

## Client Name: A-Affordable Home Cleaning

### 1st call

- We committed 7-10 miles with 5 keywords for the first month.
- Quoted \$225

### 2nd call

- Client ran ads as well and when he registered himself he didn't get his postcard and he has problems to show his location as his listing shows virtual office. He wants to show his location to customers near him. Closer addressed him that the customer can directly call you so why you need customers to visit you and customer got onboard.
- Took the information also sent him email and explained him
- Customer asked for payment link and payed online
- Customer wants people to come online and make the booking he doesn't want people to call him (he will appreciate calls only for queries and questions).
- Gave the disclaimer and call ended.

### QA Department Notes:

Very co-operative customer had knowledge about the product, ran ads as well. Had some problems with his postcard but his listings are published got 19 reviews already on his listing. Focuses on more residential work and trying to get some recurring home cleaning jobs. He is easy to talk with and is looking forward to the project

### Cross Checking the Information on CRM:

*(Mentioning only incorrect Information)*

- Name
- Email
- Business Address
- Cellphone Number (Yes)
- Services (Yes)
- Keywords (5)
- Radius Miles (7-10)
- Listings Status (Yes)
- Notes on CRM (Yes)
- Calls Committed (No)

- Insisting more miles (No)
- Commitment of phone ringing (No)
- Reg On GMB (coached) (N/A)
- Social. Media Handling (No)
- Guarantee Of ROI (First Month) (No)
- Scrapping Reviews (No)
- SEO Procedure Explained (Yes)
- Information in CRM (Yes)
- No of sale call mentioned in Notes (No)
- Disclaimer read properly (Yes)