

## Keeping Your Customers Happy

Remember that a happy customer will go out and tell 1 or 2 people how good you are – but an unhappy one will go out and tell the first 10 people or more she sees! It is much easier to KEEP a customer than to FIND a new one! In Mary Kay we do both – we KEEP our customers happy and satisfied and we FIND new ones as well! The most important thing is to apply THE GOLDEN RULE to every situation with your customers. How would YOU like to be treated if you were the customer?? When you answer that honestly – you will know EXACTLY how to be the greatest Beauty Consultant on Earth!!



### Happiness is... A Happy Customer!

A Happy Customer leads to  
A Happy Hostess who leads to  
A Happy Guest who leads to  
A Happy New Team Member who leads you to  
A FREE CAR that leads you to  
A Step Up on the Career Ladder which leads to  
YOU being a HAPPY NEW DIRECTOR which leads to  
More Money and Freedom which leads to  
A Happy HUSBAND and Happy Children which leads to

### A Happier and more SUCCESSFUL YOU!



## How to Stay Motivated

By Dr. Denis Whatley, Author & Motivational Speaker

Be willing to say to yourself, "I'm on the right road. I'm doing OK. I'm succeeding." We too frequently become to pointing out our flaws and identifying failures. Become equally apt at citing your achievements and identify things you are doing now that you weren't doing one month ago... six months ago... **a year ago.**

Doing well once or twice is relatively easy. Continuously moving ahead is tough, in part, because we so easily revert to old habits and former lifestyles. Over the long run, you need to give yourself regular feedback to monitor your performance and reinforce yourself positively. Don't wait for an award ceremony, promotion, friend or mentor to show appreciation for your work. Take pride in your own efforts on a daily basis. Keep the end result in sight. Always see the big picture of the ultimate goal you're working for and the benefits that come with it. Each thing you do benefits the health and well being of adults and children throughout the world, not just generally, but specifically. These are the visions that drive us through tedious details to the top. Set up a dynamic daily routine. Getting into a positive routine or groove, **instead of a negative rut, will help you become more effective.**

Think of the order in your day, instead of the routine. Order is not sameness, neatness or everything exactly in its place. Order is not taking on more than you can manage, without still being able to do what you really choose. Order is the opposite of complication; it's simplification. Order is not wasting a lot of time trying to find things. Order is avoiding a lot of recriminations because you didn't do something you promised. Order is setting an effective agenda with others, so neither of you are disappointed. Get into the swing of a healthy, daily routine and discover how much more control you'll gain in your life.