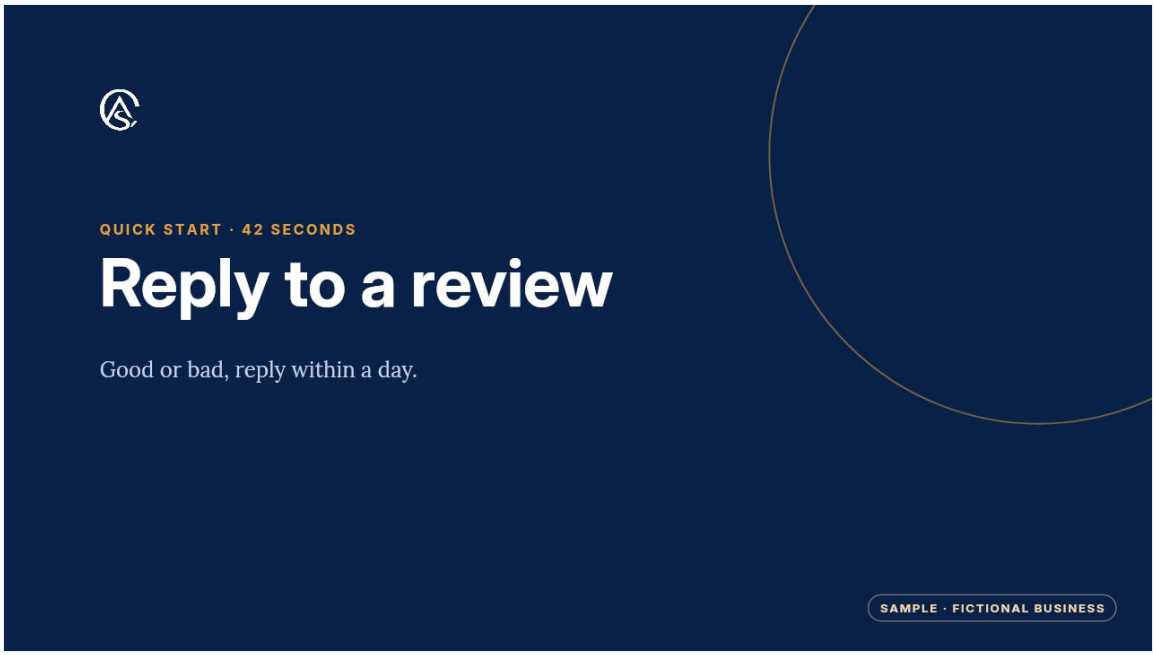
GOOGLE PROFILE TUNE-UP · QUICK START

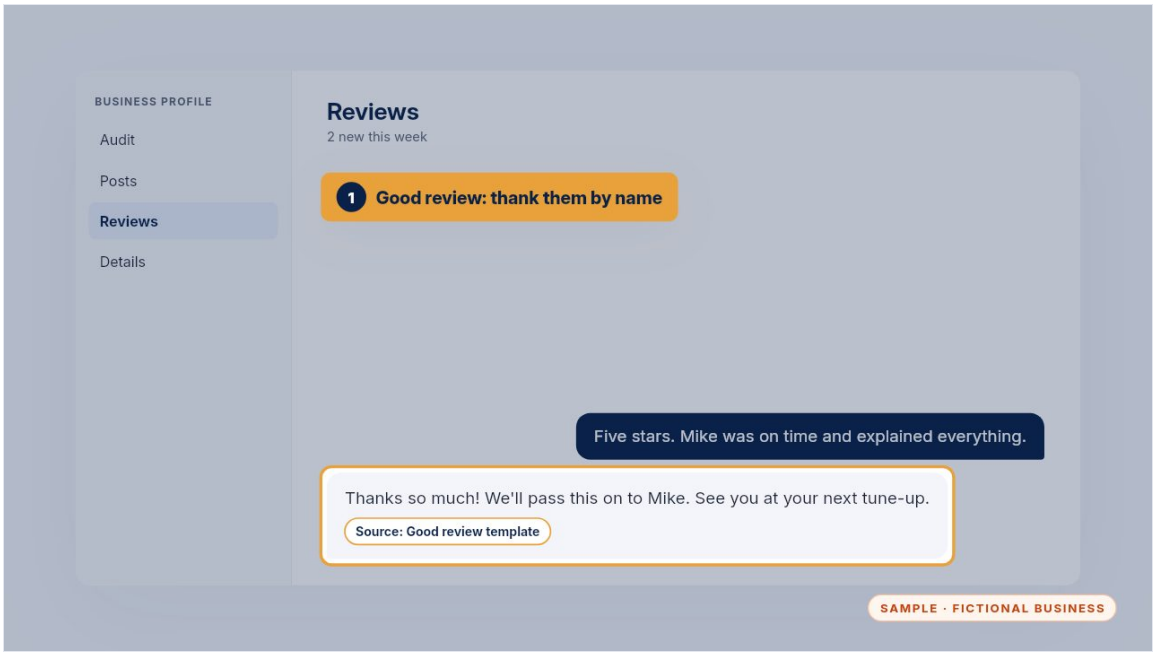
Reply to a review

Reply to good and bad reviews with the templates in your kit.

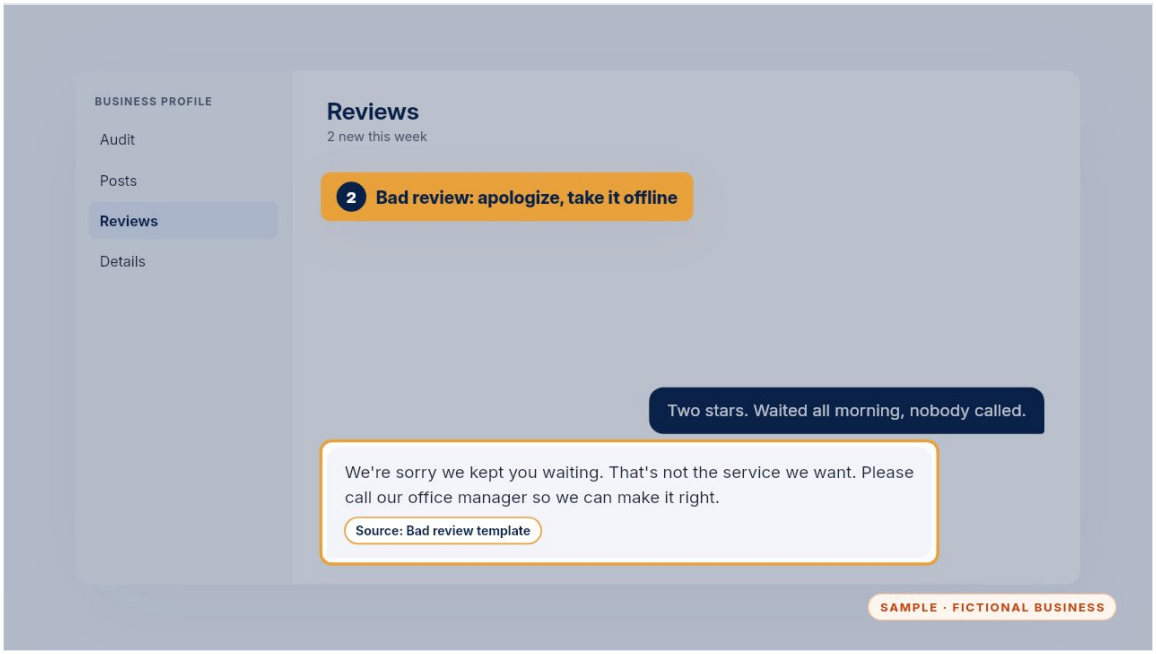
Watch the narrated video: https://openarmsolutions.com/guides/google-profile-tune-up/reply-to-a-review



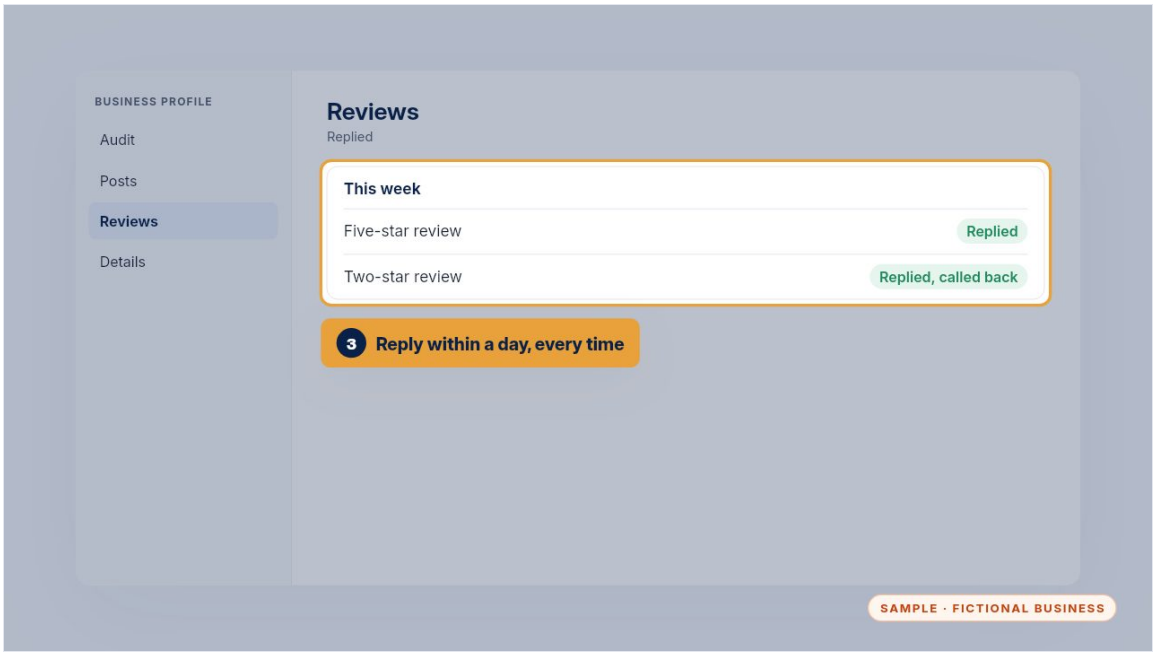
1. Every review deserves a reply. Here's how, for good ones and bad ones, using the templates in your kit.



2 For a good review, thank them and mention the tech by name. Keep it short and warm: future customers read these replies too.



3 For a bad review, apologize, don't argue, and invite them to contact you directly. Never share job details in public.



4 Reply within a day. Customers reading your reviews notice, and a calm reply to a bad review often wins more trust than the good ones.

That's it. Three habits:

1. Thank good reviews by name
2. Apologize and take bad ones offline
3. Reply within a day

SAMPLE · FICTIONAL BUSINESS

5 Thank, apologize when needed, and reply within a day.