

A Thirty Second Process that Earns Five Star Reviews

Nine out of ten people read online reviews, and only a quarter of them would do business with a company rated 1 or 2 stars. Here's how to boost the reputation of your repair shop with almost no added work on your part.

"Thank your customer for complaining and mean it. Most will never bother to complain. They'll just walk away."

Marilyn Suttle, success coach



Make Sure Your Customers Are Happy

The most important part of avoiding negative reviews is to make sure your customers are happy. Before you take payment, ask if they're pleased with the work. If they aren't, do what you can to get them there. This reduces the number of dreaded 1 star reviews you receive.



Ask Them For a Review

If you want reviews, there's nothing more effective than verbally asking for one when you're face-to-face with the customer. Also make sure you send an email or text requesting one within minutes of asking - people are busy, and they'll quickly forget you ever asked for one.



Convince Them It Matters

You can't go through a fast-food drive-through without a request for a review these days - people are conditioned to not even hear the request. Take ten seconds to explain how reviews help you succeed. Tell your customers it helps others to find you online and that it helps your business grow. Just make sure your request isn't scripted.



Follow Up With Them — Online

Google, Yelp, and other review sites allow businesses to respond to reviews they've received. The best way to thank your customers for reviews is by responding to the review online within a few days of receiving it. Referencing the services you performed for them in your response will help your shop search even better online!



<http://www.repairshopwebsites.com>



Call us at **1-855-345-6363**