

LayzBoi Cleaning Services

Call Summary:

- Emma quoted \$200 per month with no contract.
- Client discussed about his previous experience with marketing services.
- Client had trust issues also.
- Client said don't have \$200 right now and asked Emma that if she can reduce the amount so he can think about it.
- Emma sent website links.
- Create YouTube channel and post videos every month.
- Help with reviews part by generating a link and rating part.
- Create accounts for business on social media and link with GBP.
- Target 5-6 good keywords.
- Client needs to know what he will get from this campaign.
- He had pricing issues and he can't understand the campaign that for what I am paying for.
- Emma briefly explain the process of GBP.
- Airbnb vacations the other business he talked about.
- Target mostly commercial.
- He asked about the website.
- Showed our client Radiant cleaning services INC and website too.
- A4 painting plus showed by Emma.
- Emma explain the website process and quoted the starting price from \$400.
- Website will be delivered in 14 working days.
- Target Services: Window cleaning office cleaning Apartment cleaning and move in/out.
- Client asked about the landing pages Emma told him about his website that we can redesign this for him.
- Emma told him will post videos, pictures and quotation form in just \$500 which is \$250 up-front and remaining after delivering a website. But due to lack of funds he did not agree on website.
- He agreed for \$200 GBP but for the website he is short of funds.
- Payment charged disclaimer given and call ended.
- Customer asked for the landing pages and Emma said landing pages is a very old technique.

QA Department Notes:

Client is very skeptical and confused regarding this campaign. It was hard for him to understand this campaign so we have to handle him accordingly. His previous experience with the

marketing company was not that much good that's why he had trust issues also. Emma quoted \$200 for GBP and \$500 for the website to be re-design but he said I am short of funds and signed-up for GBP. Client said He discussed about another business with Emma which is Airbnb vacations. Client is very much curious about the results and told Emma that never lie to me regarding this campaign because I am short of funds he told Emma repeatedly.

Additional Notes:

Client said that do not lie to me about this campaign because I don't have money because of the covid-19 situation and quarantine. He asked to target New jersey which is 74.8 miles away from base location so handle accordingly.

Basic Information:

Nationality:	N/A
Previous experience with SEO Company:	Not good.
For how long the client is in this business:	N/A

Cross Checking the Information on CRM:

• Owner name:	Hassan Olanrewaju
• Business name:	LayzBoi Cleaning Services
• Business number:	(347) 634-3834
• Business email:	layzboi247@gmail.com
• Business address:	155 Vernon Ave, Brooklyn, NY 11206, United States
• Keywords	(5-6)
• Radius	(15)
• Listings status	(Yes)
• Notes on CRM	(Yes)
• Calls Committed	(No)
• Insisting more miles	(Yes)
• Commitment of phone ringing	(No)
• Reg on GMB (coached)	(No)
• 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)

