**Customer Care Survey**

**If you get voicemail, tell about the gift certificate and ask for a call back.**

**“*HI \_\_\_\_\_\_\_\_, this is \_\_\_\_\_\_, your Mary Kay Consultant. I know I probably caught you at a busy time, but I wonder if I you could spare just a couple of minutes to take my quick customer service survey. I want to be sure that I am giving you the kind of service and care that you deserve and to update some basic information.***

***May I ask you a few quick questions, so that I can customize your service to best fit your personal need? And as a thank you for participating, I will give you $10 off your next purchase with me - would that be okay? Great!"***

**I would also like to update the contact information I have for you. Can you let me know if this is still accurate? (read what you have for her: phone, address, email)**

**Do we need to make any changes?**

**I also want to be sure you have my current information:**

**My phone is: And my email is:**

1.) \_\_\_\_\_\_\_\_Do you or your family currently have any Skin Care needs or issues, or even questions, that I could help with?  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2.) Would you be interested in a Color or Skin Care consultation, a perfect foundation match and possibly a 5 product 5 minute glamour look? \_\_\_\_\_

3.) (If 2 is ‘yes’) Would you be interested in receiving up to $100 in free products, by inviting a few friends to share your update session?

4.) Would you enjoy attending a Girls Night Out occasionally, as a fun way to get your update and to receive a nice discount?

5.) Do you find that it is helpful to receive my quarterly mailing of the Look Book to keep   
  
6.)Do you like to receive email updates on promotions, and new products?   
 How often is enough,

7.) Would you prefer to receive your info. by phone calls, text message or via Facebook? \_\_\_\_\_\_\_\_\_\_

Finally, I wanted to ask if you could help me with my consultant training by doing a 20 minute “MK Q & A” call. We could set up a time that is convenient for you. You’ll get a free product as a thank you for helping me, and be entered into our monthly product giveaway! \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Thank you so much for taking the time for my survey! You’ll receive $10 off your next product purchase with m. I soo appreciate YOU!!