



## HELPFUL HINTS

- Throw some humor into your shows:
  - The Food Chopper is a great stress reliever and can save you hundreds of dollars in therapy. Just follow up with a nice massage with the Baker's Roller.
  - The Handy Scraper has a soft edge and a hard edge, so when it's 4:00 and you're just getting around to cleaning up the breakfast and lunch dishes you can scrape that dried-up oatmeal right off the counter.
- Tell people what you personally use the products for. If it has more than one use, it's more likely to sell.
- If someone makes a complaint about a product during your show, use that as an opportunity to talk about how Pampered Chef stands behind all of its products and they can exchange or get a refund
- Offer theme shows to encourage bookings; offer to bring ingredients for an "express show"- you provide the guests, I'll take care of the rest.
  - Look for "red flags" for potential consultants, e.g. Do you really make any money? How many shows do you have to do? You look like you really enjoy what you do. Watch for people who seem enthusiastic during your show, or talk about how they love Pampered Chef products or love to cook. Every host is a potential consultant because she is already "selling" the products by having a show.
- HAVE FUN!! If you are having a good time, chances are, so are your guests. If you are not, then they probably are not either. If your show is fun and informative, you may get bookings even if you don't ask



## Cooking Show No-No's!!

- **Showing Up Late**
  1. If you are unfamiliar with the area, allow extra time. It's better for you to sit in the car for a few minutes than to have your host wait on you!
  2. If something unforeseen comes up, give your host a courtesy call
- **Coming Unprepared**
  1. Make a checklist the night before so you don't forget items (ice cream in the freezer, etc.)
  2. Always make sure you have plenty of paperwork for everyone, including extra catalogs for people to take home and/or for your host to collect more outside orders
- **Poor Attitude**
  1. Leave your bad day at home!!! Do not give the details of your bad/hectic day/week to your host!! She wants to relax and have fun!!
  2. Don't let others influence your attitude. Even if one of the guests is giving you a hard time, make it your goal to put a smile on her face.
- **Poor Customer Service**

1. It's not your responsibility to help someone return an item that wasn't purchased from you.....but MAKE it your responsibility!!
2. If you've told someone you would do something for them or follow up with them, DO IT!!!

- **Being Unclean**

1. **WASH YOUR HANDS OFTEN!!!! Make this a #1 priority and make sure people SEE you doing it!!!!**
2. **Carry Purell or another type of hand sanitizer in your apron pocket**
3. **Keep your tools and products clean!!**
4. **Keep your apron clean!!**
5. **Keep your work area clean!! Be careful when working with things that can cross-contaminate (poultry, etc.)**