

Client Name: STEAM CLEAN GUYZ

1st Call

Leo Pitched and transferred the call to Jacob

Important Points of Call:

- Client told Agent that he had some trouble in adding his Steam and carpet cleaning business on GMB so he offered TPR's services. Agent transferred the call to Jacob
- He started his business a month ago.
- **Quoted \$200** with one-page website.
- Time stamp 3:38 Committed up to 20 miles with client and while explaining him the plan he mentioned in a month.
- Closer keeps repeating 20 miles.
- He tried yelp got one job and paid \$90
- Closer says it is guaranteed that you would get the best conversion.
- Committed 25 days as google recommended time.

2nd Call

- Scott took this call on Jacob's behalf
- Client wasn't able to register his GMB account because he had different accounts on the same address
- Closer committed to him that any person Fort Worth searches for carpet cleaning they will find him on top page.
- Closer committed 30 days and told the client that next bill would be after 40-45 days.
- Closer committed full responsibility of listing suspension and suggested to use his home address.
- Advertising on Facebook as well.
- Registered him on Google and created a free GMB Site.
- Previously closer committed whole city but later on Customer asked for 30 mile radius and Closer said he will go for 7-10 miles.
- He said he will give chance for a website as well
- Client made the payment.
- Transferred the ownership of GMB to the client
- Read the disclaimer

Cross Checking the Information on CRM:

- Name Steam Clean Guyz
- Email (steamcleanguyz@gmail.com)

- Business Address
- Cellphone Number
- Services (tile and grout cleaning. upholstery cleaning and pet, puke, ink and wine stains)
- Keywords (No)
- Radius Miles (Yes)
- Listings Status (We registered him)
- Notes on CRM (Yes)
- Listing Available (-)
- Calls Committed (No)
- Insisting more miles (Yes)
- 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)