

# Movin' On Up

Don't just *react* to your business...take control of it an manage it!"



## 1. "What If's"

- a. What if no one at the party is talking or they look bored?
  - i. take an opportunity to ask for guest involvement.....have someone help you demonstrate a product
  - ii. Ask someone to talk about a product that they like/dislike. Take the opportunity to use their experience to talk more about the benefits of Pampered Chef
  - iii. Have a quick "time filler" type game that you can use in emergencies. For example, if what you're demonstrating is monotonous and/or takes several minutes, give your guests something quick and easy to do to keep them focused on Pampered Chef but at the same time allowing you time to finish without losing them. This should be something that does NOT require your constant narration.

1. Catalog Scavenger Hunt
2. Pampered Chef Word Scramble
3. Pampered Chef Word Search
4. Balloon Pop



- b. What if you have someone giving you a hard time about products, cost, SOFA regulations, etc?



- i. First of all, keep your smile on your face and don't get flustered!! Typically, folks that like to "haggle" you are simply trying to steal the spotlight and nothing else. Usually their complaints are unwarranted.
- ii. Second, stay in control of your demonstration!! You are the professional. Recognize their complaint/concern, try to answer it in a clear and concise manner and move on. If they continue to want to discuss the issue, tell them you'd love to answer their question after the party is finished and ask them to write down their question so they don't forget to ask you later. In doing this, you'll stay in control without dismissing the guest. It will make you look very professional and at the same time will help keep you on track. Remember, you have to be respectful of the time all the guests have set aside to attend this party.
- iii. Third, always try to answer and/or take care of any concerns this guest might have. They may have had an awful experience in the past, and if you handle it correctly, you may just have gained a customer for life!
- iv. If they are just bombarding you with questions and you don't feel like answering them is getting you anywhere, you have the ability and right to terminate the conversation - POLITELY! People that are their just to give you a hard time make fools of themselves without any help from you! You'll always come out on top if you handle it correctly.



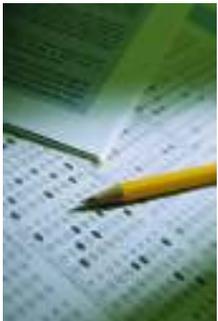
- c. What if one of the guests is constantly interrupting you and finishing your sentences (running the show)?
  - i. Let them!! The excitement of others is your best selling tool! Your guests don't have to just take your word for it!
  - ii. Recruit them!! The most excited person in the room is your #1 candidate for becoming a consultant. Use the fact that they aren't afraid to speak in front of people, their incredible product knowledge, and the response of the other guests as confirmation of your point.
- d. What if you mess up? (forget an ingredient, burn a recipe, drop a product, etc.)



- 1. Have fun with it! Make fun of yourself! Remember, we're "Pampered Chef's" **not** "*Perfect Chef's*"!! Showing that you're human too makes the opportunity for someone thinking about becoming a consultant less scary and more do-able.
- 2. Dropping a product is a perfect opportunity to discuss the quality/durability and warranties on our products. You could also say something like "it's a good thing you're not sitting in my splash zone"

- e. What if.....
  - i.

## 2. Pop Quiz!!! 😊



- Do you like your Pampered Chef Business? Yes No
- Are you glad your recruiter asked you about the opportunity? Yes No
- Do you like setting your own schedule and being your own boss? Yes No
- Do you like the income, free products, and other perks that you earn? Yes No
- Do you feel Pampered Chef is a good, reputable and dependable company? Yes No
- Name one thing that Pampered Chef has changed in your life. \_\_\_\_\_
- Name one goal you have for your business in the next year. \_\_\_\_\_

## 3. "I don't want to seem pushy....."

- a. If you enjoy your business SO much, then why wouldn't you share the opportunity with someone else??



- i. Think of it this way.....if there was a HUGE sale at your favorite store, wouldn't you tell someone about it? Would you hesitate because you thought you were being "pushy"? What if the roles were reversed? Would you want THEM to tell you about the sale?

- b. Did you feel like you were "pushed" or "coerced" into signing with Pampered Chef?
- c. Was your recruiter in any way pushy or insensitive to your needs?



#### 4. Ok, so how exactly do I do this?

- a. First of all, start with your hosts during their host coaching. They already love the products and are excited to have their friends purchase them. By simply listening to your hosts need/wants, you can determine why Pampered Chef would be perfect for her.
  - i. Does she want 90% of the catalog?
  - ii. Has she mentioned how she'd like to have "grown-up time" at her party?
  - iii. Has she mentioned a financial burden?
  - iv. Has she asked you lots of questions about how to operate your business?
- b. At the party, your excitement and enthusiasm for what you do will speak volumes!
  - i. Are you truly excited about why you're there?
  - ii. Are you having fun? Can the guests see that?
  - iii. Have you shared your story about why you began this adventure and where it's taken you so far? Have you shared your goals for the future?
  - iv. The best compliment you can ever be paid is "It's so obvious how much you LOVE doing this!" The reason? If they see how much fun you have and how much you love doing this, they're going to feel like they're missing out and they'll want it too! It's like eating a big piece of - insert your favorite food here - (while moaning of course!) in front of someone and not only not sharing, but not even *offering* them a piece!
- c. Don't apologize for your business! You're not JUST a Pampered Chef consultant!! You are a business OWNER and you teach in-home cooking classes that allow families to enjoy fresh, home-cooked meals at the table together. Talk to everyone about it.....it's very rare that someone LOVES their job and everything about it! ☺ Remember.....they'll envy you and want a piece of it too!



#### 5. Got Someone Interested.....EEEEK! ☹

- a. Don't panic!! At this point, it's not about YOU....it's about THEM!!
  - i. Give them some basic recruiting information (available on your supply order)
  - ii. Give them the Opportunity DVD
  - iii. Ask permission to follow up with them in the next 48 hours. Set a time/place! (This is a perfect opportunity to take them out for coffee/lunch and mention that it's a tax deduction!) ☺
- b. Interview your lead
  - i. Use the interview guideline. The most important thing for you to do is to SHUT UP AND LISTEN!! It's so hard.....believe me - I know! Especially when you're so excited about your own business. It's hard not to talk about all the awesome things you've accomplished, experienced, etc. But this is THEIR time!! By listening very closely to their answers, you'll be able to tailor their business and training to them personally.
- c. Ask them if they have any questions for you
  - i. When answering their questions, keep your answers short and to the point. Always end your response with something put back in their direction to return the spotlight to them.



- ii. Ask if their spouse/significant other/friend would like to join you and your family for dinner to ask questions that they might have
- iii. Invite them to our Cluster meetings. They'll get to talk to a variety of folks that may be in similar situations (active duty, stay at home mom, etc.) They'll also get to hear several other testimonies and see the family we have with our team and the support and encouragement that they'll receive.



## 6. It All Boils Down to this.....

- a. Listen - \_\_\_\_\_
- b. Inform - \_\_\_\_\_
- c. Inspire - \_\_\_\_\_
- d. Invite - \_\_\_\_\_

## 7. Promoting? Who.....me??

- a. I completely regret not taking my business serious from day #1! If I had only been able to see where I am today those many years ago..... Attaining Future Director, Director and beyond is someone ANYONE can accomplish!!
- b. "But I'm new at this and I don't know anything yet!" - That's what your director and cluster are here for!! You're not alone in starting your business and neither is anyone else who joins our team! Do you feel the training materials provided by Pampered Chef are useful? Do you feel like this training course has helped you get off to a strong start? Do you feel like our Cluster is supportive? GUESS WHAT??? It doesn't stop with you!! It's available to EVERYONE!!! ☺
- c. Take a look at the promotion benefits.



- i. What interests you most?
- ii. What level do you think you could attain in the next 3 years with your business?
- iii. What would this mean for you?

**The Sky is truly the limit!!!**

