

On Maid INC

Call Summary:

- Max pitched, client running ads on Yelp and getting not much.
- Residential only.
- Client can travel 15miles radius.
- Michael took over the call.
- Explained the process of GBP.
- Quoted \$200 per month with no contract.
- Showed our client (Speedy Garage Services) (Radian Cleaning services) and website too.
- Client doesn't receive text on her personal number. 647-381-6125
- Create YouTube channel and post 2-3 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.
- Sent our proposal and commitments.
- Working Hours: 8am-7pm
- Working days: Mon-Sun
- Bi-Weekly Report.
- Payment charged by link.

QA Department Notes:

Client is nice and understanding but asks questions regarding the campaign. She is smart and bit technical too so handle her accordingly. Client is not registered on Google so we (Hamza) have created her listings, sent the code and take access on email tpr@gmbaccess.com. Told her about the post card will arrive in 7 working days. Michael sent her our client details because she wants to make research on our company and scheduled a call. Michael called her and charged the payment by link. Michael told her repeatedly that if you give at least 3 months to this campaign will get a lot out of it. She was interested for Google ads also so Michael transfer the call to Ben and he explained the plan of action, she was impressed but wants to think about it later so deal her accordingly.

Michael closed the sale.

Additional Notes:

Client looked satisfied and signed up for one business with us and told that she had a 2nd business which is relating to law (firm) will give a chance for it as well so assist her accordingly.

Basic Information:

Nationality:	N/A
Previous experience with SEO Company:	N/A
For how long the client is in this business:	N/A

Cross Checking the Information on CRM:

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| • Owner name: | Razia Raheem |
| • Business name: | On Maid INC. |
| • Business number: | 647-260-0881 |
| • Personal number: | 647-381-6125 |
| • Business email: | info@onmaidclean.com |
| • Personal Email: | raziaraheem23@gmail.com |
| • Business address: | 50 Ordnance St #3202Toronto, ON M6K 0C9, Canada |
| • Keywords | (-) |
| • Radius | (25) |
| • 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) |

