

Susina Electric & Appliance Repair Service

Call Summary:

Call 1:

- Rich pitched him and he is running ads on Yelp getting nothing.

Call 2:

- Rich start the call.
- Wayne jumped over the call.
- Wayne show him our client (Malcolm's Heating & Air in North Richland Hills, TX) (Action Air Duct).
- 80% residential 20% commercial.
- Wayne sent him a sample of the website and quoted \$700 one-time charge but he denied.
- Wayne sent him our commitment.

Call 3:

- Rich start the call.
- Blake took over the call.
- Blake quoted \$225/month with no contract.
- He is running ads on Google as well.
- Working hours and days **Monday to Friday 9AM-5PM.**
- Bi-Weekly report.
- 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.
- Card charged disclaimer given.

QA Department Notes:

Client is nice but asking questions about this campaign so deal him accordingly. He is already registered on Google but doesn't have a website. Blake quoted **\$225** for his listing optimization. Blake told him to give at least three months to this campaign to see great results. Blake sent him the samples of the website and quoted \$700-\$1000 one-time charge but he said maybe next month I will buy it so deal him accordingly. He is looking for good results so we have to perform well to make him our permanent client. Blake pitched him for a voice searcher and quoted **\$150** one-time charge and he agreed. He paid us a total of **\$375**.

GMB Optimization: \$225

Voice Searcher: \$150

Total: \$375

Additional Notes:

He said to Wayne that I have a domain for the website.

Basic Information:

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

Cross Checking the Information on CRM:

• Owner name:	Silim Nahdy
• Business name:	Susina Electric & Appliance Repair Service
• Business number:	(504) 331-9013
• Business email:	susinaelectric@gmail.com
• Secondary email:	silimsnahdy@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)

