

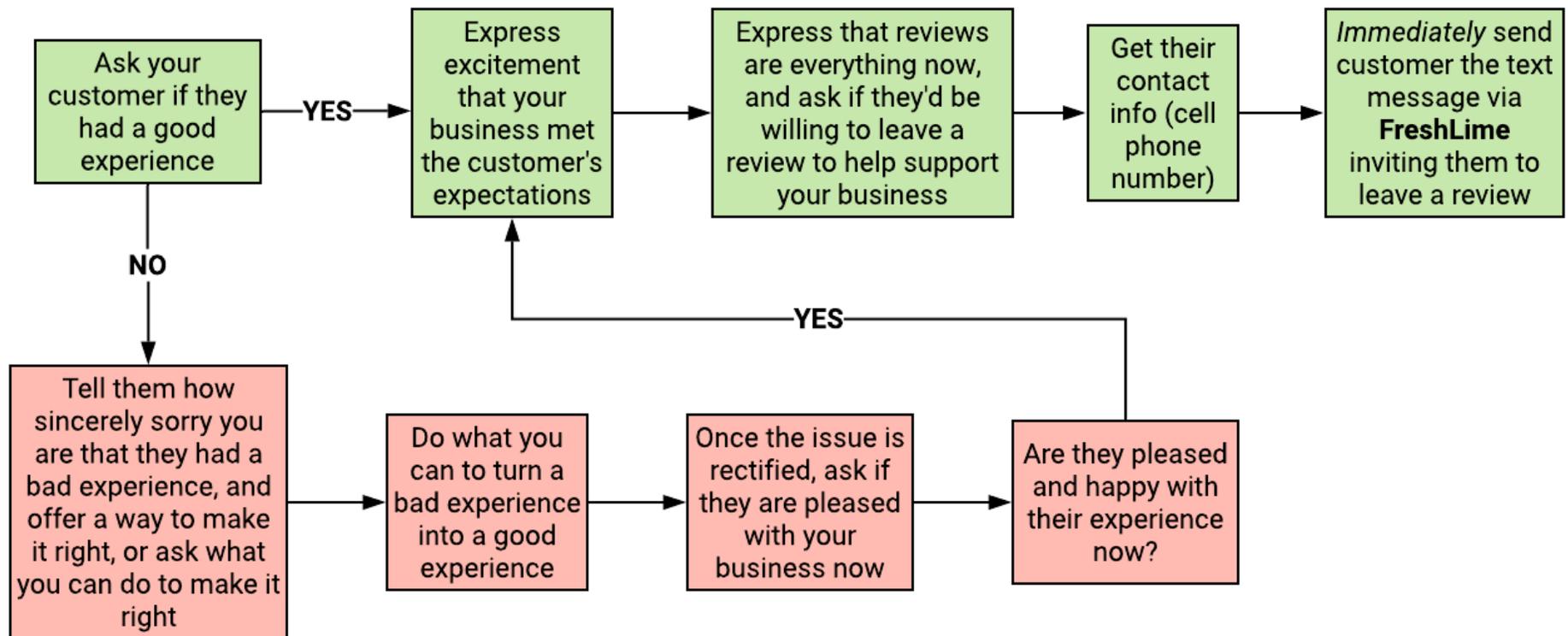
# How to Get Good Reviews

Getting customers to review your business can be quick and easy with FreshLime.

Aim to **personalize** your requests rather than sending requests in bulk. By doing this, your conversion rate will be much higher, and it allows you greater control in who leaves reviews, protecting you from potentially negative ones you would otherwise get with a mass request.

While your goal is to always satisfy a customer, there will be times when someone is unhappy. Don't just write this one off. You can turn a bad experience into a great experience that will ultimately be a solid review for your business on how you were able to fix a problem.

Upon purchase or service completed, use the flow below to get the best quality reviews from your customers.



*\*\*Note: Using FreshLime, you can send the review request to the customer immediately, from any smartphone.*

## Sample Conversations:

### Positive

**You:** "Did you have a good experience with us today?"

**Customer:** "I did, thanks."

**You:** "I am so happy to hear! We aim to be the best in [your industry]. Would you be willing to leave a review about [business]? We're working really hard to stand out as the top choice for [industry name] in the area."

**Customer:** "Sure."

**You:** "Thank you so much! Our reviews process is quick and easy via text message - may I get your cell phone number?"

**Customer:** [Gives number]

**You:** "Great! I just sent you the text message with a link to our review site. Your review will go a long way in helping us build our online reputation. I really appreciate you taking a moment fill it out."

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### Negative

**You:** "Did you have a good experience with us today?"

**Customer:** "No, I did not."

**You:** "Oh no I am so sorry to hear that. We aim for 100% satisfaction. What was it that you were not satisfied with today?"

**Customer:** [Gives explanation for dissatisfaction]

**You:** "Oh dear. That is definitely not our goal or what we stand for. Let me get in touch with \_\_\_\_\_ and see if we can make this right."