

A-Z Customer Service Schedule

Each day, call clients with the Last Name of the letter of the day. At the end of the month, you will have called all your clients. If the day happens to fall on one of your MK Off days, you will call that letter the following month. Using this system, you should average calling each client twice a quarter. Remember, you're calling for 3 reasons:

- (1) What is she running low on?
- (2) Interest her in samples or full size of any new products
- (3) Book her for a seasonal appt
- (4) invite her to an upcoming guest event

Day	Call	✓	Day	Call	✓
1st	A		14th	N	
2nd	B		15th	O	
3rd	C		16th	P	
4th	D		17th	Q	
5th	E		18th	R	
6th	F		19th	S	
7th	G		20th	T	
8th	H		21st	U	
9th	I		22nd	V	
10th	J		23rd	W	
11th	K		24th	X	
12th	L		25th	Y	
13th	M		26th	Z	