



Prominent Performers

Celebrating 25 years of improving lives in the United States and around the world.
November Results & Recognition ♦ December, 2011

EXECUTIVE SENIOR
SALES DIRECTOR
PHYLLIS POTTINGER

SEMINAR GOALS

- ◆ \$550,000 Circle of Achievement
- ◆ 200 Unit Size
- ◆ 30 Star Consultants
- ◆ 7 New Offspring Directors

MONTHLY GOALS

- ◆ 15 recruits
- ◆ \$25,000
- ◆ 7 New Red Jackets
- ◆ 5 On-Target Car Achievers



WHOLESALE COURT:

Gwendolyn E. Miller
\$1,055.25
Wendy Wilkinson
\$845.25
Hazel A. Daniel
\$831.50

SHARING COURT:

Karlene E. Ellis	3
Gwendolyn E. Miller	2
Nadine A. Dillon	1
Consuelo P Celestine	1

Seasons Greetings

a NOTE FROM YOUR DIRECTOR . . .

Make your customers feel important!

By Brian Tracy, Author & Motivational Speaker

Listening is the Key

Listening builds self-esteem. It has been said that, "Rapt attention is the highest form of flattery." When you listen intently to another person and it is clear that you genuinely care about what that other person is saying, his or her self-esteem goes up. His or her feeling of personal value increases. He or she feels more worthwhile and important as a human being. You can actually make another person feel terrific about himself or herself by listening in a warm, genuine, caring way to everything he or she has to say.

Pay Close Attention

When a man and a woman go out for the first time, they spend an inordinate amount of time talking and listening to each other. They look into each other's eyes and hang on every word. They are each fascinated by the personality of the other. The more each listens to the other, the more positive and happy each of them feel and the stronger becomes the bonds of affection between them.

Focus 100% On the Other Person

The opposite of listening is ignoring. You always listen to that which you most value. You always ignore that which you devalue. The fastest way to turn a person off, to hurt their feelings and make them feel slighted and angry is to simply ignore what they are saying or interrupt them in the middle of a thought. Ignoring or interrupting is the equivalent of an emotional slap in the face. Men especially have to be careful about their natural desire to make a remark or an observation in the middle of a conversation. This can often cause the sales conversation to come to a grinding halt.

Action Exercises

First, take every opportunity to make the other person feel important by listening attentively to what he or she says.

Second, avoid interrupting the other person by slowing down and pausing for a few moments after he or she has stopped speaking.

Make it your goal to make your customers feel important!

Phyllis

Spotlight on Team Builders!

Standings are updated as of November 30th — this will not reflect December orders or new team members.

Future Directors

Recruiter :Karlene E. Ellis
 Leilani Cabrera
 Marcia Crawford
 Eleanor DuFont
 Paula A. Marzan
 Tamarrah McCree
 Sonia Quiles
 Richard Redhead
 Shinnell A. Williams

Recruiter :Gwendolyn E. Miller
 Michelle Andalcio
 Consuelo P Celestine
 Denise Giddings
 Jamila Jones
 Lanice Knox
 Willie P. McKinney
 Veronica Sam
 Bema Sanogo
 T. Stuart-Johnson
 Joyce J. White
 * Tonya Barfield
 * Alicia P. Bauza
 * Aissatou Bey-Grecia
 * Constance Bond
 * Anne Sandwidi

Team Leaders

Recruiter :Junie Legister
 Sharon M. Anderson
 Audrey Furey
 Natalie Laird
 Josephine McFadzean
 Stepheney Tyne-Diah
 * Cheryl Fulmore

Star Recruiters

Recruiter :Lynette Parris
 Sheron Braithwaite
 Dason G. Braithwaite
 Annette M. Soltau
 Clarina A. Wiltshire

Recruiter :Mary Margaret Wilder
 Barbara Ensley
 Shirley Kissoon
 Junie Legister
 Lynette Parris
 * Pamela Bobb

Recruiter :Wendy Wilkinson
 Florence Dosunmu
 Joan Goodluck
 Gracieuse Noel

Senior Consultants

Recruiter :Sharon M. Anderson
 Stephanie A. Rivera

Recruiter :Shirley Kissoon
 Barbara Jacob

Recruiter :Jo-Ann Riley-Compton
 Jamie L. Jaramillo

Recruiter :Clarina A. Wiltshire
 Hazel A. Daniel

**To become ACTIVE
 you must place a
 \$200 wholesale order.*

FOLLOW THE STEPS TO SUCCESS!



Senior Consultant

(1-2 active team members)

4% Commission

Star Team Builder

RED JACKET
 (3+ actives)

Sr. Consultant benefits plus
 Red Jacket Rebate

Eligible for \$50 Bonuses

Team Leader

(5+ actives)

All the previous benefits plus
 9-13% Commission

Team Leader pin

On-Target for Car!

(5+ actives and \$5,000
 wholesale growing to
 14 actives and \$20,000
 in 4 months or less)

Eligible to earn use of
 Career Car or \$375 cash
 monthly for 2 years PLUS all
 Benefits of previous levels

Director in Qualification

Effective Jan. 1, 2010
 (10+ actives growing
 to 24 in 4 months and
 be a star consultant!)

Production during DIQ
 counts towards car! Eligible
 to become Director and earn
 Unit Commission and Unit
 bonuses—Eligible to wear
 the exclusive Director Suit.



Here We Grow Again!

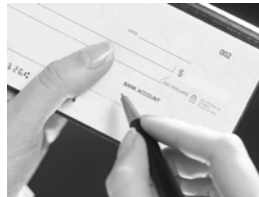
WELCOME NEW BUSINESS OWNERS!

(These new unit members signed Consultant agreements November 1-30.)

New Consultant	From	Sponsored by
Alicia P. Bauza	NEW YORK, NY	G. Miller
Aissatou Bey-Grecia	NEW YORK, NY	G. Miller
Marcia Crawford	EAST STROUDSBUR, PA	K. Ellis
Nadya Dillon	BROOKLYN, NY	N. Dillon
Estelle Paris	POUGHKEEPSIE, NY	C. Celestine
Sonia Quiles	PENSACOLA, FL	K. Ellis
Shinnell A. Williams	BROOKLYN, NY	K. Ellis

Thank You from Mary Kay

"Love Check" Commissions for Personal Team Building



9% Recruiter Commission Level

Gwendolyn E. Miller	\$138.22
Junie Legister	\$76.34
Karlene E. Ellis	\$75.15
Phyllis Pottinger	\$174.44

4% Recruiter Commission Level

Lynette Parris	\$41.30
M. Wilder	\$33.30
Clarina A. Wiltshire	\$33.26
Wendy Wilkinson	\$28.78

Team Building TIP OF THE MONTH!

What you can say
at an interview . . .

*Featured on NSD Connie
Kittson's Web site*

- ◆ Try to keep your introduction short.
- ◆ Tell her a little about yourself, including why you started your Mary Kay business. But, remember not to share your whole life story.
- ◆ Then ask about her — what she does and what is important in her life. People would much rather talk about themselves than listen to others talk about themselves. Let her talk!
- ◆ Next, explain the marketing plan and describe the products.

"The important thing is not being afraid to take a chance. Remember, the greatest failure is to not try. Once you find something you love to do, be the best at doing it."
~Debbi Fields - Founder of Mrs. Fields Cookies

way to GROW

Dec. 1, 2011 – Feb. 29, 2012

The challenge continues!

Independent Sales Directors and Independent Beauty Consultants can be rewarded during You Can Do It! SM Career Conference 2012 for unit growth. Rewards are based on increasing the unit's size by 10 percent each month from Dec. 1, 2011 – Feb. 29, 2012.

Independent Sales Directors who complete their Way to Grow goal at least two of the three months from Dec. 1, 2011, to Feb. 29, 2012, will receive an invitation to the Way to Grow Luncheon and a name badge ribbon – along with all of their contributing unit members with at least one new active* personal team member. Plus, all luncheon attendees will receive a **one-of-a-kind bonus bracelet** that reflects the spring product promotion.



Each month in which an Independent Sales Director achieves her Way to Grow goal, each contributing unit member will receive a glamorous bangle bracelet for every new active** personal team member she adds! The bracelets come in three coordinating designs that can be worn alone or together for maximum impact.



Are you Ready to Move Up?

10 Steps to your Red Jacket!



1. **Attend all functions:** Your Unit Success Meeting is a MUST. By attending, you show support for your Director and Sister Consultants, Plus, a guest is bound to be more impressed when she sees a full room of people excited about their business.
2. **Have a Daily, Weekly, Monthly, Yearly Goal:** This is important in all aspects of life, health, wealth, family, business, spiritual, and social. Where do you want your business in 1 month (on-target star consultant, 3 new people, 5 appointments each week)?
3. **Say Daily Affirmations:** Every day, in every way I get better and better. Everyone I meet is a prospect for my products or services. I am healthy; I am happy; I am enthusiastic!
4. **Have goal posters** in your office, car, on your mirror, at work, etc., reminding you of your goals. Don't forget to put one on the refrigerator.
5. **Evaluate your appearance:** Which areas would you like to improve? Start walking. Exercise. Get a new hairstyle. Try a new hair color. Start paying attention to your wardrobe. Dress professionally more often, and let your make-up reflect your career.
6. **Organize your family:** Make them realize you are serious about this career. You can do this by disciplining yourself. Be willing to give up a TV show to service your customers and book classes. (Why not tape it & watch it after prime phone time?) Talk with your family about your goals for the family-like vacations paid by Mary Kay \$\$\$.
7. **Complete your weekly accomplishment sheets & submit them to your Director:** Write your goals in pencil and when you finish them, fill them in with pen. Determine how much you earn from your classes, reorders, and facials so you know when you are improving.
8. **Read Career Essentials & Finish those Vouchers:** You get a "Do Over" everyday. Listen to audio training, cd's, education, motivation constantly. Do Activity Daily!
9. **Organize your office:** It is simple. Use shoeboxes and manila envelopes. Use voice mail or an answering machine. Make the message short, sweet, and businesslike.
10. **Go To Work:** Talk to people daily. Practice. Practice. Practice. Hand out business cards and samples and make sure everything has your name, phone, email and website! Smile, it's contagious and a great warm chatter tool. When you hand out samples, get THEIR contact info for your "mailing list" so you can follow up on that sample! Attitude is 98% of your business.

We Invested in Product Last Month!

Gwendolyn E. Miller	\$1,055.25
Wendy Wilkinson	\$845.25
Hazel A. Daniel	\$831.50
June Sisson	\$824.50
Karlene E. Ellis	\$602.00
Willie P. Mckinney	\$600.00
Nan Marie Kone	\$533.50
Denise Giddings	\$400.00
Sharon M. Anderson	\$340.50
Thomasema Pannell	\$317.00
Gracieuse Noel	\$308.00
Stepheney Diah	\$278.00
Lynette Parris	\$275.00
Debra K. Smith	\$272.00
J. Fleurinord	\$250.50
Pearl Vaval	\$230.50
Clarina A. Wiltshire	\$230.50
Audrey Furey	\$229.75
Joan J. Henry	\$225.00
Veronica Sam	\$221.50
Barbara Ensley	\$215.00

Hazel A. Glenn	\$214.25
Marcia Crawford	\$213.00
Florence Dosunmu	\$209.50
Lanice Knox	\$205.75
Shirley Kissoon	\$202.50
Joan Goodluck	\$202.00
Shinnell A. Williams	\$201.75
Dason G. Brathwaite	\$201.50
Sonia Quiles	\$201.50
Eleanor DuFont	\$200.50
M. Wilder	\$200.25
Pamela Philbert	\$200.00
Thelma White	\$200.00
Junie Legister	\$140.00
Barbara Jacob	\$85.00
Sabrenia M. Lee	\$69.00
Michelle Andalcio	\$58.75
Sonia Riley	\$56.00
T. Stuart-Johnson	\$49.75
Janet P. Jones	\$21.00
Paula A. Marzan	\$18.25

class of **2012**

Debut as an Independent Sales Director from Jan. 1 to July 1, 2012, and you and your Independent Senior Sales Director who attend Seminar 2012 will receive:



- ◆ an invitation to the Class of 2012 Reception
- ◆ a fabulous Coach handbag

Shooting for the Courts!

TOP 10 IN RETAIL SALES

(Based on verified wholesale orders placed to the company as of prior month-end)

	Consultant	YTD Retail	Bonus & PCP	Total
1	June Sisson	\$6,551.00	\$245.00	\$6,796.00
2	Karlene E. Ellis	\$6,670.50	\$20.00	\$6,690.50
3	Willie P. Mckinney	\$6,214.50	\$30.00	\$6,244.50
4	Gwendolyn E. Miller	\$4,195.00	\$0.00	\$4,195.00
5	Sharon M. Anderson	\$3,951.50	\$0.00	\$3,951.50
6	Bema Sanogo	\$3,708.00	\$0.00	\$3,708.00
7	Lynette Parris	\$2,813.00	\$0.00	\$2,813.00
8	Wendy Wilkinson	\$2,517.00	\$0.00	\$2,517.00
9	Dason G. Brathwaite	\$2,424.50	\$0.00	\$2,424.50
10	Sonia Riley	\$2,233.50	\$20.00	\$2,253.50

TOPS IN TEAM BUILDING

Recruiter	New Team Mbrs	YTD Comm
1 Clarina A. Wiltshire	1	\$33.26



Queen's Court of Sales!

\$36,000 retail

July 1, 2011 — June 30, 2012



Queen's Court of Sharing!
24 New Team Members

July 1, 2011 — June 30, 2012





Aim for the Stars!

Congratulations 2nd Quarter \$Stars!

Contest Ended December 15th, 2011



Shoot for
STAR this
Quarter!!

YOU Can
Do It!!



Consultant Name	Current Production	Sapphire	—Wholesale Production Needed for Star—			
			Ruby	Diamond	Emerald	Pearl
GWENDOLYN MILLER	\$1,900.50	STAR	\$499.50	\$1,099.50	\$1,699.50	\$2,899.50
KARLENE ELLIS	\$1,852.50	STAR	\$547.50	\$1,147.50	\$1,747.50	\$2,947.50
JUNE SISSON	\$1,828.50	STAR	\$571.50	\$1,171.50	\$1,771.50	\$2,971.50
LYNETTE PARRIS	\$1,825.25	STAR	\$574.75	\$1,174.75	\$1,774.75	\$2,974.75
WILLIE MCKINNEY	\$1,812.25	STAR	\$587.75	\$1,187.75	\$1,787.75	\$2,987.75
BEMA SANOGO	\$1,804.00	STAR	\$596.00	\$1,196.00	\$1,796.00	\$2,996.00
WENDY WILKINSON	\$1,801.25	STAR	\$598.75	\$1,198.75	\$1,798.75	\$2,998.75



Stars Drive Cars!! Which Car is in Your Future?!

A simple way to stay on track for Star Consultant:

- Sapphire** = Sell \$300 Retail per week
- Ruby** = Sell \$400 Retail per week
- Diamond** = Sell \$500 Retail per week
- Emerald** = Sell \$600 Retail per week
- Pearl** = Sell \$800 Retail per week

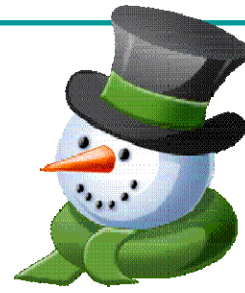
Also—remember that you earn 600 extra “star” points for each *qualified* team member you add during the quarter.

Inside Every Woman Is a Star!

There's still time to dream and qualify for Seminar 2012 royalty. So stay inspired and stay determined to be a member of the Queen's Court of Sharing and the Queen's Court of Personal Sales. Show the world how you dare to dream!



January 2012



Sun Mon Tue Wed Thu Fri Sat

1 2 3 4 5 6 7

 Company Holiday
 Postal Holiday.

8 9 10 11 12 13 14

15 16 17 18 19 20 21
 Martin Luther King Jr.
 Day. Postal holiday.

22 23 24 25 26 27 28

29 30 31
 Midnight CST cutoff
 for Consultants to
 place phone orders.
 Last working day of the
 month. Consultants submit
 online orders until 9 pm
 CST. Online Agreements
 accepted until midnight.

WEEKLY UNIT CONFERENCE CALL
SUNDAYS 8:30 P.M.
PHONE NUMBER: (213) 289-0500
ACCESS CODE: 204508
PLEASE JOIN THE CALL!



Birthdays

Bema Sanogo
 Maminata Kone
 Rolanda V. Watson
 Alicia P. Bauza
 Tarnisha N. Garvin
 Wendy Wilkinson
 Ursula Jones
 Mechelle F. Maxwell
 Beatrice Kwamena
 Pearl Vaval
 Dianne A. Mills
 Audrey Furey
 Anesta Felmine
 J. Rose-Bennett

Day

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Fay J. Williams
 Myrna I. Padro
 Claudia Robinson

28
 30
 30

Anniversaries

Phyllis Pottinger
 Junie Legister
 Norma James
 J. Riley-Compton
 Audrey Furey
 Hazel A. Glenn
 Thomasine Danzie
 Sallie McMillan
 L J
 Elizabeth Justin

Years
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Prominent Performers

Phyllis Pottinger

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HIGHLIGHTS THIS MONTH:

November Results, December, 2011

- ◆ Quarter 3 Star Consultant Quarterly Contest (December 16, 2011 - March 15, 2012)
- ◆ Class of 2012 Offspring Challenge Begins (through July 1, 2012)
- ◆ Future Independent Sales Director Challenge (Oct. 1 - Dec. 31, 2011)
- ◆ Way to Grow (Dec. 1, 2011 - Feb. 29, 2012)



To the Brilliant...

Words of Wisdom

I sincerely believe that faith is an important part in anything we undertake. We can indeed do great things when we believe.

Everyone has obstacles to overcome, but those with great faith can conquer whatever stands in the way.

- Mary Kay Ash



Winter 2011 New Products!

ORDER ASAP!
Limited Edition items
WILL BE OUT OF STOCK SOON!



- ◆ Nourishine Plus™ Lip Gloss & Mini Lip Gloss Set
- ◆ Creme Lipstick in Really Red
- ◆ Lip Liner & Eye Liner
- ◆ TimeWise® Moisture Renewing Gel Mask & Replenishing Serum+C®



Products available December 10th!

(Or December 5 if you were a Star Consultant during the June 16 - September 15 quarter, or enrolled in the Winter 2011 Preferred Customer Program.)



Visit www.MaryKayInTouch.com
for more information