

AZ Five Star Limo

Call Summary:

- Ross started the call it was an old follow-up, He asked to call after an hour.
- Derrick take over the call and explain him the plan of action, how it is different from Yelp.
- Discussed about website as well. He told him that website is not that much good.
- \$250 per month with no contract.
- He again scheduled a call later and asked to send details through email.
- Derrick called him and give a recap.
- Client go through our commitments.
- He asked for social media handling, Derrick told him it is a different service.
- Derrick shared his screen and showed our client **Miami construction Brokers**.
- Showed one more client relating to his business (Limo services)
- Client wants just optimization not website.
- Derrick helped him canceling the Yelp profile.
- Monthly Report.
- Payment charged, again discussed about website and told him how he will get it better.

QA Department Notes:

Client is nice and curious for results for sure. He only need progress and results from this campaign so deal accordingly. He is also curious to know everything what Derrick told him about the campaign a bit deeply because he likes involving into a conversation which is informative. He wants from Derrick to explain him slowly and complete walk through to the campaign because he was not understanding properly during the call. Derrick handles him nicely at the end, signed him up for \$250. He also discussed about the website and give briefing on it. He clearly said I'll go for the listings optimization not for website. We have to register him on Google.

Additional Notes:

He will see performance then give chance for website.

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:

• Owner name:	Sean Englund	
• Business name:	AZ Five Star Limo	
• Business number:	(480) 448-5151	
• Business email:	info@azfivestarlimo.com	
• Personal Email:	602-510-6608	
• Business address:		
• Keywords		(-)
• Radius		(-)
• Listings status		(No)
• Notes on CRM		(Yes)
• Calls Committed		(No)
• Insisting more miles		(No)
• 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)