. How are you?

(Some may want to share their life story here. Be polite, but keep it short.)

Them: No, not really.

You: Ok. Well, I was just checking in with all of my regular customers. What would be a better time to reach you?

Them: (Give you a time.)

You: Great. I'll try back then. Thanks. Have a great night.

You: How are you enjoying your products? (Deal with any problems/questions they may have.)

You: Do you need any recipes? (pause.) Would you like to be on my monthly email list? (Monthly Email: Thank you, Special, Host Bonus, Recipe and any additional incentives.) Great! Could I get your email? (pause.) I'd also just quickly like to let you know that our special this month is the ____ on sale for _____. Plus, this month our hosts can earn _____ for free. Don't those specials sound awesome! Do you have any friends or family members who you think would like those that I could contact or add to my monthly email?

Past Host

(1 – 6 mos.)

I had so much fun with you and your friends at your party! Since you've all had a chance to use your products, has anyone indicated an interest in saving as much money as you did? (pause.) If yes, get info. If no, say, "ok".

Past Host

(6-12 mos.)

I really had a great time doing your Party in (month). There's a new catalog since you earned all of those freebies (and/or your Preferred Host discounts are going to expire soon). Would you be interested in doing it again? (pause.) If yes, schedule. If no, say, "ok".

Potential Host/Recruit

(No date set or needs more info.)

It was so nice being able to meet you at _____. You had indicated an interest in _____. (Hosting) Well, I happen to have a few dates still open for (time period you're booking). Should we get you scheduled to hold a party? (pause.) If yes, schedule. If no, say, "ok". (Recruiting) Well we have a meeting coming up on _____. Do you think you'd like to join me, or would you just prefer to set up a time that we could get together to talk? (pause.) If she doesn't want to meet, move to Hosting section above.

Preferred Customer

(Big Spender or Repeat Buyer)

We had such a great time at ____'s show! Did you know she saved \$_____ for having her show? And it was so easy, too! You are obviously such a big fan of our fabulous products. Have you thought about having your own show at all? Remember, I also do bridal showers and catalog shows! (pause.) If yes, schedule. If no, say, "ok".

Other

(Favorite product on special, or liked but did not buy a lot.)

You seemed to have such a good time at ____'s party. Wasn't it fun?! (Special) I mentioned that _____ was on special. You had indicated an interest in that product. I love it, too! (Highlight product features.) Do you think you'd like to try and earn it for free? If yes, move to Hosting section at right. If no, say, "ok". (Liked but didn't buy a lot.) I notice you marked that you were interested in an awful lot of our great products, would you like to try and earn them for free? If yes, see hosting section at right. If no, say, "ok".

You: Well, I really appreciate your time tonight. Is there anything you want or need me to send you? (Pause.) Let me quickly confirm your contact information before I let you go. (Read address, email address and home phone back.) And do you know how to reach me? (pause. Give them phone or email if they ask for it.) Fantastic. Thanks again and you have a great night!

FOLLOW THROUGH!!!