

The Ultimate Skin Care Show!

Welcome to the Ultimate Skin Care SHOW!

After the Hostess Introduces You: How many of you are eager to learn more in the next 40 minutes about taking care of your complexion than you have ever know before? Today I am here to build your self-confidence.

Because wouldn't you agree that if you feel good on the outside you feel GREAT on the inside?? So I'm going to help you look and feel SLAMMING!!

I believe when Mary Kay Ash started this company she wasn't just thinking about the outside of women, but her mission was to Enrich women's lives on the inside as well. And we can do both by sharing our incredible products!

Go around and have each person introduce themselves, tell something no one knows about them, and their favorite product in MK—if used MK before.

Here's our agenda...our class has 3 parts:

1. I'm going to tell you a little bit about Mary Kay and about me
2. You'll get to learn how to take care of your skin trying the #1 Best Selling Brand!! You are going to LOVE IT because We will be playing with our Fabulous Ultimate Miracle Set!!
3. Because skincare and money are private issues, I will **meet with you at the end individually**~ Also, it will give me a chance to get your true opinion of our products, answer any questions you may have and it save us a lot of time!

Each of you has a beauty book in front of you. Please open to the first page and you'll see a picture of our amazing founder, Mary Kay Ash.

About Mary Kay Ash

- Mary Kay started our Company in the early 60's to give women an opportunity that could **enrich their lives**. Do any of you know what was going on in the 60's? (*Women's rights movement*).
- Mary Kay was a single mother working in direct sales in the corporate world for many years and realized that women are not paid what they are worth. She recognized at the time that women needed an opportunity where they could achieve financial success while balancing their lives around the values and priorities they hold most dear.
- When she retired she decided to write a book on how to be successful in a male dominant world. As she made a list of the pro's and con's of the companies she worked for and she found that she had designed a dream company and put her ideas to work!
- She built her company around **2 philosophies**:
 1. Golden Rule- treat others as you would like to be treated. Mary Kay designed a dual marketing plan that allows a woman to move up the career path only by helping other women reach success.
 2. She also designed the company to allow women to have their own priorities while keeping faith, family, and career in harmony.
- **Can you believe Mary Kay Ash started this company on her life savings of \$5,000. Everyone told her not to do it—she went and talked to her lawyer and her accountant and they both told her the business would never work but she decided to start it anyway and thank God she did because that \$5,000 has grown into debt free Multi-billion dollar company that is marketed in over 30 countries worldwide.**

Now...about our company and products...

Who here new that Mary Kay Cosmetics has been the **#1 selling brand** of both skin care and cosmetics for the past 14 years?? Did any of you not know that our main competitors are Clinique, Estee lauder, MAC and Lancôme, yet our prices are about **30-50% less than theirs?** For example, Este Lauder's Cleanser is currently selling for \$39. Mary Kay's is \$18 and has cleanser, exfoliation, and freshener in **ONE bottle!!!** A cleanser from Walmart averages around \$10-\$12 without anti-aging components and **does not have as high grade of ingredients.**

- The reason we are in that competitor market is because Mary Kay uses the highest grade of ingredients and spends millions of dollars to ensure they meet the highest standards of quality, safety and performance.
- Do you think that the employees working the Estee Lauder counter need to be paid? And do you think the managers of those employees need to be paid? And the regional managers need to be paid? YES! Isn't it great to know that with Mary Kay you are not paying so much overhead on your products? Your product goes from MK corporate, to your consultant, to you, keeping you with a happy low price without sacrificing quality.

Who here has a Makeup graveyard at home.

Another thing I am so excited to tell you about is our 100% satisfaction guarantee.

- How many of you have ever bought a product only to get it home and realize it's the wrong color, not the right formula, or you are just not just getting results you were looking for? Well with Mary Kay you'll never have that cosmetic graveyard growing in your drawer because we have a **100% Satisfaction Guarantee! And the company backs me 110%!** So many times I run into women who have spent \$500 or more in product and get it home and don't like it and then have to reinvest in more product...only leaving the counter hoping it would work the second time.
- So we'll take the happy customer oath. Hold up your pinky and repeat after me, "I solemnly swear, to never feel bad about calling my consultant about a product because she will work with me to make sure I'm a happy customer... Amen".

3 things

There are 3 parts of our business and I truly believe that you may fall in one or all of these categories.

1. The first thing we look for is a **happy customer**, so what I'd like to ask you to do today, is to try our wonderful products, and if you love them as much as I believe you will, I would be honored to be your personal beauty consultant. **WHO HERE LOVES TO BE SPOILED ROTTEN?** *(Raise hand)* Did you know...that when you are a customer of mine you will be treated like a Queen with free gifts with purchase, birthday treats and specials, gift shopping services, FREE delivery, FREE shipping, be your personal shopper, and send you quarterly mailings with the latest trends and samples! **GET EXCITED!!**

2. The second thing. This is the first of two facials you are entitled to. What we'll do today, is teach you the importance of skin care and my Dash-Out the Door Look...1 minute makeup for the busy women. The second facial that my happy customers Love to take advantage of, is what I call a **personalized color consultation**. On your profile, be sure to fill out all of your personal qualities. The makeup artists at Mary Kay will use these to design a look *just for you* that I will teach you how to apply it according to your face shape, eye shape, and lip shape. AND the biggest compliment you can give me is to share **your personalized color consultation** with 3-6 of your cosmetically challenged, or best friends...YOU WILL earn free products too! Who loves free stuff?!! *(raise hand)*

3. The third thing I'm looking for are women who **want more, need more, and are willing to learn how to make \$25-\$75 or more an hour** teaching skin care. Mary Kay Ash always said, there is AT LEAST one new beauty consultant waiting to be discovered at every skin care class and I can't wait to see who she's going to be today. . So what I am going to ask you to do is to listen and watch me today with an open heart....this may be just the thing you or someone you know has been praying for in their life. AND If something tugs at your heart, let me and I'd love to share the facts with you about how we make our money!

I-Story Time!

I just want to quick tell you why I love my job so much and then we will start pampering your skin, so...

(Enter Your Story Here)

- Name, where you come from, a little about your family, then how you were introduced to Mary Kay, how you decided to become a consultant.
- Share why you like your business and how it has changed your life.

Throughout your HEART FELT story, incorporate the MRS FB CAB on the right. You are dropping hints about our wonderful company when you do! You may peak someone's interest on your story alone! And know your story will change and your business grows!

MRS. F.B. CAB
M- money
R - recognition
S- self confidence
personal growth
F - friends
Q-quality of product
C - career car
A - advancement
B - be your own boss

The first product we'll try is the Oil Free Eye Makeup Remover

(Have them start applying to eyes as you speak)

- You should use this even if you don't wear eye makeup because dust, dirt, and bacteria collect on your eyes and can cause eye mites.
- What I love about this product is it is very gentle. If you accidentally get it in your eye it won't burn.
- The skin around your eyes is the most delicate skin on our body, the more you tug and pull the skin will tear and won't go back... causing wrinkles. So you want to use something very gentle and designed for your eye area.
- Also, do most of you notice that at some point your mascara gets clumpy? That's because you are getting the bacteria from your eyes on the wand and putting it back into the tube. This causes it to clump faster, so if you keep your eyes clean your mascara will perform better.

The Miracle Set ~ Now turn to pages 6 and 7 in your Beauty Book

Can anyone tell me what the largest organ on our body is? Skin!

That means it NEEDS to be maintained just like brushing our teeth & washing our hair. Can you even imagine not doing those two everyday? Same with your skin....EVERYDAY!

Does anyone know when our skin starts to age? (18 yrs) Wrinkles start appearing ages 23-26.

And we have our skin for a *LONG* time! AND...I have NEVER heard of anyone ever getting a skin replacement; have you?

So, who here could get excited to try America's Best selling Brand? (*raise hand fast*)

I'm so excited to share with you, what makes Mary Kay #1 in the Nation~ we call it our Miracle Set!

The miracle set can be broken up into 2 different components: **Preventative & Corrective.**

To maintain looking as beautiful as you do now, all you need is our preventative components: cleanser, moisturizer, and foundation which is our TimeWise Basic Set. All 3 products come in 2 formulas--Normal to Dry providing enhanced hydration & Combination to Oily helps control excess oil.

However, if you feel like you are seeing more wrinkles or would like to keep from getting excess damage and aging to your skin, you will definitely want our corrective components ~Day and Night solution as well which makes these five products the Miracle Set.

Now if you use these products the way I am going to show you to use them today you can get an 83% reduction in fine lines and wrinkles in just 3 months... who could get excited about that?!

*Take a look at the difference in the **before and after picture** on page 7 of your Beauty Book.

Using these products together can give you better looking skin in 3 days, 3 weeks, and a HUGE difference in 3 months from now! (*Share the first improvement you personally saw*)

The first step is the 3-in-1 Cleanser

Who here washes their face every single night before bed? Rule #1 for getting the best skin in the world: Always wash your face before you go to sleep at night. Can anyone guess how many days your face ages if you go to bed without washing your face? (7-11 days) Our skin does the most repair while we are at rest and with pollution on your face from the day, it accelerates the aging instead.

- The Time Wise Set, which is the most important part of the Miracle set, takes care of the five essential steps to ageless skin:
 1. **Cleanses** to remove makeup and impurities.
 2. **Exfoliates** to remove dead surface cells that dull the skin.
 3. **Freshens** to tone the skin and refine pores.
 4. **Moisturizes** to hydrate for soft, smooth skin.
 5. **Protects** the skin from sun and environmental damage

The 3-in-1 cleanser is designed to save you time combining anti-aging benefits with 3 essential functions in one product.

- How many of you have a cleanser that cleanses, exfoliates, and freshens?... Those three functions are the first 3 steps in good skincare needed to reveal younger-looking skin. Most cleansers only cover the first step which is cleansing away the dirt and makeup. Mary Kay's 3-in1 cleanser provides 2 more steps to exfoliate your rough dead skin and tone and refine your pores to provide an even skin tone.
- It is important to apply our cleanser all over our face, you neck and the back of our hands because those are the 3 places that are exposed to the most environmental and sun damage and will age the quickest.
- Go ahead and wash your face applying the cleanser with your finger tips in an upward circular motion. We'll be applying all the products that way because gravity pulls down enough on our face, boobs, and butt every day... also pulling or wiping harshly can cause premature aging over time.

Optional: Do Microdermabrasion now on half the face. (View Page 10)

Optional: Do the Replenishing Serum + C now (View on pg 12)

Day and Night Solution

These two beautiful bottles used together are your “Fountain of Youth”.

Day Solution is the second step of the Miracle Set used in the morning

- Apply in an upward outward motion
- The day solution has corrective components vitamins, calming peptides, and light diffusers to correct the damage that has already been done to your skin and SPF 25 and antioxidants to prevent fine lines and discoloration before they occur.
- SPF 25 protects from UVA/UVB rays which cause the most skin damage and antioxidants are a key ingredient to help protect your face from free radicals. The sun and pollution are the leading cause of premature aging and our ozone layer and pollution just keeps getting worse. So wearing the day solution is crucial for every day use.

The second step at night time is the Night Solution

- Apply to the back of your hand or your elbow today because normally we would apply this after the cleanser at night and we don't want to confuse your skin right now.
- This bottle is packed with vitamins and antioxidants combined with collagen-enhancing peptides to help fade away deep lines and wrinkles while you sleep.
- What does collagen and elastin do? It's the good stuff that keeps your skin firm, smooth, and lifted!
- The most unique part of this product is the delivery system of the Nutri-beads. When you dispense the product those beads burst giving you the freshest of vitamins on your face.

Moisturizer

- Go ahead and apply the moisturizer in an upward outward motion.
- Do all of you moisturize day and night? Moisturizing is the most important step in the prevention of aging in the skin. If you picture a mud puddle, what happens to it over time? It becomes dry and cracked. Just like that mud puddle, the moisture is evaporating from your skin. Without moisturizer our skin is constantly drying and aging every second. So you want to moisturize morning and night to keep that moisture locked in.
- We have collagen fibers within our skin and when they dry out from lack of hydration these fibers break down causing the wrinkles to form.
- The TimeWise Age Fighting moisturizer provides 10 hours of hydration and also has antioxidants to guard against free radicals.
- People with oily skin need moisturizer too, otherwise your skin is working harder to produce its own oils actually causing breakouts or too much oil. The key is to balance your moisture with a moisturizer designed for combination to oily skin and that is oil free like our TimeWise Age Fighting Moisturizer.

At this point, I'm going to also let you try the [TimeWise Firming Eye Cream](#). It helps with dark circles, firming, and minimizing fine lines & wrinkles around your eyes. The first signs of wrinkles are around the eyes. The skin around your eyes is the thinnest layer of skin that we have and does not hold in moisture like our faces does. We also do not have any oil glands around our eyes therefore having nothing to naturally hydrate it, if we are not. This is why we use a much more intense moisturizer—our eye cream for our eyes. Go ahead and apply it using your ring finger because it is the weakest. [\(View this product on Pg 11\)](#)

The final step to good skincare is Foundation – please turn to pgs 8 & 9 in your beauty book

- How many of you are excited to know that our foundation is more than just another cover up? Its actually part of our skincare and the last step to ageless skin.
- Foundation acts as a veil of protection from the dust, dirt, and pollution floating in the air. Instead that stuff sticks to your foundation instead of your face and then you wash it down the drain at night. If you don't wear foundation that junk sinks into your pores and causes your face to age faster or causes breakouts.
- Wouldn't you rather wear protection instead of pollution?
- I like to picture two barns. One with paint and varnish and one without... 10 years down the road which one looks better? The one with protection, right!
- Now what's awesome is you'll see that you won't even feel that you are wearing our foundation... ours is lightweight and is buildable so you can have a very sheer coverage or a fuller coverage. I call our foundation the **airbrush in a bottle.**
- Take a look at your Beauty Book. Here you can see all 5 types of foundation coverage we carry! (*Go through each option*)
- My Personal favorite is (_____)
- Tonight we will be using (_____) Foundation.

At **YOUR Personal Color Session.** You will have the opportunity to try any foundation type of foundation you would like....because **this is your special night!**

APPLICATION TIP:

I like to use our **Glamour Brush Collection** to put our liquid foundation on for a flawless Airbrushed look. Our Hostess will Be doing this tonight. When you share YOUR **PERSONALIZED COLOR CONSULTATION WITH YOUR FRIENDS** you'll get to experience this too!

Now go ahead and turn to pg 20-21—these are our Targeted Solutions. These are all the options we have for you to give you very personalized skin care to fit your personal needs!

How does your face feel? (*Touch your face as you say this*)

If it feels this great after one use....Can you imagine how great your skin will look and feel if you use it every day?

I call your Miracle Set “**The Support Pantyhose for Your Face**” because it instantly makes everything look smooth, lifted & perfect!

- I highly recommend starting with the **Miracle, or even the Ultimate Miracle Set**, but at the very minimum you'll want your **TimeWise Basic Skin Care Set** to take care of the 5 essential steps for healthy, younger-looking skin.
- **How many people have baked a cake before?** (*raise hand*) if you leave out the sugar, the eggs, or just one little thing, it just doesn't quite turn out right does it? Anyone here ever have that experience?!
- That is why it is so important to use the skin care all together~or it just doesn't turn out like MK promises!
- **All of the products are formulated to work together for maximum benefit!** We don't want to have a chemical explosion on our face~ that is many times the biggest reason for problems on the skin~ mixing different products! The best thing I can share with you ladies from the bottom of my heart, is not to mix different brands of skin care products. Doesn't that make sense?

Now, can you see the value of looking your best each morning Faster?! With our Timewise, isn't it easy to see why we are having 1000's of new customers switching to Timewise? (*Nod your head*). Skin care is the best investment you can make on yourself. Because when you first walk into a room the first thing people see is not your hair, not your outfit, but your face. And wouldn't you agree that you want to make a great first impression!!

Hand out \$100 BILL Questions. “If you only have 5 minutes to ask me your biggest question about a Mary Kay business, what would it be?”

Go to www.pinkproducers.com under the Skin Care Class Materials section to learn how to do this part! This is VERY IMPORTANT that you do this at every appt!!!!

Basic Color Education *(Turn to pgs 14 & 15 in your beauty book)*

Now that you’ve tried the skincare that can give you a perfect complexion it’s; time to fall in love with our quick and simple color look. Skincare will make you look good 10 years from now, whereas color will only make you look good 10 minutes from now! And Mary Kay always said the painting can only look as good as the canvas beneath it. So SKIN CARE SHOULD COME FIRST!!

Dash out the Door Look

We are going to try a little bit of glamour very quickly so you my 2 minute make up look! But at your follow up session, I will show you how to GLAMOUR it up!!

- Mary Kay® Cream Eye Color – choose from 5 fabulous shades!!
- Ultimate Mascara—For anyone who loves BIG FULL LUCIOUS LASHES!!
 - It’s not waterproof, but it is water resistant so it stays on through tears and rain, but it doesn’t damage your lashes. Waterproof can make your lashes brittle and break off. The ultimate mascara has vitamin E to keep your lashes moisturized.
 - A trick when you are putting it on, if you want your lashes to be fuller swipe back and forth, if you want them longer swipe straight up. It has a wiper technology so it curls your lashes for you.
- Shimmer Bronzer on cheeks
- Lip Gloss (Use full tube as a demo and swipe it on their tray)

Now my favorite time...compliment time!.....Hold mirror arm length away and tell me what you like most about yourself and the person on your right. (complete entire table)

REVIEW SKINCARE – What are the steps in the morning? Steps at night?

Let's DO a quick review on the STEPS to AGELESS SKIN!!!

#1 Eye Makeup Remover—you never want to remove your makeup or clean your eye area with anything else!

#2. TimeWise 3-in-1 Cleanser—Cleans the surface of your skin

#3 DAY & NIGHT Solutions—to help diminish the signs of aging while protecting the skin
Day in the morning and NIGHT in the evening before you go to bed

#4 Age-fighting Moisturizer—keeps the skin supple and hydrated all day!

#5 Foundation—to be worn during the day to protect the skin.

During your individual consultation, I can address any special skin care concerns you may have. And at your follow up appointment, I can check to make sure you are getting the results you were looking for!!

Opinion Poll Sheet & Close.

Now go ahead and pull out your Opinion Poll Sheet. I just want to ask you a few questions on your facial today to get some feed back.

Go through the 4 questions on the opinion poll sheet about their facial.

People always ask me 3 questions

1. How to the products come
2. When can I get them?
3. How much do they cost?

So let me answer all 3 for you....

Go ahead and flip over your placemat. You will see many of the sets we used today. AND...if you have fallen in love with them, the great news is that you should be able to take home all of these products home TODAY!! No waiting!!!

Now pretend you just won the lottery and money is not an option....select all of the sets you could not live without. Then I will share with you all of the specials tonight!!! Put your pen down when you done selecting.

There are 3 sets I would like to focus on tonight—Sets A, B, & C (Point to the 3 sets on your flip chart). Mary Kay's belief is we can do color anytime. So hopefully these are on your wish list!! Because if you aren't on a good skin care program that's where I recommend you start today above all else!

- The first option is our ULTIMATE MIRACLE which includes SETS A, B, C (it's on the picture side...walk them through what it included in each set. This gives you OPTIMAL SKIN CARE
- The second option is the MIRACLE SET, sets A & B (walk them through...)
- The third option is your basic skin care. (walk them through...). This covers the minimum in skin care

So who loves a a REALLY BIG SALE!!!

Who here is excited to hear about the incredible special that I offer my first time customers?

If you were to go home with everything we tried today, these products individually, would run you about \$425! However, with my special today, you can go home with our PARTY GIRL BAG, any 5 sets for just \$249, Plus you'll get your travel roll up bag FREE! That over \$100 in free products and gifts! **(\$1/day)**

Or you can choose our **ULTIMATE START, Sets A, B, & C for the discount price of \$155** and receive an eye makeup remover FREE....total free product \$35 **(\$0.65/day)**

OR at the very least choose our **GREAT START, Sets A & B for \$99**...total free product \$20! **(\$0.40/day)**

You know your situation better than I do. I take Visa, M/C, Discover, Checks, Cash, or the Husband unawareness plan a little bit of cash, a little on credit card, and the rest on check and he can't add it up (laugh)! So I offer payment and husband unawareness plans to help you get the products you need and want.

Let me tell you about one more special just for coming tonight. You will earn 1/2 of whatever you purchase tonight in additional free product at your follow-up appointment. When we meet for your individual consult, I will tell you more on how it works!

3. Now go back to your opinion Poll Sheet. The next section asks which you prefer to have at your follow up appointment.

Your check up from the neck up will be in about 7-10 days from today to make sure that you are happy with the products you have purchased and know how to use them. You will also be treated to a full-glamour session. AND earn free products by having a few girlfriends join you. Go ahead and check on what you might like to do, remembering you can earn 1/2 back in free product!!

4. The biggest compliment you can give me is the referral of your friends and family. This is the girlfriend referral portion of the class where you get to give the gift of a facial and pampering session to a friend. Who do you know that would enjoy being pampered. You should know that each person will get a 60 second phone call from me saying they won a Complimentary Pampering Session & \$10 Gift Card from you! Give this gift to as many friends as you like, you earn free gifts for doing so! Feel free to bring out your cell phones to cheat because we all keep our lives in our cell phones

(stand quietly in front of the group until the first person finishes & take her first for individual close in side room.)

Closet Close....

Now before I meet with each one of you individually. I want everyone to close their eyes. I want you to imagine you're going into your closet to find a special outfit you wore for a special occasion. Think of all the accessories that go with it—the shoes, handbag, jewelry, belt, etc. Keeping your eyes closed....can you picture all of that? When you have a total of what that complete outfit costs, open your eyes.

How much did that complete outfit cost. How many of your totals were over \$100, \$200, \$300, more than \$300.

SHARE YOUR PERSONAL OUTFIT & COST. (*Jen shares her wedding dress & accessories worn 1 day = \$1,200*)

Then Have guests share their totals and what their outfit is for.

In the last year, how many times have you worn that outfit? Maybe once or twice?

Ok...let's put that price into perspective, because that outfit is going to sit in your closet 364 days a year for most of you.

Your Mary Kay Skin Care Products are worn EVERY DAY!! That's \$1 a day versus your \$100, \$200 or more for one day of wearing that outfit you purchased.

AND...the first thing people see when they look at you? YOUR FACE! That's why skin care is the best investment we can make in our looks. It can make or break a first impression, interview, etc!!

I've really enjoyed today and would really value your opinion...please take a few minutes to answer the questions on the back of your profile card and then we will get started with your individual consults.

Questions to Ask at Individual Close:

TAPE TO THE BACK COVER to keep on your lap during individual close!

How does your skin feel? What was your favorite product today? (Refer to her answers on the back of the profile card)

(if she hasn't filled it out just ask her the questions)

#1. What are you interested in learning more about?

2. What did you like best about the products you tried today?

3. Out of the products you tried today, which ones can you not live without and must have today?

Now, I see you have selected _____ (4 or 6) sets you would take home if money were no object, however, you know your situation better than I do so which set works best for you today? Remember we offer the best deals in the Party Girl Bag, Ultimate Start, and Great Start Specials

Once she has decided on a set go to the profile and run through all the supplementary questions (refer to her answers on the front of the card under #5)

(ex...You said when we spoke prior to the class that you wanted a product that removed dark circles under your eyes...is this something you wanted to add to your bag today or put on your wish list? Run through ALL of those questions to make sure she gets exactly what she anticipated. It also helps you create a wish list for her! In addition, you will typically add \$40-\$80 to the total purchase.)

BUILDING CUSTOMERS FOR LIFE!

You said that _____ was what you would like to do for our follow up appointment. We are no different than your doctor or dentist we want to follow-up to make sure your head hasn't blown off and that you have NO questions regarding the product or application. Is there any reason why you couldn't share your appointment with these girlfriends on the bottom of your Opinion Poll Sheet? If you are going to have it anyway you might as well earn _____

Let me tell you what your options are...if you want to share your follow-up appointment with 3, 4, or 5 friends you can earn _____

I handle these appointments ANY time you want. What a great way to get your GOODS!!!

However, if you would rather do it alone I handle those appointments on Monday evenings or Saturday mornings...which option would you like?

(PICK 2 options when you are committed to work your business either at your weekly meeting or a place where you can invite multiple people.

(You don't want to utilize a prime night for 1 person)

You gifted me with the names and numbers of _____ women. Thank you so much! You have earned _____ (mini hand cream, eye color or lipgloss).

5 – (Her Name)_, there's one more thing, I think you could be good at what I do -- I really do. Have you ever thought about doing something part-time for some extra fun or extra cash? It would only take me about 20-25 minutes to show you how eaaaasy it is to get started and how simple it can be to help you earn an extra \$1,000 in cash part-time your 1st 30 days ... My schedule is kinda tightcould you stay for a few minutes tonight or would tomorrow at lunch time really be better for you? Whichever works best for you is fine with me (shut up and look down and wait for her answer).