

Client Name: Awa African Hair Braiding

1st call

- Client tried to register but google didn't verify the address
- Client wants to target San Diego
- Quoted \$200
- Took the information
- Closer educated the client about the next charge that would be after 30 days
- Client is spectacle about calls and leads and we committed to show some results in the first month
- Client is quite spectacle about the result that if she doesn't see result do I get my money back or I call to stop it. Closer was very wise to make sure that she is on board with no money back guarantee and ask the client if she wants she can call ask to stop it but yes we would not lose our customer just because of \$200 just because we couldn't show results.
- Closer took all the information and charged the payment and gave the disclaimer
- Customer shared some photos of her work with the closer
- Call ended

QA Department Notes:

Customer was very confident at the end all the procedure was explained to her GMB listing is yet to be created by us. Very good call taken by the closer

Cross Checking the Information on CRM:

(Mentioning only incorrect Information)

- | | |
|------------------------|-------|
| • Name | |
| • Email | |
| • Business Address | |
| • Cellphone Number | (Yes) |
| • Services | (Yes) |
| • Keywords | (-) |
| • Radius Miles | (-) |
| • Listings Status | (No) |
| • Notes on CRM | (Yes) |
| • Calls Committed | (No) |
| • Insisting more miles | (No) |

- Commitment of phone ringing (No)
- Reg On GMB (coached) (Yes)
- 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)