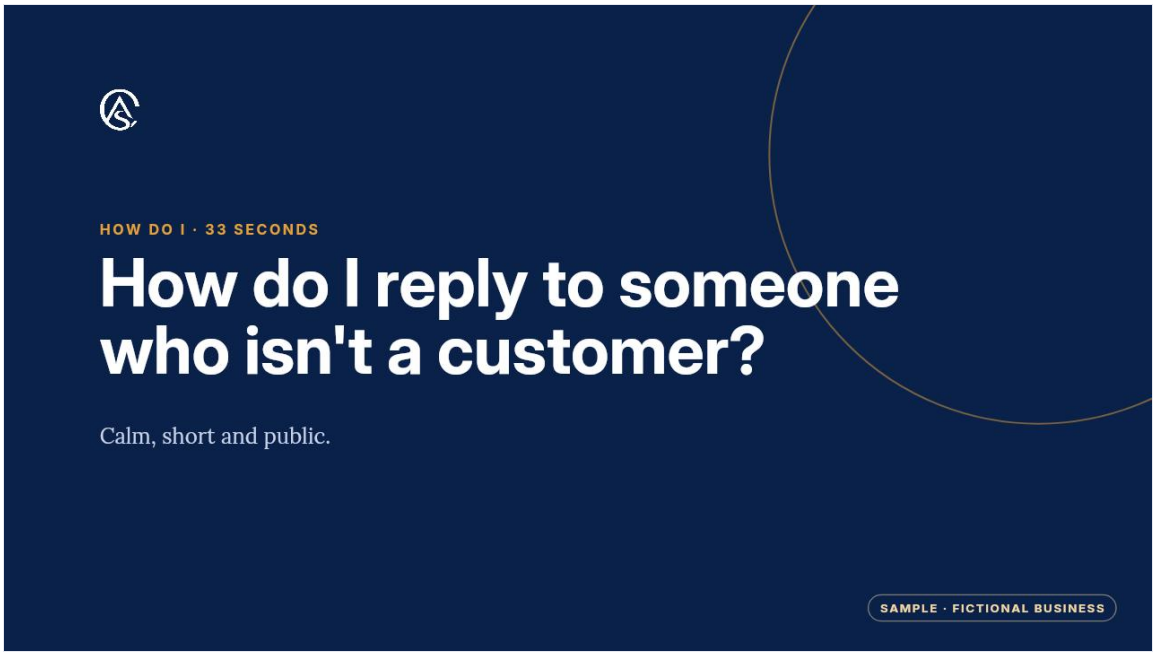
GOOGLE PROFILE TUNE-UP · HOW DO I

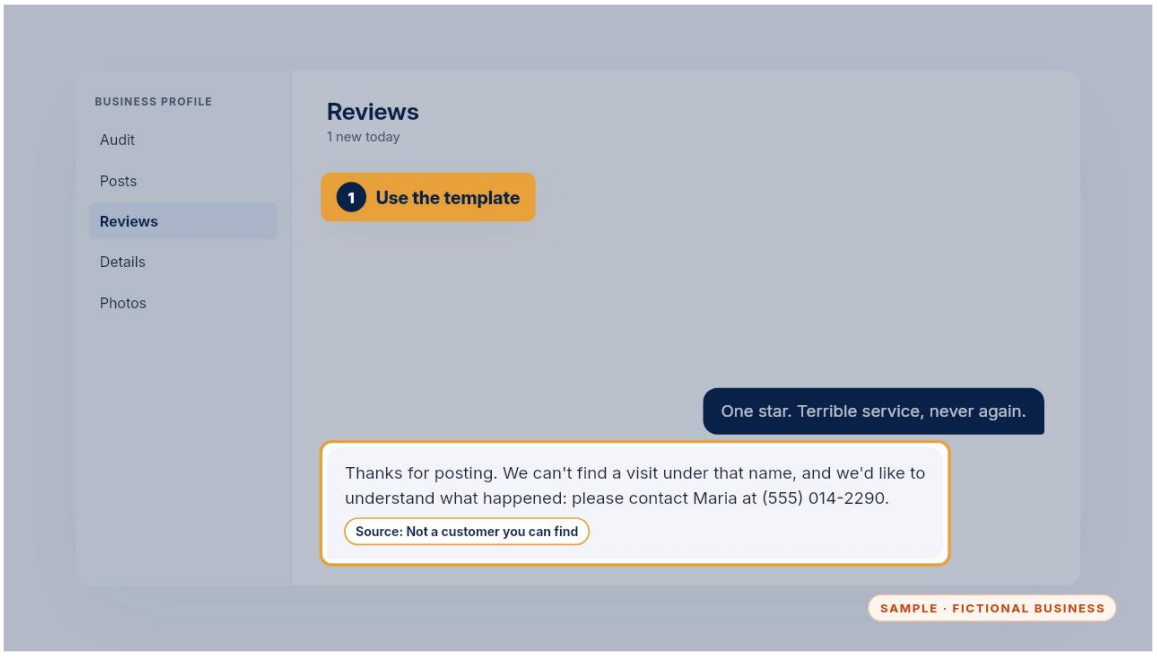
How do I reply to someone who isn't a customer?

Reply calmly to a review when you can't find the reviewer in your records.

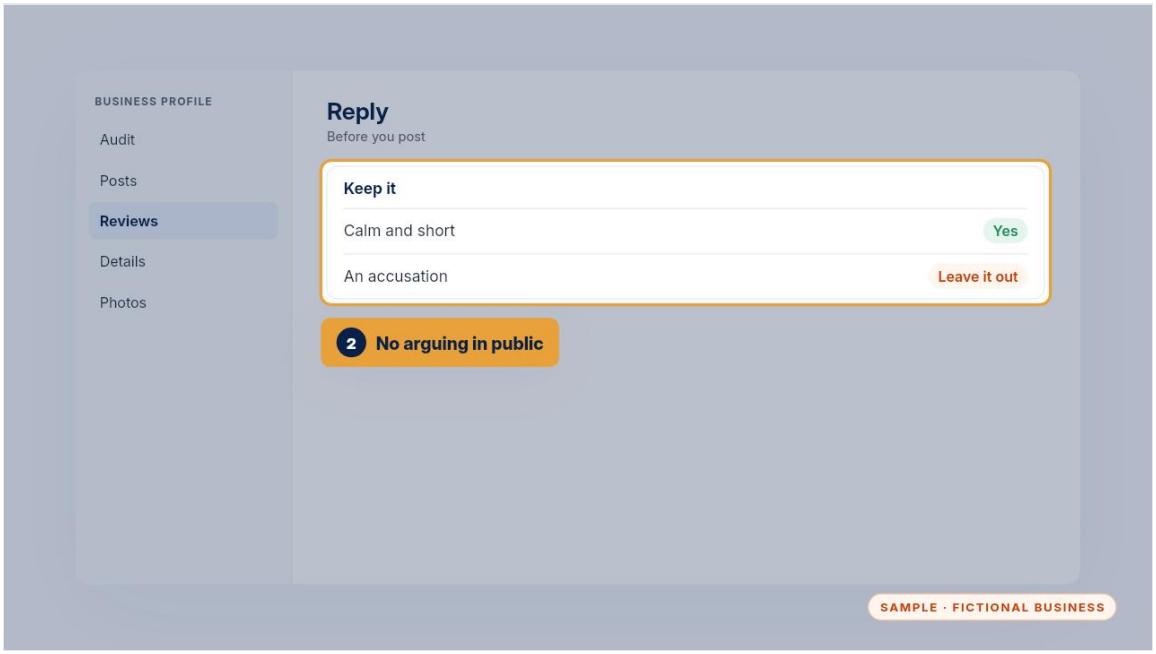
Watch the narrated video: https://openarmsolutions.com/guides/google-profile-tune-up/reply-to-an-unknown-reviewer



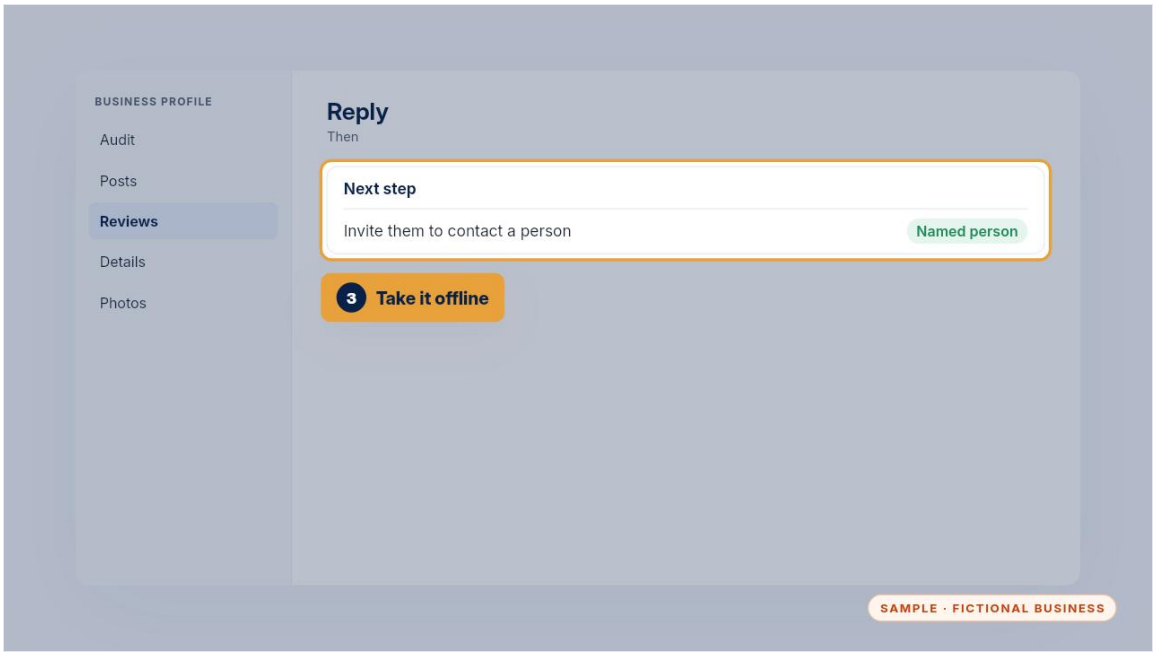
1 Sometimes a review comes from someone you can't find. Here's how to reply.



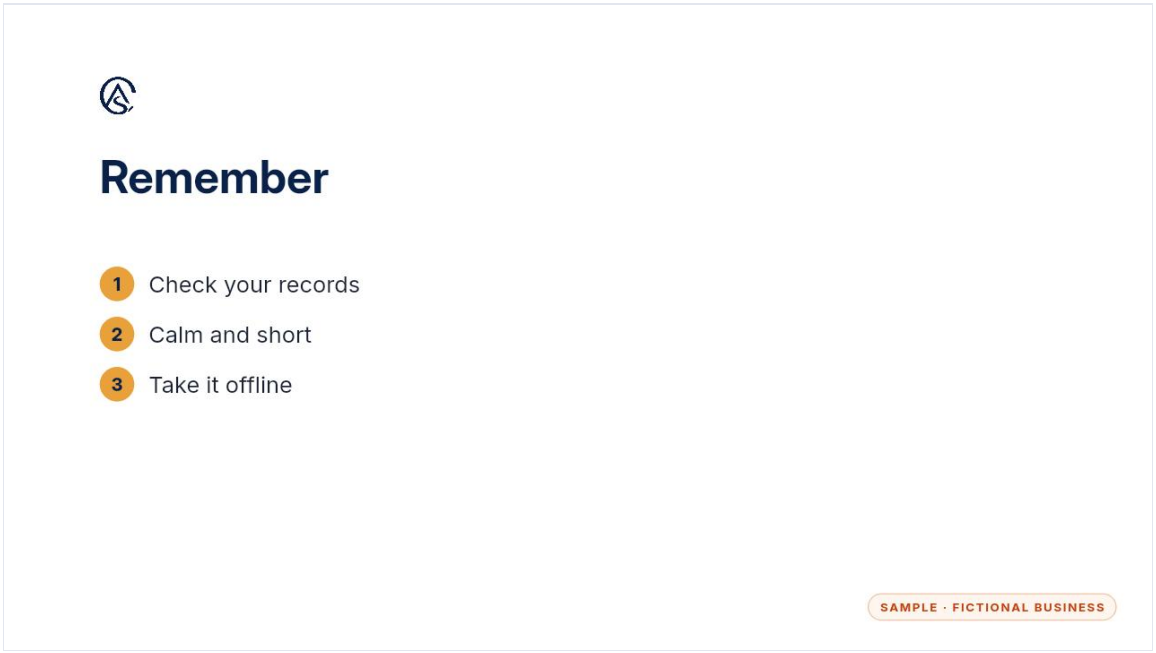
2 Check your records first. If you can't find a visit, use the template for a reviewer you can't find.



3 Keep it calm and short. Don't accuse them of anything. Other customers are reading.



4 Invite them to contact a named person, and take it from there in private. If they turn out to be a customer, you can follow up properly.



5 Check your records, stay calm, and take it offline.