



Call with Sylvester's Maintenance - Sara Worrell

Scott Bartholomew with Sylvester's Maintenance
Recorded on 6/21/23 via SalesLoft, 5 min.

Participants

SERVICETRADE

Scott Bartholomew
SDR

SYLVESTER'S MAINTENANCE

Sara Worrell
Office Manager

Topics

<i>Call Setup</i>	0:00
<i>Pricing</i>	1:34

Transcript

"This English transcript was generated using Gong's speech-to-text technology"

--- Call Setup ---

SARA

0:00 Thank you for calling sectors maintenance. This is Adam. How may help you?

SCOTT

0:03 Hi, Adam. I was calling to speak with Sarah warrell, please?

SARA

0:06 Yeah. Hold on one second.

SCOTT

0:12 Okay.

SARA

0:18 Good morning. This is Sarah. How may I help you?

SCOTT

0:20 Hey, Sarah, this is Scott Bartholomew calling from service trade. Did you have a quick minute?

SARA

0:26 Now, how can I help you got?

SCOTT

0:28 Yeah, I just wanted to reach out to you today. I was looking over the last opportunity we had with you guys. I know you did a demo with us. Looks like towards the end of last year, did you end up going with the BuildOps?

--- Call Setup ends ---

SCOTT

0:41 Is just kinda curious to see how that's going for you guys. Maybe if it would make sense to reevaluate service trade at the time?

SARA

0:46 We aren't going to reevaluate anything. We tried build off at crash and burn very badly.

SCOTT

0:53 Yeah.

SARA

0:54 Process some money, process some time pros, us some brain damage. So we are not gonna be moving any time at this point.

SCOTT

1:02 Okay. Well, the reason for my call day wasn't to, you know, switch all over overnight or anything like that. I just wanted to kind of send you up with a meeting with my territory manager to kinda reevaluate service trade. I understand BuildOps is kind of not really doing a lot of things. They were saying, they're doing it. Sounds like the experience that you all had. But based on the notes from the last op, I would, you know, maybe recommend taking another meeting with us just to kind of, you know, see where BuildOps maybe went wrong and see if there are some things that servers might be able to help with?

--- Pricing ---

SCOTT

1:34 Are you guys like using any kind of software right now? Or are you just kinda sticking with like a maybe a paper process, or I think you were using? Yeah.

SARA

1:41 No, we have service. So we have service season right now. To be honest, Scott, we are running, we're running 50 60 hour weeks right now. We are surely very short staffed and we're opening up another division in Virginia. So the chance and we're moving offices. So if you wanna pile that up, the chance of us making any changes at all whatsoever are going to be in to one, I would suggest potentially talking to us after the first of the year looking for maybe a change the following year. But right now, with the new division coming on and moving and the over 50 percent growth that we're seeing this year... we are not gonna move build up, burnt us really bad and I do not, we don't have the time nor the staff even think about implementing anything else at this point.

SCOTT

1:49 Okay.

SCOTT

1:56 Okay.

--- Pricing ends ---

SCOTT

2:31 Okay. Yeah, I definitely agree with you there. We weren't we weren't looking to, yeah.

SARA

2:32 And that's no, and I understand you're saying, you know, to make any moves, but I'm also saying that it's going to be a waste of time for me to even get on a call, even try to do a meeting but not gonna mean anything to me in a year from now. You know, I'm not gonna remember that that's the big piece is, if you want my attention that we need to have the attention at the time that we could be potentially putting something in place. So.

SCOTT

2:49 Okay. We...

SCOTT

2:59 Yeah, I definitely understand that. I will let you know that their meetings that the demonstrations are recorded. So if you want, if you had some time to do something this week or next, that demo will be recorded for, you know, next year when you guys are actually seriously evaluating, I know a lot of people have done that just kinda get ahead of it. And then, you know, they save some time later down the road when it doesn't come for, that serious time to start looking.

SCOTT

3:24 So, I don't know if you had like maybe an hour just to sit down with a, for a meeting just to kinda go over, you know, but, you know, where you are at as far as this and kind of what you are looking for down the road?

SARA

3:25 No... I'm not, so that's maybe Billy one, Scott, it's not going to happen right now. So, you know, yeah, it's just my brain capacity is not there to even think about it.

SCOTT

3:41 Okay.

SCOTT

3:44 Okay. Well, yeah, fair enough.

SARA

3:53 So, yeah, I would say you can check with us a little later that's not a problem. I don't have a problem with that, but right now, it's not gonna happen at all.

SCOTT

3:59 Okay. Gotcha. Is just kinda just kind of a last Jeffrey here. Is there anyone in the company maybe that you work with that I, could you recommend they might have some time to maybe meet with us just to kind of touch base with where you guys were at?

SARA

4:01 Okay.

SARA

4:11 No one that's going to matter enough, to give you a decision? Yeah, basically, I run most of the operations for both sides of the, or for both divisions plus the owner. So between him and I, we would be the one, the owner is running around like a chicken with his head cut off as well. So, and if I mentioned anything to him at this moment because he was the one that took the second half of the grunt of the BuildOps piece, he'll probably shoot me in the head. So not gonna do that either. So... yeah, we're going to be the two decision makers on this hands down.

SCOTT

4:14 Okay.

SCOTT

4:16 Okay.

SCOTT

4:28 Gotcha.

SCOTT

4:39 Gotcha.

SCOTT

4:42 Okay.

SCOTT

4:46 Gotcha. All right, sir. Well, I appreciate your time today. I definitely, you know, I'm not gonna push you anymore because, I understand where you're coming from and I'll respect that. So I do appreciate your time today and hopefully we can follow up with you guys here like you said towards the end of the year or next year, we can try and get things going again.

SARA

5:01 Yeah... that'll be great. Thank you so much. Have a great day.

SCOTT

5:03 All right, you too, sir. Bye.

SARA

5:07 Thanks. Bye.

The End