



Customer Care Calls To All Guests & Presales

(leave these messages on the answer machine)

2 days- 2 weeks-2 months after the show is held

(mark it on your calendar to remember)

Call #1 - (2 days after the show is held)

"Hi _____! This is _____, (your favorite jewelry lady)! Just wanted to tell you thank you for coming to Susan's show! It was so nice meeting you! Have a great week! Bye!" (WOW, she's grateful!)

Call #2 - (2 weeks after the show is held)

"Hi _____! This is _____, (your favorite jewelry lady)! I just wanted to let you know that your jewelry has been sent to Susan! Thanks again for your business and let me know if you need anything! Have a great day! Bye!!" (WOW, she's thoughtful!)



Call #3 - (2 months after the show is held)

"Hi _____! This is _____, (your favorite jewelry lady)! I wanted to call to save you money! Your warranty will expire soon to replace any of your jewelry free! If you have anything you need taken care of, I'd like to do it now so you won't have to pay the \$5 plus tax. Also, we have a special now!" (tell it)...Or "Also, we have a new catalog that I'd love to get to you! Let me know how I can help! Thanks so much! Have a great week! Bye!" (WOW, she cares about me!)

