




Managing & Optimizing Client Reviews (Google Reviews)

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The following resources will help you manage and optimize client reviews:

- Presentation: [Customer Reviews: Everything You Need to Know](#)  (Presented by WebFor)
- Google My Business (GMB) Client Review Response Examples (for both positive and negative reviews)
 - [PDF version](#) 
 - [Word doc version](#) 

Google Business Profile support: [managing email or mobile notifications](#) (including when you get reviews).

If you have questions or need assistance with managing customer reviews or with your Google My Business profile, contact the WellHaven dedicated Webfor team at: wellhaven@webfor.com.

From the presentation: **Why responding to both positive and negative reviews is important**
