

Take the Guesswork out of Managing Your Customer Reviews

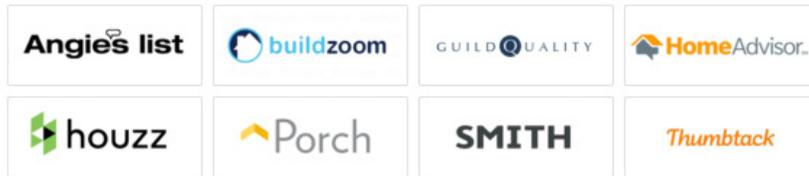
YourWebPro gives you a simple way to collect and display customer reviews

Reviews are quickly becoming the most important element to a company's marketing strategy.

Most small businesses rely on word-of-mouth recommendations from satisfied customers.

Today's word-of-mouth is online reviews.

Home Services



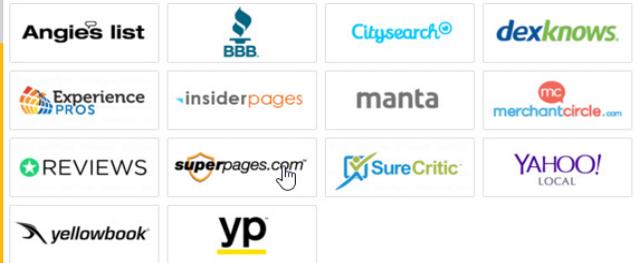
Managing the collection and display of your customer reviews is essential to ensuring your company has a clear, honest and easily identifiable online reputation.

Automatically display your customer reviews from multiple sources, such as...

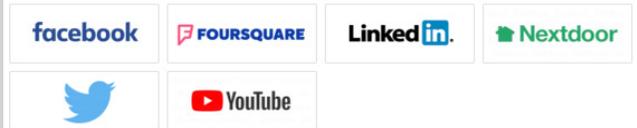
Major



Directory



Social Media



Local



Automate Your Reviews

- ✓ Automatically display reviews on your website from popular review sites: Google, Facebook, Yelp, BBB, Home Advisor and more!
- ✓ Reviews gathered and displayed on your website link to the actual review online providing authenticity and customer trust.

Respond to Your Reviews

Each review is sent to you. Respond to your customers with a 'thank you' or correct a negative situation to a positive.



Increase Your Reviews

- ✓ Our review collection provides an easy way to guide customers to review your business.
- ✓ Simply direct customers to your website and have them add their rating and comments.
- ✓ No social media or account required to leave a review.

Affordable Monthly Pricing

\$29.95 monthly / \$49.95 setup

reviews@yourwebpro.com

yourwebpro.com (866) 414 - 5775

YOUR WEB PRO



YourWebPro Reviews FAQ

Q. Why do I need reviews?

A. What people say about a business online matters! Potential customers use reviews as a way to qualify your business.

Q. Does your YourWebPro Reviews find and collect ALL my reviews?

A. Yes, any review portal can be programmed to retrieve your reviews for display on your website. We start with the top review portals such as Google, Facebook, Yelp, BBB, Home Advisor and more.

Q. What if I don't have any reviews?

A. That's ok, our system allows you to easily direct your customer to ONE place to leave a review. Reviews will start to collect before you know it!

Q. What if I don't have any review portal profiles?

A. We can assist you in setting them up or direct you where to go on the internet, to set them up on your own.

Q. What if my customers don't use social media?

A. No problem! We understand not all customers use social media. On your reviews page with the other review portals, there is a selection for '**No Social Media**', which allows for customers to leave a review in a form based message. These reviews will go to your website ONLY.

Q. How do I know if I got a good or bad review?

A. You are notified via email whenever you get a review, whether it's good or bad. This gives you an opportunity to respond appropriately as soon as possible.

Q. What if someone leaves a bad review?

A. Our system is set by default to intercept any automatic reviews under 4 stars. Only 5 and 4-star automatic reviews are displayed on your website without your approval.

Q. What should I do if I get a bad review?

A. We recommend responding to ALL reviews. Praise your good reviews and address your negative reviews. Most customers who leave a negative review just want their concerns to be heard. Respond to negative reviews as neutrally as possible. Be mindful of how you deal with difficult customers online.

Q. How do I get customers to leave reviews?

A. Just Ask! Most customers are happy to leave you a review if asked. The perfect time to ask is when you are finishing up your final paper work and inspection. That is the peak of their happiness. Have your customer grab their tablet or smartphone and direct them to your reviews page. Incentives such as quarterly inspections or other discounts can be left in final paperwork or marketing materials, directing customers to your reviews page.