

Client Name: Hernandez Floor Installation LLC

1st call

- Client's Dad gave us his number to explain all plans.
- time stamp 7:40 closer commits 30-40 mile for the first month and the whole state in 3-4 months
- time stamp 13:16 closer says the best radius mile to cover in first month is 30 miles that's recommended by google.
- Closer starts to take information and the client ask for time to discuss with his dad and to call back.

2nd call

- Customer calls Tyson and asks to get GMB package for \$200.
- Closer takes the information.
- Closer take the services
- Client makes the payment.
- Closer gave the disclaimer.
- Closer offered the client voice search
- Client said he would ask his dad about it and then go for it.

QA Department Notes:

Customer's Father is the owner of the business and he can't speak proper English so his son deals with all the management of stuff like these. SOP's won't be applied on this call because at the time of this call there were proper SOP's.

Cross Checking the Information on CRM:

(Mentioning only incorrect Information)

- | | |
|---|---------------------------------|
| • Name | |
| • Email | |
| • Business Address | |
| • Cellphone Number | (Phone 1 is his fathers number) |
| • Services | (Yes) |
| • Keywords [we have committed traffic of 15-20k | (-) |
| • Radius Miles | (30-40) |
| • Listings Status | (Yes) |
| • Notes on CRM | (No) |
| • 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 (No)