

Client Name: VP Welding and Railings LLC

1st & 2nd Call:

- Closer explained him the plan took the information send him email.
- Customer talked to Julio as well.

3rd call:

- Closure took our existing client Julio on the call with the customer they both talked in Spanish.
- Closer took the information and activated his account for \$200.

QA Department Notes:

Quite a simple call, client wanted to talk to Spanish guy so closer connected him to Julio of Miami Construction Broker. They both talked in Spanish so can't have an idea about what they talked about. Customer already has a listing no miles or keywords were committed on call.

Cross Checking the Information on CRM:

(Mentioning only incorrect Information)

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