

Contact Blitz Customer Call Outline

This outline includes sample words you can choose from – you won't say them all! Your personal enthusiasm, a genuine interest in your customers and reliable follow-up are all key to your success. (Use the blank lines to add your own ideas.)

Introduction

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

Build Rapport (choose one of these statements, or write your own)

- *"I haven't talked with you since _____'s Cooking Show. So this is what I call my 'out of the box' call. I'm checking to be sure your products are out of the box and making your kitchen time easier and faster. How are you enjoying your new product)?"*

OR

- *"We met at _____, and I've been thinking since then that I wanted to take a moment to touch base with you and share just a little more information about what's happening with The Pampered Chef®. What's going on in your world?"*

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Introduce Current Information

"Normally I get in touch with customers at this time of year to let them know about new products, specials, and the latest news from The Pampered Chef®. Can I give you a quick update on what's happening right now?"

"We know everyone's keeping a close eye on the family budget, and we are, too. Our main dish recipes help put dinner on the table for around \$3 per serving, and can be made in 30 minutes or less. I'm proud to represent a company that's paying attention to people's real needs. "

Offer the Business Opportunity First

- *"Speaking of real needs, a Pampered Chef® business can really help people to earn extra income in these challenging times.*
- *"I've really been appreciating how much my Pampered Chef® business is helping our family, so I promised myself that I'd invite everyone to check out the opportunity we offer."*

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If you haven't discussed the opportunity before:

"I don't know if you've ever considered a home-based business, but if I gave you a little information about our company, would you be willing to take a look at it?"

If you have discussed the opportunity before:

"We've chatted about this before, and I can't think of a better time for you to give this business a try. Could we talk some more about it?"

If they're not interested in the opportunity now:

"If The Pampered Chef® isn't for you right now, does anyone come to mind that needs extra income and might enjoy having a business of their own?"

Talk About Hosting

"I've noticed lately people really enjoy coming to Cooking Shows. They love to get together with friends and have fun instead of sitting around brooding about the economy! I've been teaching people how to make budget-friendly family meals that can be put together fast."

To book March Shows:

"At March Shows, I'll introduce our brand new line of spring products! One of my favorites is _____, because it's really helping me save time and money in the kitchen. I know your friends will enjoy that, and I'd love to treat you to all our savings for hosts. I have _____ or _____ still open. Does one work for you?"

Offer Other Possibilities

If the customer doesn't book a Cooking Show right now, offer other possibilities. For example:

Catalog Show

"You know, I'd still love for you to earn free products. Did you know you can receive great host benefits just by sharing catalogs with your friends, family, neighbors and coworkers?"

Host Referrals

"Our host program is so generous! Can you think of anyone who might really appreciate the chance to earn free products (maybe a family member, someone whose budget is a little tight right now, or a friend who really enjoys gathering friends together?)"

Plan the Next Contact

"I want to be sure I provide service that's just right for you."

- *"Are you interested in staying updated on our specials and new products?"*
- *"What number do you prefer to be called at, and when is the best time to reach you?"*
- *"The Pampered Chef® offers Bridal Shows with rewards similar to our Show host rewards. Who do you know that's getting married or has a child who's getting married?"*

Close with Sincere Appreciation

"Thanks so much for taking the time to talk with me today. I truly appreciate your enthusiasm for The Pampered Chef®. Don't hesitate to call me when you need anything."

Message for Voicemail

"This is _____. Sorry I missed you! We've got some things going on with The Pampered Chef® that I was excited to share with you. I'll try again later. Just in case you need my number, its _____, or you can go to my Personal Web Site at _____."