

# Audio file - CWAL

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## Transcript

00:00:00 Speaker 1

Good afternoon.

00:00:03 Speaker 2

My name is Brian Snyder and I'm calling with the County Advisory Board website.

00:00:09 Speaker 2

We're reaching out to you because we're doing a free spotlight story on you and your business.

00:00:14 Speaker 2

You were chosen because of the online reviews.

00:00:17 Speaker 2

You know all the five stars that you received on Google?

00:00:20 Speaker 2

Great job on that.

00:00:22 Speaker 1

Let me put you on hold for a second and you can speak with the owner.

00:00:27 Speaker 2

Oh, okay, perfect.

00:00:51 Speaker 3

Good morning.

00:00:51 Speaker 3

This is Kathy.

00:00:53 Speaker 2

Hi, Kathy.

00:00:54 Speaker 2

My name is Brian Snyder, and I'm calling with the County Advisory Board website.

00:01:00 Speaker 2

We're reaching out to you because we're doing a free spotlight story on you and your business.

00:01:06 Speaker 2

because your custom embroidery was chosen because of your online reviews.

00:01:11 Speaker 2

all the five stars that you received on Google.

00:01:14 Speaker 2

Great job on that.

00:01:17 Speaker 2

Yeah, that's great.

00:01:18 Speaker 3

We work hard for that.

00:01:20 Speaker 2

Yeah, your numbers are very, very impressive.

00:01:23 Speaker 2

We could tell that you're working hard.

00:01:26 Speaker 2

Yeah, so good job.

00:01:28 Speaker 2

But just to make sure, this is the best phone number, the 714-965-0745.

00:01:37 Speaker 3

Yeah, no, no, yeah.

00:01:40 Speaker 2

Okay, good.

00:01:40 Speaker 2

All right, and you're still at 10540 Belcher River Avenue.

00:01:46 Speaker 3

Yes.

00:01:47 Speaker 2

Okay, wonderful.

00:01:48 Speaker 2

Now, what would you say that you guys are doing differently to be getting such great reviews?

00:01:55 Speaker 2

I mean, obviously, you go above and beyond the Call of Duty, but what would you say sets you a part of the company?

00:02:02 Speaker 2

Like, what makes you unique?

00:02:06 Speaker 3

Probably take your time up front to make sure that we understand what the client wants.

00:02:18 Speaker 3

And on the back side is providing good digitizing.

00:02:26 Speaker 2

Okay.

00:02:27 Speaker 2

All right.

00:02:28 Speaker 2

Good quality products.

00:02:30 Speaker 2

And, you know, taking time with the clients, that is so big in this day and age because everyone is always in such a rush.

00:02:39 Speaker 2

So if you, you know, you slow it down a little bit, you know, take your time with the clients, that's definitely going to show.

00:02:46 Speaker 2

Okay.

00:02:48 Speaker 2

I like it.

00:02:48 Speaker 2

And, Kathy, how many employees do you have?

00:02:54 Speaker 3

I have seven.

00:02:56 Speaker 2

Seven?

00:02:57 Speaker 2

Okay.

00:02:57 Speaker 2

All right.

00:02:58 Speaker 2

And then, now, do you like ship local or do you ship nationwide or do you ship internationally?

00:03:08 Speaker 3

No, I just get local.

00:03:10 Speaker 3

But, we...

00:03:13 Speaker 3

I have clients in Connecticut.

00:03:16 Speaker 2

Oh, wow.

00:03:16 Speaker 3

In New York, in Texas, in Nevada.

00:03:24 Speaker 2

Wow.

00:03:26 Speaker 2

Okay.

00:03:26 Speaker 2

So, yeah, a lot of nationwide.

00:03:28 Speaker 2

Okay.

00:03:30 Speaker 3

And one in England.

00:03:33 Speaker 2

Wow, one in England.

00:03:34 Speaker 2

Oh, that's awesome.

00:03:35 Speaker 2

Okay.

00:03:36 Speaker 2

All right, good.

00:03:37 Speaker 2

And then for the story, how would I correctly spell your name?

00:03:41 Speaker 2

How do you spell your first name?

00:03:43 Speaker 2

Is it K-A-T-H-Y?

00:03:44 Speaker 2

K-A-T-H-I-E.

00:03:48 Speaker 2

I-E.

00:03:49 Speaker 2

Okay.

00:03:50 Speaker 2

And then how do you spell your last name?

00:03:53 Speaker 3

Garcia, D-A-R-C-I-A.

00:03:57 Speaker 2

Oh, just like the business.

00:03:59 Speaker 2

Okay.

00:04:00 Speaker 2

All right.

00:04:01 Speaker 2

And then, lastly, now when it comes to the community, do you participate in any charity or social engagements?

00:04:09 Speaker 2

Maybe sponsor a church or a school, maybe a toy drive, or, you know, feed the homeless, any of that where you're kind of giving back to the community.

00:04:25 Speaker 3

One of the things that we've done is we've taken orders that were never picked up.

00:04:37 Speaker 2

Awesome.

00:04:38 Speaker 2

Good for you.

00:04:40 Speaker 2

I love that.

00:04:41 Speaker 3

But outside of that, that's been the only thing that we've done so far.

00:04:46 Speaker 2

No, that's huge.

00:04:47 Speaker 2

You're making a difference in people's lives.

00:04:50 Speaker 2

And they need that sort of stuff.

00:04:51 Speaker 2

So yeah, good for you on that.

00:04:53 Speaker 3

It's brand, it's brand clothes.

00:04:58 Speaker 3

They're just branded.

00:04:59 Speaker 3

But clients didn't pick up for whatever reason.

00:05:04 Speaker 2

Sure.

00:05:06 Speaker 2

Okay, yeah, that's very, that's, I mean, that's so kind of you.

00:05:10 Speaker 2

So that's going out of your way to help somebody else, which I love.

00:05:14 Speaker 3

And he's donated a bunch of stuff to his veterans.

00:05:21 Speaker 2

Oh, veterans, okay, yeah, they need all the help that they can get as well.

00:05:24 Speaker 2

All right, wonderful.

00:05:27 Speaker 2

Now, of course, Kathy, we don't put anything onto the internet without your approval.

00:05:33 Speaker 2

So we do what they call a live edit, where one of the consultants would come by, Mark, he's going to be out there on Monday.

00:05:40 Speaker 2

So read the story with you.

00:05:42 Speaker 2

Make sure that you approve it so that we can publish it.

00:05:46 Speaker 2

What do you think would be a good time for you on Monday?

00:05:50 Speaker 2

It's going to be December 1st.

00:05:51 Speaker 2

It looks like he has an 11:30, a 1 o'clock, or a 2:30?

00:05:55 Speaker 2

Let's do the...

00:06:04 Speaker 2

30?

00:06:05 Speaker 2

Okay.

00:06:06 Speaker 2

That's simple.

00:06:07 Speaker 3

Is he going to take photos or anything?

00:06:11 Speaker 2

No, but I mean, a lot of business owners during the process, they might want to add either a photo or maybe a logo to the story, and we encourage that.

00:06:23 Speaker 2

You most certainly can.

00:06:25 Speaker 2

But Mark's going to read you the story in its entirety, okay?

00:06:29 Speaker 2

He'll get your input, so if you want to add anything,

00:06:32 Speaker 2

or personalize it, we highly encourage that.

00:06:36 Speaker 2

But once you give him the thumbs up for this story, give him your approval, he'll go ahead and he'll publish it live to the internet, then he's going to show you how the general public would access the story in a Google search.

00:06:49 Speaker 2

It's all about positivity.

00:06:51 Speaker 2

You're going to love this story.



00:06:53 Speaker 2

They're created to impress.

00:06:55 Speaker 2

But once it gets all done,

00:06:57 Speaker 2

He's going to take some time and tell you about the company that owns and sponsors the County Advisory Board.

00:07:02 Speaker 2

It's called Expansion Store Services, and that's who really makes these three stories possible for you.

00:07:09 Speaker 2

But he's going to show you what services we provide and how we help companies grow through the internet.

00:07:17 Speaker 2

We help out with expansion needs, getting customers, that sort of thing.

00:07:22 Speaker 2

So you might need some of that, but the information is wonderful, and you're going to love it.

00:07:28 Speaker 2

But, yeah, other than that, Kathy, it was great talking to you, and we'll see you Monday at about 11:30, and you have a wonderful holiday tomorrow.

00:07:36 Speaker 2

Okay.

00:07:38 Speaker 3

Happy Thanksgiving.

00:07:39 Speaker 2

You as well.

00:07:40 Speaker 2

Thanks so much.

00:07:41 Speaker 2

Bye-bye for now.

00:07:42 Speaker 2

Bye-bye.