

ChatExec: Professional Review Response for Multi-Location Brands



Business professionals engaged in growing a successful multi-location brand know that top industry best practices recommend a solid online review-response strategy. But, when hectic workdays find you and your team scrambling at breakneck speed juggling projects, sending emails, and hopping on Zoom calls, the time left to properly manage online review response is close to nil.

Don't let time or resources slow your success. When you're building and scaling a business, putting off review response isn't an option. But, Chatmeter has a solution!

Our full-service, ChatExec review response team takes review management off your plate freeing up precious time so you can focus on running your business. Our team of communication professionals quickly read and reply to your customer reviews on Google, Apple Maps, Facebook, Yelp, and more on your behalf while ensuring that your brand's voice speaks loud and clear. Trust our in-house ChatExec professionals to:

- **Professionally manage and respond to online reviews, ratings, comments, and other customer feedback**
- **Identify and escalate reviews needing special attention to your team**
- **Stay on top of the online conversation about your brand**
- **Build long-term customer loyalty by creating meaningful connections**

Why Respond to Reviews?

1. Consistent review response is a BIG ranking factor for search engines.
2. If a business responds to a review, 1 in 3 people will update their negative or neutral review to a higher rating.
3. Review response leads to more positive reviews.



57% of consumers say they'd likely avoid a business that never responds to feedback.

Source: BrightLocal



94% of consumers say a bad review has convinced them to avoid a business.

Source: ReviewTracker

ChatExec Response to a Customer Review



Courtney Simpson reviewed **Monroe Apartments**
August 28 at 11:46am

I'd have to agree with Stacy. I've only been here a couple of months and they are proving that they are not gonna respond to calls for repair until they feel like it. I'm still waiting for my garbage disposal repair and a few other things that I've asked for over the past month.

Also, we are paying for the amenities in this place and the treadmills are out of order, they had the pool down for quite a while. It's summer time people!!!

They don't respect their tenants. That's for sure!!! I'm almost sorry I moved here.



Monroe Apartments Courtney, we're so sorry to hear that your time at our community has been a less than pleasant experience. Our maintenance team strives to solve all work orders in a timely manner, so we apologize if our efforts took longer than you felt was necessary. If you'd like to check the status of your service requests, please inquire at the office. We understand how frustrating it must be to not have all our community's amenities available and we really appreciate your patience during this time. If you'd like to chat about any of your concerns in further detail, we encourage you to come by our office. Thank you!

Like · Reply · 1 · August 28 at 11:50am



Courtney Simpson Ok I certainly will. Thank you.

Like · Reply · August 28 at 4:36pm

ChatExec's 4 Steps to Review Response Success

Rest Easy Knowing Our Team of Trained Reputation Specialists Are Protecting Your Online Presence



With ChatExec, amplify your brand's online presence while creating compelling customer experiences online and off without investing extra time. Connect with Chatmeter today and learn more about how our review response experts will take your digital conversations to the next level.



Consumers spend up to **49%** more money at companies that respond to customer reviews.

Source: ReviewTracker

“We use ChatExec to respond to reviews for hundreds of our properties on our behalf, all of which are responded to within 24 hours!”

Megan Collins, Lincoln Property Company

Learn more at [chatmeter.com](https://www.chatmeter.com)