
NAVIGATOR'S LOG R&D;

GBP SERVICE OPERATIONS WORK LOG

LOGBOOK NO.	_____	VOLUME OF	_____
OPERATOR	Christopher Blake Head	DESIGNATION	NLR-OPS-LOG
STATION	Navigator's Log R&D · Fresno, CA	STARTED	_____
SERVICE AREA	Fresno / Central Valley	CLOSED	_____

This logbook is the permanent record of all GBP service operations performed by Navigator's Log R&D.; Entries are made at the time of work, not reconstructed afterward. Each entry is dated, action-coded, and initialed. Discrepancies and anomalies are flagged. The logbook is the ground truth for client disputes, monthly reporting, and internal quality review.

SECTION 00 | HOW TO USE THIS LOGBOOK

ENTRIES

Make an entry for every action taken on a client's GBP – no matter how small. "Verified hours still correct" is a valid entry. Blank days are acceptable. Unrecorded work is not.

ENTRY FORMAT

DATE | TIME | CLIENT CODE | ACTION CODE | BEFORE STATE | ACTION TAKEN | AFTER STATE | ANOMALY (Y/N) | FOLLOW-UP | INITIALS

ACTION CODES

CODE	
POST	Published a Google Post (offer, event, update, product, photo)
RESP	Responded to a customer review (positive or negative)
EDIT	Corrected or updated profile information (hours, phone, description, categories)
PHOTO	Uploaded photos to GBP
QA	Added or corrected a Q&A; entry
AUDIT	Performed GBP health check – verified all fields, hours, categories, edits
CITE	Citation work – corrected or built a listing on a third-party platform
RPT	Generated and sent monthly client report
ONBD	Client onboarding – initial setup, profile claim, access grant
XBRD	Client offboarding – access removal, final report, account closure
COMMS	Client communication – call, text, email logged with summary
LEAD	New prospect added to pipeline from field work
FLAG	Anomaly flagged – unauthorized edit, suspended listing, policy warning, fake review
KEYW	Keyword or category update – description revision, service addition
SPAN	Spanish-language content – post, description, Q&A;, response in Spanish
MLTL	Multilingual content – Hmong, Punjabi, or other language action

SECTION 01 | CLIENT ROSTER

Assign each client a short code used in all log entries. Mark offboarded clients CLOSED with date rather than deleting the row.

[illegible]

SECTION 02 | DAILY WORK LOG – entries in chronological order

LOG PAGE 001 DATE: ____ / ____ / ____ SHIFT: _____

SHIFT: _____

TIME	CLIENT	ACTION	BEFORE STATE / CONDITION FOUND	WORK PERFORMED	AFTER STATE / RESULT	ANOM	INI T

FOLLOW-UP REQUIRED / PENDING ITEMS

■ ANOMALY / DISCREPANCY DETAIL → flagged entries require action before next log cycle

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TIME	CLIENT	ACTION	BEFORE STATE / CONDITION FOUND	WORK PERFORMED	AFTER STATE / RESULT	ANOM	INIT

FOLLOW-UP REQUIRED / PENDING ITEMS

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FOLLOW-UP REQUIRED / PENDING ITEMS

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SECTION 03 | MONTHLY SUMMARY RECORD

MONTH 01 MONTH / YEAR: _____

COMPILED BY: _____

METRIC	THIS MONTH	PRIOR MONTH	TREND
Active clients	___	___	↑ ↓ →
New clients onboarded	___	___	↑ ↓ →
Clients lost (churn)	___	___	↑ ↓ →
Gross MRR (\$)	\$___	\$___	↑ ↓ →
Christopher's share (\$)	\$___	\$___	↑ ↓ →
Steve's share (\$) – per agreement	\$___	\$___	↑ ↓ →
Posts published (total)	___	___	↑ ↓ →
Reviews responded to	___	___	↑ ↓ →
Citations corrected	___	___	↑ ↓ →
Anomalies flagged	___	___	↑ ↓ →
Reports sent to clients	___	___	↑ ↓ →
Log pages completed	___	___	↑ ↓ →

CLIENTS WHO IMPROVED THIS MONTH

CLIENTS REQUIRING ATTENTION NEXT MONTH

ANOMALIES RESOLVED THIS MONTH

ANOMALIES STILL OPEN

STEVE – FIELD ACTIVITY THIS MONTH

Visits made: _____ Leads to pipeline: _____ Signed this month: _____

NOTES / OBSERVATIONS

SIGNED: _____ DATE: _____

MONTH 02 MONTH / YEAR: _____

COMPILED BY: _____

METRIC	THIS MONTH	PRIOR MONTH	TREND
Active clients	_____	_____	↑ ↓ →
New clients onboarded	_____	_____	↑ ↓ →
Clients lost (churn)	_____	_____	↑ ↓ →
Gross MRR (\$)	\$_____	\$_____	↑ ↓ →
Christopher's share (\$)	\$_____	\$_____	↑ ↓ →
Steve's share (\$) – per agreement	\$_____	\$_____	↑ ↓ →
Posts published (total)	_____	_____	↑ ↓ →
Reviews responded to	_____	_____	↑ ↓ →
Citations corrected	_____	_____	↑ ↓ →
Anomalies flagged	_____	_____	↑ ↓ →
Reports sent to clients	_____	_____	↑ ↓ →
Log pages completed	_____	_____	↑ ↓ →

CLIENTS WHO IMPROVED THIS MONTH

CLIENTS REQUIRING ATTENTION NEXT MONTH

ANOMALIES RESOLVED THIS MONTH

ANOMALIES STILL OPEN

STEVE – FIELD ACTIVITY THIS MONTH

Visits made: _____ Leads to pipeline: _____ Signed this month: _____

NOTES / OBSERVATIONS

SIGNED: _____ DATE: _____

MONTH 03 MONTH / YEAR: _____

COMPILED BY: _____

METRIC	THIS MONTH	PRIOR MONTH	TREND
Active clients	___	___	↑ ↓ →
New clients onboarded	___	___	↑ ↓ →
Clients lost (churn)	___	___	↑ ↓ →
Gross MRR (\$)	\$___	\$___	↑ ↓ →
Christopher's share (\$)	\$___	\$___	↑ ↓ →
Steve's share (\$) – per agreement	\$___	\$___	↑ ↓ →
Posts published (total)	___	___	↑ ↓ →
Reviews responded to	___	___	↑ ↓ →
Citations corrected	___	___	↑ ↓ →
Anomalies flagged	___	___	↑ ↓ →
Reports sent to clients	___	___	↑ ↓ →
Log pages completed	___	___	↑ ↓ →

CLIENTS WHO IMPROVED THIS MONTH

CLIENTS REQUIRING ATTENTION NEXT MONTH

ANOMALIES RESOLVED THIS MONTH

ANOMALIES STILL OPEN

STEVE – FIELD ACTIVITY THIS MONTH

Visits made: _____ Leads to pipeline: _____ Signed this month: _____

NOTES / OBSERVATIONS

SIGNED: _____ DATE: _____

MONTH 04 MONTH / YEAR: _____

COMPILED BY: _____

METRIC	THIS MONTH	PRIOR MONTH	TREND
Active clients	___	___	↑ ↓ →
New clients onboarded	___	___	↑ ↓ →
Clients lost (churn)	___	___	↑ ↓ →
Gross MRR (\$)	\$___	\$___	↑ ↓ →
Christopher's share (\$)	\$___	\$___	↑ ↓ →
Steve's share (\$) – per agreement	\$___	\$___	↑ ↓ →
Posts published (total)	___	___	↑ ↓ →
Reviews responded to	___	___	↑ ↓ →
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Log pages completed	___	___	↑ ↓ →

CLIENTS WHO IMPROVED THIS MONTH

CLIENTS REQUIRING ATTENTION NEXT MONTH

ANOMALIES RESOLVED THIS MONTH

ANOMALIES STILL OPEN

STEVE – FIELD ACTIVITY THIS MONTH

Visits made: _____ Leads to pipeline: _____ Signed this month: _____

NOTES / OBSERVATIONS

SIGNED: _____ DATE: _____

MONTH 05 MONTH / YEAR: _____

COMPILED BY: _____

METRIC	THIS MONTH	PRIOR MONTH	TREND
Active clients	___	___	↑ ↓ →
New clients onboarded	___	___	↑ ↓ →
Clients lost (churn)	___	___	↑ ↓ →
Gross MRR (\$)	\$___	\$___	↑ ↓ →
Christopher's share (\$)	\$___	\$___	↑ ↓ →
Steve's share (\$) – per agreement	\$___	\$___	↑ ↓ →
Posts published (total)	___	___	↑ ↓ →
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Reports sent to clients	___	___	↑ ↓ →
Log pages completed	___	___	↑ ↓ →

CLIENTS WHO IMPROVED THIS MONTH

CLIENTS REQUIRING ATTENTION NEXT MONTH

ANOMALIES RESOLVED THIS MONTH

ANOMALIES STILL OPEN

STEVE – FIELD ACTIVITY THIS MONTH

Visits made: _____ Leads to pipeline: _____ Signed this month: _____

NOTES / OBSERVATIONS

SIGNED: _____ DATE: _____

MONTH 06 MONTH / YEAR: _____

COMPILED BY: _____

METRIC	THIS MONTH	PRIOR MONTH	TREND
Active clients	___	___	↑ ↓ →
New clients onboarded	___	___	↑ ↓ →
Clients lost (churn)	___	___	↑ ↓ →
Gross MRR (\$)	\$___	\$___	↑ ↓ →
Christopher's share (\$)	\$___	\$___	↑ ↓ →
Steve's share (\$) – per agreement	\$___	\$___	↑ ↓ →
Posts published (total)	___	___	↑ ↓ →
Reviews responded to	___	___	↑ ↓ →
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Log pages completed	___	___	↑ ↓ →

CLIENTS WHO IMPROVED THIS MONTH

CLIENTS REQUIRING ATTENTION NEXT MONTH

ANOMALIES RESOLVED THIS MONTH

ANOMALIES STILL OPEN

STEVE – FIELD ACTIVITY THIS MONTH

Visits made: _____ Leads to pipeline: _____ Signed this month: _____

NOTES / OBSERVATIONS

SIGNED: _____ DATE: _____

MONTH 07 MONTH / YEAR: _____

COMPILED BY: _____

METRIC	THIS MONTH	PRIOR MONTH	TREND
Active clients	_____	_____	↑ ↓ →
New clients onboarded	_____	_____	↑ ↓ →
Clients lost (churn)	_____	_____	↑ ↓ →
Gross MRR (\$)	\$_____	\$_____	↑ ↓ →
Christopher's share (\$)	\$_____	\$_____	↑ ↓ →
Steve's share (\$) – per agreement	\$_____	\$_____	↑ ↓ →
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CLIENTS WHO IMPROVED THIS MONTH

CLIENTS REQUIRING ATTENTION NEXT MONTH

ANOMALIES RESOLVED THIS MONTH

ANOMALIES STILL OPEN

STEVE – FIELD ACTIVITY THIS MONTH

Visits made: _____ Leads to pipeline: _____ Signed this month: _____

NOTES / OBSERVATIONS

SIGNED: _____ DATE: _____

MONTH 08 MONTH / YEAR: _____

COMPILED BY: _____

METRIC	THIS MONTH	PRIOR MONTH	TREND
Active clients	___	___	↑ ↓ →
New clients onboarded	___	___	↑ ↓ →
Clients lost (churn)	___	___	↑ ↓ →
Gross MRR (\$)	\$___	\$___	↑ ↓ →
Christopher's share (\$)	\$___	\$___	↑ ↓ →
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CLIENTS REQUIRING ATTENTION NEXT MONTH

ANOMALIES RESOLVED THIS MONTH

ANOMALIES STILL OPEN

STEVE – FIELD ACTIVITY THIS MONTH

Visits made: _____ Leads to pipeline: _____ Signed this month: _____

NOTES / OBSERVATIONS

SIGNED: _____ DATE: _____

MONTH 09 MONTH / YEAR: _____

COMPILED BY: _____

METRIC	THIS MONTH	PRIOR MONTH	TREND
Active clients	___	___	↑ ↓ →
New clients onboarded	___	___	↑ ↓ →
Clients lost (churn)	___	___	↑ ↓ →
Gross MRR (\$)	\$___	\$___	↑ ↓ →
Christopher's share (\$)	\$___	\$___	↑ ↓ →
Steve's share (\$) – per agreement	\$___	\$___	↑ ↓ →
Posts published (total)	___	___	↑ ↓ →
Reviews responded to	___	___	↑ ↓ →
Citations corrected	___	___	↑ ↓ →
Anomalies flagged	___	___	↑ ↓ →
Reports sent to clients	___	___	↑ ↓ →
Log pages completed	___	___	↑ ↓ →

CLIENTS WHO IMPROVED THIS MONTH

CLIENTS REQUIRING ATTENTION NEXT MONTH

ANOMALIES RESOLVED THIS MONTH

ANOMALIES STILL OPEN

STEVE – FIELD ACTIVITY THIS MONTH

Visits made: _____ Leads to pipeline: _____ Signed this month: _____

NOTES / OBSERVATIONS

SIGNED: _____ DATE: _____

MONTH 10 MONTH / YEAR: _____

COMPILED BY: _____

METRIC	THIS MONTH	PRIOR MONTH	TREND
Active clients	___	___	↑ ↓ →
New clients onboarded	___	___	↑ ↓ →
Clients lost (churn)	___	___	↑ ↓ →
Gross MRR (\$)	\$___	\$___	↑ ↓ →
Christopher's share (\$)	\$___	\$___	↑ ↓ →
Steve's share (\$) – per agreement	\$___	\$___	↑ ↓ →
Posts published (total)	___	___	↑ ↓ →
Reviews responded to	___	___	↑ ↓ →
Citations corrected	___	___	↑ ↓ →
Anomalies flagged	___	___	↑ ↓ →
Reports sent to clients	___	___	↑ ↓ →
Log pages completed	___	___	↑ ↓ →

CLIENTS WHO IMPROVED THIS MONTH

CLIENTS REQUIRING ATTENTION NEXT MONTH

ANOMALIES RESOLVED THIS MONTH

ANOMALIES STILL OPEN

STEVE – FIELD ACTIVITY THIS MONTH

Visits made: _____ Leads to pipeline: _____ Signed this month: _____

NOTES / OBSERVATIONS

SIGNED: _____ DATE: _____

MONTH 11 MONTH / YEAR: _____

COMPILED BY: _____

METRIC	THIS MONTH	PRIOR MONTH	TREND
Active clients	___	___	↑ ↓ →
New clients onboarded	___	___	↑ ↓ →
Clients lost (churn)	___	___	↑ ↓ →
Gross MRR (\$)	\$___	\$___	↑ ↓ →
Christopher's share (\$)	\$___	\$___	↑ ↓ →
Steve's share (\$) – per agreement	\$___	\$___	↑ ↓ →
Posts published (total)	___	___	↑ ↓ →
Reviews responded to	___	___	↑ ↓ →
Citations corrected	___	___	↑ ↓ →
Anomalies flagged	___	___	↑ ↓ →
Reports sent to clients	___	___	↑ ↓ →
Log pages completed	___	___	↑ ↓ →

CLIENTS WHO IMPROVED THIS MONTH

CLIENTS REQUIRING ATTENTION NEXT MONTH

ANOMALIES RESOLVED THIS MONTH

ANOMALIES STILL OPEN

STEVE – FIELD ACTIVITY THIS MONTH

Visits made: _____ Leads to pipeline: _____ Signed this month: _____

NOTES / OBSERVATIONS

SIGNED: _____ DATE: _____

MONTH 12 MONTH / YEAR: _____

COMPILED BY: _____

METRIC	THIS MONTH	PRIOR MONTH	TREND
Active clients	___	___	↑ ↓ →
New clients onboarded	___	___	↑ ↓ →
Clients lost (churn)	___	___	↑ ↓ →
Gross MRR (\$)	\$___	\$___	↑ ↓ →
Christopher's share (\$)	\$___	\$___	↑ ↓ →
Steve's share (\$) – per agreement	\$___	\$___	↑ ↓ →
Posts published (total)	___	___	↑ ↓ →
Reviews responded to	___	___	↑ ↓ →
Citations corrected	___	___	↑ ↓ →
Anomalies flagged	___	___	↑ ↓ →
Reports sent to clients	___	___	↑ ↓ →
Log pages completed	___	___	↑ ↓ →

CLIENTS WHO IMPROVED THIS MONTH

CLIENTS REQUIRING ATTENTION NEXT MONTH

ANOMALIES RESOLVED THIS MONTH

ANOMALIES STILL OPEN

STEVE – FIELD ACTIVITY THIS MONTH

Visits made: _____ Leads to pipeline: _____ Signed this month: _____

NOTES / OBSERVATIONS

SIGNED: _____ DATE: _____

SECTION 04 | ANOMALY LOG

Every anomaly flagged in the daily log gets a corresponding entry here. An open anomaly is a liability.

Types: Unauthorized edit · Suspended listing · Wrong hours pushed by Google · Fake review · Policy warning · Data loss · Billing dispute · Negative review surge · Competitor spam · Other

#	DATE	CLIENT	ANOMALY TYPE	DESCRIPTION	ACTION TAKEN	RESOLVED
1	__ / __ / ____					■
2	__ / __ / ____					■
3	__ / __ / ____					■
4	__ / __ / ____					■
5	__ / __ / ____					■
6	__ / __ / ____					■
7	__ / __ / ____					■
8	__ / __ / ____					■
9	__ / __ / ____					■
10	__ / __ / ____					■
11	__ / __ / ____					■
12	__ / __ / ____					■
13	__ / __ / ____					■
14	__ / __ / ____					■
15	__ / __ / ____					■
16	__ / __ / ____					■
17	__ / __ / ____					■
18	__ / __ / ____					■
19	__ / __ / ____					■
20	__ / __ / ____					■
21	__ / __ / ____					■
22	__ / __ / ____					■
23	__ / __ / ____					■

24	__ / __ / ____	_____	_____	_____	■
25	__ / __ / ____	_____	_____	_____	■
26	__ / __ / ____	_____	_____	_____	■
27	__ / __ / ____	_____	_____	_____	■
28	__ / __ / ____	_____	_____	_____	■
29	__ / __ / ____	_____	_____	_____	■
30	__ / __ / ____	_____	_____	_____	■

SECTION 05 | PROSPECT PIPELINE – leads from field work

Each prospect gets a row. Update status as they move through the pipeline. Steve's share column filled in once the split is formally agreed.

[illegible]

[illegible]

IN CASE OF LOSS

This logbook contains proprietary business records belonging to Navigator's Log R&D;,
Fresno, California.

**Return to: Christopher Blake Head powerpredixtable@proton.me 1920 E Pontiac Way · Fresno CA
93726**
