



Welcome

How to ask for reviews, encourage feedback, and improve your score





Questions? Chat with us on twitter!
@therentersvoice #rentersvoice

TOPICS

Be *proactive*

Fix the *basics*

10 ways to ask for reviews

One final *tip*

WE HELP YOU PUT YOUR
CUSTOMERS AT THE CENTER OF
YOUR BUSINESS, ENDING YOUR
RELIANCE ON ASSUMPTIONS.

Renter's Voice

Thought #1
Be proactive

You don't have to fight an
UPHILL BATTLE



~~Reactive~~

Proactive



Thought #2
Fix the basics

BUILD YOUR PROFILE

The Hill in The Village

Dallas, TX



[Read all 26 reviews](#)

[Write a review](#)



The Hill in The Village welcomes you home to a wide variety of spacious, custom designed floorplans, including several with separate den areas. Each apartment home is thoughtfully designed for comfort and style with all the extras to make you feel right at home. Lavish landscape dotted with large shade trees adds to the quiet neighborhood surroundings. Professional management, hassle-free service, and a commitment to quality make The Hill in The Village the choice for your new apartment home.

Location

5787 Caruth Haven Lane
Dallas, TX 75206
(214) 772-1100
thehill@lincolnapts.com

**Rent Now!
Learn More!**

Powered by:

**Apartment
Finder**
ApartmentFinder.com

GOLDEN RULE

It all starts with relationships

*Make them want to leave a review
for you. Make them want to be your
brand ambassador!*

78% OF CONSUMERS
REGULARLY OR OCCASSIONALLY
USE ONLINE REVIEWS
TO DETERMINE WHAT LOCAL
BUSINESS TO USE

Bazaarvoice

Thought #3

10 ways to ask for reviews

Just Ask!



#1

HOW TO ASK FOR REVIEWS

Create a personal touch

#2

HOW TO ASK FOR REVIEWS

Educate them on how to leave a review

#3

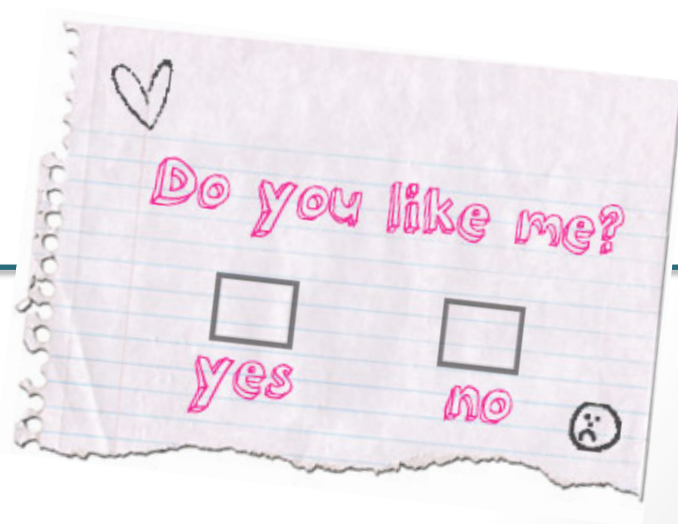
HOW TO ASK FOR REVIEWS

Create a review station

#4

HOW TO ASK FOR REVIEWS

Use quick reminders



#5

HOW TO ASK FOR REVIEWS

Do you show reviews on your website?

#6

HOW TO ASK FOR REVIEWS

Include in your social media efforts



#7

HOW TO ASK FOR REVIEWS

Include on your business cards

How was your experience?

Find us on

www.rentersvoice.com

and ***tell us how we did!***

We truly appreciate your feedback.



#8

HOW TO ASK FOR REVIEWS

Email signature



#9

HOW TO ASK FOR REVIEWS

Incentivize only if necessary



#10

HOW TO ASK FOR REVIEWS

Respond to reviews

OVER HALF OF MILLENNIALS
TRUST THE OPINIONS OF
STRANGERS ONLINE OVER
THOSE OF FRIENDS AND FAMILY.

Bazaarvoice, June, 2012

Thought #4
One final tip!



MAKE YOUR PROPERTY
WORTHY OF GOOD
REVIEWS

TAKEAWAYS

Manage your reputation

Fix the basics first

10 ways to ask for reviews

Be review worthy!



Questions? Chat with us on twitter!
@therentersvoice #rentersvoice

Thank you! Want to learn more?

rentersvoice.com

info@rentersvoice.com

epmsonline.com

Upcoming Webinar



Ratings and Reviews: 4 Secrets
to Success

Thursday, May 23

1:00 PM – 1:30 PM CDT

Register at epmsonline.com

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@therentersvoice



Facebook.com/RentersVoice