



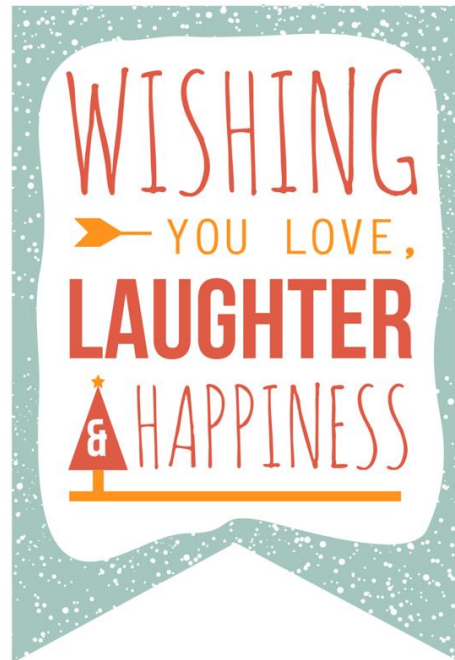
How to Overcome Your Fear of Online Reviews and Smile While Doing It



"This is awesome!"



I am like you...



3 types of reviews



- Good
- Bad
- Fake



The dark side



Elance[®]

yelp

craigslist

fiverr[®]





Shucks...



Yuanting W.
Waikiki, Honolulu, HI
16 friends
16 reviews

★ ★ ★ ★ ★ 10/9/2014

I paid about 150 bucks for my thinkpad reparation. However, they said it was "too much to repair". So \$150 for nothing but waist time.

Add Public Comment



You have already messaged this user. [View Message](#)



Phew!



Cullen K.
Honolulu, HI
97 friends
32 reviews

★ ★ ★ ★ ★ 9/23/2014 · Updated review

The service i didnt get from the store, i got from the owner. I was hesitant to call back the first day they called, so when he contacted me a second day saying he wanted to make things right i knew he was telling the truth. It was nice to see that he cared about what his customers get out if his business and even offered to pick up and correct the mistakes himself. Really appreciate it James.

★ ★ ★ ★ ★ 9/21/2014 · Previous review

My last post was extreme, i shouldn't have written it. No one needs to know the exacts i was just mad. Anyway, didnt get the service i was hoping for from this company. Enough said. I'll just take my business elsewhere. [Read less](#)

Add Public Comment

Send Private Message



How to make a bad review go away?



1. Privately message the client.
2. Take the 10,000 ft approach.
3. Listen with empathy to the client.
4. Make it right. You're in it for the long haul.
5. Explain how to prevent in future.
6. Keep client informed.
7. Co-opt unhappy client.
8. Be grateful for the feedback and opportunity.
9. (Flag + dispute if necessary)

Ask the person next to you...



How to make a good review stick?



1. Engage it publicly
2. Thank client for the business
3. Offer new insight
4. Like it: Useful, Funny, Cool, Compliment

Recommended Reviews



Yelp Sort Date Rating Elites

English 33 Japanese 1

Your trust is our top concern, so businesses can't pay to alter or remove their reviews. [Learn more.](#) ×



Steve W.
Honolulu, HI
 17 friends
 8 reviews

4/21/2015

When my 7-month-old Dell laptop (from Costco) freaked out, Supergeeks -- especially Don Langman -- were crucial in saving the data from it and helping me get Dell to replace the defective hard drive. Daniel was also very helpful. When there were more issues after they re-loaded my data, they sorted it out per wty, and didn't try add any cheesy "garbage fees" onto my tab, as other vendors have tried before. This particular computer tested all our patience (frankly, I was about ready to recruit it for target practice), but Don and crew did me right, and I recommend them wholeheartedly!

Was this review ...?



Useful 1



Funny



Cool



Comment from James K. of SuperGeeks
Business Owner

4/21/2015 · Thanks so much, Steve. We really appreciate it! Will share your kind words with Don and the team.... [Read more](#)



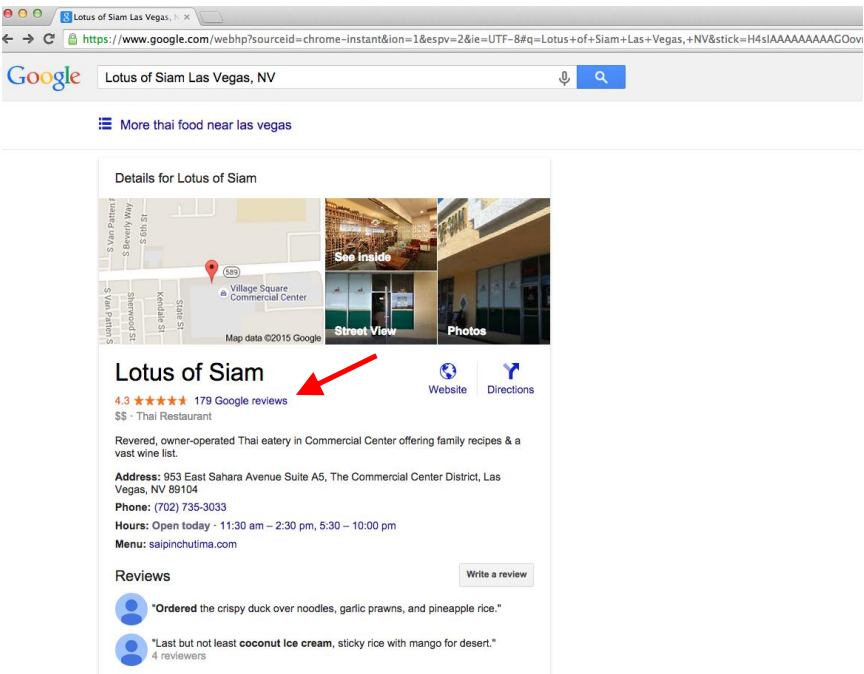
Good news: only a few players



Action Items



- ✓ Focus on Yelp + Google
- ✓ Customize your profiles
- ✓ Setup notifications
- ✓ Anoint the ambassador
- ✓ Establish written guidelines
- ✓ Systemize customer feedback
- ✓ Encourage honest reviews



Lotus of Siam Las Vegas, NV

More thai food near las vegas

Details for Lotus of Siam

4.3 ★★★★★ 179 Google reviews

Webete Directions

Revered, owner-operated Thai eatery in Commercial Center offering family recipes & a vast wine list.

Address: 953 East Sahara Avenue Suite A5, The Commercial Center District, Las Vegas, NV 89104

Phone: (702) 735-3033

Hours: Open today · 11:30 am – 2:30 pm, 5:30 – 10:00 pm

Menu: saipinchutima.com

Reviews

Write a review

"Ordered the crispy duck over noodles, garlic prawns, and pineapple rice."

"Last but not least coconut ice cream, sticky rice with mango for desert."

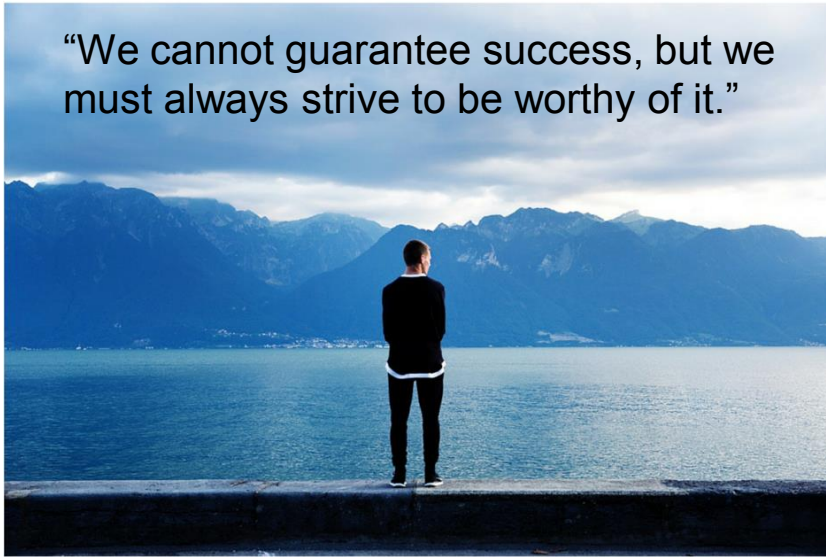
4 reviewers

Tools

Google Apps for Work
 Canva.com
 Wufoo.com
 Google Alerts
 PerchApp.com



“We cannot guarantee success, but we must always strive to be worthy of it.”



Contact Me



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