

RESPONDING TO OBJECTIONS

These pages include thought-starters for using the C.A.R.E. model to respond to concerns, hesitations and objections. You can add your own ideas!



BOOKING CONCERN	C = CHECK for understanding	A = ACKNOWLEDGE feelings	R = RESPOND with clarifying questions and/or information	E = EXTEND the invitation again!
I'M SO BUSY.	<i>"It sounds like you've got a lot going on. Is this month especially busy?"</i>	<i>"I'm sure it's hard to think about adding something else to your schedule."</i>	<i>"You know, many of my hosts are busy, so I make it easy for them. Part of my service is to send the invitations for hosts and make the reminder calls, too."</i>	<i>"Does that make hosting seem more appealing?" "Would you like to look at a few of my available dates?" (If the answer is no, ask about a Catalog or Facebook® Party.)</i>
EVERYONE I KNOW IS AT THIS SHOW. OR I DON'T KNOW ENOUGH PEOPLE TO INVITE.	<i>"It sounds like you're concerned that your Party won't be a success. Is that right?"</i>	<i>"It's very normal to be concerned about having a good turnout. "What we usually do is overinvite, because we know that not everyone will be able to come."</i>	<i>"Would it be helpful if we brainstormed some ideas for people you could invite?" "Who do you know that couldn't come tonight?" "... Tell me about your neighborhood (work, children's school, relatives, out-of-town friends, etc.)."</i>	<i>"Does the list we came up with make you feel more confident?" "And remember, each person who comes can bring a friend." "May I show you a few available dates?" (If the answer is no, ask about a Catalog or Facebook® Party.)</i>
I DON'T WANT TO ASK MY FRIENDS OVER TO BUY SOMETHING.	<i>"Are some of your friends facing hard times?"</i>	<i>"I know you don't want anyone to feel uncomfortable if they're not in a position to buy."</i>	<i>"Did you notice any pressure to buy at this Show?" "Does it help to know you're inviting friends to have a fun night out and learn a budget-friendly recipe?"</i>	<i>"It's been my experience that people really enjoy being with friends in good times and when things are tough. I promise they'll laugh and have fun and leave with great ideas and tips. Could we set something up?" (If the answer is no, ask about a Catalog or Facebook® Party.)</i>
MY HOUSE IS REALLY SMALL. OR I LIVE IN A SMALL APARTMENT.	<i>"It sounds like you wonder if people would fit, or if people would feel cramped."</i>	<i>"(Current host's name) home is (huge, gorgeous, etc.)!"</i>	<i>"You know, most of my hosts' homes are smaller than this one." "I can set up in whatever space you have, because it's really about enjoying time together with friends. In fact, some hosts set up outdoors on a porch or patio."</i>	<i>"I'd sure love for you to take advantage of all the host rewards and get some products you love for free!" "May I save a date for you?" (If the answer is no, ask about a Catalog or Facebook® Party.)</i>
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