

Client Name: Sylvia Solis - Marasco - REALTOR® - RE/MAX Real Estate (Central)

1st Call:

- Quoted \$250
- Pretty standard call explained the benefits of the projects, she was driving couldn't make the search and asked to send her an email and reach her out again.
- Scheduled the call.

2nd Call:

- standard call showed client and explained the plan as well
- she wants to target the Spanish community as well.
- She says she is a part of national women group in Canada and is looking to provide references as well.
- She lost access to her GMB listing.
- We requested access from google for the listing, Google will verify in 3 days.
- Charged the payment gave the disclaimer and call ended

QA Department Notes:

Customer is very easy to talk to. She has a vast connection in the women community in Canada and can get us some good amount of references as well. She also wants to target Spanish speaking community. She forgot her credentials to her listings so we asked for access from Google and Google will reply in 3 working days to Emma.

Cross Checking the Information on CRM:

(Mentioning only incorrect Information)

- Name
- Email
- Business Address
- Cellphone Number (Yes)
- Services (Yes)
- Keywords (-)

- Radius Miles (-)
- Listings Status (Yes)
- Notes on CRM (Yes)
- Calls Committed (No)
- Insisting more miles (No)
- 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 (No)
- Disclaimer read properly (Yes)