

Summit Backflow Services

1st Call:

- Scott explained the whole plan
- He is already number 1 in Tacoma so Scott committed 15 miles more to make him number 1.
- He showed him our clients.
- Client asked to send all the details in the email.
- He wanted to take some time to think about it.
- Scott gave him straight &25 discount in order to sign up today but customer said I will call you back.

2nd Call:

- Customer said he is not interested in doing business with us because he saw our reviews on yelp.
- We have to take care of him professionally.
- He showed him two companies and asked to call those reference
- He explained our perks and benefits.
- He asked about the process of cancelation Scott said you have to call dedicated manager or text him and let us know you don't want to continue.
- He said you will be having app in your phone and you will see what I am doing for you.
- He is coming up in Tacoma with keywords, Scott said we will target another 10 miles radius.
- His number is (253) 861-9845.
- Email address: **summitbackflow1@gmail.com**
- Services he wants to target Backflow assembling Testing, Installation Repair, Maintenance replacement.
- Scott said you mentioned my reviews I will be taking more care of your account.
- He paid us through link for \$200.

QA Departmental Notes:

He read our yelp reviews and was skeptical about our company so we have to be much more careful and have to deal him more professionally. He is coming up with keywords in Tacoma so we committed another 10 miles radius.

Cross Checking the Information on CRM:

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|---------------------|----------------------------------|
| • Name: | Summit Backflow Services |
| • Email: | summitbackflow1@gmail.com |
| • Business Address: | 46TH Ave Ct E Tacoma, WA 98443 |
| • Cellphone Number: | ((253) 861-9845.) |
| • Services | (GMB) |
| • Keywords | (No) |
| • Radius Miles | (10-15) |
| • 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 (Yes)
- Disclaimer read properly (Yes)