

CRG Storm Contractor

Call Summary:

Call 1:

- Rich pitched him and he is running ads on yelp getting some jobs.
- Wayne jumped over the call.
- Wayne quoted \$250/month with no contract.
- Wayne show him our client (G&N Exterior).
- Wayne told him that I'll target 5 cities for you.

Call 3:

- Rich start the call.
- Blake took over the call.
- Blake quoted \$300/month with no contract.
- Create YouTube channel and post videos every month.
- Help with reviews part by generating a link and rating part.
- Create accounts for business on social media and link with GBP.

Call 5:

- Blake start the call and transfer the call to Mr. Ben Martin.
- Ben explained him what exactly happen and answers his question and handle him very technically.
- Blake took over the call.
- Working hours and days **Monday to Saturday 8AM-9PM and on Sunday 8AM-5PM.**
- Blake guide him to cancel his yelp ads.
- Card charged disclaimer given.

QA Department Notes:

Client is skeptical and asking questions about this campaign. He is already registered on Google and has a website <https://crgstormco.com>. Blake told him that we don't handle social media but if you want me to handle your Facebook posting it will cost you \$300/month with no contract. Posting 2 times in a week. Client said to Blake can you post in Spanish on my Facebook and Blake told him that we don't have any Spanish guy so what can I do for you? I can write content in English then I will convert it into Spanish and show you first then I'll post it on your Facebook. Blake quoted \$300 for his listing optimization and Facebook posting as well so deal him accordingly. Blake told him that your account is deactivated so I re-activated your account and assigned it to your new account manager. Client said to Blake that one of your guys has already been working on my website for the last 2 weeks. Ben told him that I personally take care of your account. Ben explained to him what exactly happened and answered his question

and handled him very technically. Blake took over the call and pitched him for a voice searcher and quoted \$150 one-time (Alexa, Siri, Google voice search) but he denied.

Additional Notes:

He is our old client and his account manager was Mr. Brad O Corner as the client said to Blake. Blake again signed him up for GMB and Facebook posting at \$300/month.

Basic Information:

Nationality:	Spanish
Previous experience with SEO Company:	N/A
For how long the client is in this business:	+ 16 years

Cross Checking the Information on CRM:

• Owner name:	Christian Gonzales
• Business name:	CRG Storm Contractor
• Business number:	(201) 380-1093
• Business email:	crgstormcontractor@gmail.com
• Business address:	Hidden on his listing
• Keywords	(5)
• Radius	(25)
• 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	(Yes)
• Disclaimer Read Properly	(Yes)

