Checklist After Each Facial/Party/Sale

1. Charge Credit Card (propay) if necessary or keep ALL checks/cash in your money bag to deposit the next day into your Mary Kay checking account! (if at profit level then transfer to personal/family account or write yourself a check for 40% of the sales, if not a profit level with a full store then reinvest ALL sales money to build your store! Any questions just ask!

2. Add to a "saved" order on Intouch until ready to place it to restock your inventory. OR order products to fill order if you didn't have them that night to give right away!

3. Put 1 copy of receipt in folder for the month it was placed. (Jan-Dec folders) Put 1 copy of receipt in customers file with customer profile card (A-Z customer files, then put in alphabetical order by last name). 3rd copy goes to customer at the time of purchase. There is a 4th copy, that also goes to the customer at the time of delivery IF you had to give her something you didn't have that night! Otherwise this can be thrown away.

4. If it is a new customer, enter ALL their information in Intouch www.marykayintouch.com -> my customers -> add new customer. Be SURE to add ALL contact information, complete address, email, phone numbers, birthday and wedding anniversary if applicable. Any other info you add is bonus ☺

5. Enter new order/sales ticket for your customer. Go to my customers on intouch, find the customers, and click "add order" then add each product. It will keep a running list in chronological order of the orders. MAKE SURE you set a 2-3 month order reminder on the tickler, it will pop up as an "Action" item for you as a reminder to call them to follow up for reorders, upsell, rebook for a seasonal checkup, try the new limited edition products for the season, etc.

6. Send a postcard or email thanking them for their business and helping you get one step closer to your dream, let the know you appreciate them being your customer. If you need an idea of wording just ask ☺! If you want to send an ecard they are on intouch under business tools -> Customer ecards (customer profile card must be entered FIRST to send ecards) if you want to send a snail mail postcard, they are on our unit website www.jonisjems.com -> resource center -> customer service

7. If they made a purchase, write a note to yourself to call them on the exact dates to follow up (2 days, and 2 weeks) so you don't forget (write this in your datebook). When you get to that date, you will know you need to call them to follow up because you wrote yourself a note. Then check this off that its done on your monthly faces tracking sheet. www.jonisjems.com -> tracking

8. Update your weekly accomplishment sheet with all your sales, sharing appointments etc. www.marykayintouch.com -> business tools -> weekly accomplishment sheets. Be sure at the end to submit to director for recognition and bring a printed copy to TNL for recognition for sales! This is your lifeline for tax time ☺