

## LIVE DEMO PHONE APPROACH

- Hi \_\_\_\_\_, this is \_\_\_\_\_. (Visit for a while / catch-up)
- Well the reason I'm calling is I just started a great new job showing Cutco.
- As part of my training, I'm required to put on some initial training appointments.
- You don't have to buy anything, because I get paid just to show it.
- I ONLY need to book up a few more appointments to hit my goal.
- So I wanted to know if I could stop by on (DAY) at (TIME) or would (TIME) be better for you?

If they object to you coming to home....

- No problem....as a matter of fact, part of my job is to learn online marketing so I can do the appointment right over the phone, you just need to be in front of laptop or computer at home.
- So do you think we could \_\_\_\_\_ or \_\_\_\_\_?

If live - get directions

Once appointment is set (live or virtual) - FIRM UP TO ELIMINATE RESCHEDULES:

- (Repeat Day & Time) - **Great! Thanks a ton! This really means a lot to me.**
- **Do you have a pen & paper nearby?** (Suggest they write down time/day)
- **Will** (Spouse name or your husband) **be available too?**
- **Thanks so much for helping me with this! I'm really looking forward to catching up. I know this doesn't mean a lot to you, but it means a ton to me.**
- **If something comes up and you have to reschedule, I won't get paid for that time slot.....So you are sure this works?**
- **THANK YOU SO MUCH!!!**

If virtual:

- I will send you a confirmation text shortly & text you again prior to time to remind you. Then I will call you at exactly \_\_\_\_\_ am/pm so please don't forget me as each appointment is really important to my goal.
- Thanks again & talk to you at \_\_\_\_\_ on \_\_\_\_\_.

## POSSIBLE CUSTOMER QUESTIONS:

### What Is CUTCO?

Cutco is a line of high-quality kitchen cutlery and a few outdoor items. I'm sure you already have tons of knives, but I get paid just to show it to you! So, would \_\_\_\_ or \_\_\_\_ be better for you?

*(If you're nervous, smile and say: It's really awesome knives! So what time is better for you?)*

### I Already Own CUTCO:

That's great! How do you like it? (pause). Awesome, well like I said, I am doing it for the training and I'd love to get your opinion and maybe some pointers. Plus, I get paid anyway. So, would \_\_\_\_ or \_\_\_\_ be better for you?

*(If you're nervous, smile and say: Great! Cutco rocks! So what time is better for you?)*

### That Time Doesn't Work or I'm Really Busy

No problem, I'm really busy too, but I really need to do \_\_\_\_ appointments by \_\_\_\_\_, and I can make sure to keep it short. **Is that a bad day or just a bad time?** So, how about \_\_\_\_\_ at \_\_\_\_ or would \_\_\_\_\_ at \_\_\_\_ be better?

*(If you're nervous, smile and say: No problem! Which day is the least busy?)*

### How Long Does It Take?

Not too long at all, my part is about \_\_\_\_\_ minutes. After that, it's up to you. So, which time would be best for you, \_\_\_\_\_ at \_\_\_\_\_ or \_\_\_\_\_ at \_\_\_\_\_?

## VIRTUAL PHONE APPROACH

- **Hi** (*CUSTOMER NAME*), this is\_\_\_\_\_. **How are you?** (*Visit / catch up for a bit*)
- **Well, the reason I'm calling is I just started a great, new job showing Cutco.**
- **As part of my training, I'm required to put on some initial training appointments.**
- **So you don't have to buy anything, because I get paid just to show it.**
- **I do presentations on zoom, you just need to be in-front of a laptop or computer at home.**
- **I am very close to hitting my demo goal, and only need to book a few more.**
- **So I wanted to know if I could SCHEDULE A CALL on**  
**(DAY)=at (TIME) or would (TIME)=be better for you?**

### FIRM UP: (ELIMINATE RESCHEDULES)

- (*REPEAT DAY and TIME*) - **Great! Thanks a ton! This really means a lot to me!**
- **Do you have a piece of paper and a pen nearby?** (*Suggest they write it down*)
- **If I can get your email, I will send you the link for the appointment as well - Thank You!**
- **Will** (*SPOUSE'S NAME //or// YOUR HUSBAND*) **be available too?**
- **Thanks so much for helping me with this! I'm really looking forward to catching up. I know this doesn't mean a lot to you, but it means a ton to me.**
- **If something comes up and you have to reschedule, I won't get paid for that time slot....so you are sure that time works?**
- **THANK YOU!!**
- **I'm going to send you a confirmation text shortly & I'll text you just prior to our time as well.**
- **Then, I'll call you at exactly (time am/pm) so please don't forget about me!**