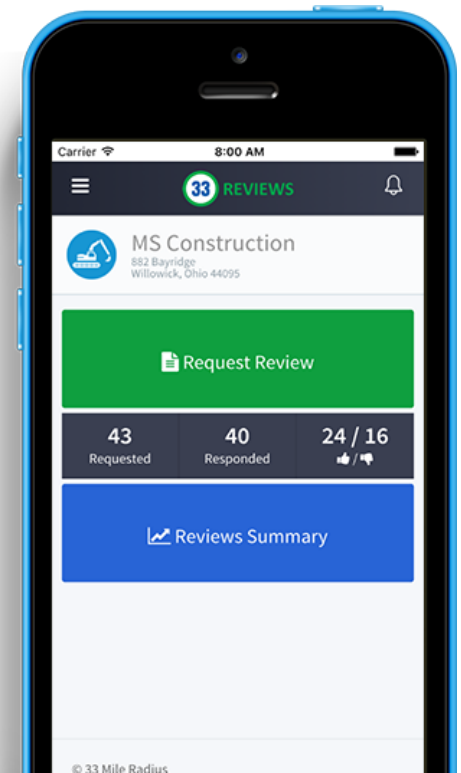




# 33 Reviews Setup and Overview



# What Is 33 Reviews?

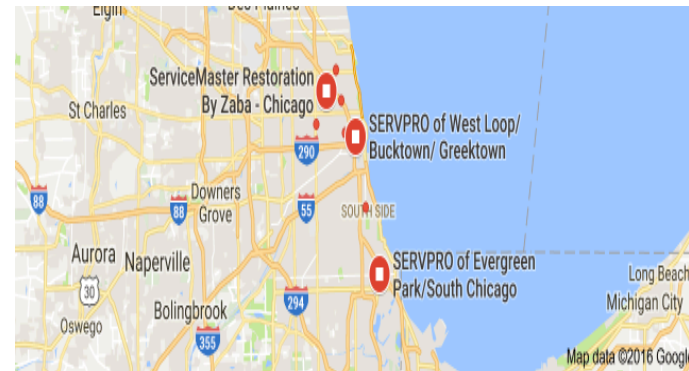
- 33 Reviews is a mobile application for all employees that allows companies to get more reviews on online sites such as:
  - Google
  - Facebook
  - Yelp
  - Angies List
  - BBB
  - HomeAdvisor



**Angie's list.**

# Why Are Reviews Important?

- Reviews are crucial to earn customers business to call / buy
- Reviews management is a best practice for your brand
- Reviews are an effective search signal to impact overall ranking in Google Local Stack



## ServiceMaster Restoration By Zaba - Chicago

4.9 ★★★★★ (18) · Water Damage Restoration Service

2912 N Central Park Ave · (773) 647-1985

Open 24 hours



WEBSITE



DIRECTIONS

## SERVPRO of Evergreen Park/South Chicago

2 reviews · Water Damage Restoration Service

1750 E 87th St · (773) 337-3900

Open 24 hours



WEBSITE



DIRECTIONS

## SERVPRO of West Loop/ Bucktown/ Greektown

4.9 ★★★★★ (8) · Water Damage Restoration Service

564 W Randolph St Suite 200 · (773) 434-9100

Open 24 hours



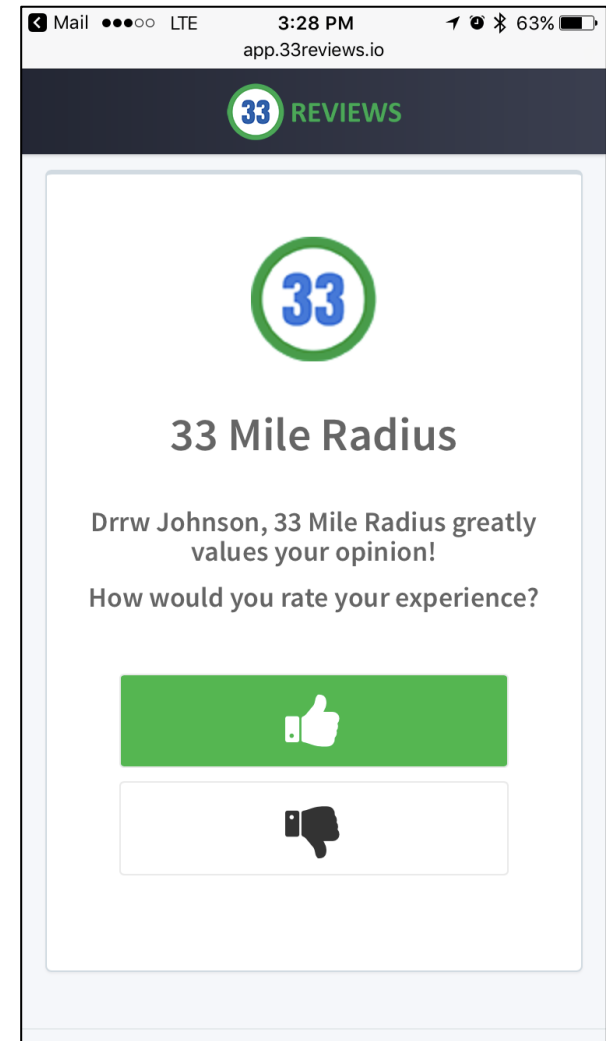
WEBSITE



DIRECTIONS

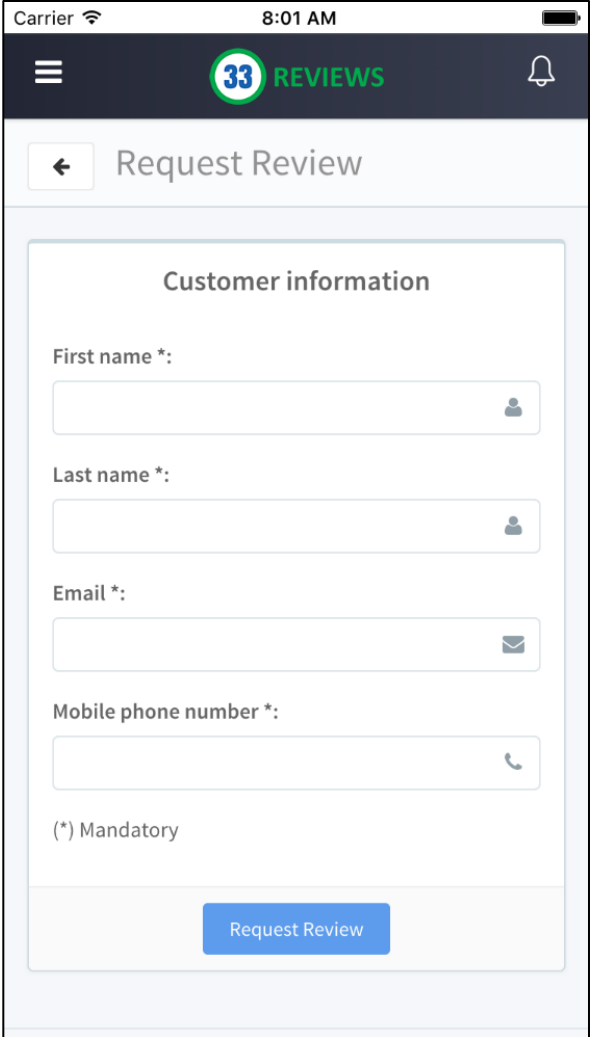
# How Does It Work?

- When a review request is sent, clients are presented with Thumbs Up / Thumbs Down option
- Client chooses which experience they had with your business
- Social Channels are only presented when client chooses Thumbs Up
- Thumbs Down – A simple text box requesting details on the issue is presented



# Request Review – 4 Easy Steps!

1. Request Review from Client
  2. Enter – Name, Email, Phone
  3. Press Submit
  4. Confirm Review Request was received
- Info should be provided prior to client meeting



The screenshot shows a mobile application interface for '33 MILE RADIUS'. The top status bar displays 'Carrier', signal strength, '8:01 AM', and battery level. The app header features a hamburger menu, the '33 REVIEWS' logo, and a notification bell. Below the header is a 'Request Review' screen with a back arrow. The main content area is titled 'Customer information' and contains four mandatory input fields: 'First name \*:', 'Last name \*:', 'Email \*:', and 'Mobile phone number \*:'. Each field has a corresponding icon (person, person, envelope, and phone). A note below the fields states '(\*) Mandatory'. At the bottom of the form is a blue 'Request Review' button.

# When? How? Why?

- When / How you ask for the review is the most important step in the process
- People are more likely to help when they know the “why” behind it.
- Explain that it will only take a few minutes and that it will help you and your business grow
- Each Business / LOB will have a different review process

# Examples

- To ensure we provided quality service, I have sent you a review request via text message and email. Can you confirm you received them?
- I want to thank you for using ABC Co. To ensure our team has met our quality standards, I have sent you a review request. Can you please confirm you received it?
- To better serve our future customers, feed back is essential. I would love to learn more about your experience. I have sent you a review request via email and text message to have a better understanding. Can you confirm you received it?
- Our Customers are the foundation to our business. We value your feedback and would appreciate your time in completing the review request I texted and emailed you. Can you confirm you received them?
- Thanks for your business Mrs. Smith. Please take a second to complete the review request that I texted and emailed to you. Your feedback is greatly appreciated.

# More information

- For more information check out our blog at <http://www.33mileradius.com/blog/>
- And our resources page at <http://www.33mileradius.com/resources/>