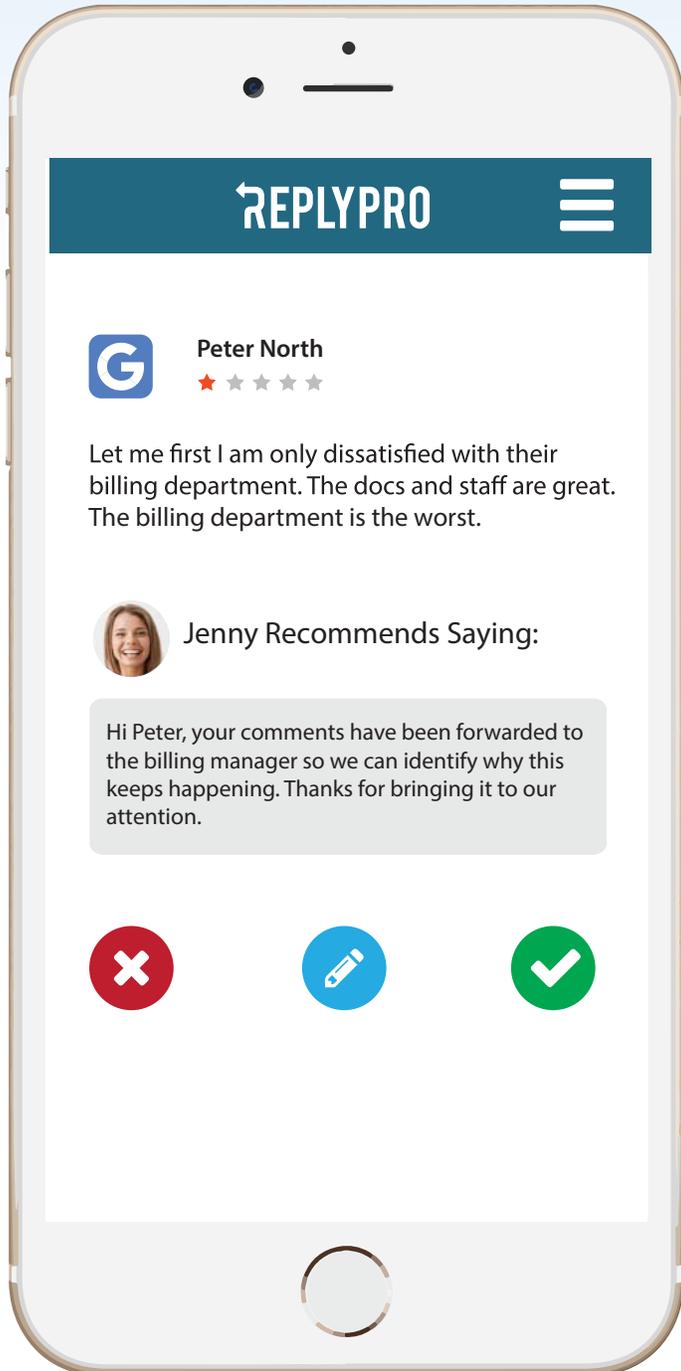


# Crush Local Marketing With **One** Button



## Receive Updates

Get notified about all new online reviews so you know what your customers are saying.



## Get Recommendations

We give you recommendations about local marketing actions:

- Responses to Reviews
- Sharing Reviews to Facebook
- Sharing Reviews to Google
- Flagging Negative Reviews
- Fixing Local Listing Data



## Accept, Edit, or Ignore

Even though we send recommendations, you are always in full control of what is posted online. You can always accept, edit, or ignore our recommendations.



**"ReplyPro has saved me a LOT of time."**

Jennifer Schmidt, Riverside Hotel

# // What Our Customers Say

**"Reply Pro is indispensable. Our response rate has gone from under 10% to over 90% in a matter of months."** - Joely Rhodes, COO of Bardenay Restaurant & Distillery

**" We LOVE using Reply Pro as our one stop shop."** - Meera Rosser, Jacobs Entertainment

**" We like Reply Pro because it saves us so much time. Before we couldn't keep up with all the different platforms."** - Nick Lupacchino, Willington Pizza House

## // Services Offered

### RESPOND TO REVIEWS

All major review sites encourage local businesses to respond publicly to both positive and negative reviews. By responding to reviews, you show your customers that you listen and care about feedback. More specifically, responding to positive reviews is also a great way to show appreciation and gratitude to your most loyal fans.

### SHARE REVIEWS ON SOCIAL MEDIA

We share your positive reviews to your local Facebook pages and Google profiles. Sharing reviews is a great way to show appreciation for positive reviews, encourage more customers to leave reviews, and keep your social media pages active with fresh content.

### FLAG NEGATIVE REVIEWS

Some reviews are bogus and should be removed from the web. We assist you in flagging inappropriate reviews to try to remove them from your social profiles.

### MAINTAIN ACCURATE INFORMATION

We publish and maintain correct profile information for every location. With accurate information, potential customers will be able to find your locations, have the right expectations, and be persuaded to visit your establishments.

### CREATE AND CLAIM PROFILES

Every location should minimally have and claim its own Google, Yelp, TripAdvisor, and Facebook profile. Having local profiles will increase your exposure in search engines and lead to more customers discovery. Claiming profiles is essential to respond to reviews, update business information, answer public questions, and add photos.

## // Did You Know?

Reviews from your customers can provide valuable feedback for your business, and replying to reviews can help build your customers' trust [and] relationships. - **Google 2017**

Responding to reviews clearly demonstrates – to both former and prospective guests – that you are interested in feedback, and that you take customer service seriously. - **TripAdvisor 2017**

Responding to reviewers' concerns shows that you value their feedback and that you're always striving to improve. - **Yelp 2017**

Responding to a positive review is a fantastic way to engage a customer further and build upon brand loyalty. - **Social Media Today 2017**

We strongly advise [businesses] to take the time to respond and communicate with both happy and unhappy customers, and to see monitoring and responding to your customer reviews as an important part of managing customer feedback. - **TrustPilot 2017**