

A GUIDE FOR BUSINESS OWNERS

# How we work *together*.

A clear, honest picture of our partnership – what we ask of you, and everything we handle for you. Two short lists. No surprises.

## 01 What we need from you

### 1 Manager access to your Google Business Profile

Add our team as a **Manager** on your Google Business Profile. This lets our platform read your reviews, publish replies, and track your ranking. You remain the Owner, keep full control, and can remove access at any time.

### 2 A weekly customer list

Each week, send us customers who had a positive experience and have agreed to be contacted – with **no repeats** from previous weeks. A spreadsheet, Excel, or CSV file is perfect:

Name   Email   Phone   Language   Visit date   Notes

*A steady weekly flow – even 10-20 names – keeps your ranking climbing. Consistency matters more than volume.*

### 3 A thank-you for honest reviews

Offer customers a small thank-you for leaving an **honest review of any rating** – for example, \$20 off the next visit or a small gift. Rewarding the review itself (never a 5-star rating specifically) keeps you fully compliant with Google's policy – and brings customers back, which is revenue.

### 4 A referral reward

Offer a reward to your customers **and the friends they refer** – for example, \$20 off for each. One satisfied customer becomes several new ones – new revenue, traceable to a review.

## 02 How we work for you

<b>Prepare</b>	We clean and verify every list – correct errors, remove duplicates, confirm formats.
<b>Set up</b>	We configure your review rewards and referral rewards inside the platform.
<b>Test</b>	We run a small test batch first, to catch any issue before the full send.
<b>Send</b>	We roll out batch by batch, in each customer's language, at a natural pace Google will not flag.
<b>Monitor</b>	We track delivery, opens, clicks, and new reviews <b>every day</b> .
<b>Respond</b>	We reply to every review <b>within 24 hours</b> , in your business's voice.
<b>Remind</b>	We gently follow up with customers who have not yet left a review.
<b>Report</b>	We send a clear monthly report – results, insights, and recommendations to improve.
<b>Protect</b>	We surface unhappy customers <b>privately, before they post</b> . Genuine low ratings become rare – and if one appears, we plan the response with you.

#### YOUR ROLE, DAY TO DAY

### Almost nothing.

Send us one customer list each week and approve the reward amounts. We handle collection, drafting, replies, reminders, monitoring, and reporting.

#### WHAT TO EXPECT

### Results build over *weeks, not days*.

Reviews compound. A steady pace consistently outperforms a one-time burst – and that is how local rankings climb, and hold.