

The Catalogue Pick-up

Checklist

- ✓ Distributor Call Sheets
- ✓ Delivery Envelopes
- ✓ Sorry I Missed You Slips
- ✓ Pen
- ✓ Your Name Badge
- ✓ Clipboard
- ✓ Carry Bag/Trolley for catalogues
- ✓ A hat and sunscreen in summer or a raincoat in winter

One of the following 4 scenarios is most likely to apply when you go to pick up a Catalogue from a house:

- A. Catalogue left out? Yes**
Order placed? No
Pick up the catalogue, and fill out the Distributor Call Sheet

- B. Catalogue left out? Yes**
Order placed? Yes
1. Check the order to make sure the information included is correct
 - ✓ Address
 - ✓ Prices
 - ✓ Extensions (e.g. 2 x \$9.00 = \$18.00)
 2. Fill out and leave a Delivery Envelope
 3. Fill out the Distributor Call Sheet

- C. Catalogue left out? No**
Householder home? No
1. Leave a Sorry I missed you Slip – with second pick up day highlighted
 2. Fill out the Distributor Call Sheet

The Catalogue Pick-up Continued

D. Catalogue left out? No
Householder home? Yes

Knock on the door to retrieve the catalogue - many people hold onto the catalogue to ask questions and you will be amazed at the number of orders received by doing this.

1. Politely ask for the return of the catalogue
2. Politely ask if they would also like to place an order. If so help them fill out the customer Order Form/Receipt if they haven't done so already, and fill out a Delivery Envelope and hand it to them.
3. Thank the customer for their order and fill out the Distributor Call Sheet.

Try saying this:

"Good morning. I'm.. (first name)... from Homecare Direct Shopping. (hold up a catalogue to jog their memory). Yesterday I left a Homecare catalogue by your front door. If you have finished looking at it may I collect it back from you?"