

Client Name: Waxx-Onn Cleaning Service

1st Call:

- Pretty standard call showed him his own rankings and our client as well
- Client got himself registered and is waiting for postcard
- Quoted \$200 used (247 CAD)
- 5-7 keywords
- [Timestamp 14:44] so the return on investment is guaranteed from the first month
- 25 miles (client asked for 10-15 miles)
- showed him the clients sent him email
- he made payment online
- gave the disclaimer call ended.

QA Department Notes:

Customer is very easy to talk to. Any agent can drive the call the client didn't ask any questions. He has registered himself on Google and is waiting on postcard he registered himself on 11 Oct. Client is from Toronto Canada. Client wants to target 10-15 miles for residential and commercial cleaning services. He would be targeting snow removal as well and as the season is approaching he would like to focus more on that.

Cross Checking the Information on CRM:

(Mentioning only incorrect Information)

- | | |
|------------------------|-------|
| • Name | |
| • Email | |
| • Business Address | |
| • Cellphone Number | (Yes) |
| • Services | (Yes) |
| • Keywords | (5-7) |
| • Radius Miles | (25) |
| • Listings Status | (No) |
| • Notes on CRM | (Yes) |
| • Calls Committed | (No) |
| • Insisting more miles | (No) |

- Commitment of phone ringing (No)
- Reg On GMB (coached) (No)
- Social. Media Handling (No)
- Guarantee Of ROI (First Month) (Yes)
- Scrapping Reviews (No)
- SEO Procedure Explained (Yes)
- Information in CRM (Yes)
- No of sale call mentioned in Notes (No)
- Disclaimer read properly (Yes)