

Confirming Appointments

For Guests who are attending Facebook Live:

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! 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 seeing you this Tuesday at 7pm!"

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. You'll want to hop on the Facebook group a few minutes early so you don't miss a second! Be sure to type your first and last name into the chat, as well as my name so that you are entered into the drawing and then I will call you as soon as we are done! 😊

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!