

Speaker 1:

Thank you for calling Go-Forth Pest Control. This is Eric. How may I help you?

Speaker 2:

Yes, sir. I was calling to check how much you guys charge for our services. I live on 3000 monthly Avenue.

Speaker 1:

You said 3000 monthly Avenue?

Speaker 2:

Yes, here in Clinton.

Speaker 1:

Thank you. You said Clayton?

Speaker 2:

No, Clinton.

Speaker 1:

Clinton. Okay. That's 28 3 28 28.

Speaker 2:

3 28. That's our

Speaker 1:

Thank you. How do you spell the street?

Speaker 2:

Moseley M O S E L E Y.

Speaker 1:

Thank you. And what type of coverage are you looking for?

Speaker 2:

We have tiny roaches.

Speaker 1:

Okay. How many roaches are you seeing on a daily basis?

Speaker 2:

Well, we only come out at night.

Speaker 1:

At night.

Speaker 2:

More than 10.

Speaker 1:

More than 10,

So we can definitely take care of that for you. It sounds like you're dealing with a German roach infestation. So the only way around that would be going with a monthly service to take care of the roaches first. Once we can get 'em under control, then we can consider other options. But with the service we treat once a month, we have to treat inside the house. And it only covers German roaches because they reproduce so fast. So every 22 to 26 days, they'll start reproducing. So with the service, your first month is \$145, and then after that you're looking at \$60 monthly. And that's us taking the cost for the year into monthly installments.

Speaker 2:

145 for the first time and 60 a month. That's good.

Speaker 1:

Correct.

Speaker 2:

And it doesn't matter the size of the house or nothing like that.

Speaker 1:

Well, sorry, 65 a month? Yes, because your home is a little bit over 3000 square feet. So 65 a month.

Speaker 2:

Oh, 65. Okay. And it has, what am I going to say? Is there like a contract on this?

Speaker 1:

Yes, yes. It'll be for 12 months.

Speaker 2:

See? Okay. One year.

Speaker 1:

And I can ask somebody down through as early as tomorrow if it's something you would like to set up.

Speaker 2:

Well, yeah, I need to talk to my other people that leave you with me. So they can come out with, have the money too, sister?

Speaker 1:

No, no. Yeah, we're just call away for you.

Speaker 2:

Yeah. Can I call you back maybe today?

Speaker 1:

Yeah, sounds like a plan. Let us know. Okay?

Speaker 2:

Okay. Your name is, I'm sorry,

Speaker 1:

My name is Eric. You can call back and ask for me, okay?

Speaker 2:

Okay. All right. Thank you sir. Call you back. Bye.

Speaker 1:

Thank you for calling Go-Forth Pest control. This is Scott, how can I help you?

Speaker 2:

Yes, Scott. Hi. Well, I'm trying to see if, do you service zip code in Columbia, South Carolina? Zip code 29203?

Speaker 1:

Yep, we service that area.

Speaker 2:

All right. Where are y'all located at? Where is your home office at?

Speaker 1:

I, let me find out. So all of our calls come through High Point. We do have a facility out there. That's pretty much where our technicians go. And that's kind of like a storage, that's where they get their chemicals and stuff like that. Work on the vans, work on the rigs and stuff. But our home

Speaker 2:

Office where, where's that at though? Where that at

Speaker 1:

Our home office is in High Point. High Point. Yeah. So

Speaker 2:

I guess that, I just want to know, do y'all have, do you have an office in Columbus, South Carolina?

Speaker 1:

Yeah, we do have an office, but there's not going to, like I said, it's just for the technicians. So it's not like office let you stop by, you know, check in at the counter or anything like that. It's just kind house.

Speaker 2:

I see. Well, lemme ask you this though too. Well, do y'all service apartment complexes? Cause we got an apartment complex and it's like 86 units and we didn't know whether not y'all were interested or if y'all big enough to keeping to do something like that.

Speaker 1:

Yeah, we service apartment complexes. Let me just clarify that with my manager as far as that being in Columbia. Because right now in the triad, I think we have 10 or 12 apartment complexes, but we have an entire commercial team here. Um-huh. Separate from our residential stuff. But let me just clarify with them. You said you had about 86 units?

Speaker 2:

Yeah, well they're all together. It's called Colonial Village, 3,700 West Avenue.

Speaker 1:

All right, let me write that down.

Speaker 2:

And we looking like for a quarterly pest control. Just come and spray, I guess. quarterly

Speaker 1:

Yeah. What'd you say that address was? One more time.

Speaker 2:

3,700 West Avenue in Columbia. The zip code is 29,203.

Speaker 1:

All right. And you said about 86 units total,

Speaker 2:

Ma'am? Like a card or something?

Speaker 1:

Okay, let me get you on a brief hold and I'll just clarify with my manager real quick and I will be right back with you. Okay?

Speaker 2:

All right then. All right,

Speaker 1:

Thank you. All right. Hey sir, are you there with me?

Speaker 2:

Yes. Hey, thank

Speaker 1:

You for holding there. So I did clarify with my manager. So basically what we can do is I can schedule a technician to come out there. I can't give you any kind of quote over the phone because it's a commercial service, so no problem. Basically what we could do is we could set up a time, I would just need to get a little bit of information for you and I could schedule you for a commercial pest control estimate. And yes, I can get a guy to come out there and just give you a quote on all of that. Is that okay?

Speaker 2:

Yeah, well that'll be fine if you could come out and take it a ride out and he'll look at everything, he'll see it and he can just give a court and what that, that'll be fine. Okay. What you need from me?

Speaker 1:

Let me just get that scheduling order pulled up so I can get the right text out there for you, Columbia?

Speaker 2:

Nah, he just, no, they can take a ride by and take a look or something and then you can give me, just email me because I would definitely want it. Right. And give me a quote and then let him know I'm ready to start really right away. So just let me know. We ain't going got the park complex, so Hello. Yeah,

Speaker 1:

What is your first and last name?

Speaker 2:

My name is Gilbert and you can put it in Property Management Services of Columbia. It is call me Gilbert.

Speaker 1:

Okay.

Speaker 2:

Because I get too many things coming back with my social last name and I tell people don't put my name on. Oh, I'm not going to do it. Next thing I'm like so far, Gilbert. Yeah,

Speaker 1:

This is generally just for, because what I have to do in order to schedule the appointment, because you're not an existing customer, I just got to kind of create a card and then I'm going to put that commercial, I got to create a card with your name, a phone number, email address, and then address and how many units there's going to be. And then once that's created, then I can go in and I can schedule that technician to come out there and give you that estimate. So it's really not saying anything, it's just more of giving you a Yeah,

Speaker 2:

I'm, I'm not giving my last name, so if you have to have my last name I'll just have to go to somebody else.

Speaker 1:

No, no, no. I just wanted it in there as Gilbert Property Manager services for Columbia.

Speaker 2:

Yeah. Yes, yes, that's right. That's fine.

Speaker 1:

Is the eight oh three six eight six two nine zero nine one good phone number? Ye

Speaker 2:

Yes sir.

Speaker 1:

And then once he does come out there and get all this stuff set up, then we can definitely get the card updated and as far as how many units and stuff like that. And you said that address was 3,700 West Avenue Columbia

Speaker 2:

Two three zip code? That's right. Yes.

Speaker 1:

All right. You said 27 2 13?

Speaker 2:

No, the zip code is 29.

Speaker 1:

203 9 2 0 3.

Speaker 2:

Yes. And I guess you could let 'em know because I'm going to be calling other people as well. Okay. And whoever give me the first quote, the best quote, but let 'em know. I'm just looking for them to give me a quote, general pest control to go in out in, inside and outside. If the tenant's not there, I'm not, I'm sign no keys out. If the tenant's not there, you just spray it outside and go to the next one and we'll let them know here's the day they coming out. You want me come in, have the door open up if the door's not open up for me, come in, knock on the door, just go to the next one. I'm going to make it simple and just spray and he can look at it and tell me and then they can give me a price. If it's bedbug, then I know it's going to be different based on the, cause there's only one bedroom, two bedrooms. Hey, a very few or three bedrooms, German cockroaches. No, no worry. Well, everything is going to be one bedroom or either one or either two bedrooms, no three bedrooms.

So it's a one two bedroom.

Speaker 1:

What is that email address for you?

Speaker 2:

It's G I L L E w70@yahoo.com.

Speaker 1:

All right. So I got that in there and I'm going to get that, see whenever I can have somebody out there now in time. Does week work?

Speaker 2:

Well, I don't even plan on being there whenever they want to call and take a look at it. That's fine.

Speaker 1:

Okay, well somebody will have to be there in order for them to give the estimate.

Speaker 2:

Oh, could have. Everybody else just went out and took a look at it. But that's fine. You can go ahead and counsel me, man. I appreciate it. Bye-Bye.

Speaker 1:

Good morning, this is Christina, how can I help you this morning?

Speaker 2:

Hi. I needed a quote to see how much it would cost to come deal with roaches for the initial frame or whatever.

Speaker 1:

Sure. What is your name, please? I'll go ahead and get you a quote if you'd like it. I can go ahead and get you set up.

Speaker 2:

What'd you say? I'm sorry.

Speaker 1:

Could I have your name please? Is this for a residential?

Speaker 2:

Yes, it's residential. My name is Veronica Cole.

Speaker 1:

Veronica. And then c o l e?

Speaker 2:

Yes.

Speaker 1:

All right. And the number you're calling from is a good number in case we get disconnected or to use on the service. Have you set the sign up?

Speaker 2:

Yes, it is.

Speaker 1:

All right. So are you looking for a representative or are you having problems with something?

Speaker 2:

I'm having problems. When I moved into my new place about six months ago, I started seeing roaches here and there, and I've been putting stuff out for them myself, but they seem to have just gotten worse.

Speaker 1:

Okay.

Speaker 2:

Yeah, I mean, it's not to a bad infestation yet, but it's enough where I need to have someone come out me.

Speaker 1:

All right. What is your address please?

Speaker 2:

1 24 Woodfield Lane, Aberdeen.

Speaker 1:

And your zip code?

Speaker 2:

8 3 15.

Speaker 1:

Okay. Lemme make sure that we go out there. Eight three. All right. Let's see here. How's the weather where you're at today?

Speaker 2:

I mean, windy and

Speaker 1:

Weather out

Speaker 2:

One minute.

Speaker 1:

It's crazy out.

Speaker 2:

Well, there. It's nicer than it was over the weekend, that's for sure.

Speaker 1:

Trying to get the square footage of your home. So I can give you an accurate quote

Speaker 2:

Where could've just said, can't be that much. It's probably a single wide trailer, and it's an old one at that.

Speaker 1:

Oh, okay. 24 Woodfield. So you said it's a single wide trailer?

Speaker 2:

Yes, it is.

Speaker 1:

Okay. All right. Do you know if they're German roaches or the big water bug kind?

Speaker 2:

I have German roaches and I also have the flying ones that keep coming in from outside.

Speaker 1:

Okay. So the basic does not cover German roaches. So I have to give you a quote for my elite. It's serviced every other month. They spray the perimeter of the home and the outdoor living area such as the, like if you have detached, garage shed, playground area, porch deck, such as that every other month. It covers ants, cricket, centipede, Millie, mice and rats, spiders, roaches, earwigs, silverfish, fleas inside the home, mics inside the home, carpet beetles, a lot of the flying stinging things like horne, wasps also stink bugs, mats, yellow jackets, fruit flies, and some more. So that one is 55 a month. We have a Memorial Day special going on right now. If you sign up,

The startup fee is \$35 for the first month if you do a 12 month agreement, and then each additional month will be 55. And for the additional 11 months, if you don't want to be in agreement, the first appointment is 1 95 and you can stop any time after that. And then the monthly would be 55. So with an agreement 35 for the first 55 for additional 11 months without an 12 months. If the initial is 1 95 and then it'd be 55 a month, you could stop at any time. But that's what I recommend. Cause the's not going to cover the termination. No, we come out every other month, but if you need us any time in between at no extra charge, we'll come back out. So for example, the first time we'll come out and treat the perimeter, the outdoor living areas will come inside, treat for the what you're having a problem inside and say later you have a mouse in your kitchen. We'll come out at no extra charges off as needed for any of the tests on your plan.

Speaker 2:

Okay. So I would pay how much for the first visit

Speaker 1:

If you do the 12 month agreement? The first, first month, because the Memorial Day special would be \$35 and then starting, so if we got it started tomorrow, it'll be \$35 and then July 1st, it would be 55 for the additional 11 months. Okay.

Speaker 2:

Could I get it? Could I get it set up for the 10th?

Speaker 1:

I'm sorry, I didn't hear you.

Speaker 2:

Could I get it set up for the 10th for the initial visit?

Speaker 1:

Sure. All right. Let me go ahead and,

Speaker 3:

Let's see here.

Speaker 1:

Take a copy and paste some of the information you gave me onto this form to get it started. All right. Do you have a credit card handy?

Speaker 2:

I don't have it with me. No, I'm outside working.

Speaker 1:

All right. So you going to call it back in then?

Speaker 2:

Yeah, I can call it back in when I get back to the shop where my purse is.

Speaker 1:

No problem. Let's see here. All right. Is the service address going to be the same as the billing address?

Speaker 2:

Yes, it is.

Speaker 1:

Okay. All right. So did you want to do the 12 month agreement?

Speaker 2:

Yeah, I'll go ahead and do the 12 month agreement because I'm having the outdoor stuff come in too. So probably going to have to, you have a reoccurring appointment.

Speaker 1:

Okay. Five 50. So is that the, you want to set the appointment for June the 10th?

Speaker 2:

Yeah, June 10th, I'll be fine for the first appointment cause I don't get paid again until the ninth.

Speaker 1:

Okay. We're, that's a Saturday. We just do Monday through Friday.

Speaker 2:

Monday through Friday?

Speaker 1:

Yeah.

Speaker 2:

Well, I can do later in the afternoon on the ninth

Speaker 1:

If that would work. Okay. Payment. So we're going to run the payment on June the ninth, the day of the appointment. Spiders and roaches. You just said roaches. What? All right. And what is your email address?

Speaker 2:

It's v cole 0 2 1 zero.com

Speaker 1:

V cole zero two ten@gmail.com? Yes. And how'd you find out about us? Google?

Speaker 2:

Yeah, I just Googled, you know what exterminators were in my area.

Speaker 3:

Okay.

Speaker 1:

All right. So the first payment would come out June the ninth, and then we'll start coming out the 1st of July, the first of every month.

Speaker 3:

Let's see here

Speaker 1:

On date, July 1st. All right, so you want the appointment for June the ninth? That's a Friday. What's the earliest you could be home?

Speaker 2:

The earliest I'll be home is two o'clock.

Speaker 1:

Okay. So we can do tech arrival between three and five or two and four, which works for you?

Speaker 2:

Between two and four would be fine.

Speaker 1:

Okay. So tech arrival on June the ninth. Friday four. Okay. All right. Do you have any questions or concerns?

Speaker 2:

No. Is there anything special I would have to do to my house before it comes out?

Speaker 1:

No, but if you have children or pets, let the technician know so they treat accordingly.

Speaker 2:

The only thing I have in house is a bird.

Speaker 1:

Yeah. Let the technician know so that they don't let the technician know. I'm not sure what, if he'll have you move it outside or how that'll work, but let the technic know.

Speaker 3:

Okay.

Speaker 1:

All right. And all right, so I've got you down that you'd like to have the seventh between 24 on ninth of Friday. And if you wouldn't mind giving a call back with the charge card or that way, they like to put it on autopay and can get that in there. And if my name is Christina, if you need anything, if I'm not available, anybody can take that credit card, the finance department to put in.

Speaker 2:

Okay. Is there anything else? Too much longer.

Speaker 1:

All right. Well thank you so much for calling in and we'll see you on June the ninth. Again, my name's Christina.

Speaker 2:

Okay, thank you.

Speaker 1:

Thank you. Bye-bye.

Speaker 1:

Thank you for calling Go Forth Pest Control. This is John.

Speaker 2:

Hey John, this is David Collins over at Richland County Sheriff's Department. How are you today, sir?

Speaker 1:

Finding yourself?

Speaker 2:

Doing well. We had one of your technicians come out about a week ago to look at our property about getting our quote for fire end and tech control.

Speaker 1:

Right. And

Speaker 2:

We have not received anything yet. I was wondering if we could have any idea where we might receive that quote.

Speaker 1:

Did he come out?

Speaker 2:

Yeah.

Speaker 1:

Oh, you okay. Okay. Okay, good. Good, good, good. All right. Let me see here.

Speaker 3:

Let's

Speaker 1:

See here. Okay, so we

Speaker 3:

Got that?

Speaker 1:

Yeah. Let me get, okay. Yeah, because I'm not sure what's going on here. I'm going to have the technician. Okay. Cause I'm not sure if he just didn't send it or, cause I don't have it on file, but I'm going to have the technician that came out to the property to give you a call. Okay. All right. Looks like that

was Mr. John Taylor here, and that sounds right, though. Yeah, it looks like you, and they respond pretty fast here, so I would be looking for a call probably within the next 30 minutes to an hour. Okay.

Speaker 3:

All

Speaker 1:

Right. All right. Well thank you so much. Yes. You have a great day. You too. Thank you. Thank you. Bye-Bye.

Speaker 1:

Good afternoon, go for fast control. This is Christina. How can I help you?

Speaker 2:

Yes, I think I called earlier if I needed to make an appointment.

Speaker 1:

You said you called earlier?

Speaker 2:

Yeah, because I couldn't find my debit card, but I found it to make the contract for 12 months.

Speaker 1:

Okay. Who did you speak with?

Speaker 2:

Eric.

Speaker 1:

All right, let me see if he's, oh, so do you just need me to put the card in?

Speaker 2:

Yeah. And go ahead and make the time when they can come over and everything.

Speaker 1:

Okay. What is your address?

Speaker 2:

3000 Mosley Avenue.

Speaker 1:

3000?

Speaker 2:

Yes, that's correct.

Speaker 1:

Mosley?

Speaker 2:

Yes. M O S E L E y here in Clinton.

Speaker 1:

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Okay, that's not coming up. When did you talk to somebody

Speaker 2:

Today

Speaker 1:

And did he get all your information or just give you a quote?

Speaker 2:

No, he gave me a quote, but I told him I was going to call back cause I couldn't find my debit card.

Speaker 1:

Okay. Let me watch the quote then. Let's see here.

Speaker 2:

Press,

Speaker 1:

I just have to pull your quote up. I can take care of that for him.

Speaker 2:

Okay. He said it was 1 45, the first time visit, and then 65 a month, monthly, and a contract for 12 months.

Speaker 1:

All right. And what was your name?

Speaker 2:

Ima.

Speaker 1:

And you said it was today?

Speaker 2:

Yes.

Speaker 1:

See your quote in here.

Speaker 2:

Maybe he forgot to write it down, but I asked him that I was going to call back and then I called back and somebody else answer. And then somehow, I don't know, the call got hanged up and he took me to a survey. I'm like, what survey? I'm not a,

Speaker 1:

That's weird. Could it be under a different name or is Tell me your name again. I'm still trying to look for it.

Speaker 2:

I don't think he got my name.

Speaker 1:

He did not get your name?

Speaker 2:

No, I don't think he did. Oh, when I was going to call him back.

Speaker 1:

All right. Let me see if he's available because I don't see anything in here.

Speaker 2:

Okay.

Speaker 1:

All right. I hate to ask you, but how do you spell your name?

Speaker 2:

I r m A.

Speaker 1:

Okay.

Speaker 2:

And the last name is Sam Miguel. S a n. Bass. M i g u e l.

Speaker 1:

Irma. San Miguel?

Speaker 2:

Correct.

Speaker 1:

You said you talked to Eric, right?

Speaker 2:

Yeah.

Speaker 1:

He must be on in a meeting or on another line. Did he get your, he didn't get your name, but, or did he get your address?

Speaker 2:

Yeah, I gave him my address, 3000 Mosley Avenue. And I gave him my phone number, I think three three seven six three four four.

Speaker 1:

And did, did you call in or did he call you the first contact?

Speaker 2:

I called him because I found your services on Google and I called him and he answered the phone.

Speaker 1:

Well, he's not answering. So what kind of, you said he quoted 1 45 and then how much?

Speaker 2:

65 monthly.

Speaker 1:

So you are having a problem with the roaches or something like that?

Speaker 2:

Yeah, the small tiny roaches. But they usually come out at night and you turn off the light, they all come back in.

Speaker 1:

Yeah. That sounds like, yep. German roaches. Cause that looks like a monthly service.

Speaker 2:

And I try to leave everything clean up now. No, no. Trash take trash out, but that's not working. And then I've been spraying with the spray, but it's just falling. Oh no. It's just terrible.

Speaker 1:

All right. He told me to transfer you. He finally answered. All right. Have a good day.

Speaker 2:

All right. Thank you.

Speaker 1:

Thank you.

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Speaker 2:

Can you please close my door? Close my door. Please Tell your mom.

Speaker 1:

Thank you for calling Theft Control. This is Dawn. How may I help you?

Speaker 2:

Yes, ma'am. I'm just sitting outside on my deck and I see a bunch of term look like termites flying around the air. I mean, they're all over the place, but I'm just curious if I need to get an inspection.

Speaker 1:

Oh yeah. If you're seeing swarms, most definitely we can do come out and do a free term by estimate for you.

Speaker 2:

Sure.

Speaker 1:

Okay. What's your address?

Speaker 2:

One 10 Monroe Street

Speaker 1:

And the city? Locust

Speaker 2:

Grove. Locust Grove, Virginia.

Speaker 1:

Okay. And zip code?

Speaker 2:

22,508.

Speaker 1:

All right, give me one second here.

Speaker 2:

Okay, babe.

Speaker 1:

And your name?

Speaker 2:

Randall Pletcher.

Speaker 1:

And the phone number you're calling from? The 5 4 0 5 9 9 5 4 5 5. Is that the best number to reach you at?

Speaker 2:

Yes ma'am.

Speaker 1:

All right, and what is a good email address for you,

Speaker 2:

Kim and Randy, all spelled out? Zero eight Yahoo.

Speaker 1:

Okay. Place you on a brief hold. Let me look at our calendar and see what we have available, okay?

Speaker 2:

Okay.

Speaker 1:

Thanks sir.

Speaker 2:

Yes, ma'am.

Speaker 1:

Thank you for holding for me. How did you hear about us?

Speaker 2:

Just went online.

Speaker 1:

Okay, gotcha. Through Google?

Speaker 2:

Yes, ma'am.

Speaker 1:

Okay. I just wanted to make sure that a customer, a current customer didn't refer you because we do give customer referral credits to existing customers and new customers if they sign up. So just wanted to make sure. Let me, and you said they were flying around outside?

Speaker 2:

Yeah, they're all over the yard and,

Speaker 1:

Okay.

Speaker 2:

Oh, I haven't asked my neighbors to. I think I can see some over in the neighbor's house too.

Speaker 1:

Gotcha. Let

Speaker 3:

Mes

Speaker 1:

See who I have available. Would tomorrow work? I have somebody that's going to be nearby you tomorrow afternoon.

Speaker 2:

Sure.

Speaker 1:

Okay.

Speaker 2:

Do we have to be home?

Speaker 1:

Let me ask, do you have a crawl space or a garage or a basement?

Speaker 2:

We're on a basement.

Speaker 1:

In a basement now. They are going to want to look in the basement. We like to check underneath those areas. I can have somebody out there tomorrow between two and five.

Speaker 2:

Okay.

Speaker 1:

All right. Is there anything else I can help you with today?

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Speaker 2:

No, I think that's it.

Speaker 1:

All right. Thank you so much. You have a great day, okay? You, you too. All right, thanks. Bye-Bye.

Speaker 1:

Thank you for calling Go Forth pest control. This is Dawn, how may I help you?

Speaker 2:

Hey, I just talked to Scott a few minutes ago. So he set up like a quote thing in your system. I have a question for you though. Okay. If my mom, what the problem she's having right now is she's seeing ants inside her home every other day or whatever if you guys spray on the outside. He said if she has ants on the inside, you guys do come and take care of that. The inside as needed. Correct. Part of the service. Part of the basic service. But what is your response time for something like that? If she called on a Monday morning and said, I just woke up, she's almost 90. That's why I'm saying. And if she has aunts, how quickly can you guys get out there to deal with

Speaker 1:

That? Where is the property located? What city?

Speaker 2:

High Point.

Speaker 1:

High Point. Okay. So usually our triad, because we have a division in the Charlotte area too, so I just wanted to make sure where you were at. So in the triad here in this area, most of the time we can do either that day or the day after. Of course, I can't really predict what's like next month. I'm pretty sure our volume will pick up because the seems to be historically what happens. But we do try our best to do same day or the next day. Now, if you call in on a Friday evening, of course we wouldn't be able to get out there until Monday. I would say as long as it's before, if somebody lets us know before 12, we can probably work it out for same day.

Speaker 2:

Okay. Okay. And you guys are obviously a pretty big company, right? So

Speaker 1:

I would say we're kind of big. We have about a hundred employees between our couple divisions that we have here in Greensboro is where the headquarters is. There's usually five to 10 of us here in the office daily to answer phone calls. But we have probably about eight to 10 texts in the triad area that services. Okay.

Speaker 2:

Okay. Yeah, because she just moved here and she's used, she just started with a gentleman that a lot of her neighbors were using in her development, and it looks to me like he has his own company. And even though she just started with him and has just paid him that initial fee, he's on vacation this week.

Speaker 1:

Oh, he has

Speaker 2:

Hands. And I'm like, whoa, this, that's not going to fly.

Speaker 1:

That's not

Speaker 2:

Going to work in this situation. So we need someone that we know when we call. You've got more than one guy that can come out and

Speaker 1:

Deal with those. Oh yeah. Yeah, most definitely. And like I said, we do our best to try to get people in the same day. As long as people call us first thing in the morning, we usually can work it out. But later in the day, if you call, of course, one in between, I'd say one and four. No, we couldn't get out the same day, but as long as you call us first thing in the morning, yeah, we could most likely either that day or the day's day. Okay, great. Perfect. Okay. I'm going to discuss this with her. I'd like her to kind of be in on the decision making and then we'll call you guys back. Okay. Sounds good. Thank you so much. Thank you. Thank You're welcome. Bye-bye. Bye-bye.

Speaker 1:

Nicole, how can I help you?

Speaker 2:

Yes, ma'am. Is this Goforth in Rutherfordton?

Speaker 1:

Yes, this is Goforth Pest Control

Speaker 2:

In Rutherfordton.

Speaker 1:

The one that you called is here in Greensboro, but I can help you out.

Speaker 2:

Well, my name is Jimmy Allen. I have an appointment to get my Pretreat Foundation sprayed on this coming Tuesday, and I'm going to have to change it to Wednesday.

Speaker 1:

Okay. Okay. What was the address?

Speaker 2:

Three 30 Laurel Lakes Parkway.

Speaker 1:

You said three 30 Laurel Lakes?

Speaker 2:

Yes, ma'am. Three 30 Laurel Lake Lure, North Carolina.

Speaker 1:

For some reason I can't find the address.

Speaker 2:

Well, that's, I'm, that's why I need to talk to other people in Rutherfordton. You shouldn't have, I don't guess you got my address, but I've got an appointment for Tuesday for 'em to come. Pre-treatment foundation. I'm trying to get a hold of to change it to Wednesday.

Speaker 1:

Okay. Yeah, but I'm able to access all the different locations here. Who? What name?

Speaker 2:

Well, you just said you couldn't do it, didn't you?

Speaker 1:

So I can't find your address, but I can access all the different branches that we have. So if your address is in the system, I'd, I'd be able to find it. Is it under your name

Speaker 2:

So my address is not it? Yes, ma'am. Jimmy, I, okay.

Speaker 1:

Let me look you up by your name. I don't see your name either.

Speaker 2:

Well, what's the telephone number for that office in Rutherford?

Speaker 1:

Let's see.

Speaker 2:

You're the same company, ain't you, from Ruthford.

Speaker 1:

I'm beginning to wonder if it's a different company you're looking for because it,

Speaker 2:

I, it's Goforth.

Speaker 1:

I know there is a Okay.

Speaker 2:

All right. I'll, okay. All right. Thank you. Goodbye. Bye.

Speaker 1:

Thank you for calling Lake Norman Pest Control. This is Dawn. How may I help you?

Speaker 2:

Yes, I was wanted to get a price on her Gall Mountain spray.

Speaker 1:

Okay. Is there a particular pest that you're dealing with

Speaker 2:

Right now? It's Millipedes, I believe it is.

Speaker 1:

Okay. All right. And where are you seeing those at?

Speaker 2:

They're coming in the house Where?

Speaker 3:

Here and there.

Speaker 1:

Okay. They're inside the house.

Speaker 3:

Yeah, like we're seeing 'em coming in here and there, like different areas.

Speaker 1:

Okay. Well, I'll be glad to give you some pricing. May I ask you? I'm speaking with,

Speaker 3:

It's

Speaker 2:

Crystal.

Speaker 1:

Crystal. Okay. And Crystal, can I have your address please so I can give you accurate pricing on your home?

Speaker 3:

It's 1 0 9 Lakeland Drive in Mooresville. And it's 28,001 15.

Speaker 1:

Okay, hun, give me one second. I'm going to pull you some pricing, okay?

Speaker 3:

Okay.

Speaker 1:

Thank you. Crystal.

Speaker 3:

Yes.

Speaker 1:

Thank you for holding for me. I greatly appreciate it. So we offer three different services here, and all three of our services are commitment free services. So they are services that you can cancel at any time without a cancellation fee. They all three have different frequencies. They cover different pests and different areas of your home. I'm going to tell you about our most popular service, and then if we need to go a step up or a step down, we can, okay, so our most pop popular service is called My Elite Service, and that service is one that we do every other month. It does cover you for general pest flying and stinging pest rodents and flees inside the house. And this would cover your home's, interior, exterior, outdoor living spaces like decks, patio, porches and playgrounds. And it does include detached out buildings as well. And that service, actually all three of our services give you free retreats in between your regular scheduled visits. And this service would be 1 95 to get started, and then that one is \$55 a month moving forward. So we take the cost of the service and we break it down into monthly payments.

Speaker 1:

Okay. Now I have a service that is a step below that one. Would you like to hear about that one?

Speaker 3:

Sure.

Speaker 1:

Okay. So the one that is a step below that one is called a basic service. It is a quarterly service. So we come out every three months. It does cover you for common crawling pests like ants and spiders, crickets, Millie centipedes, things like that. And it does include mice and rats inside the home. That one's going to cover the exterior part of your home and the interior as needed. And that one is 1 95 to get started and 35 a month moving forward. Now, we are offering a special today that if you want to sign up for a 12 month service, we can discount just the startup cost from 1 95 down to \$35. And then the following month would start the 55 or the 35.

Speaker 3:

Okay. Now us having the middle of PG know now I have a little chiala. Okay. He's very tiny, has a very sensitive stomach. I mean, extremely sensitive. He does. He can't eat certain treats, eat one certain

treat. He can't even have he. Okay. So I don't want spray my house right away and what it has to be, unless we can't get rid of that on the outside. Within the outside, okay.

Speaker 1:

Okay.

Speaker 3:

Do you think the screen, the outside will take care of the milline?

Speaker 1:

It very well could. I do know sometimes we do really need to come inside to treat. So what I suggest, because I had a dog, this is about probably eight years ago, I had a all white dog, and I don't know if you know, but most all white dogs have really bad allergies. So he was allergic to everything. We did an allergy test. He was literally allergic to grass. It was crazy. And I used these same products in my home, but I only used them in the area where I had an issue at. I didn't do my whole home. So if it doesn't get resolved just by doing the exterior now, if we do a heavy exterior

Speaker 3:

Treatment can, I'm sorry. What happened?

Speaker 1:

Okay. Hello? Can you hear me?

Speaker 3:

Yeah, I can hear you. Okay.

Speaker 1:

Okay. So I used the same products in my home when I had the dog that had the bad allergies. We had no issues, but I only get certain spots treated in my home because my son is allergic to a lot of things as well. And so what I did when the technician came around, just put him in a separate area and then 10 to 15 minutes later after it dries, I brought 'em back in there. Now if we do a good heavy coating on the outside, it very well can take care of the issue. There are some pests that you have to treat from the interior and the exterior, and I can't guarantee that you won't eventually need an interior treatment. I really don't know much about Milli Millie to say that. I do know with ants, we have to treat from the inside and the outside.

Speaker 3:

Okay. Now do you think if we spr the outside, it's not going to force 'em to come inside, is it?

Speaker 1:

No. No. When you're spraying outside, you're putting a barrier around your home. Right Now, granted, any pest can get past that barrier every once in a while that that's just something we can't control. But most of the time I always got the exterior part of my home sprayed. The only time I ever have issues or had issues at my previous house was I had some ants in a bathroom one time. I don't know how they got

in there. You couldn't figure out where the nest was. But like I said, I never got my interior treated unless it was absolutely needed. I think a lot of it has to do with our environment, where our house is located, what surrounds it. That has a lot to play into it.

Speaker 3:

Yeah, I got a lot of trees behind my house.

Speaker 1:

Yeah. Yeah. The house that I live at now has a lot of trees around it. And I notice the past here are way different than when I live in the city in a subdivision, I can tell a huge

Speaker 3:

Difference. So what I want to do is, okay, so now, okay, certain times of year, usually a lot during all through the year, but more certain times we get camel crickets too. And I've never, in all my life, we've only lived here for a year and a half and camel crickets in all my life, except when I've lived here. And they're the most creepiest looking things I've ever seen in my life. I'm scared.

Speaker 1:

Really? Are I agree with you a hundred percent.

Speaker 3:

Yeah. It does been to the devil or something. Seriously, I will run out of the house. I'll burn the house down if I see when that's too big. Honestly, at this point, yeah,

Speaker 1:

I'm serious.

Speaker 3:

Me and the kids all go running. And then I seen a wolf spider behind my toilet and I had a migraine one night. I thought I was like, oh no. Yeah,

Speaker 1:

No,

Speaker 3:

There's actual pepper spray. It's supposed to be safe. I think it's called, what is it called? What's it called? That spray Vevo or something like that. I'm talking about That's don't, I'm not familiar. It's supposed to be safe. And I'm like spraying it and I couldn't hardly see, cause I had took something that supposed to be good for my migraine. It kind of like knocked me out and I was like, God, what am I seeing? And then we vacuumed it up when it was dying.

Speaker 1:

Oh my gosh.

Speaker 3:

Vacuumed away. That's how that's scared. I am a bug honestly, at this point. So that shows how many trees we have behind the house, and then we see stink bugs at certain times of the year.

Speaker 1:

So for you, I would suggest that middle plan, the first one I told you about, because it covers flying and steamy, so it would take care of the stink bugs. It definitely, of course will take care of spiders. Both of them will, and they both take care of the eds. But that first one I told you about would cover stink bugs as well.

Speaker 3:

Okay. I want to take care of ants, bugs, camel, crooks. Crickets. Not crickets. Crickets. Ants. You got to, excuse me. I'm not feeling good at all right now. Enough. I'm going to verge of a heart attack or what's going on right now. My blood pressure is shooting up. I'm not feeling right at all right now. I'm going to the doctor at one 40. Oh, no. Yeah, I've not felt good for two weeks here. And the doctors want me to come in. I'm on three blood pressure pills, so I want to get rid of the stink bags, camel, crooks, and Philippine. Those are everything going on right now. Got a forest going on behind my house, but they're all coming in different times of the year,

Speaker 1:

So. Gotcha. Yeah, I would go with the middle plan. Now we have a plan that's above that when that includes the yard as well. It includes mosquitoes, please, ticks, and fire ants. And that one runs 99 a month. But I would suggest for you, I would suggest either the first one I told you about, that's every other month or the one that we do nine times a year, that includes the yard. Those I think are those two are going to meet your needs as to what you know. And you can always downgrade at any time. If you feel like either one of them's too much service, you can always downgrade to the \$35 service. But I think starting off, you need to start off with something that's going to take care of a lot of pass at one time and give you a really good coating on your property.

Speaker 3:

I think you said the one that's the \$35 one, you said that's usually 99. We y'all can start off at \$35.

Speaker 1:

Yes, we can start any three of 'em at \$35.

Speaker 3:

Okay. Okay. The one, which one did you say covers the ants and the stink bugs and the milli pigs and the camel crickets.

Speaker 1:

The one that's 55, the one that's every other month.

Speaker 3:

Okay. Is that one good, Kevin? Okay. Okay, let's do this one.

Speaker 1:

Okay, you want to do that one? Okay. And Crystal, what is your last name?

Speaker 3:

It's Smith. And you said that'll cover the cable crickets, stink bugs, ant and Millies, right? Yes, ma'am.

Speaker 1:

Okay. It covers you for general pest flying and stinging rodents and fleas inside the house. So it covers you for even clover mics. Beetles. I'm trying to think here. Silverfish. Centepedes, I mean, it covers your, for general pests, just not common household pests. See, the one that is quarterly just covers you for common household pests. This one covers the variety of roaches, the stink bugs, because that's a flying bug. It covers you for clover mites, so it covers you for a lot.

Speaker 3:

Okay.

Speaker 1:

All right. And I suggest starting the service. I mean, we could get out there today, but I really suggest tomorrow because tomorrow's June the first and then you won't get billed again until July.

Speaker 3:

Okay. That's good.

Speaker 1:

Okay. And is there a particular time that works best for you tomorrow? Because I want to make sure that you're there so you can see what all we're doing.

Speaker 3:

I'm trying to think. I don't think I have an event going on tomorrow. Stay at midnight, the hospital.

Speaker 1:

Oh, we're going to pray. We're going to pray. That doesn't happen. We're going to pray. Okay.

Speaker 3:

I'm just don't claim it. I'm not a drama queen at all. That's what even my sister was saying today. She's like, crystal, this ain't you. Right, right. I've been really stressed out. My sister put, my one sister put us under a lot of stress last year, so I've just had a lot on me and my daughter, so

Speaker 1:

Yeah, I understand completely. I've, my mom, when she passed away, I went through a period that I'm an only child, so I had to deal with everything. And I had some days that the stress level would get really, really bad and I just didn't feel right. And so it leads to anxiety. It just leaves you to not feeling that you feel right. It leads to a lot, but we're not going to claim the hospital visit Crystal. Okay. We're not going

to claim it. Yeah. All right. So will tomorrow, will tomorrow be okay? I mean, even if you're not there, we can still do the exterior at least for you. Okay.

Speaker 3:

Yeah, that'll be fine.

Speaker 1:

Okay. So we'll do, somebody

Speaker 3:

Will be here. Okay. Be here, right? Okay. Yeah, that'll be fine. All right.

Speaker 1:

Okay. And what's a good email address for you, crystal?

Speaker 3:

It's C Smith b u r r e s s gmail.com.

Speaker 1:

All right. And I just need to get your payment information. The only thing you'll be billed for today is just the \$35. You will not get billed again until July the first for the 55. And that will take place every month on the first day of the month. Okay. Okay.

Speaker 3:

Let, I'm going to let someone else read the card out to you, okay? Okay,

Speaker 1:

That's fine. Hun,

Speaker 4:

You ready for the card number?

Speaker 1:

Yes, sir, I am.

Speaker 4:

53 12 5 7 0 0 1 3 0 7 5 6 5 4. Expiration date is 12 26 3. Digit number is 0 1 11.

Speaker 1:

All right. Thank you so much. So I'll get everything set up for you. We'll be out there on tomorrow if you guys need us after we come out and treat, if you see anything, call us back. You get retreats that are free of charge. So just we'll come back out for you, so no worries there. And I will email you your service

agreement to the email address you gave me. Okay. If you'll just take a moment sometime between today and tomorrow, just electronically sign it. It confirms your service and your appointment. Okay.

Speaker 3:

And I do have a question where all do they spray at? Out here outside.

Speaker 1:

So they're going to spray your exterior part of your home around the foundation. If you have a crawl space and you need it treated underneath the house, you just need to make sure there's an opening so they can get underneath there and treat. We do treat your decks, patio porches. If you have a playground, an out building, we'll treat around the out building as well.

Speaker 3:

Okay. I see. I live in a single wide mobile home. We have tenant pinning

Speaker 1:

And

Speaker 3:

We just ran it. So don't, there's an opening. I'm sure there probably is and it probably does need to be sprayed bad underneath it, so I don't know where there is an opening at on it. And he just put the underpinning a glass springing for me, a new underpinning. So

Speaker 1:

Will they be time? Yeah, I was going to say, they can look for an opening. We can't remove any part of the underpinning, but if you could make a spot where he could get in, he or she could get in and out, they can definitely go in there. If you move a piece of it, we just can't move it.

Speaker 3:

Okay. I can maybe ask my landlord if there's a piece that they can move. Cause there's a piece out there

Speaker 1:

And

Speaker 3:

Go ahead.

Speaker 1:

If it's not ready by tomorrow when we get there, just call us back and we'll come back out and treat underneath the home.

Speaker 3:

Okay. Cause I can always call my landlord. I know my landlord's out of town right now, and then we can have another piece moved if we, after I can't get ahold of him. Yeah. You said y'all can come in between sprays, right?

Speaker 1:

Yes. Yes, ma'am. Yes, ma'am. Definitely call us if you have any concerns in between your treatments because

Speaker 3:

Y'all come out what, quarterly and then if we have problems in between y'all come out, be in charge.

Speaker 1:

We come out once every other month. Okay. So you'll have a regular scheduled visit. This in June, July is a skip month, then we'll be back out in July. I mean August. I'm sorry, I keep thinking I get my month mixed up. Okay. So yeah, we'll be back out in August. So in between June and August you have any issues, you call us and we'll come back out and retreat at no additional cost.

Speaker 3:

Okay. So y'all come out every other month in spray?

Speaker 1:

Yes, ma'am.

Speaker 3:

Okay. And then if we have any problems in between y'all come out then?

Speaker 1:

Yes, ma'am.

Speaker 3:

Okay. All righty. So I'll get ahold of my landlord, see if there's a spot that they can open. Okay.

Speaker 1:

Okay, that sounds good. Just let us know. Okay. And I hope everything goes okay at doctor's appointment.

Speaker 3:

All right. Thank you so much. I appreciate it. Okay. And do y'all spray around the windows too?

Speaker 1:

Yes, ma'am.

Speaker 3:

Okay. It's not going to get inside the window as I know. I'm asking all kind of crazy questions.

Speaker 1:

No, you're not. You're not asking any crazy questions. No. Yeah, no, it won't. I never experienced it coming in my windows and I haven't had any other customers telling me that they have experienced that either.

Speaker 3:

I just don't want my little dog to get in. I know you think I'm goofy, but I just don't want him to get sick. He's immediate baby.

Speaker 1:

Oh no, I understand. I look, the dog that I had that was allergic to grass, people fun of me because I would pay \$150 to get him allergy shots. But he was like my kid, so we had to wipe his paws off every time he went outside. We had to buy him little booties because he couldn't get it on his feet. And I gave him allergy shots. And I mean, I kept him alive for 15 years, so I was pretty proud of myself considering what he was against. But yeah, this

Speaker 3:

One here, this one here, I don't even go outside the curb. He goes pee pass because he's him telling, he's got such a sensitive stomach and I'm scared to death that I'm scared of some big dog might grab him or we lived in an apartment before this and I was scared that he might get parvo or some pit bull might get ahold of him or shaking. I get his shot, but I don't care. I just don't, don't want no dog get ahold of him or something. And he's too little. Yeah,

Speaker 1:

I know. Yep. I understand completely.

Speaker 3:

And when he goes outside, he is got a stroller. He's got a puppy striper. Aww.

Speaker 1:

I've never hold a dog small enough for that. I wanted one, but my son's like, I don't want an ankle biter. Mommy. I wanted a teacup. I wanted a teacup Yorkie,

Speaker 3:

So.

Speaker 1:

Oh, that's so cute.

Speaker 3:

I had a teacup Yorkie before too and a poodle. Oh. And he's so tiny. He's like a baby. He doesn't act like he's not like a one of those little, what do you call 'em, the like your nanny and papa? Huh? Like a

Speaker 1:
Pomeranian

Speaker 3:
Like mama, dad's chi, you know, little yy chi bark, any bag. He's just like a baby. He'll literally lay in your arms like a baby. Oh,

Speaker 1:
He just,

Speaker 3:
Yeah, that's just how I've got him like a baby. Yeah.

Speaker 1:
Yeah. I wouldn't worry about, like I said, the products drive very quickly. And again, I've never experienced it coming in the windows. And I've been here for years and I haven't had any customers call and tell me they had it come through the windows either.

Speaker 3:
And he wants, is it going to come out of the account every month too automatically? Yes.

Speaker 1:
On the first day of each month? Yes. And it won't start till July the first.

Speaker 3:
And you said it's \$55 a month?

Speaker 1:
Yes. So we just take the cost of the service and break it down in the monthly payments. Yeah. So you don't have to pay for it all at once. Now how did you guys hear about us?

Speaker 3:
I just looked you up.

Speaker 1:
Okay.

Speaker 3:
Well if you had But it was best. Gotcha. The best deal. That's reasonable, honestly.

Speaker 1:
Gotcha. Okay.

Speaker 3:

The places are like, they're really, I mean, it's outrageous. It's crazy.

Speaker 1:

I've heard, I've heard a lot of places are more expensive than us. The reason why I ask is we do give customer referral credits. So if you happen to refer anyone, make sure they give us your name because you'll get a \$50 credit. And so will they.

Speaker 3:

And y'all are Lake Norman, right?

Speaker 1:

Right. We're in Lake Norman. Yes.

Speaker 3:

I want to make sure this one's late on I date. The first one I called was A One Pest Control.

Speaker 1:

Yeah,

Speaker 3:

I've heard of them. They're expensive.

Speaker 1:

I've heard about them. I don't know much about 'em. I've just had customers call in and switch to us from them. That in Killingsworth I think is another one that's around. Killingsworth is a lot of places. I've had a lot of people call 'em Switch from them too to us. So if you need anything Crystal, just give me a call. I'm here Monday through Friday, eight to five, unless I have a vacation day. Okay. Okay. Thank you so much. And what is your name again? My name is Dawn. It's d a w n. All right. Thank you so much, Dawn. I appreciate it. Okay. You're welcome, hun. Thank you. You have a great day. Thank you. Bye-bye. You too. Bye-bye.

Speaker 1:

Thank you for calling Go Forth Pest control. This is Brittany. How may I help you?

Speaker 2:

Brittany, this is Gary Edwards in Asheboro, and I guess I'm considered a new customer cause I haven't had my first treatment yet and it's supposed to be tomorrow. And my wife just jumped me and said, well, anyway, I'll let you look up while I'm supposed to have tomorrow. Gary Edwards in Asheboro, North Carolina.

Speaker 1:

All right. Hold on just a second. Let me get that pulled up.

Speaker 2:

Okay.

Speaker 1:

All right. And what's the address?

Speaker 2:

6 0 6 worth street in Asbo.

Speaker 1:

Okay. And Yes sir, how can I help you?

Speaker 2:

Okay. I also paid for my daughter that lives behind me on Ridgecrest and I think it's 116. I'm not positive, but anyway, the deal is, they're supposed to come tomorrow at 9:30, would that be correct?

Speaker 1:

Yes, sir. We have it between eight 30 and nine 30. Yes, sir.

Speaker 2:

Okay. If they could make it towards the 9:30 and it'd help my wife, I forgot. She has to take the kids to school and anytime she gets back they might be there and they may go if she's not there. Cause sometimes she don't get back to about nine depending on the traffic at the school yard. So anyway, that being said, they're supposed to treat her house tomorrow first. And they were treating for fleas, which is outside and inside. And my question was to them, what about dogs? Do you have to vacate the dogs while they're doing it?

Speaker 1:

Yeah, all dogs and people will have to leave the house for four hours after treatment.

Speaker 2:

Okay. Because that's why I thought, okay. So from that won't be an issue then if they can get there. If they start around nine o'clock every 9 30, 10 30, 7 30, 12 31 30. Yeah. Cause she don't go pick the kids up until two. So anyway. And then what do you do? Open the windows and ate the house?

Speaker 1:

No, Uhuh, you just don't have to do anything? Yeah, no, you don't have to do anything. Everything's done when the technician's there and then everybody just has to vacate the home for four hours after that, then everybody's

Speaker 2:

Fine. Okay. All right. And then that's in her yard. In my yard. The only thing that we're going through is just spray. I mean just the house. I don't need the yard. I don't need any treatment for freezer or anything. Correct. And that what does that in just spraying around the outside, around the foundation and stuff?

Speaker 1:

Yes sir. They'll spray around the perimeter and the foundation around your outdoor living areas. And then also the interior if you'd like. The interior.

Speaker 2:

Yeah. But we don't have to hide the dogs for that for four hours, do we?

Speaker 1:

No. Uhuh, the only time you'd ever have to do that is if we were doing that indoor flu treatment or if we were doing a bedbug treatment.

Speaker 2:

Okay. Alright. So effectively then they can come over here and just to do that treatment there. It probably won't take over 10 or 15 minutes while they go around the house. Even if they come inside or whatever the case may be.

Speaker 1:

No, it'll take about 30, 45 minutes.

Speaker 2:

Oh, okay. Do you

Speaker 1:

Want them, I have notes on here that they're supposed to go to your house first on Worth street and then to the Ridgecrest.

Speaker 2:

Yeah, that

Speaker 1:

Okay. Because if you're not wanting them to come to your house till nine 30, then they probably wouldn't be able to go to that house till about 10 30 or so.

Speaker 2:

Oh, well I tell you, even if they don't do my house tomorrow, if I have to pay for a trip down, well okay. They can come and do my house. But

Speaker 1:

Yeah, we've got both of them between, yeah, we've got both of 'em between eight 30 and nine.

Speaker 2:

Okay, so she won't be here. Does somebody have to be here?

Speaker 1:

No, nobody has to be there. Unless you want the interior done. But no, nobody has to be there.

Speaker 2:

Well, and if we, let's just say for my house, this first trip, let's just do the outside. Okay?

Speaker 1:

Okay. That's fine.

Speaker 2:

Okay. And then for the other house, we can sequester the dogs cause we got to put 'em in our yard to start with to keep 'em four hours away since you're going to be spreading your hold down properly per please. What about one dog? Just particularly a that we don't have a place for. How about that?

Speaker 1:

Yeah, nobody could be inside the room or anything.

Speaker 2:

What about the dog outside? Would it kill it?

Speaker 1:

Yeah, they're not allowed to treat this. They're not allowed to treat when dogs are around.

Speaker 2:

Oh. They

Speaker 1:

Wouldn't be able to treat that area wherever the dog is.

Speaker 2:

Okay. Well they be if they had, okay, I understand. But they could treat the rest of it just not directly get around her.

Speaker 1:

Correct.

Speaker 2:

They could do the rest of it. Right. Okay. All right. Well I'll tell you what, I don't know if I can even be here to direct them in the morning, but I'll, I'll try to be here by eight 30 in the morning to help her out. Okay.

Speaker 1:

Okay. So do you, I just want to confirm. So do you want them at your house first or do you want them at your daughter's house first?

Speaker 2:

Let's go ahead and do my house first so I can be here for you and my wife won't be here. No way. Cause she'll be taking the kids to school and then when she comes back, we'll get the dogs over here in our lot and then all they have to do is spray around that one. She's way down at the end of the yard and she's a, well, I'm afraid if we put her in with these other dogs over here, she'd liable to kill one. So, okay. Just spray. Just spray the yard and just don't spray around her, that's all.

Speaker 1:

All right.

Speaker 2:

Well, I'll tell 'em in the morning. I'll just tell 'em that she's a vicious dog and not to get around her.

Speaker 1:

Okay. But she'll

Speaker 2:

Be locked up. Oh yeah. She can't get out. Okay. Now she's in a lot and she won't try to get out, but with the other dogs and she probably, I don't even know. I don't think she'd bite a human, but I know that she is vicious around other dogs. That's why we have to, my daughter has to keep her separate,

Speaker 1:

So. Gotcha.

Speaker 2:

But she's, she's away from the house though. Pretty good way. And that place prey the majority of the yard, which will be way over three quarters of it. They can miss her, not spray her directly. And as far as

I'm concerned, I'd like to put a bullet in your head. But anyway, you've seen dogs, you've seen dogs like that, ain't you?

Speaker 1:

I have, yes, sir.

Speaker 2:

Yes.

Speaker 1:

So yes, I get it. Yes, sir. My dog,

Speaker 2:

It was my dog that would've done been gased or pounded or whatever the case may be. But regardless, I'll be looking for 'em here at our house around eight 30.

Speaker 1:

All right? Yes sir. I've got you in there. Yes, sir. And I hope you have a good rest of the day.

Speaker 2:

I'm sure I will. And I hope you do too. Thank

Speaker 1:

You. Thank you. And we'll see you tomorrow.

Speaker 2:

All right. Bye bye.

Speaker 1:

Bye-bye.

Speaker 1:

Good morning, thefor Pest Control. This is Christina. How can I help you this morning?

Speaker 2:

Hey, Christina. I wanted to see if Michael Abner was in.

Speaker 1:

Okay. You called in on the new customer line. I don't know. I have no way of contacting him. What can I help you with?

Speaker 2:

Yeah, him and I've been going back and forth a little bit, so I was just wanting to see if he had a few minutes to chat. Does he have a direct extension? When I call into this number, it only gives me two options. Either existing customer or a new customer.

Speaker 1:

I can just give you an email to. It's Denver, v e n d o r gofor.com.

Speaker 2:

Okay. Yeah, I have his direct email so I can send him an email. I know I, who have I talked with in the past? I talked with Kate, who I believe in the HR side of the business, and so her and I were connecting that Michael and I should connect, and then Michael and I got ahold of each other and we were going back and forth a little bit, so I just wanted to see if a call would be better for him right now. Okay. I can shoot him over an email.

Speaker 1:

Okay. I

Speaker 2:

Have other number I have here. Thank you.

Speaker 1:

You're welcome. Bye-bye.

Speaker 1:

Thank you for calling Gofor Pest Control. This is John.

Speaker 2:

Hey John. My name is Maria White. I was wanted to see about obtaining services on a routine basis at my home.

Speaker 1:

Sure. That'll be my pleasure to assist you with that information here. And let's see. Okay, now was Maria Wright?

Speaker 2:

That is correct.

Speaker 1:

Got it. And if we were to get disconnected, what would be the best contact number for you?

Speaker 2:

7 0 4 6 5 2 1 2 8 4.

Speaker 1:

Perfect. And then what particular pass that we want to make sure that we have coverage for?

Speaker 2:

I'm seeing spiders, some Palo bugs, and I'm recently seeing ants in my garage.

Speaker 1:

Okay, thank you. So basically what we're looking for coverage, just like for calling insects is the main concern? Not, no, not any flying insects.

Speaker 2:

No flying insects.

Speaker 1:

Got it. Okay. And then your address?

Speaker 2:

It's 1 10 43 Tyler, t y l e r drive.

Speaker 1:

And the zip code there?

Speaker 2:

2 8 2. No, 2 8 3 14.

Speaker 1:

All right, thank you.

Speaker 1:

All right, perfect. Okay, well with that information I was able to get you a accurate quote here. And basically we have three different tiers, but what you described looks like it would be covered under our first tier, which is our most affordable tier is the, it's the basic. With the basic. We actually service spiders, ants, the American roaches also like the palm metal or water bugs, those are covered. They cover centipedes, Millie, crickets, and mice and rats. And we have that package we service every 90 days. But you can always give us a call between those 90 days for any services needed at no additional cost. And we get you in. That package starts at a rate of \$35 a month

Speaker 2:

And you're coming every three months.

Speaker 1:

Correct. But it also covers the monthly cost covers for you also to call anytime between those three months for service if needed, with no additional costs. So I mean, we come every 90 days, but if anything wants to have any activity in the home or outside, that covers us to come out and visit between those 90 days.

Speaker 2:

So I'm paying 105 each every for three months?

Speaker 1:

Correct.

Speaker 2:

Okay. So how much is your initial installment?

Speaker 1:

Gotcha. So, okay. There's two different ways we offer the plan. The first initial cost is \$195. It covers the first month. If you pay that, there's no commitment. It'll just be a recurring \$35 each month until you cancel Today. We actually have a special that we can get you actually started for \$35 and opposed to \$195 for your first initial visit. But with that promotion also includes 11 months of service at \$35 per month.

Speaker 3:

Hello?

Speaker 2:

Oh, so that's when it becomes a contract?

Speaker 1:

Correct. Correct. So yeah, if you want the promotion, that does include 11 months additional service. But if you just want to go month by month and be able to cancel at any time with no cancellation fee, that would require this, the full installation of 195 to be paid each month, I mean for the first month and then each month after that that you can continue the service would be the recurring \$35 each month on the first.

Speaker 2:

So basically we're paying \$420 a year for service when you break the magnet. Okay. So the next question is, do you guys do when you come out to treat Yes. Do you treat inside and out?

Speaker 1:

Right. So we treat the outside with our scheduled visits, but we will treat the inside as well. It's just pretty much a pun request or if you have activity inside and it's no additional cost. So pretty much it's a pun request.

Speaker 2:

Okay. Yes. Then the next question is, do you guys do anything with crawl spaces?

Speaker 1:

Yes. If it's accessible, we will treat the crawl space.

Speaker 2:

Okay.

Speaker 1:

So yeah, if we can enter, if you're there, if you have to let us in and we're able to actually access it by, it's a lease, I would say three to five feet high that we can actually get in there. We will service that for any kind of, with those insects. If we have rodents, we can service it as well. So it just has to be accessible to a human. We also would do the attic and we service the ats. As long as you have steps to go to the attic or you have the pull down ladder from the ceiling, we would treat the attic as well.

Speaker 2:

Okay. And what's the final question? When is your first available appointment?

Speaker 1:

We can come out today or to get that full month. We can come out tomorrow Cause tomorrow's the first

Speaker 2:

Oh, I see what you're saying.

Speaker 1:

Yeah. Cause you would pay the initial fee, John.

Speaker 2:

Okay. That was very smart. Thank you John.

Speaker 1:

Yeah, because I don't want that to happen and you not now. We charged you today and then we charge you that recurrent fee on tomorrow. You knows pretty much what you want to pay.

Speaker 2:

All right. Give me one second. Let me review something here. Hold on. Sure. So,

Speaker 1:

Okay,

Speaker 2:

60. He says 48 month. Okay, lemme get this. And that's monthly total hold. Then she says some dropping this payment down. So if we got 1 23 times four, yes. The guys still cheaper. Okay.

Speaker 1:

And then we also have a referral fee. So I'm not sure if you were referred, but if you were referred, the person that referred you would get a \$50 credit to their account and you would get a \$50 credit. I'm not

Speaker 2:

Going to your account.

Speaker 1:

Oh, okay.

Speaker 2:

Yeah, I don't know.

Speaker 1:

Oh, okay. Okay.

Speaker 2:

Give me a second here. One more thing. John, you guys who did I phone?

Speaker 1:

This is go fourth. Pest control go forth like g o dash, like the minus sign, fourth, F O R t h, pest control.

Speaker 2:

Y'all got several locations?

Speaker 1:

Oh yeah. So the corporate office is in Greensboro, but we actually service from Virginia all the way down to Georgia. So we have different locations that we dispatch, but the corporate office is actually in Greensboro, North Carolina.

Speaker 2:

Okay. I see the one in Ville in Winslow.

Speaker 1:

We definitely service that really good, those areas. Cause it's still in North Carolina. So that's our really our main servicing location that we have. The most technicians are going to be in North Carolina. So we actually can do same day services. A lot of times if you call us for four, two o'clock, we can come out and treat for anything the same day. You don't have to. It won't be like a long waiting list or you have to wait several days with that activity.

Speaker 2:

Okay. I got one more thing. I stumbled on you guys, but I definitely didn't do, let me see some of these reviews. Hold on.

Speaker 1:

Oh yeah, we really take a lot of, my name is John, j o h Chan.

Speaker 2:

John, John. John. John. You didn't tell me that, John.

Speaker 1:

Yeah. We really take pride in our reviews. Last time I checked it was close to a 4.9 and that's really a good marketing right there that while a lot of people are drawn to us for the reviews.

Speaker 2:

Yeah. I like the fact that you guys do, do your call space. Is your call space a part of your orderly?

Speaker 1:

Oh yeah.

Speaker 2:

Okay. Yeah.

Speaker 1:

And this is another thing. So let's say that we service the exterior. Cause we want to put that good perimeter around the house to really minimize activity in the home. So let's say we come out and you're not home and then you are like, oh man, I really wanted to give them to go in the bathroom. I sent a couple answer there. You could just give us a call and schedule that interior appointment. So let's say we come out Thursday, you like, man, I wanted to or just in general. They did the outside, I wanted them to

do the inside. You can pretty much schedule it for the next day. We'll come out and do that interior for you. That's no additional cost.

Speaker 2:

Okay. John, give me one more minute. No take. You ain't got to sell me anymore. You ain't got to sell me no more.

Speaker 1:

Are you sure I got some more?

Speaker 2:

I know I,

Speaker 1:

Oh boy. But it is a good service. This is, especially ants is really the big thing this year. We get more calls for ants than anything. So definitely that's covered. The carpenter ants, that's covered as well.

Speaker 2:

That's too, two months ago I was looking for something like all the reviews are great, they're just, so everybody get different rates. I see.

Speaker 1:

Well it depends cause it, that's why I asked for your address. So we got different specials and then it depends on how large your home is. So we go by 3000 square feet. So if it was over 3000 square feet it would go up like \$5 each month. Or if you have a yard service

Speaker 2:

To say that. But she over talking about she paid \$99 a month.

Speaker 1:

Yeah. See that's for the yard service. So if you want to a whole yard treated and I asked before if you wanted treatment for flying insect, that would be the model plus that starts at \$99 a month. But wed like,

Speaker 2:

Oh you I do see if she got mosquito extermination. Exactly. Okay.

Speaker 1:

So we spray the yard for mosquitoes, ticks, fire ants, fleas, that covers carpenter bees. It pretty much covers everything. Your entire deck patio.

Speaker 2:

And if I wanted to, I just wanted to do the mosquitoes, is that something I can add on but not set it up on a monthly basis or quarterly basis or anything like that.

Speaker 1:

Got it. No. So you can upgrade and downgrade, but yeah, but you're going to pay the full amount. That's a you chain with that.

Speaker 2:

Okay. All right. So yeah, how do we move forward?

Speaker 1:

Oh fine. Well I just get some information here and yeah, pretty simple now. Cause pretty much I have all the information I need and went over that with you here. When did you want us to start the service? What day?

Speaker 2:

Let's go ahead and start on the first day of the month, June, that'll be great.

Speaker 1:

Got it. Okay. And then are we going to go with the full 1 95 for the start fee or are we going to take advantage of the promotion starting at \$35 for the first initial?

Speaker 2:

I'm going to go ahead and go gungho with you guys for one year. Okay. And see how this works. And No, wait a minute, John. So if I'm dissatisfied within that one year, what's the cancellation fee?

Speaker 1:

Got it. Okay. So with that being said, yeah, you don't have to, let's say you go like two months in, you don't have to pay that \$35 for those remaining months. All you would have to pay is \$160. Cause that would be what I discounted for that first 195 oh plus that

Speaker 2:

I got.

Speaker 1:

Then you can just buy it out with \$160 and then that will cancel the terms.

Speaker 2:

But what if, okay, so that's a good thing. But what if I don't get dissatisfied until March of next year? I'm almost still the four month mark of reaching June. So it will go down according to the probation or you still looking for the one 60? Yeah. Even though I only have four more months left

Speaker 1:

And four

Speaker 2:

Months is cheaper than the 460.

Speaker 1:

Yes. So it would be either one that would be cheaper. So it was cheaper just to pay out those additional months at 35. Or if it's cheaper just to pay the hundred and 60, that's

Speaker 2:

All. Okay. It doesn't matter. You want your service, you want your money. Okay. Okay. Okay.

Speaker 1:

That's how they do it. Yeah.

Speaker 2:

Let me look at it again. You said 1 95. Five \$35, but 1 95 is no contract.

Speaker 1:

Cancel it anytime.

Speaker 2:

Let's go ahead and just do this on a yearly basis. The doctor's house.

Speaker 1:

Got it.

Speaker 2:

I don't anticipate that you guys are going to do anything wrong with that type

Speaker 1:

Thing. Oh no, we're really good. And well I really like is our text, they're very personable. They very personable. So it's another thing too. So let's say there is like a \$5 charge if you want the same preferred tech, but the way you can pretty much avoid that is let's say, you know, have an upcoming appointment or you are calling in for additional service, you can just request that tech and we will try to schedule that for you the next time that they're available and that's no additional cost. Oh, okay. So that's the way you can actually avoid that. When you know this, you make an appointment. Can I get John out there? And I was like, yeah, well yeah John, we can have him out there Monday or we can have him out there Tuesday if you want, John. Other than that, it'll just be the first available tech in your area.

Speaker 2:

Bullshit. Okay.

Speaker 1:

All right. So I'm getting everything scheduled here. All right. And then we normally try to do a two hour window between 8:00 AM and 5:00 PM with a 30 minute call ahead, what would be best for you?

Speaker 2:

You say that last piece again, John, you normally do a what?

Speaker 1:

We try to set a two hour window for the appointment. Okay. Yeah. For that day. So we could do like an eight. So what

Speaker 2:

Time is between that time?

Speaker 1:

It's whatever's best for you. I can schedule it. Yeah. Two

Speaker 2:

To four is good.

Speaker 1:

Two to four. Okay. Okay.

Speaker 2:

Yeah.

Speaker 1:

Two to four. All right.

Speaker 2:

Well, yeah, go ahead. Lemme see.

Speaker 1:

Yeah, it's whatever's best for you. I mean, we got the availability and then you want to be home. So we want to make sure that we're here at least for that first initial, you can kind of see the service, speak to the text.

Speaker 2:

Okay. Can we come back to that and just do some other things and I give you a time here shortly?

Speaker 1:

Yeah, that's fine. Yeah, sure.

Speaker 2:

Okay, quick. Let's do that. Okay, because I'm looking at this up here to try to give you the great number maximize time for me.

Speaker 1:

And your email address.

Speaker 2:

What? My two, hold on.

Speaker 1:

Sure.

Speaker 2:

Hold don't want I do that. 2 83 4. Say that again? Your email address. My email address. The email address is, oh fuck. My first M A r i A W R I G H t 74 yahoo.com.

Speaker 1:

Got

Speaker 3:

It.

Speaker 1:

All right. So Maria Wright 74 yahoo.com.

Speaker 2:

That is correct.

Speaker 1:

Got it. Okay. And is your service address going to be the same as your billing address,

Speaker 2:

DeeDee's people? I'm about to, I'm sorry, say that again.

Speaker 1:

Your service address the same as your billing address.

Speaker 2:

It's not John. No. Okay.

Speaker 1:

And what is your billing address?

Speaker 2:

My billing address is 78 27 Rolling Stone, like the magazine. Okay. Avenue, Charlotte, North Carolina, 28, 2 16,

Speaker 1:

Charlotte and C. All right. Okay. And then I just need the payment information. Will you be paying by debit or credit card?

Speaker 2:

You want the we Are we doing routing or ABA numbers or anything?

Speaker 1:

So that's what it is? Yeah, I can do, yeah, I can do routing numbers card. Okay, sure. And I'm ready.

Speaker 2:

Which one you want first? Routing

Speaker 1:

The bank. The routing? Yeah.

Speaker 2:

2 5 3 1 7 7 0 4 9.

Speaker 1:

Okay. And the account, the

Speaker 2:

Account number? 64 0 8 64 93.

Speaker 1:

Perfect. And then the bank,

Speaker 2:

This is state employees credit Union

Speaker 1:

State. Okay. Okay. Well we are set. The only thing now I just need is that appointment time.

Speaker 2:

The appointment time. Give me one more second here. Hold on, hold on. Okay, so I'm going to go on a whim and I'm going to go with the appointment time between 12 and two. Let's do lunchtime.

Speaker 1:

Okay. So I got 12 and two for tomorrow. June the first with a 30 minute call ahead. Okay. All right. And then you wanted to, did you want the interior service as well with this appointment?

Speaker 2:

Yes.

Speaker 1:

Got it. Yes. So I'll put that interior needed. So service tomorrow, June 1st, 2012, noon, 2:00 PM interior needed, 30 minute call ahead.

Speaker 2:

Hold on, hold on, hold on. Appointment six one between 12:00 PM 2:00 AM Do we have a technician name?

Speaker 1:

No, not yet.

Speaker 2:

Okay.

Speaker 1:

Yeah, cause I got to shut that off and then they'll do the technician.

Speaker 2:

Give me one second here. I will text you 30 minutes before their arrival.

Speaker 1:

Yeah, it's a call ahead.

Speaker 2:

Okay, cool. Wait a minute. And this is, what's his name again? Go for it.

Speaker 1:

Go for it.

Speaker 2:

Four srl. It's too late now, honey. Let's see what she's saying. Hold on. Come on, honey. She is just a texting. Hold on. I'm trying to make sure that she's going to be

Speaker 1:

The,

Speaker 2:

I'm trying to make sure she's going to be okay. That's fine. And thank you. Okay, so we're good with the 12 to two. Okay.

Speaker 1:

Seven, two. Just

Speaker 2:

Wanted make sure my tenant was going to be home.

Speaker 1:

Right, right, right. Yep. Right. So we're good. Like I said, it covers

Speaker 2:

All set up here. So John, what? What's happening now? You sending me a contract via email? What's going on? Yeah, your

Speaker 1:

Information is going to come to your, yeah, it's going to come to your email address, which you can need to just do like an electronic sign or if you are not able to do that there for some reason due to the browser or something, you can sign it when the technician arrives. But technically it's going to come to your email address all the information that you need.

Speaker 2:

Okay. Wait, I got it. Thank you so much.

Speaker 1:

Oh, my pleasure. Was there anything else I can do to further assist?

Speaker 2:

Nope. You did a wonderful job. Have a wonderful day. Okay,

Speaker 1:

You too as well. Thank you.

Speaker 2:

Thank you.

Speaker 1:

All right. Goodbye.

Speaker 1:

Thank you for calling. Go Best Control. This is John.

Speaker 2:

Yes, good morning, John. I called last week and I was talking to a lady, I cannot remember her name. We need a treatment for ticks and flings. We are moving out of the house, and it's something that the property management company is requesting, and she told me, I said, I only need it one time, and she said, we can sign a contract for \$195 and then we can cancel within the month. Is that correct?

Speaker 1:

That is correct, yeah. The \$195 to, that'll pretty much give you a full month, and then you can cancel at the end of the month for that. And if it goes into the next month, then it's going to just be a recurring free, free, excuse me, fee. Here. Let me see where I can pull up your quote. Can I have your first and last name?

Speaker 2:

I don't think she asked me that, but I can give it to you. It's Fab F as in Frank, A B I A N A.

Speaker 1:

Fabian, let's see. Yeah, last name, Buchanan.

Speaker 2:

Yes.

Speaker 1:

Yeah, we got you pulled up here.

Speaker 2:

Okay.

Speaker 1:

Let's see. Oh, okay. Yeah, I see it right here. It looks like you called on Friday. Okay. Okay. All right. Yeah, sure. But yeah, it looks like it was the Miley Plus that was quoted here. That does cover that, and it's, yeah, not \$195 that covers the first month, and then \$99 per month after that until you cancel.

Speaker 2:

Okay, perfect. If you go

Speaker 1:

Into the

Speaker 2:

When, I mean, do you guys do have availability soon? Because our last day here is June 14th.

Speaker 1:

June 14th. Oh, yeah.

Speaker 2:

Yeah. That day the cleaners are coming.

Speaker 1:

Gotcha.

Speaker 2:

The house will be empty by the

Speaker 3:

End of the 12th. Okay. Let's see here.

Speaker 1:

Okay. That's all right. Yeah, so yeah, we should be able to book that and also, all right. Yeah, and I actually have the representative that you talk to and she's available so we can get that booked for you. Okay? Okay. All right. Well, I'm going to transfer you now. I hope you have a great day.

Speaker 3:

Thank you. You

Speaker 1:

Too. Thank you. All right. Bye-bye.

Speaker 3:

Bye.

Speaker 1:

Thank you for calling Good Fourth Pest Control. This is Brittany, how may I help you?

Speaker 2:

Hi this, my name is Tamika. I was calling to see if I could get somebody to come out or just get a quote on, I've got lots of ants coming in. I see Aunt Mounds, and I just wanted to see if somebody could come out and or give me a quote on how much it would be just to kind of get that under control.

Speaker 1:

Yes. So I'll be able to give you a quote over the phone and let you know about our services and everything. Okay. Let me ask you, where are the aunt moms out at? Are they directly in the middle of the yard? They just like around the driveway, around the perimeter of the house. Where are they?

Speaker 2:

Well, I saw a few in the front. I've seen a lot. I mean, well, a few in the back.

Speaker 1:

Are they like out in the middle of the yard? Are they just like around a patio area? The driveway? I'm just trying to figure out which service.

Speaker 2:

It's around the driveway, but I think those are molds too. But we have molds in the front yard, but we've got, they're coming in through the back, I think through for the kitchen. I have a deck out from the back of the house and then we have a pool back there, so I'm not sure, but they're getting into the kitchen. Okay.

Speaker 1:

All right. Yes ma'am. I'll be more than happy to help you. So I'll just need to grab a few things from you. That way I can get you an accurate quote and then I can let you know what services we offer. What was your

Speaker 2:

Name? Okay. Tamika, t a m i k a.

Speaker 1:

And your last name?

Speaker 2:

Bowie. B as in boy, u e y.

Speaker 1:

Okay. And what is your good telephone number for you?

Speaker 2:

aud-20230531123404058228-0a76327a8e284e67f04bb83... (Completed
06/09/23)

Transcript by [Rev.com](#)

(757) 309-2860.

Speaker 1:

All right, and what's your address?

Speaker 2:

6 0 1 Blossom Arch.

Speaker 1:

And what city is that?

Speaker 2:

Chesapeake Peak.

Speaker 1:

Okay. All right. I'm going to put you on a brief hold while I gather some pricing and then I'll be right back. Okay?

Speaker 2:

Thank you.

Speaker 1:

Thank you. Okay, Tamika?

Speaker 2:

Yeah.

Speaker 1:

All right. Thank you for holding. So I will tell you about two of our service plans that I think that I would recommend that would best fit your needs and that would cover all these areas that you were telling me about. The first one would be my elite service. This is actually our most popular service option with this van. We do service your home every other month, and this will include the interior of your home as needed around the perimeter and foundation and your outdoor living areas, such as if you had a detached out building or a shed, it'll cover your pool area, patios, decks, sidewalk, driveway, around the mailbox, all that kind of stuff. You would be covered for all general pests, rodents, flying and stinging insects. So you would be covered for the fire ants around the driveway and around those outdoor living areas. It would be covered for those, right?

Speaker 1:

We do also offer free additional services with all of our services. If you need us in between your regular scheduled visits, you just give us a call. We send somebody out free of charge as many times as we need. We never charge extra for that. That is included with your service. And the initial start cost would be 1 95, but that's contract free and then 60 a month, or if you know something you're going to keep for a while, we usually do a \$95 signup fee with a 12 month contract, but since it is the last day of the month,

we are running a promotion where I can do a \$35 signup fee with a 12 month contract, and then it would be 60 a month. That's 60 a month. I'd just like to let CU customers know this. I would probably be able to have somebody out there today, but that's 60 a month fill on the first of each month. That's 60 would start tomorrow. But if you were like, well, no, I can wait one more day and say we came out there tomorrow, that 60 a month would not start till July 1st.

Speaker 2:

Okay, I see.

Speaker 1:

Yes. And then the other plan that also I would recommend that will also cover those mounds and everything, it's our, my Elite Plus it covers everything my elite does, but plus it covers your entire yard. So that one is done monthly through the summer every other month in the winter. So it does equal out to nine visits a year. You still get those free additional services in between. So you would be covered for all general pests, rodents, flying and stinging insects. You would also get a mosquito reduction, flea, tick, carpenter, bees, ground bees, fire ants, chiggers, pretty much everything with this one, this one as well. Okay. Is either the 1 95 or the 35 and then this one is 1 0 4 a month.

Speaker 2:

Do you have any plans where, because I don't see this issue until when the sum like this time, yes, in the winter months we don't see much of this at all. So are there any plans for just this time when the are starting to come in when it's raining a lot?

Speaker 1:

So we do advise to keep it during those winter months because what it does, it gives that barrier around the home and it keeps that barrier around that way. During the spring, they don't come back with a vengeance, but you're still getting that treatment. So we do recommend keeping it, but if you're looking just for a few for treatments just for a few months during the warmer months, then I would just do you have that option of doing the 1 95 signup, which is no contract, you can cancel at any time, no penalties, no fees.

Speaker 2:

So what does, so the 1 95 is that it's,

Speaker 1:

It's just, it's the exact same thing as the 12 month contract. The only difference between the two is the 1 95. If you do the 1 95, you can cancel at any time with no early cancellation fees, no penalties. But with the 35, if you were to cancel within that 12 months, then you would be responsible for paying back that 160 I took off for you before you would be able to cancel. That's the only difference between the two. One has an early cancellation fee if you were to cancel the 1 95 does not, you can cancel at any time.

Speaker 2:

So is the 1 95, so I, okay, so if I paid 1 95 today, how long do I have those services it

Speaker 1:

Until you cancel? So if you wanted to keep it just for three months, so

Speaker 2:

It's 1 95 a month?

Speaker 1:

No, it's just that 1 95 initial start and then it would be the 60 or the 1 0 4 a month starting, like I said, we could come today. So it'd either be start tomorrow or it would start July 1st. And the 1 95, it would just go until you were ready to cancel. So if you kept it till November or December and then you were like, okay, I'm good, you can call to cancel and then you wouldn't be charged any early cancellation fees. You kept it for two months, you could do the

Speaker 2:

Second. Oh, okay. Yeah,

Speaker 1:

That's the only difference between the 1 95.

Speaker 2:

So I would pay 1 95 today and then 60 a month?

Speaker 1:

Yes, ma'am. Starting

Speaker 2:

Until I cancel.

Speaker 1:

Yes. Yeah.

Speaker 2:

Okay, I see. Yes. And then if I did one 30, if I did the 35 today, then I'd be paying how much per month you

Speaker 1:

Would still pay the 60 a month? It would just be that you would be in a 12 month contract.

Speaker 2:

Okay, I

Speaker 1:

See. And then if you canceled within that 12 months, then you would just be responsible for taking, just for paying back that 160 I took off for you before you would be able to cancel. But regardless, you do the

95 or the 35, you get the exact same service, exact same treatments. It's just whether you want a contract or not. It's really, honestly, it's a preference thing.

Speaker 2:

Okay. Yeah. Okay. Let me just make sure I understand. So yeah, if I didn't want a contract correct, and I wanted you to come out this month, wait for the summer month?

Speaker 1:

Yes.

Speaker 2:

I would pay 1 95 today and then 60 per month?

Speaker 1:

Yes, ma'am.

Speaker 2:

For however long until I want to cancel.

Speaker 1:

Yes, ma'am.

Speaker 2:

Okay. And then if I did the contract, that would be 35 today and then 60 per month for 12 months?

Speaker 1:

Yes ma'am. Yes ma'am.

Speaker 2:

Okay. And that's the lowest, the shortest contract time, there's not like a six month contract or anything?

Speaker 1:

No, ma'am. Unfortunately, no.

Speaker 2:

Okay. 12 contract and then, okay, so let's do, I'm going to do, I don't want to contract.

Speaker 1:

Okay.

Speaker 2:

But I'll do the 1 95 today and then the 60 per month, and then I'll just cancel 1 92.

Speaker 1:

Yeah. Yes. And then do you want them to come out there tomorrow? That way your first bill's not due till July 1st?

Speaker 2:

That will be fine.

Speaker 1:

Okay. All right. Because I'd just like to let customers know that because I know I don't want them to call and being like, oh, you didn't tell me I was going to get charged the next day for that monthly, or I would've waited that one day. That I'd just like to let everybody know that. But yes, I just need to get a couple of things from you. What is a good email address for you?

Speaker 2:

T H E T.

Speaker 1:

Say that again, I'm sorry.

Speaker 2:

P h e. What's the, I'm sorry. The Bowie. B U E Y s@gmail.com.

Speaker 1:

Okay.

Speaker 2:

All right.

Speaker 1:

And then the service and the billing address, those are the same?

Speaker 2:

Yes. Okay.

Speaker 1:

And then is there a certain time you want them to come out there tomorrow or I can do it for an anytime appointment. That way they get there as quickly as possible and add a 30 minute call ahead, or I could do morning, afternoon, or I could do more of a two hour window. Whatever works best for you

Speaker 2:

Tomorrow. Can we do Yes, tomorrow? Can I do tomorrow Thursday? Oh, man, tomorrow's going to be crazy.

Speaker 1:

Well, we can wait till Friday. It's completely up to you.

Speaker 2:

Tomorrow is fine. What's the latest time can come?

Speaker 1:

I can do it between three and five and add in a 30 minute call ahead, or I can do it between four and five.

Speaker 2:

Let's do Friday. Okay. Hold on. And today you don't have any time?

Speaker 1:

Yeah, I mean, I can do today. Yeah, I can do today.

Speaker 2:

Oh, that's right, that's right. Tomorrow. Tomorrow. Yeah,

Speaker 1:

It's completely up to you. But yes, I can have somebody out there tomorrow. I mean today?

Speaker 2:

No, I'll do tomorrow. Okay. Let's see. Tomorrow at, oh my God. And someone needs to be there, is that correct?

Speaker 1:

I mean, technically no. If you don't want the interior treated, we can just do the exterior and I can leave some notes on the account for 'em. And then you do get those free additional services. So if you need somebody to come back out at a later date, just do the interior. That's part of the service. So those additional services I was telling you. So we don't ever charge extra for that. So it's completely up to you, but no, you don't have to be there.

Speaker 2:

Okay. So let's do tomorrow. Can we do maybe 12 tomorrow?

Speaker 1:

Yeah, I could put you between 11 and one or between 12 and two.

Speaker 2:

12 and two. Can I? Okay. And I'm going to just call my dad to see if he can come over because my husband and I will both be at work, so Okay. We'll see if he can come in between 12 and two. Okay. And if I need to change that, can I just give you a call back?

Speaker 1:

Oh, yeah. Yes. And then also what I'll do is I'll add in a 30 minute call ahead as well, that way they call you when they're on their way.

Speaker 2:

Okay. Okay. Yeah, that's fine.

Speaker 1:

All right. And then you said the ants have been around the pool and back deck area and they're coming into the kitchen? No,

Speaker 2:

Not the pool. I mean, they have been wast trying to create nest around the pool because we have an above ground pool, so it's not an in ground pool. Okay. The ants are coming in through the back patio door. And like I said, our house is, as soon as you walk out of our house on the patio, it's a deck. So Okay. I'm not sure if they're termites underneath all that wood underneath the air because we have a crawl space. Okay. So it's that, and then it's just the answer coming in through the kitchen. Okay. I know that there are fire ants around the perimeter of our front yard near the curb, but yeah.

Speaker 1:

Okay. All right. Yeah, I'll 'em check that out and want, if your dad is there, do you

Speaker 2:

Want to hear you're treated? Yes, I would. I'm sorry. They are answer are coming in through prob, I don't know where they're coming in from, but there's an nest in my pool vacuum yesterday that scared the live and day lights side of it was in my pool vacuum and it was in my pool bin where I have all my pool tools. There were ants everywhere and I don't know if there was food out there or what's going on, but when I came downstairs in the kitchen this morning, the answer usually for the past couple of days, they've been on my kitchen sink. Cause there's a window right there above the kitchen sink. But today they were all the way on the other side of the kitchen on my coffee bar. And I was like, they've never been all the way over there. And then there was a trail of them because we're doing some renovations to the house, but there was a trail of them in the downstairs bathroom floor and then they were coming up the side of the coffee bar counter. So I was like, oh no,

Speaker 1:

This is going to work. Okay. Yeah, I'll make some good notes for 'em. And We'll, y'all taken care of, the ants have been really bad this year.

Speaker 2:

Yes,

Speaker 1:

Yes. They have been terrible. And we're guessing just because of the crazy weather, one minute it's hot and the next minute it's cold and it's one minute of sunny and the rain. But yes, I will add some notes

and we'll get that taken care of for you. And they might just need a couple different treatments. So if you see about after three to seven days after treatment, you're still seeing some around, just give us a call and we'll send somebody back out free of charge to retreat for you. Okay. Cause like I said, it might just take a couple visits since they have been really bad this year, but that's part of your service as well. Okay.

Speaker 2:

Hi.

Speaker 1:

And then the last thing I will need to get is either a credit or a debit card number and I'm ready whenever you are.

Speaker 2:

Okay. Credit card. It is 49 42 8 60 0 8 1 7 1 34.

Speaker 1:

All right. And the expiration date?

Speaker 2:

10 25.

Speaker 1:

And then the security case

Speaker 2:

7 71. Okay.

Speaker 1:

All right. I will get this over and then we'll get you scheduled for tomorrow between 12 and two. Okay. And like I was telling you, don't forget that you get those additional services. So anytime you need a retreat, especially with the ants, just give us a call. And then we were also sending all this information over to your email as well.

Speaker 2:

Thank you so much. And you, you're more than welcome. The buoys, the buoys gmail.

Speaker 1:

Yes ma'am. And it's b u e y s?

Speaker 2:

That's correct.

Speaker 1:

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06/09/23)

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Okay. Yes, but you let me know if you need anything. My name is Brittany, I'll be more than happy to help you and then we look forward to servicing the property and then we will see you tomorrow.

Speaker 2:

Okay. Thank you so much.

Speaker 1:

You're welcome. And have a good day.

Speaker 2:

You

Speaker 1:

Too. Goodbye. Thank you. Bye.

Speaker 1:

Thank you for calling Go Force Pest Control. This is Dawn, how may I help you?

Speaker 2:

Yes, hi Dawn, this is Patrice. I was calling. We are currently customers of yours, but I was trying to find out, do you still have the special way of you refer someone did that person will get a discount?

Speaker 1:

It depends on what service is. I know that we are still offering, if you refer someone, you get a \$50 invoice credit. And so the discounts that we offer on general pest control, sorry, I'm losing my voice. So that's okay. That we can give them a discount on the startup. So let's say they will, they agree to do a 12 month service like a startup for general pest control service runs like 1 95 for commitment free. We're actually running a special today and tomorrow that you can start up for \$35 with a 12 month service. Okay. So I mean we can offer discounts on the startup cost. We just can't offer discounts on the monthly cost.

Speaker 2:

Okay. One time, well, maybe twice. Okay. What is it? If you get it for twice, you get just touch control service for twice, I mean like a spray on of the inside and outside enter area. So what

Speaker 1:

I would do if they're just wanting one or two treatments, I would do the commitment free option, pay the 1 95. You'll just have to pick out what service bugs they want to get covered and then they can call and cancel the service. Once they have gotten the treatments they want, they can call in and cancel with no type of cancellation fee. So you got to think,

Speaker 2:

No, you said 1 95 a month.

Speaker 1:

No, 1 95 to start. Yeah, the monthly cost just depends on which service you pick. So let's say for example, you pick our middle plan, it runs any, the lowest it runs is 55 a month. You pay 1 95 to do the first month. So I would suggest June the first, then you have till the end of June to cancel it without a cancellation fee. But keep in mind, if you're referring them, they would get a \$50 invoice credit. So in the month of July, if they wanted to continue the service, they would only be paying \$5 in the month of July. Okay. Does that make sense? Okay.

Speaker 2:

Right. Yeah, I understand.

Speaker 1:

Yeah. I have a lot of people that have people refer them over and they do my Elite Plus that includes the yard because on their second month it's just going to be \$49 for 'em and they'll get two back to back

treatments with that service on the yard and the home. And that includes mosquitoes please, ticks and fire ants,

Speaker 2:

Right? Yeah. Okay.

Speaker 1:

What's the address that, do you know their The address? So I can give you accurate pricing.

Speaker 2:

5 29. 5 29 Ambassador Street. That's in Charlotte. Two eight. 2 0 8.

Speaker 1:

All right. Thank you.

Speaker 2:

You're welcome.

Speaker 1:

So for that home, if you wanted to do the yard as well, it would be the 1 95 to get it started. Commitment free option, and then it is \$99 monthly moving forward. So the second month with the \$50 invoice credit, would they get \$49 and it would get the house and the yard treated and outdoor living spaces attached out buildings are included as well. And then the step below it would cover you for general pests, flying and stinging pests, rodents, and fleas inside the house. That one's 1 95 to do and to start, and then that one's \$55 a month moving forward. So if you're going to get a \$50 credit, if it was me, I would go with the one yard and cancel it as soon as I get my one to two treatments, if that's what you want to do. If you don't want to continue. And then

Speaker 2:

That covers the fire ants and All right. Yes.

Speaker 1:

Yep. Carpenter, bees, mosquitoes please. Ticks. Fire ants. Okay. Pretty much everything outside of a Terminator or bed, bud.

Speaker 2:

Okay, thank you. Thank you. And I'm call you back when I talk today.

Speaker 1:

Okay? All right. Thank you so much. You have a great day. Thanks. Bye. Byebye.

Speaker 1:

Thank you for calling Go Force Pest Control. This is John.

Speaker 2:

Hey, good afternoon. My name's Dylan. I'm actually calling from Spectrum News. How you doing today?

Speaker 1:

Fine, yourself?

Speaker 2:

I'm doing well. Thank you for asking. I was actually reaching out. I work with a lot of local businesses, Charlotte area, regarding different marketing opportunities. I was hoping to share some information on some of our different audience targeting and you know, how we can help grow your business. I'm not sure who the best person to speak to regarding that would be though.

Speaker 1:

Okay. That would be our marketing team and the best way to reach them is by email and I can give you that.

Speaker 2:

Okay. What's the email?

Speaker 1:

It's going to be vendors, V E N D O R S at Go, which is G Dash like the might sign fourth, F o r t h.com.

Speaker 2:

All right. vendors@go-fourth.com. Perfect. All right. Thank you, sir. I appreciate it. Have a good one.

Speaker 1:

You too. Thank you. Bye

Speaker 2:

Byebye. All right, bye.

Speaker 1:

Thank you for calling Gulf Best Control. This is John.

Speaker 2:

Hey John, this is David Collins over at Richland County Sheriff's Department. How are you today, sir?

Speaker 1:

Finding yourself?

Speaker 2:

Doing well. We had one of your technicians come out about a week ago to look at our property about getting our quote for fire end and tech control.

Speaker 1:

Right. And

Speaker 2:

We have not received anything yet. I was wondering if we could have any idea where we might receive that quote.

Speaker 1:

Did he come out?

Speaker 2:

Yeah.

Speaker 1:

Oh, you okay. Okay. Okay, good. Good, good, good. All right. Let me see here.

Speaker 3:

Let's

Speaker 1:

See here. Okay, so we

Speaker 3:

Got that?

Speaker 1:

Yeah. Let me get, okay. Yeah, because I'm not sure what's going on here. I'm going to have the technician. Okay. Cause I'm not sure if he just didn't send it or, cause I don't have it on file, but I'm going to have the technician that came out to the property to give you a call. Okay. All right. Looks like that

was Mr. John Taylor here, and that sounds right, though. Yeah, it looks like you, and they respond pretty fast here, so I would be looking for a call probably within the next 30 minutes to an hour. Okay.

Speaker 3:

All

Speaker 1:

Right. All right. Well thank you so much. Yes. You have a great day. You too. Thank you. Thank you. Bye-Bye.

Speaker 1:

Thank you for calling Go Forth Pest Control . This is Brittany, how may I help you?

Speaker 2:

Yes, I was wanting to see if I getting somebody out to handle a roach and nice problem I have.

Speaker 1:

All right. And about how many roaches do you see in a day or night

Speaker 2:

At nighttime? Yeah, it gets pretty bad and it actually, it started probably about six months ago, but I'm definitely seeing more and more no matter what I put up.

Speaker 1:

So are you seeing 15 to 20? You seeing less than 10?

Speaker 2:

I'd say 15 to 20.

Speaker 1:

All right. And where are you seeing the mice at?

Speaker 2:

They came in from underneath my mobile home and I've been seeing 'em in a couple of bedrooms.

Speaker 1:

Okay. All right. So I'll just need to get you get a couple of things from you, that way I can get you an accurate quote. We do have some service plans, you know, that we can offer that we'll treat for both of those. Okay. They would have to be monthly plans though, due to you do have an infestation of the roaches. Yes. So we would have to get you on a monthly plan for those. What is your name?

Speaker 2:

Custody? Yes. Gaskins.

Speaker 1:

And a good telephone number for you?

Speaker 2:

(304) 859-2929.

Speaker 1:

And what is your address?

Speaker 2:

1834 West W E S T Drive, casket.

Speaker 1:

And the zip code?

Speaker 2:

29 32.

Speaker 1:

All right. I'm going to put you on a brief hold while I gather some pricing and then I'll be right back, okay?

Speaker 2:

Okay. Thank you.

Speaker 1:

You're more than welcome. Okay?

Speaker 2:

Yes.

Speaker 1:

All right. Thank you for holding. No problem. All right. So like I was telling you, we would have to get you on one of our monthly plans, and we do have two different options here. The first option is our monthly service, though. That would particularly just concentrate on those roaches and the mice, and it would consist of a severe Kraken crevice treatment. We would also service for the rodents as well. That would be done every 30 days. The initial start cost for that would be 1 95, but that's no contract. And then it would be \$70 a month moving forward. Okay. And that would be for the roaches, or if you knew it was something that you wanted to keep for a little while and you didn't mind a contract? I could do a 1 45 sign up fee with a 12 month contract, and then it would be the \$70 moving forward. Okay.

The other option we have, and then once we got the roaches under control, we would be able to get you down back to a regular pest control plan. It would probably take several months, but once we did get 'em under control, then like I said, we would be able to get you back down to a regular pest control plan. But until then, okay. We would just have to do the monthly. The other option we have is our, my Elite Plus Service. It's a little bit more detailed than the monthly, but the monthly, like I was telling you, it just solely focuses on the roaches and the rodents. But my Elite plus it focuses on the road roaches and rodents as well as all a lot of other pests. So you would be covered for all general pests, rodents, flying and stinging insects, as well as you would give mosquito reduction, flea tick, carpenter bees, ground bees, fire ants. And this covers the interior of your home around the perimeter and foundation. And then your yard. And this one, we can do a 1 95 start as well, but that's no contract. Or if you know something you're going to keep for a little while, you don't mind a contract. We are running a promotion where I can do a \$35 signup fee with a 12 month contract, and then it would be \$99 a month moving forward. I would be able to have somebody out there this week to start treating for you. And that either that \$70 a month or that \$90 a month, \$99 a month would not start until July 1st.

Speaker 2:

Okay. So how much was the one for everything to start at?

Speaker 1:

The one for everything For startup it was either 1 95, that's no contract or 35 with a 12 month contract.

Speaker 2:

39 with contract?

Speaker 1:

Yes ma'am. And then 99 a month.

Speaker 2:

Okay. I think I would like to do that. Cause I've got some higher ends and stuff I'd like to get dealt with as well.

Speaker 1:

Okay. All right. So I just need to get a couple of things from you. Okay. What is a good email address for you?

Speaker 2:

C H S C A N T L E Y gmail.com.

Speaker 1:

All right. So C H S C A N T L E Y at gmail?

Speaker 2:

Yes, ma'am.

Speaker 1:

Okay. And then we're going to do the 35 and then the 99. And then is the service and the billing address, are those the same?

Speaker 2:

Yes, ma'am.

Speaker 1:

Okay. And then I would be able to have somebody out there tomorrow on Friday. Is that good with you?

Speaker 2:

That would be great.

Speaker 1:

Okay. Is there any particular time or I can do an Anytime appointment, that way they get out there as quickly as possible that I can add in a 30 minute call ahead?

Speaker 2:

Yeah, if you could give me a 30 minute call ahead. Okay.

Speaker 1:

Does morning or afternoon work better for you?

Speaker 2:

Probably afternoon.

Speaker 1:

Okay. So I can put you for our PM hours, which is usually between 12 and five and one and five, and add in a 30 minute call ahead so they call you when you're on the way.

Speaker 2:

Okay. That'd be great. All right.

Speaker 1:

And then the last thing I'll need to get is either a credit or a debit card number, and I'm ready whenever you are.

Speaker 2:

Okay. Give me just one second. I'm at work and your, let me get a step away for a second. You

Speaker 1:

Are fine. Take your time.

Speaker 2:

Okay. I got to get my credit card info.

Speaker 1:

And how do you spell your last name? Just to confirm? I spelled it correctly.

Speaker 2:

G A S K I N S

Speaker 1:

G A S K I ns. All right.

Speaker 2:

Okay. I have a visa.

Speaker 1:

Okay.

Speaker 2:

And the card is 4334-7070-6120-3250.

Speaker 1:

All right. Is the last, those three that you just told me, was it 61 20, correct?

Speaker 2:

Yes, ma'am.

Speaker 1:

Okay. I'll put an extra zero in there. So just to repeat it, just to make sure I got it correctly, it's 4 3 3 4 7 7 0 0 6 1 2 0 3 2 5 oh.

Speaker 2:

Yes, ma'am.

Speaker 1:

Okay. And the expiration date?

Speaker 2:

Oh 2 26.

Speaker 1:

All right. And then your security code?

Speaker 2:

8 88.

Speaker 1:

All right. So I will get this in here. Would you like somebody to come out there tomorrow?

Speaker 2:

That would be perfect.

Speaker 1:

Okay, so I will put you tomorrow for our PM hours, and then I will add in that 30 minute call ahead. That way they call you when they're on the way. And then we'll get y'all taken care of and then we'll send all this information over to your email as well. Okay?

Speaker 2:

Okay. Do I need to get everything out of my cabinets or anything like that?

Speaker 1:

No, no, you're good. I know some companies, they're like, you need to take all that stuff out. No, you're good. The technician, he'll come out, he'll be able to treat and everything, and if anything needs to be, anything needs to be done, he'll let you know. But no, you don't have to take all that stuff out. Okay. Well, I sure do appreciate your help. Yes. And I hope you have a good rest of the day and you let us know if you need anything and then we'll be out there tomorrow afternoon. Okay. Thank you so much. You're welcome. Bye-bye. Bye-bye.

Speaker 1:

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Speaker 2:

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All right. I'm going to put you on a brief hold while I gather some pricing and then I'll be right back, okay?

Speaker 2:

Okay. Thank you.

Speaker 1:

You're more than welcome. Okay?

Speaker 2:

Yes.

Speaker 1:

All right. Thank you for holding. No problem. All right. So like I was telling you, we would have to get you on one of our monthly plans, and we do have two different options here. The first option is our monthly service, though. That would particularly just concentrate on those roaches and the mice, and it would consist of a severe Kraken crevice treatment. We would also service for the rodents as well. That would be done every 30 days. The initial start cost for that would be 1 95, but that's no contract. And then it would be \$70 a month moving forward. Okay. And that would be for the roaches, or if you knew it was something that you wanted to keep for a little while and you didn't mind a contract? I could do a 1 45 sign up fee with a 12 month contract, and then it would be the \$70 moving forward. Okay.

The other option we have, and then once we got the roaches under control, we would be able to get you down back to a regular pest control plan. It would probably take several months, but once we did get 'em under control, then like I said, we would be able to get you back down to a regular pest control plan. But until then, okay. We would just have to do the monthly. The other option we have is our, my Elite Plus Service. It's a little bit more detailed than the monthly, but the monthly, like I was telling you, it just solely focuses on the roaches and the rodents. But my Elite plus it focuses on the road roaches and rodents as well as all a lot of other pests. So you would be covered for all general pests, rodents, flying and stinging insects, as well as you would give mosquito reduction, flea tick, carpenter bees, ground bees, fire ants. And this covers the interior of your home around the perimeter and foundation. And then your yard. And this one, we can do a 1 95 start as well, but that's no contract. Or if you know something you're going to keep for a little while, you don't mind a contract. We are running a promotion where I can do a \$35 signup fee with a 12 month contract, and then it would be \$99 a month moving forward. I would be able to have somebody out there this week to start treating for you. And that either that \$70 a month or that \$90 a month, \$99 a month would not start until July 1st.

Speaker 2:

Okay. So how much was the one for everything to start at?

Speaker 1:

The one for everything For startup it was either 1 95, that's no contract or 35 with a 12 month contract.

Speaker 2:

39 with contract?

Speaker 1:

Yes ma'am. And then 99 a month.

Speaker 2:

Okay. I think I would like to do that. Cause I've got some higher ends and stuff I'd like to get dealt with as well.

Speaker 1:

Okay. All right. So I just need to get a couple of things from you. Okay. What is a good email address for you?

Speaker 2:

C H S C A N T L E Y gmail.com.

Speaker 1:

All right. So C H S C A N T L E Y at gmail?

Speaker 2:

Yes, ma'am.

Speaker 1:

Okay. And then we're going to do the 35 and then the 99. And then is the service and the billing address, are those the same?

Speaker 2:

Yes, ma'am.

Speaker 1:

Okay. And then I would be able to have somebody out there tomorrow on Friday. Is that good with you?

Speaker 2:

That would be great.

Speaker 1:

Okay. Is there any particular time or I can do an Anytime appointment, that way they get out there as quickly as possible that I can add in a 30 minute call ahead?

Speaker 2:

Yeah, if you could give me a 30 minute call ahead. Okay.

Speaker 1:

Does morning or afternoon work better for you?

Speaker 2:

Probably afternoon.

Speaker 1:

Okay. So I can put you for our PM hours, which is usually between 12 and five and one and five, and add in a 30 minute call ahead so they call you when you're on the way.

Speaker 2:

Okay. That'd be great. All right.

Speaker 1:

And then the last thing I'll need to get is either a credit or a debit card number, and I'm ready whenever you are.

Speaker 2:

Okay. Give me just one second. I'm at work and your, let me get a step away for a second. You

Speaker 1:

Are fine. Take your time.

Speaker 2:

Okay. I got to get my credit card info.

Speaker 1:

And how do you spell your last name? Just to confirm? I spelled it correctly.

Speaker 2:

G A S K I N S

Speaker 1:

G A S K I ns. All right.

Speaker 2:

Okay. I have a visa.

Speaker 1:

Okay.

Speaker 2:

And the card is 4334-7070-6120-3250.

Speaker 1:

All right. Is the last, those three that you just told me, was it 61 20, correct?

Speaker 2:

Yes, ma'am.

Speaker 1:

Okay. I'll put an extra zero in there. So just to repeat it, just to make sure I got it correctly, it's 4 3 3 4 7 7 0 0 6 1 2 0 3 2 5 oh.

Speaker 2:

Yes, ma'am.

Speaker 1:

Okay. And the expiration date?

Speaker 2:

Oh 2 26.

Speaker 1:

All right. And then your security code?

Speaker 2:

8 88.

Speaker 1:

All right. So I will get this in here. Would you like somebody to come out there tomorrow?

Speaker 2:

That would be perfect.

Speaker 1:

Okay, so I will put you tomorrow for our PM hours, and then I will add in that 30 minute call ahead. That way they call you when they're on the way. And then we'll get y'all taken care of and then we'll send all this information over to your email as well. Okay?

Speaker 2:

Okay. Do I need to get everything out of my cabinets or anything like that?

Speaker 1:

No, no, you're good. I know some companies, they're like, you need to take all that stuff out. No, you're good. The technician, he'll come out, he'll be able to treat and everything, and if anything needs to be, anything needs to be done, he'll let you know. But no, you don't have to take all that stuff out. Okay. Well, I sure do appreciate your help. Yes. And I hope you have a good rest of the day and you let us know if you need anything and then we'll be out there tomorrow afternoon. Okay. Thank you so much. You're welcome. Bye-bye. Bye-bye.

Speaker 1:

Thank you for calling Goforth Pest Control. This is Eric. How may I help you?

Speaker 2:

Yeah, do you guys do rat elimination or rat control?

Speaker 1:

Yeah. Yeah, we can definitely take rat. Yes, ma'am. Have you ever had pest control service before?

Speaker 2:

I have have insect pest stuff, but they don't do, I have strand and they don't do anything with animals.

Speaker 1:

Okay. Now

Speaker 2:

And I've, I've only seen one or two, but I know with them, if you see 'em, they're there.

Speaker 1:

Got it. Now, and

Speaker 2:

They're not in my house. They're outside and I don't want 'em to get in.

Speaker 1:

Not a problem. The company that you're with, are you under contract with them?

Speaker 2:

Yeah.

Speaker 1:

Okay. The reason I ask is because we don't really offer routing control on its own. It's more of a service plan that I already covers insect control, so it's a bundle.

Speaker 2:

Okay.

Speaker 1:

Yeah, I'd be more than happy to give you a free estimate over the phone. I mean, our packages start at 35 a month.

Speaker 2:

I do, and I do quarterly. The insect treatment, do you guys do quarterly?

Speaker 1:

Yes. We would treat quarterly. We just take the annual cost into monthly installments. You would be paying 35 monthly for a basic package if the house is under 3000 square feet. Now with the service, it only covers immediate areas to the foundation of the home, and which means that we're working on preventing insects and rodents from coming inside the house, so that more than likely they'll set some traps all around the exterior of the home and everything.

Speaker 2:

Okay. It's kind of like what I have for termites, but they actually come and do spray in the house because if they don't, I, they spray around the perimeter inside because if they don't, I get bugs on by the water, so it's kind of

Speaker 1:

Right.

Speaker 2:

Messy.

Speaker 1:

Yeah. We can definitely put you on a plan, but if already you're under control with them. Not sure how much of a contract you were signed up for.

Speaker 2:

Well, let me see if I can find somebody that just can get rid of these to come and treat the rat problem for me, and maybe I'll ask Strand who they recommend since they don't do it, but I'll call back if I have to make a change because I got to get rid of these rats one way or the other, and not everybody wants to deal with that. So I appreciate your willingness to work on it with me. Let me see what I can work out and I'll call back if I need

Speaker 1:

To. Sounds like a plan. Yes.

Speaker 2:

Thank you. Thank you. Bye-Bye.

Speaker 1:

Good morning. Thank you for calling Lake Norman Pest Control. This is Eric. How may I help you?

Speaker 2:

Hi, Eric, I'm Tamara. I'm with Spectrum Business on a recorded line. How are you?

Speaker 1:

Good. Get it by yourself.

Speaker 2:

I am. Great. Thanks for asking. So we're just doing a quick service comparison because we've made some updates to our services in the area. Who do you guys currently use for your internet and phone

Speaker 1:

Service? Definitely apologize. This is a new customer line. If you're trying to get on the vendor list, it would be vendors go hyphen forth.com.

Speaker 2:

All right. Thank you. Thank you.

Speaker 1:

Thank you for calling, go for pest control. This is Brittany, how may I help you?

Speaker 2:

Yes, I'm moving into a new house and I was looking and getting quotes around to see prices of pest control.

Speaker 1:

All right. Yes, sir. Are you looking for certain type of service? Are you just looking for some general pest control?

Speaker 2:

My name is just general pest control inside and out.

Speaker 1:

Okay. All right. I'll just need to get a couple things from you, that way I can get you an accurate quote, if you don't mind.

Speaker 2:

Yes,

Speaker 1:

Ma'am. What is your name?

Speaker 2:

Jacob.

Speaker 1:

And your last name?

Speaker 2:

Juarez. J U A R E Z.

Speaker 1:

All right, and a good telephone number for you?

Speaker 2:

(336) 817-3453.

Speaker 1:

All right. And what's your address?

Speaker 2:

3 41 Bailey Road.

Speaker 1:

And what city is that

Speaker 2:

Ad? Advance? North Carolina.

Speaker 1:

All right. I'm going to put you on a brief hold while I gather some pricing and then I'll be right back, okay?

Speaker 2:

Perfect. Thank you very much. You're

Speaker 1:

More than welcome. Thank you. Okay, Jacob?

Speaker 2:

Yes, ma'am.

Speaker 1:

All right. Thank you for holding. And you said 30 41 Bailey Road?

Speaker 2:

Yes, ma'am.

Speaker 1:

Okay. All right. So this service that I would recommend just for some general pest control would be our, my elite service. It's actually our most popular service option. We service the home every other month, and this will include the interior of the home is the interior of the home is needed around the perimeter and foundation and your outdoor living areas such as your porch, your patios, your deck, sidewalk, driveway. If you had a detached out building or shed, fire pit, playground area, those types of things. You would be covered for all general pests, rodents, flying and stinging insects. So if you get a bees nest, some nats stink bugs. You also do get free additional services if you need us in between your regular scheduled visits. The initial start cost would be 1 95, but that's contract free and then 65 a month moving forward. Or if it's something that you're going to keep for a little while, you don't mind the contract. I can do, we usually do a \$95 sign up fee you with the 12 month contract, but since it is the last day of the month, we are doing a promotion where I can do a \$35 signup fee with a 12 month contract. And then it would be the 60 a month, I mean 65 a month. I would be able to have somebody out there as soon as tomorrow to start treating for you if you would like. And that 65 a month does not start until July 1st.

Speaker 2:

Okay. So just so I can repeat everything, make sure, so y'all do service every other month. Does the service every other month, does that include interior and exterior? Interior every other month?

Speaker 1:

Yes. It's interior as needed. So we just let our customers know. Just let us know if you're wanting the interior treated, but yes, it would. Okay.

Speaker 2:

Okay. So today you're doing a promotion or whatever with the assignment fee is \$35 and then it's \$65 a month?

Speaker 1:

Yes, sir.

Speaker 2:

Okay, perfect.

Speaker 1:

Yes. And I was going to tell you about some other two other plans we do offer, just to let you know, we also have my Elite Plus service that does include, it's one of our, it's top tier plan. It's basically you would be covered for pretty much everything. So for instance, it would include everything that my elite does plus your yard. So you be, it would be all general pests, rodents, flying and stinging insects. You would also get 'em a mosquito reduction, flea, tick, carpenter, bees, ground bees, fire ants. And this one we can cover up to an acre. And this one would be, and this one is done monthly in the summer, every other month. In the winter it equals out to nine visits a year. This one gets free additional services as well. We can treat up to an acre for one 14 a month or a half a acre for 109 a month. Because I did see that there was quite a bit of land.

Speaker 2:

Yes.

Speaker 1:

So we have that option. And then we also have a more affordable plan. It's our most affordable plan. It's our basic service doesn't cover as quite as much as the others, but like I said, it is our more affordable one. That one is called our basic service. That one is done quarterly. And then that one covers the interior of your homes needed and around the perimeter and foundation. And you would be covered just for your common crawling household insects such as like ants, spiders, Millie centipedes, silver fish, earwigs, rodents. And the same with this one, either the 195 or the 35, and then this one is 41 a month.

Speaker 3:

Okay.

Speaker 2:

Okay. Perfect.

Speaker 3:

Okay.

Speaker 2:

Okay. I think I have everything. I don't think I have any other questions. Okay. This is definitely one of the more affordable plans and the more appealing plans I have talked to today. So I think I'm going to just talk to my girlfriend about it and I'll probably call back. Okay. I'm not sure. Okay. But thank you very much. You're

Speaker 1:

More than welcome. Yes, sir. And if you have any other questions or anything, just give us a call, but we will be able to start treating this week for you.

Speaker 2:

Okay, perfect.

Speaker 1:

All right.

Speaker 2:

Thank you so much. You're

Speaker 1:

Welcome. And I hope you have a good rest of the day and I hope to hear from you soon.

Speaker 2:

Thank you. You too.

Speaker 1:

Thank you.

Speaker 2:

Bye-bye. Bye.

Speaker 1:

Thank you for calling Go Forth Pest Control. This is John.

Speaker 2:

Hi John. Are you local to the chief in South Carolina area? Cause I just heard Lake Norman, so I thought maybe I called the wrong company.

Speaker 1:

Oh no, you're fine. We service, yeah, we service that area. Oh, okay. Cause we actually service on Virginia to Georgia, so.

Speaker 2:

Oh, got it. Okay, got it. Okay. So we just moved into our house recently and it's a new build and we have come to discover that I believe something has died in our either wall or our ceiling because I came home to a horrendous, now my husband took the vent fan down in the bathroom and he's like, something's dead up there. Okay. Is that something that you would do?

Speaker 1:

Well, yeah, I mean is it, okay, so if it's the attic, where would

Speaker 2:

That No, it's on the first floor.

Speaker 1:

It's on the first one. Okay. Would you think it'll be on a crawl space or you said maybe an vent or a wall

Speaker 2:

Or, we don't have a crawl space. It's no crawl space. It's definitely coming in. It's definitely coming. Yeah, I think it's coming in through the vent that's vented outside the bathroom van. So would I have to figure that out I guess first?

Speaker 1:

I mean, the only thing that I could do, yeah. The only thing that I could do is send out someone for a pest control estimate. Yeah. And so

Speaker 2:

You remove dead things from

Speaker 1:

They don't, no, we don't remove, no.

Speaker 2:

Okay. So you are not the company that I need then. Okay. All right. Thank you.

Speaker 1:

But just give you a heads up though, cause we just did pretty much pest control, but what you want to do is just Google or reach out to, it's going to be a wildlife animal control and they should put you in the right direction. So wildlife animal control with your zip code and that should get you in the right direction.

Speaker 2:

Great. Thank you.

Speaker 1:

My pleasure. Thank you. And I hope you have a great day.

Speaker 2:

All right. Thank.