

Confirming Appointments

For Guests who are watching the replay:

Here is a great template to use to ensure that your appointments hold after you book them and invite them to join the Facebook Live page!

TEXT #1- PARTS A + B

As soon as you book a guest for Facebook live 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 7pm! I am so excited to meet you virtually! I understand that you can't make the session when we are doing it live, so you will be able to go back and watch the replay on the Facebook page! We just need to make sure that we follow up for a few minutes via phone call when you're done watching so that I can get the credit for your face 📞❤️ When is best for me to give you a call after you watch? Thanks so much again for your help! Please let me know when you receive this message and 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)"

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 when you receive the samples! I look forward to following up with you after you watch the replay and apply the products!"

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 _____! Can't wait for you to join our Facebook Live session! Here is some information for what you'll need for the appointment: You'll just need a wet washcloth, bowl of warm water, pen, and mirror. It helps to have a pair of scissors with you in case you want to cut open the packets rather than tearing them with your fingers. I know you said that you will watch the replay at _____ and then I will call you at _____ to follow up! Looking forward to it 😊

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 accessing the facebook group or anything of that nature!