

Client Name: Steve Lacy

1st Call:

- Quoted \$250
- 25 miles (no time cap)
- explained the plan, client was busy and wanted to call back later to explain him in detail.

2nd Call:

- Showed him clients, he was already registered on GMB.
- Customer has a lot of queries
- sent him email and explained him the mail as well.
- his wife also is running some campaign with another company and he wants her to move to our campaign as well.
- He called wilder Perez

2nd Call:

- He talked to wilder Perez
- committed 10 miles for 1st month
- started taking information.
- took the payment gave his wife a discount of 50 as his wife also want to sign up.
- talked about his website
- Brian took over the call.

QA Department Notes:

Customer is very easy to talk to. A very good client. He is also looking to buy a website from us also his wife runs an insurance company so he would also ask her to sign up with us as well. We committed 10 miles and he was happy with 10 as 20 or 25 would be too far.

Cross Checking the Information on CRM:

(Mentioning only incorrect Information)

- Name
- Email
- Business Address

• Cellphone Number	(Yes)
• Services	(Yes)
• Keywords	(-)
• Radius Miles	(10)
• Listings Status	(Yes)
• 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)