

Royal Shine Cleaning Services

Call Summary:

Call 1:

- Emilia pitched him and he is running ads on Yelp getting nothing.
- Emma jumped over the call.
- Emma quoted \$225/month with no contract.
- Emma show him our client (A4 painting plus).
- Bi-Weekly report.
- 80% residential 20% commercial.

Call 2:

- Emilia start the call.
- Emilia show him our client (Radiant cleaning).
- Create YouTube channel and post 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.
- Card charged disclaimer given.

QA Department Notes:

Client is nice and understanding. He is already registered on Google and has a website <https://www.royalshinecleaningservices.com/suspended.html> but it's not working yet. Emilia quoted \$225 for his listing optimization. Emilia committed one page website (**free**) under the same budget so we have to create a landing page for him (**free**). Landing page will be delivered within 4-5 working days. Emilia told him to give at least three months to this campaign to see great results. He is looking for good results so we have to perform well to make him our permanent client. Emilia pitched him for a voice searcher and quoted \$75 one-time charge and he agreed. **He paid us a total of \$300.**

GMB Optimization: \$225

Voice Searcher: \$75

Total: \$300

Additional Notes:

Emilia closed the sale.

Basic Information:

Nationality:	N/A
Previous experience with SEO Company:	N/A
For how long the client is in this business:	9 years

Cross Checking the Information on CRM:

• Owner name:	Jorge Dominguec
• Business name:	Royal Shine Cleaning Services
• Business number:	(949) 870-5593
• Secondary number:	(949)-466-6987
• Business email:	jorgech1789@yahoo.com
• Business address:	Hidden on his listing
• Keywords	(5)
• 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)	(N/A)
• 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)