

Client Name: Incomparable Commercial Cleaning

1st call

- Blake is closing the call after fronting
- Closer sent email to the customer

2nd call

- Important Points of Call:
- Closer explains the email
- Client tried and yelp and wasn't getting anything
- Closer explains the Seo process and registration process.
- Customer says that I would be providing references if I get result.
- Customer is looking for more commercial work.
- Scheduled the call.

3rd Call:

- Closer takes credential for yelp to cancel to the paid services. And wasn't able to do it
- Scheduled the call for Tuesday 28th

4th Call:

- Closer starts to register on google
- Closer takes all the information regarding to the business.
- Customer is looking for a website as well.
- Customer is extremely curious and is asking different question like what would be in the reports.
- Closer made sure that she knows its a gradual process and she has to be patient.
- Client made the payment.

- [Jacob comes on the call]

- Closer offers her website but she says that she would prefer to see the results first.
- Time stamp 31:30 Closer commits results in 25 days, he quotes that it is google recommended time and then he says at least give it like 2-3 months to see the full potential. Closer also said give me 3 months and then if you ask me that how many calls can i expect then I'll be answerable that I can get you that much calls.
- Time stamp 32:45 Customer asks what she Should expect in 25 days and the closer committed Return on Investment.
- Time stamp 33:29 Closer committed that in 25 days any person who looks up for your services in 25 days they would see your company on the first page.
- Time stamp 34:00 Closure again committed 25 miles and committed that you will be the number one and again closer replied to her question that if some searches for my services in those 35 days will they find and Closer said that until 25 days you won't be first.
- Closer told her that her month would start from the point when she gets the postcard later in the call closer told that it takes 5 working days it may also come the next day or in 6 days
- Time stamp 37:23 Closer told the client that she would be live on google on Friday 1st of October.
- Closer gave the disclaimer.
- Call ends.

QA Department Notes:

Customer was very confused and curious, a lot of things were very unclear to her still till the end and she wasn't able to understand the time period and the procedure.

Cross Checking the Information on CRM:

(Mentioning only incorrect Information)

• Name	
• Email	
• Business Address	
• Cellphone Number	
• Services	(Were not mentioned on Crm)
• Keywords	(No)
• Radius Miles	(No)
• Listings Status	(No)
• Notes on CRM	(No)
• Calls Committed	(Yes)
• Insisting more miles	(No)
• Commitment of phone ringing	(No)
• Reg On GMB (coached)	(Yes)
• Social. Media Handling	(No)
• Guarantee Of ROI (First Month)	(Yes)
• Scrapping Reviews	(No)
• SEO Procedure Explained	(Yes)

- Information in CRM (Incomplete)
- No of sale call mentioned in Notes (No)
- Disclaimer read properly (Yes)