



FASHION BRAIN ACADEMY

## Scripts to Use When You Talk to a Retail Buyer

The purpose of this report is to run through some common scenarios entrepreneurs face when you're selling your product to boutiques. We want to help you be prepared, sound like you've been there before, and get over your fear of contacting a buyer.

### Cold Calling:

Let's run through when you call on the phone.

General tips: Never call on a Saturday or a Sunday. (If you stop by on a Saturday, I would not approach the buyer unless it's really natural and easy, they're just too busy). Tuesday – Thursday mornings are best to call. Mondays are fine too but often the owner has the day off

So if you called them, and you don't get a real person, I probably wouldn't leave a message the first time. I would probably try to get somebody on the line first. And if you call three or four times, and you can't get anyone, then go ahead and leave a message. And your message has to be short, and it has to be thinking about them and not you.

Please do your research and know the buyer's name.

### Scenario #1

#### You call and get the buyer on the line:

"Hi, this is Jane from Zane Designs. May I speak to \_\_\_\_\_ name of buyer.

Buyer: "Yes, that's me"



JH: “OK, well I’m a designer and we make \_\_\_\_\_ **this product** for \_\_\_\_\_ **this customer**. *Now don’t just ask for an appointment right away– you want to let the buyer know what you do and get warmed up.*

“I’ve looked at your Facebook page / Website and I think my line would hang well with what you’re currently carrying (you can name brands). I sent you a mailer/email with pictures of \_\_\_\_\_ (explain your style) and I would love your feedback on the line. – or ...would love to make an appointment...”

Then see what they say and respond.

You can even suggest that the buyer goes to your website while you are on the line to take a look. If the buyer is willing to do this, it’s a GREAT way to connect, answer questions, and see if it’s a fit.

## Scenario #2

### The buyer is not available:

“Hi, this is Jane from \_\_\_\_\_. May I speak to \_\_\_\_\_ name of buyer.

Shop employee: “She’s not in right now.”

JH: “OK, well I’m a designer and we make \_\_\_\_\_ **this product** for \_\_\_\_\_ **this customer**. I’m calling about possibly doing a trunk show event with your store. Do you know a good time to reach her?”

Shop employee: “She’ll be in on Wednesday morning.

“Ok, great. Do you know if she prefers a call or an email?”

Shop employee: “Just email her.”

Jane: “Sounds good. What’s the best email to use?”

Shop employee: she may give you a better email than the one you have.

Jane: “Thanks. And what’s your name?”



## Scenario #3

### Leaving a message = about THEM, not about you

Try not to talk about what you do and how great it is, but how it might help their store.

Here's a sample message:

“Hi, this is Jane from Zane Designs. I sent you a postcard (or an email) with a picture of \_\_\_\_\_ (say what it looked like). and we make \_\_\_\_\_ **this product** for \_\_\_\_\_ **this customer.**”

For instance, one of my clients makes dog sweaters. When I asked her what was special about them she said “they’re made of Alpaca”. The problem is the customer won’t really care about that detail. What’s good about that for the customer? I asked my client... “well, they’re softer and warmer than the average doggie item – not scratchy”. BINGO – that’s much more interesting to a buyer.

Continue.... I would love to follow up with you and get your feedback on my line. Our sweaters are softer and warmer than the typical dog sweater and they’re not scratchy. Your store is just the kind of store we love and we think could be a good fit. Here’s how you can reach me. Here’s my email, phone etc., I look forward to talking to you, and thank you so much.

**DON’T SAY: I just know my line would be great for your store.** As a former retailer I can guarantee this will bother them – they don’t think YOU know what’s right for them and they take this seemingly benign statement the wrong way – *don’t tell me what’s right for my store...*

Now let’s say you call and get someone on the line:

“Hi, this is Jane from Zane Designs. May I speak to \_\_\_\_\_ name of buyer.

Shop employee: “She’s not in right now.”

JH: “OK, well I’m a designer and we make \_\_\_\_\_ **this product** for \_\_\_\_\_ **this customer.** Do you know a good time to reach her?”

Shop employee: “She’s in on Tuesdays.

“Great, do you know if she prefers a call or an email?”

Shop employee: “Just email her....”

Jane: “Sounds good. Thanks for your help, and your name is?”



Then you can send a follow-up email. If you're really gutsy you can put in the subject line: "I spoke to Kelly..." Then say in the email Kelly suggested you email and introduce your line there in the email etc.

## Scenario #4

### You walk into a shop

Amy is shop owner

Jane walks in the store. "Hi! Are you the buyer?"

Amy: "May I ask why you're asking? Do you have an appointment?" -- buyer's already on the defensive, thinking "maybe I am the owner, maybe I'm not".

Jane: "Uhhmm no, I was just wondering..."

Amy; "Because if you don't have an appointment..."

Ooops -- this will get you off on the wrong foot. Let's do it another way.

## Scenario #5

Let's try it again. JH walks into the store

Amy drinking coffee, 50 pieces of mail on desk, looks busy...

JH – I walk in and just start to look around. I am looking around to see if the store's a good fit for my product and to not be aggressive in my approach.

Amy: Hi, barely looks up

JH takes a look around still

Amy: "May I help you find something?"

Thanks, Actually I'm designer I make this product for this type of customer and I am wondering if you can tell me the name of the person in charge of looking at new lines?

Amy: "oh well she's not here but what do you do?"

JH "I make....."



Oh, do you have any in your bag?

Sure, here's a picture, my line sheet, and here's a sample...

Amy: "OK, I will definitely give you the name of the owner, These are cute, etc. etc..."

Jane: "Great – and does he/she prefer to be contacted by phone or email? Are there good times to reach her?"

## Scenario #6

Amy is buyer  
She shuts me down scenario...  
JH comes in the store...

Actually I'm designer etc... Are you the owner?

Amy: That's nice but I'm in the middle of things- shuffling papers

Jane: "Oh no I was just .. I don't want to interrupt, I'll just leave this here (line sheet, postcard, lookbook – whatever you brought to leave behind)."

Amy: "Well..."

Jane: "Absolutely—I don't want to interrupt, I don't have an appointment, I'll leave this here and contact you next week." – and you leave gracefully.

What may happen is they let you go – fine, you left something behind and you'll follow-up later. Or they stop you and say, as long as you're here, what do you do, etc...

## Remember this:

No response from a retailer does not mean NO. No response means MAYBE. You have to keep following up again. Maybe the buyer hasn't seen your line sheet yet. Now this is where most sales people stop. A lot of entrepreneurs don't get an immediate response and they don't follow up. They stop trying and they stop too soon.

You don't know what's going on in that store or with that buyer. Maybe they're on vacation – maternity leave – whatever. Follow-up is key to getting an order.



Also, remember the quote:

**“68% of all sales are lost due to poor 'follow-up' methods.”**

- Jay Conrad Levinson, author of Guerrilla Marketing

Good luck!! Try to have fun with the process, keep your confidence up, and know that when you go out and get some “No’s”, you’re also going to get some stores saying YES.

Sincerely,

Jane Hamill

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P.S. The “Script” training is part of our complete “How to Sell to Boutiques” online course. If you want to learn the entire step-by-step process of approaching a store, check out the full course here:

<http://fashionbrainacademy.com/training-courses/sell-boutiques/>

***As a thank you...***

**Coupon code: FBIWORKSHOP saves you \$20**

