

How to turn Service Calls into Customers & Datings!

A sure way to fill in your datebook is to call all outside orders from recent parties. Here is what you can say on the phone:

"Mary, this is _____. I'm the Tupperware Consultant who held Sue Jones' party. Have you received your order and is everything all right? (If Yes) Good! I'm calling today to see if you have any Tupperware that you need service on, any pieces that I can help you to use better, or just any questions that I can answer for you."

1. If no service is needed...Fine! Do you still have your order form with my name and telephone number on it? Good. Please give me a call if I can ever be of help to you. As a matter of fact, I am going to be in your neighborhood on a service call tomorrow afternoon and would just love to stop by and meet you and say hi! Do you think around 2:00 would be convenient?
2. If YES, (replacement needed...I'm going to be out in your area (time)...May I stop by and pick it up?

...then you may make a few more calls to establish several stops you can make while you are out. When you must take a "little one" with you, let him/her walk up to the door with you. At the door, say "Hi,

I'm _____. I talked with you on the phone about Tupperware needing service (mention specific item). I'm here to pick it up." If she asks you in, you say, "oh, I can't today. I have my little one with me. I'll be sure to stop and visit with you when I bring the new Tupperware back. I'll even bring along some of the newer items which aren't in the catalog for you to see since you didn't have a chance to get to the party. If you want to have a few neighbors over to see too, we can count it as a 'quickie' party and you will get this thank you gift FREE. (Show current Thank You)

OR

3. Simply pick up her replacements and then when you go back to give them to her, visit with her. You might say something like this:

"Mary, how long has it been since you've had a chance to attend a Tupperware Party? (pause) you know there probably hasn't been one in your neighborhood for some time. We have many new items, and I'm sure that your friends need service just as you did. Let's have a get-together, and as you invite your guests, be sure to tell them to bring any pieces that might need replacing. What time of the day would be best for you? You'll receive (show thank you gift choices)...which do you like best?"

Carry a party-planning packette with you and party plan her right on the spot! In your tote bag carry a party-planning packette, recruiting brochure, datebook, hostess gift book, extra catalogs, extra order forms, and some of the newest items. This way you are always ready...yet it doesn't look too obvious!