

## Client Name: STEAM CLEAN GUYZ

### 1st Call

Leo Pitched and transferred the call to Jacob

Important Points of Call:

1. 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
2. He started his business a month ago.
3. Quoted \$200 with one-page website.
4. **Time stamp 3:38** Committed up to 20 miles with client and while explaining him the plan he mentioned in a month.
5. **Time stamp 3:38** Closer keeps repeating 20 miles.
6. He tried yelp got one job and paid \$90
7. **Time stamp [18:57]** Closer says it is guaranteed that you would get the best conversion.
8. **Time stamp [21:00-22:00]** 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
- **Time stamp [08:39]** 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 miles' 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](mailto: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)