

Olympic Trivia

1. **Where in the United States have the Winter Olympic games been held?**

Answer: Lake Placid, N.Y. in 1932 and 1980, Squaw Valley, CA in 1960 and Salt Lake City, UT in 2002.

2. **What activities are included in the Winter Olympic Biathlon event?**

Answer: Cross-country skiing and target shooting

3. **What European country has earned the most medals at the Winter Olympics?**

Answer: Norway

4. **In the ancient Olympics, medals weren't awarded. What did winners receive?**

Answer: Laurel and olive wreaths, branches, woolen ribbons and sometimes even food for life.

5. **The first official Olympic flag, flown in 1920 at Antwerp, included a design with five interconnected rings. What do the five Olympic rings represent?**

Answer: The five major regions/continents of the world – Africa, the Americas, Asia, Europe and Oceania (includes Australia, New Zealand, and the island nations in Melanesia, Micronesia and Polynesia)

The rings are interconnected to symbolize the friendship to be gained from the international competition.

6. **What are the five colors in the Olympic rings and how were they chosen?**

Answer: Blue, Yellow, Black, Green and Red

They were chosen because, at that time, at least one of the colors appeared on the flag of every country in the world.

7. **What year were women first allowed to participate in the Olympics?**

Answer: 1900

Customer Call Outline

Voicemail message:

"Hi, this is _____, your Pampered Chef® Consultant. Sorry I missed you! I'm excited to let you know what's going on this month! I'll try again later. If you need my phone number, it's _____, or you can go to my Personal Web Site at _____."

When you connect with someone:

"Hi, this is _____ with The Pampered Chef.® Do you have a minute for a quick update?"

"I haven't talked with you since _____ ..."

OR

"We met at _____'s Cooking Show."

Ask about the opportunity first:

"You know, February is a great month to start a Pampered Chef® business! In fact, I had to call you to let you know about our 50% kit rebate. Could you use some extra income for a special project or New Year's goal you've made? I'd love to meet you for a cup of coffee to talk about it. Could we set something up in the next day or two?" _____

If they say "no" to the opportunity, ask about booking a Show.

If you still need February bookings, say:

"Our February hosts will save in extra big ways. On top of the free and half-price products you earn, in February only you can save 60% on your choice of eight different host-only specials, like our Bamboo Knife Block filled with Forged Cutlery, or the 7-piece Stainless Cookware Set .. or our fabulous Stainless Mixing Bowls. Am I tempting you? ... My best available dates are ____ and _____. Could I reserve one of them for you?"

If you want March bookings, say:

"I just saw our new spring products and they're terrific! In fact, I thought about you when I saw the new _____, because _____. You know, new products are a great draw for Cooking Shows. I'd love to help you earn free products of your choice by hosting in March. I wanted to give you first choice of my available dates. I've got ____ and _____ open. Would you like to reserve one of those for you and your friends? I'm making a great new recipe that everyone will love!" _____

Close with sincere appreciation:

"Thanks for your time. Don't hesitate to call when you need Pampered Chef® products or service. My phone number is _____ or you can always go to my Pampered Chef Web Site at _____."

Responding to Objections

These pages include thought starters for using the C.A.R.E. model to respond to concerns, hesitations and objections.
Add your own ideas, too!

Booking Concern	Check for Understanding	Acknowledge Feelings	Respond (with Clarifying Questions & Information)	Extend the Invitation Again!
I'm too busy.	"It sounds like you've got a lot going on. Is this an especially busy time for you?"	"I'm sure it's hard to think about adding something else to your to-do list."	"Most of my hosts are busy people, so I make it easy for them. Part of my service is to send the invitations for you and make the reminder calls, too."	"Does that make hosting a Show seem more appealing? Would you like to look at a few different dates I have available?"
I don't want to ask friends over to buy something.	"Are some of your friends facing hard times?"	"I know you don't want anyone to feel uncomfortable if they're not in a position to buy."	"Did you notice any pressure to buy at this Show? ... Does it help to know you're inviting friends to have a fun night out and learn a budget-friendly recipe?"	"My experience has been that people really enjoy being with friends in good times and when things are tough. I promise they'll laugh and have fun and leave with great ideas and tips. Could we set something up?"

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<p>Everyone I know is at this Show</p> <p>OR</p> <p>I don't know enough people to invite.</p>	<p>"It sounds like you're concerned your Show won't be a success. Is that right?"</p>	<p>"It's very normal for hosts to be concerned about having a good turn-out at their Shows."</p>	<p>"Would it be helpful if we brainstormed some ideas for people to invite? Who do you know that couldn't come tonight? ... Tell me about your neighborhood (work, children's school, relatives, out-of-town friends, etc.)"</p>	<p>"Does the list we came up with make you feel more confident? And, remember, each one of these people can bring a friend. Can I show you a few available dates?"</p>
<p>My house is really small.</p> <p>OR</p> <p>I live in a small apartment.</p>	<p>"It sounds like you wonder if people would fit / if people would feel cramped."</p>	<p>"Sue's home is (huge, gorgeous, etc.), isn't it? It could be featured in a magazine!"</p>	<p>"You know, most of my host's homes are smaller than this. I can set up in whatever space you have, because it's really about enjoying time together with friends."</p>	<p>"I'd sure love for you to take advantage of all the host benefits. Would you like that? Can I save a date for you?"</p>
<p>Other</p>				