

Air Express Heating and Air Conditioning

Call Summary:

- Simon pitched, Client running ads on Yelp.
- **Residential and Commercial** both.
- Client can travel 15miles radius.
- Michael took over the call and explained the GBP process.
- Showed our client **Action Air Duct** and TPR website link.
- **\$225** per month with no contract.
- 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.
- HVAC, Air Duct and Metal Fabricators, **take other services from Yelp as well.**
- **Mon-Fri** (7am-5pm) **Sat** (8am-12pm)
- Bi-Weekly Report
- Michael told him about GBP app and can track details.
- Michael take the managerial access through his GBP app.
- Client facing issue, he could not see his pictures and reviews through his app.
- Michael transfers the call to Ryan.
- Client was registered but not verified so Ryan verified his listing and sent a screen shot of post card and will take 5-6 days for the code (Michael told).
- Michael sent him our proposal and commitments.
- Card was charged and disclaimer given.

QA Department Notes:

Client is nice but he is curious for results. He is registered on Google but he was facing issue in regards to his GBP app, Ryan took over the call and verified him, sent screenshot of post card and it will take 5-6 days for the code Michael told him. Michael said will target 10miles in the first month and gradually increases to 25miles radius max, he also mentioned that if he will give three months to this campaign the results will be great. Michael also said if he wants to target more than 25miles radius will target through the website. Client give his managers number if he is not available so we can contact her Michael take the managerial access on this email: **michael@toppagerankers.com**. Later we have to switch the email access to CST so deal it accordingly.

Had a website: **<https://www.callairexpress.com/>**.

Number: 661-246-8955

Name: Chrissy **(Manager)**

Additional Notes:

He is registered on his home address and the post card is on the way.

Basic Information:

Nationality:	N/A
Previous experience with SEO Company:	N/A
For how long the client is in this business:	13 Years.

Cross Checking the Information on CRM:

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| • Owner name: | Miguel Perez |
| • Business name: | Air Express Heating and Air Conditioning |
| • Business number: | (661) 444-1886 |
| • Business email: | teamairxpress@gmail.com |
| • Chrissy Number (Manager): | 661-246-8955 |
| • Business address: | 2100 Madison St Bakersfield, CA 93307, USA |
| • 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) |

