

# *Shawn Ryder Digital*

## *Positive Review Responses for Google*

To efficiently respond to positive reviews that don't contain a comment, the keys are to:

- Respond quickly (customers expect a response to feedback),
- Express gratitude,
- Be brief,
- Vary your response templates,
- Sound natural and casual, and
- Personalize the response whenever possible.

I have put together a sample set of responses with and without custom variables to help kick-start both your manual and automatic campaigns.

### **Generic**

“Thanks so much for sharing your experience with us. We hope to see you again soon.”

“We really appreciate you taking the time to share your rating with us. We look forward to seeing you again soon.”

“Thank you so much for taking the time to leave an excellent rating. We really appreciate your business. Please let us know what we can do for you in the future.”

“Thank you so much for taking the time to leave us a rating.”

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## **Generic 5-Star**

Thank you so much for your 5-star review! We will share this with the dealership team to let them know to keep up the amazing work.

We are incredibly grateful that you took the time out to leave us a 5-Star review.

Thank you so much for this 5-star review. We really appreciate you being a customer and helping to share the word about us. We're here for you anytime.

We are so grateful for your 5-star review. Thanks for sharing your rating with us and the community.

Thank you for the 5 star rating.

Thank you so much for taking the time to leave us a 5 star rating - it's much appreciated!

Thank you so much for taking the time to leave us a 5-star review.

## **Generic 4-Star**

"Thank you for your review. We will share this with the dealership team to let them know how we are doing."

"We are grateful that you took the time out to leave us a review. Your feedback helps us to improve service for everyone"

"Thank you so much for this review. We really appreciate you being a customer. We're here for you anytime."

"We are so grateful for your review. Thanks for sharing your rating with us and the community."

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## Custom Location Name Variables

Thank you so much for your positive rating for your recent visit to {{replyLocationName}}.

“We're happy to see that you had a 5-Star experience at {{replyLocationName}}. Thanks for sharing.”

“The team here at {{replyLocationName}} is thrilled to receive such great rating, thank you.”

“Thank you so much for the positive rating. We're happy that you're happy, and we're looking forward to your next visit to {{replyLocationName}}.”

“Thanks for the 5-star review. The team at {{{replyLocationName}}} is thrilled you're happy with your recent dealership visit.”

“Thank you so much for this great 5-star review. We really appreciate your business and helping to share the word about {{replyLocationName}}.”

“Thanks so much for giving us your take on how we are doing. We're glad that customers like you are having a great experience at {{replyLocationName}}.”

“Thank you so much for taking the time to share your experience at {{replyLocationName}}. We take pride in knowing our customers are happy with their dealership experience.”

“On behalf us all of us at {{replyLocationName}}, I would like to thank you for sharing this great review about our store! We are thrilled that you enjoyed your experience.

“Seeing that you had a 5-Star experience is the best thing we could hope for! Your review means a lot to us. Thank you for choosing {{replyLocationName}}. We look forward to serving you for many years to come!”

Thank you for the great review! We can't wait to have you back at {{replyLocationName}}.

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## Custom GEO Name Variables

“Thank you for taking the time to share this positive rating! We will make sure to share this with the dealership team to let them know to keep up the amazing work and hope you'll stop by again soon when you're in {{replyGeoLocationName}}.”

“Thank you so much for this great 5-star review. We really appreciate your business and helping to share the word about {{replyLocationName}} in {{replyGeoLocationName}}.”

Thank you for your review. The entire team in {{replyLocationName}} really appreciate it.

## Reviewer First Name (assumed) Variable

Thank you for the kind rating, {{reviewerFirstName}}! We're so happy your visit at {{replyLocationName}} went well.

“{{reviewerFirstName}}, thank you so much for your positive rating for your recent visit to {{replyLocationName}}.”

“{{reviewerFirstName}}, we're happy to see that you had a 5-Star experience at {{replyLocationName}}. Thanks for sharing.”

“{{reviewerFirstName}}, the team here at {{replyLocationName}} is thrilled to receive such great rating, thank you.”

Hi {{reviewerFirstName}}, thank you so much for taking the time to provide feedback. We are so delighted that you rate our service as 5 star as we strive to provide just that for all our customers. We Look forward to seeing you again soon. Best Wishes.

Hi {{reviewerFirstName}}, thank you for taking the time to provide a rating, your opinion is valued greatly and it helps us maintain the excellent standard of service to our customers.