WEEKLY MEETING OUTLINE

Pre-meeting – have up-beat music blaring and always do a small prize for something.

Ring-Ring (10 minutes) Basic script, the scripts your people are missing the most calls on, and role-play objections. You, as the manager, have to be able to ring-ring yourself and get back into the script after overcoming the objection. Have your staff ring you so they can hear how it is supposed to be done.

Center/Salon Stats (10 minutes) Manager
Ask in the form of questions: What did we do best in? Why do you think we were best in that? After you read the stats across, then ask, “Where do we need improvement? How do we improve?” Let it be their idea so they are in on the decisions and then they will feel like a real part of the team.

Personal Stats (20 minutes) Accountability for each person as they read their own out loud. You, as the manager, decide who is strong in what and who is weak in what, then ask the team, “What would you do to help her improve?”

Manager reads top 3 people for each category. Have award papers made ahead of time to hand out or hang up in the salon/center each week. Always include yourself in the top three. Categories are: Most Appts., Show %, Cash %, $ Produced, Closing %, Highest Bank, Product Sold, Most Buddy Names, Most RB Leads, and Cookie Contest.

Example: on special award papers put
Most Appointments
1.
2.
3.
and name the three highest in your store for each category. You need to do this! It means so much to the ones getting the recognition, and it will make those who are not getting awards strive to get the awards too.

Topic for the week (30 minutes) – this is whatever you are weakest in
“Tip of the Day” (introduce new ideas to members daily)
1. Weekly meetings are designed to make staff aware of last week’s production and ready them for what needs to happen this week.
2. This meeting should take place either Monday morning before work, Monday night after work, or Tuesday morning before work. Anytime beyond that you have already had 2 days of production behind you.
3. Meeting is 1 hour and 15 minutes in length
4. Meetings follow the above outline.
5. Strive to have meeting same day each week for staff convenience.
6. HOLDING AND ATTENDING MEETINGS IS MANDATORY!!!