

## COMMON OBJECTIONS AND RESPONSES

- ***I already work full-time:*** Avon is a great supplemental income, and it's fun. Selling Avon can even be easier when you work outside the home because you already have an established Customer base - your coworkers; since you make your own hours, it doesn't have to interfere with your current job. In addition, Social media can do a lot of the work for you. Avon has great online tools to help you sell while at work.
- ***I cannot afford to pay to start a business:*** The startup fee is only \$15.00 and that includes everything you need to get your business off the ground. We include \$25 of full size products in the kit – so you can earn your money back with your first customer!

**OR**

Tell you what. Let me drop off a few brochures to you so you can start showing the offers to friends and family. When you get your first order, ask the Customer for a deposit or to pay up front. Then you can use that money to pay the \$15.00 start up.

- ***I'm a stay-at-home mom and don't have the time:*** Many moms have felt that way but what they found was Avon is a great fit for moms because you only devote as much time as you can. In fact, many Representatives turn it into a "family business" getting the kids involved in bagging orders and stamping brochures. Plus, all your "mom" contacts can be your customers. If your children are too young to assist, you can take advantage of their nap times to get work done and earn money with Avon.
- ***I don't have anyone to sell to:*** So many women have felt that way but what they found is that Social Media was a huge asset for them. Promote Avon on Facebook and Pinterest to gain contacts. It's also a great to meet new people, especially in your own neighborhood – it's one of the perks of selling Avon!

**OR**

What I love about this business is that it's not necessarily who you know, but people you'll meet, and are referred to! Plus, this business is a great way to get to know people as well. We will teach you tools to help you reach out.

- ***I'm just too busy:*** Actually that's perfect! Busy people know a lot of people and have a "built in" network of contacts and Customers. We often find that busy people are our most successful representatives. The busier you are the less time consuming it is!
- ***I'm not a sales person:*** I am not a salesperson either. I'm in the business of sharing— incredible products and the possibility of becoming an entrepreneur with a global brand! I'm looking for passionate people that when they love something they share it and enjoy helping others. It's normal to have doubts but I want to reassure you if you decide to join us I will be training you! If I didn't think you could do this, we wouldn't be talking!

- ***I'd like to talk with my husband:*** I'm so glad. I find when the spouse is involved and supportive it makes for a more successful representative. So to be sure you can have the best conversation with him, I'll rely on you to advise me on this. You know your husband better than anyone - what do you think his questions will be?

**OR**

Let's say your husband is totally supportive of you doing this, is there anything else that would stop you from getting started today?

**OR**

I am so glad you see the value in working together and that you realize all the benefits you'll be getting as an Avon Representative. I want to be sure you can have a productive conversation with him – So what questions do think he will have about it?

**OR**

What I have found so often in my work with Avon is that when women choose something that is in alignment for them and they share what's possible with their husband, he's supportive and is proud of her for choosing the right fit for her. I am here for you so let's take that next step right now! What do you say?

- ***I'd like to think about it:*** I understand completely. If I were sitting where you are now I'd probably want to think about it too. I just want to be sure you have ENOUGH food for thought - and that it's gourmet food – not junk food! So what the one big question I can answer for you before we hang up?

**OR**

I really feel Avon is exactly what you have been looking for. You said you wanted to earn \_\_\_\_\_. Why do you find yourself hesitating to make decisions that would give you what you want? How can I support you in making the right choice?

**OR**

I understand completely. If I were sitting where you are now I'd probably want to think about it too. If I may, one quick question: what is the biggest thing preventing you from proceeding further?

**OR**

I can certainly understand that – so let's do this. You're a busy woman - so am I. So while we're both here together on the phone, let's pencil in an appointment because my schedule books up pretty quickly. Then, you'll have an opportunity to gather your thoughts and compile your questions which will allow us to have a productive meeting! Would Tues or Weds work better for you?