

## Client Name: R&B Master Construction

### 1st Call:

- Quoted \$225
- Explained him the plan
- Answered his questions regarding the service
- Took the information
- took the payment
- gave the disclaimer and ended the call
- He gave us time for 8o clock for 5<sup>th</sup> of November

### QA Department Notes:

Client was very co-operative and called back by himself to start the work. Very good call. Needs to be handled with polite and engaging manner. Can be a good prospect for the future if shown results

### Cross Checking the Information on CRM:

*(Mentioning only incorrect Information)*

- Name
- Email
- Business Address
- Cellphone Number (Yes)
- Services (Yes)
- Keywords (-)
- Radius Miles (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)