

# LN's Cleaning Services LLC

## Call Summary:

- Customer is not getting response from yelp ads.
- Leo pitch and transfer the call to Emma.
- Emma showed her one of our client (Radiant Cleaning Inc.)
- Review link for her.
- 5 keywords in the first month.
- \$200 month to month, no contract.
- Social media bookmarking.
- 50% Commercial 50% Residential.
- 25 miles and we can easily, gradually target that for you.
- Emma sent her proposal for GMB and go through our commitments.
- We have to hide the address on her listing.
- Emma told her we don't keep the cards on file. So there will be no automatic billing.
- \$75 for voice search one time charge.
- Disclaimer given call ended.

## QA Department Notes:

She is a good listener someone charge her \$200 to setup her listing. She is new in the business. Closer told her within the first month you'll start seeing some result will share the reports with you once you see some good results then we'll move to the next month and prices never goes up \$200 every month no activation, no cancellation charges on that.

## Additional Notes:

**Fresh sale closed (1 Hour call)**

## Basic Information:

|                                                     |                   |
|-----------------------------------------------------|-------------------|
| <b>Nationality:</b>                                 | <b>(African)</b>  |
| <b>Previous experience with SEO Company:</b>        | <b>(N/A)</b>      |
| <b>For how long the client is in this business:</b> | <b>(2 months)</b> |

## Cross Checking the Information on CRM:

|                                      |                                                                                        |
|--------------------------------------|----------------------------------------------------------------------------------------|
| <b>Business Name:</b>                | (LN's Cleaning Services LLC)                                                           |
| • Name                               | (Liberio Niyiragira)                                                                   |
| • Email<br>(liberio2015@yahoo.com)   | ( <a href="mailto:liberio@Inscleaningservice.com">liberio@Inscleaningservice.com</a> ) |
| • Business Address                   | (324 7th St SW, Cedar Rapids, IA 52404, United States)                                 |
| • Cellphone Number                   | (319)-540-4053                                                                         |
| • Keywords                           | (5)                                                                                    |
| • Radius Miles                       | (25)                                                                                   |
| • 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 | (Yes)                                                                                  |
| • Disclaimer read properly           | (Yes)                                                                                  |