

DISCUSSION GUIDE

HERE ARE SOME QUESTIONS AND CONVERSATION-STARTERS TO HELP GUIDE YOUR CHECK-IN DISCUSSIONS WITH YOUR CUSTOMERS THROUGHOUT THE RETINIZATION PROCESS.

- During your first discussion with your customer, confirm her start date (the day she started using the product) and adjust the date, if needed, in the *myCustomers*+SM app. This will help you ensure that all follow-up conversations with your customer are timed appropriately.
- Are you following the retinization process?
- What do you think of the retinization process?
- How does your skin look and feel?
- Have you noticed any differences in your skin?
- How often have you been using the calm + restore facial milk?
- Check with your customer to ensure she's avoiding physical and chemical exfoliation products, acne products and products with high concentrations of vitamin C since they may contribute to temporary dryness or irritation. Remind her she can reintroduce those products into her skin care routine after completing retinization.
- Do you have any questions or concerns that you would like to discuss with me?
- Identify any modifications to your customer's existing routine that need to be made during this phase.
- Have you received any compliments?
- If your customer is in Phase 4, you'll want to remind your customer to reorder before running out.



MARY KAY
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FACIAL MILK

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