



CLAIM YOUR SPACES

Who the heck is this guy?

Tourism & Hospitality Industry Since 2003

Speaker at National, Regional & State Conferences

Director of Education & Strategy at TwoSix Digital



Connect on LinkedIn:



WHO WE ARE



➔ 100% Digital Agency Focused on the Travel, Tourism & Hospitality Industry

60+ Years of combined tourism industry experience



➔ Headquartered in Brighton, Michigan



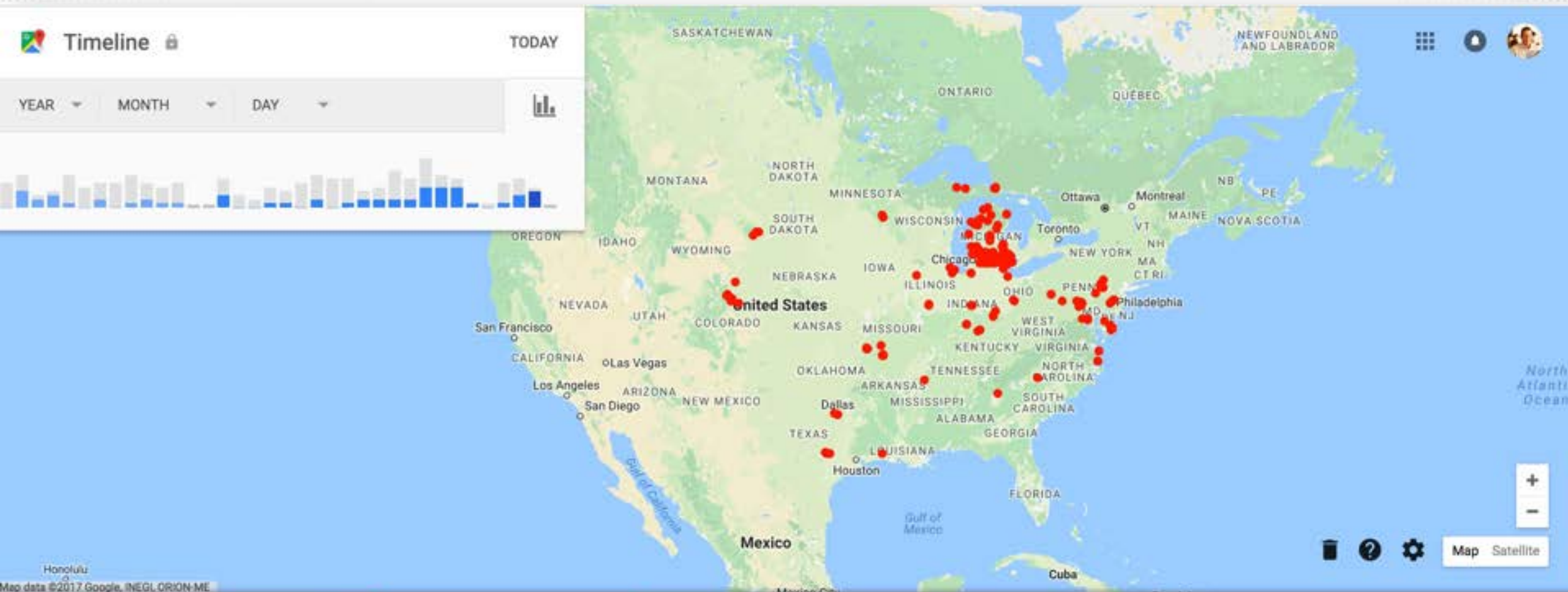
WHO WE WORK WITH




DIGITAL FOOTPRINT



THE CREEPY SIDE OF GOOGLE



196 places
See your most visited places and all the places you've been based on your Location History



Grand Rapids





MORE TRIPS

Location History is on
Your location is reported by your mobile device and only you can see it.

PAUSE LOCATION HISTORY

Home and work

 3660 Cordley Lake Rd, Pinckney, MI 481...

 307 W Main St, Brighton, MI 48116

THE POWER OF GOOGLE

The image shows a screenshot of the Google Maps Timeline interface. At the top left, the word "Timeline" is displayed with a lock icon. Below it, a bar chart shows movement history for "TODAY". The location "Kalamazoo" is centered on the map. A red line traces a route starting from a "Home" location at 3660 Cordley Lake Rd, Pinckney, MI 48169, marked with a house icon and the time 9:37 AM. The route is shown in red, with a blue line indicating the path to the home location. The map features several lakes, including Rush Lake, Bass Lake, Zukey Lake, and Strawberry Lake. Various roads are labeled, such as Rush Lake Rd, Hooker Rd, and Chamber Rd. The interface includes navigation controls like back, forward, and delete buttons, as well as a "CONFIRM" button for the home location.

Timeline

TODAY

Kalamazoo

203 mi 3h 47m 5.5 mi 56m

Home 9:37 AM

3660 Cordley Lake Rd, Pinckney, MI 48169

CONFIRM

Rush Lake

Bass Lake

Zukey Lake

Strawberry Lake

Home

Home

THE POWER OF GOOGLE

The image shows a Google Maps interface with a vertical blue bar on the left side. The top section is a grey card for the starting point, 'Home', with a home icon, a dropdown arrow, the address '3660 Cordley Lake Rd, Pinckney, MI 48169', and a 'CONFIRM' button. To the right of this card is the time '10:37 AM - 11:15 AM' and a three-dot menu icon. Below this is a driving mode card showing a car icon, 'Driving - 102 mi', and '1 hour 44 mins'. The second section is another grey card for the destination, 'Kalamazoo College', with a graduation cap icon, a dropdown arrow, the address '1200 Academy St, Kalamazoo, MI 49006', and a three-dot menu icon. To the right is the time '12:59 PM - 4:18 PM'. Below this is another driving mode card showing a car icon, 'Driving - 1.0 mi', and '3 mins'.

Home 10:37 AM - 11:15 AM

3660 Cordley Lake Rd, Pinckney, MI 48169

[CONFIRM](#)

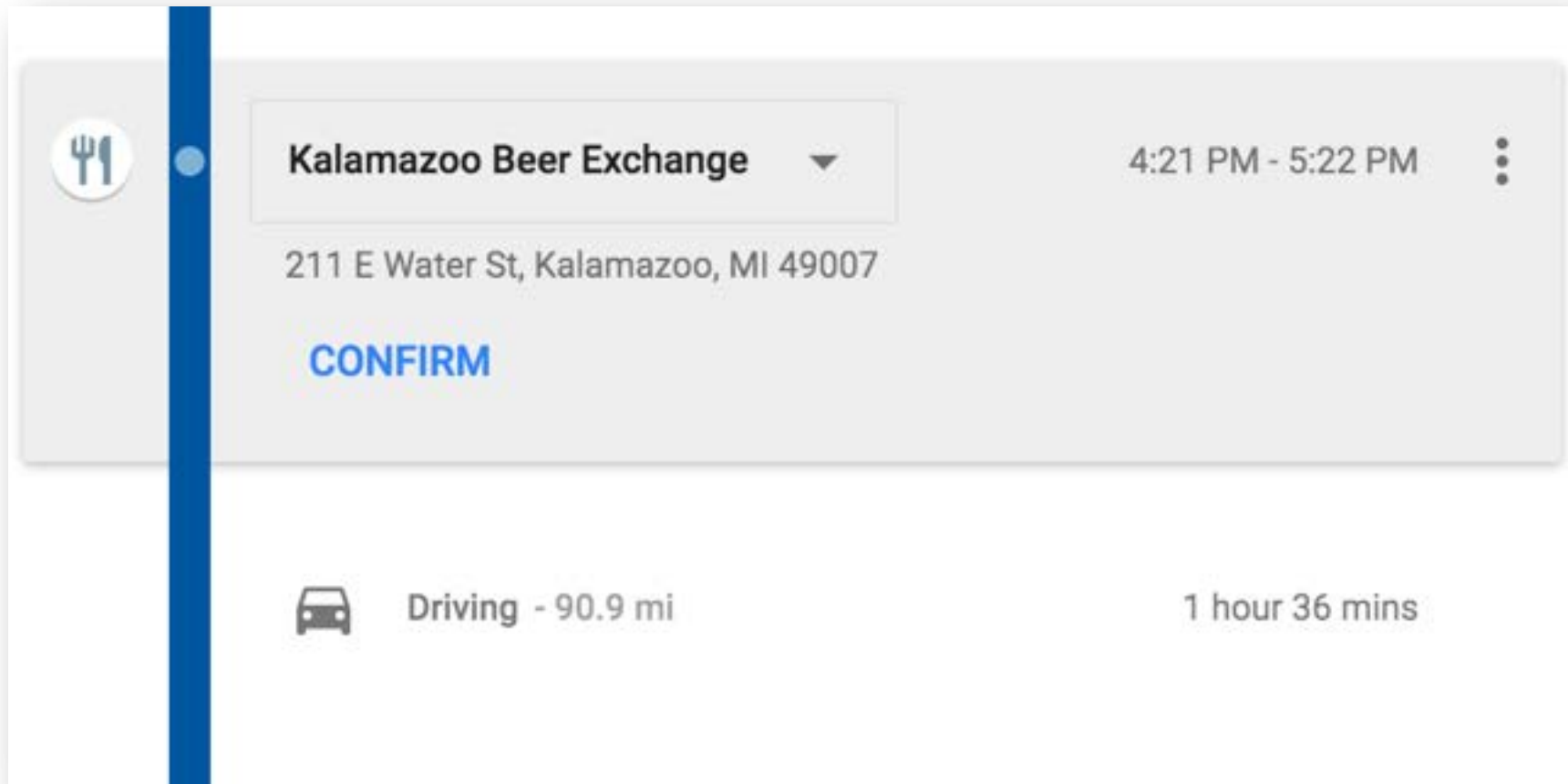
Driving - 102 mi 1 hour 44 mins

Kalamazoo College 12:59 PM - 4:18 PM


1200 Academy St, Kalamazoo, MI 49006

Driving - 1.0 mi 3 mins

THE POWER OF GOOGLE




A screenshot of a Google Maps interface showing a reservation for a restaurant. On the left, there is a circular icon with a fork and knife. A vertical blue bar is positioned to the right of this icon. The main content area is a light gray card with a rounded top-left corner. Inside the card, the restaurant name "Kalamazoo Beer Exchange" is displayed in a dark gray font, followed by a downward-pointing triangle. To the right of the name, the reservation time "4:21 PM - 5:22 PM" is shown, followed by a three-dot menu icon. Below the name, the address "211 E Water St, Kalamazoo, MI 49007" is listed. A blue "CONFIRM" button is centered below the address. Below the card, a car icon is followed by the text "Driving - 90.9 mi" and "1 hour 36 mins".

 **Kalamazoo Beer Exchange** ▼ 4:21 PM - 5:22 PM ⋮


211 E Water St, Kalamazoo, MI 49007


CONFIRM


 Driving - 90.9 mi 1 hour 36 mins

THE POWER OF GOOGLE

A screenshot of the Google Maps interface showing a route. On the left, a vertical blue bar indicates the current location. The route starts at 'Home' (3660 Cordley Lake Rd, Pinckney, MI 48169) and ends at 'Aubree's Pizzeria & Grill' (8031 Main St #101, Dexter, MI 48130). The driving distance is 8.9 miles, taking 18 minutes. The estimated arrival time at the destination is 6:58 PM - 7:15 PM. A 'CONFIRM' button is visible below the 'Home' address.

 **Aubree's Pizzeria & Grill** ▼ 6:58 PM - 7:15 PM ⋮
8031 Main St #101, Dexter, MI 48130

 Driving - 8.9 mi 18 mins


 **Home** ▼ 7:33 PM ⋮
3660 Cordley Lake Rd, Pinckney, MI 48169


CONFIRM


THE POWER OF GOOGLE



All Maps Images News Shopping More + Search tools


About 7,890 results (0.42 seconds)



Zukey Lake Tavern
www.zukeylaketavern.com/ 
Join us on Facebook! StatCounter - Free Web Tracker and Counter - javascript hit counter. © 2006.
Zukey Lake Tavern Website designed by Ken Rieger.
[Menu](#) · [Roof Deck](#) · [Directions](#) · [Entertainment](#)


Menu - Zukey Lake Tavern
www.zukeylaketavern.com/Menu_frameset.htm 
Zukey Lake Tavern provides a menu with vast variety for all of your taste bud needs. Burgers, pizza, steak, fish, pasta, you name it, we have it. We even provide a ...

Zukey Lake Tavern | Facebook
www.facebook.com · Places · Pinckney, Michigan · Bar & Grill 
★★★★★ Rating: 4.4 - 1,097 votes
5011 Girard Dr, Pinckney, MI 48169 ... Zukey Lake Tavern updated their cover photo. June 15 · Zukey Lake Tavern's photo. LikeComment. Chronological. Anna Farnsey, Kary Smolarek, Dennis Clear ...


Zukey Lake Tavern - 16 Photos & 89 Reviews - Bars - 5011 Girard Dr ...
www.yelp.com · Nightlife · Bars  · Yelp 
★★★★★ Rating: 3.5 - 89 reviews · Price range: \$11-30
(810) 231-1441 · 5011 Girard Dr Pinckney, MI 48169 ... 89 reviews of Zukey Lake Tavern "This place was a lot bigger than it seemed. They've got some indoor ...

Zukey Lake Tavern, Pinckney - Menu, Prices & Restaurant Reviews ...
www.tripadvisor.com · ... · Pinckney · Pinckney Restaurants 
★★★★★ Rating: 4 - 154 reviews
Zukey Lake Tavern, Pinckney: See 154 unbiased reviews of Zukey Lake Tavern, rated 4 of 5 on TripAdvisor and ranked #2 of 25 restaurants in Pinckney.

The Top 10 Things to Do Near Zukey Lake Tavern - TripAdvisor
www.tripadvisor.com · ... · Pinckney · Things to Do in Pinckney  · TripAdvisor 
Things to do near Zukey Lake Tavern on TripAdvisor: See Reviews and Traveler Photos of Places to



[See photos](#)




Zukey Lake Tavern ★




[Website](#) [Directions](#)

4.2 ★★★★★ 88 Google reviews
\$\$ · Pub

Boat-accessible pub serving American fare indoors or on the outdoor deck overlooking the lake.

Address: 5011 Girard Dr, Pinckney, MI 48169
Hours: Open today · 10AM–11PM 
Phone: (810) 231-1441
Menu: zukeylaketavern.com

[Suggest an edit](#)

Popular times   **Wednesdays** 



See photos

Zukey Lake Tavern ★

Website

Directions

4.2 ★★★★★ 88 Google reviews

\$\$ · Pub

Boat-accessible pub serving American fare indoors or on the outdoor deck overlooking the lake.

Address: 5011 Girard Dr, Pinckney, MI 48169

Hours: Open today · 10AM–11PM ▾

Phone: (810) 231-1441

Menu: zukeylaketavern.com

[Suggest an edit](#)

Popular times ?

Fridays ↕

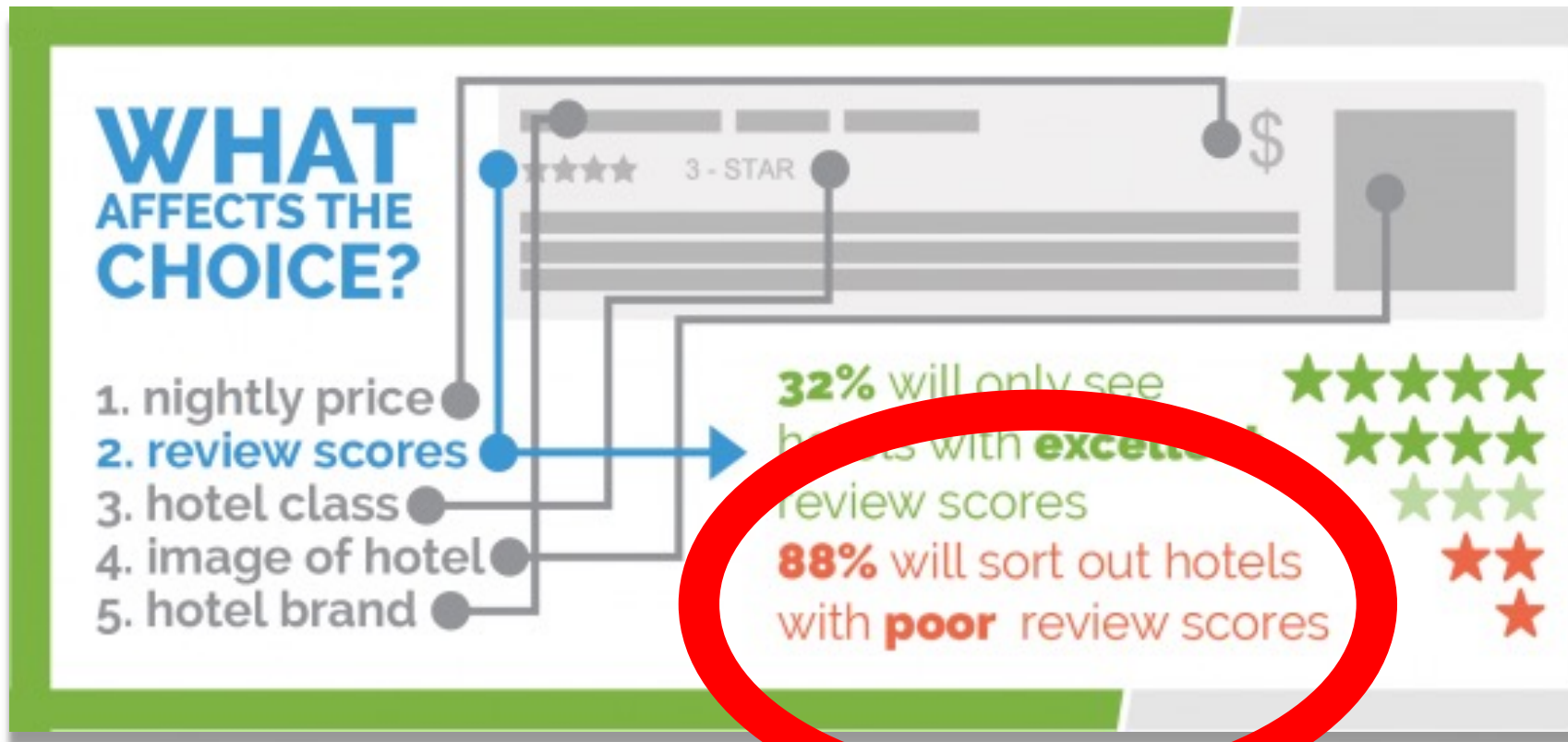


Plan your visit: People typically spend 45 min to 1.5 hr here



CHOICE EVALUATION

TRAVEL



Source: TrustYou.com

YOU'RE BEING JUDGED





23%
of travelers book their
accommodation directly
through *property provider*



27%
of travelers book
their accommodation through
OTA (Online Travel Agency)



53%
will not book an
accommodation without
TripAdvisor review



90%
of travelers take into account
other travelers' reviews
when booking hotel

Impact of Travel Reviews

USE RATINGS AND REVIEWS TO ACHIEVE HIGHER BOOKING RATES



70%
of Americans say they read reviews before taking the next step toward conversion.



61%
refer to traveler-submitted user reviews.

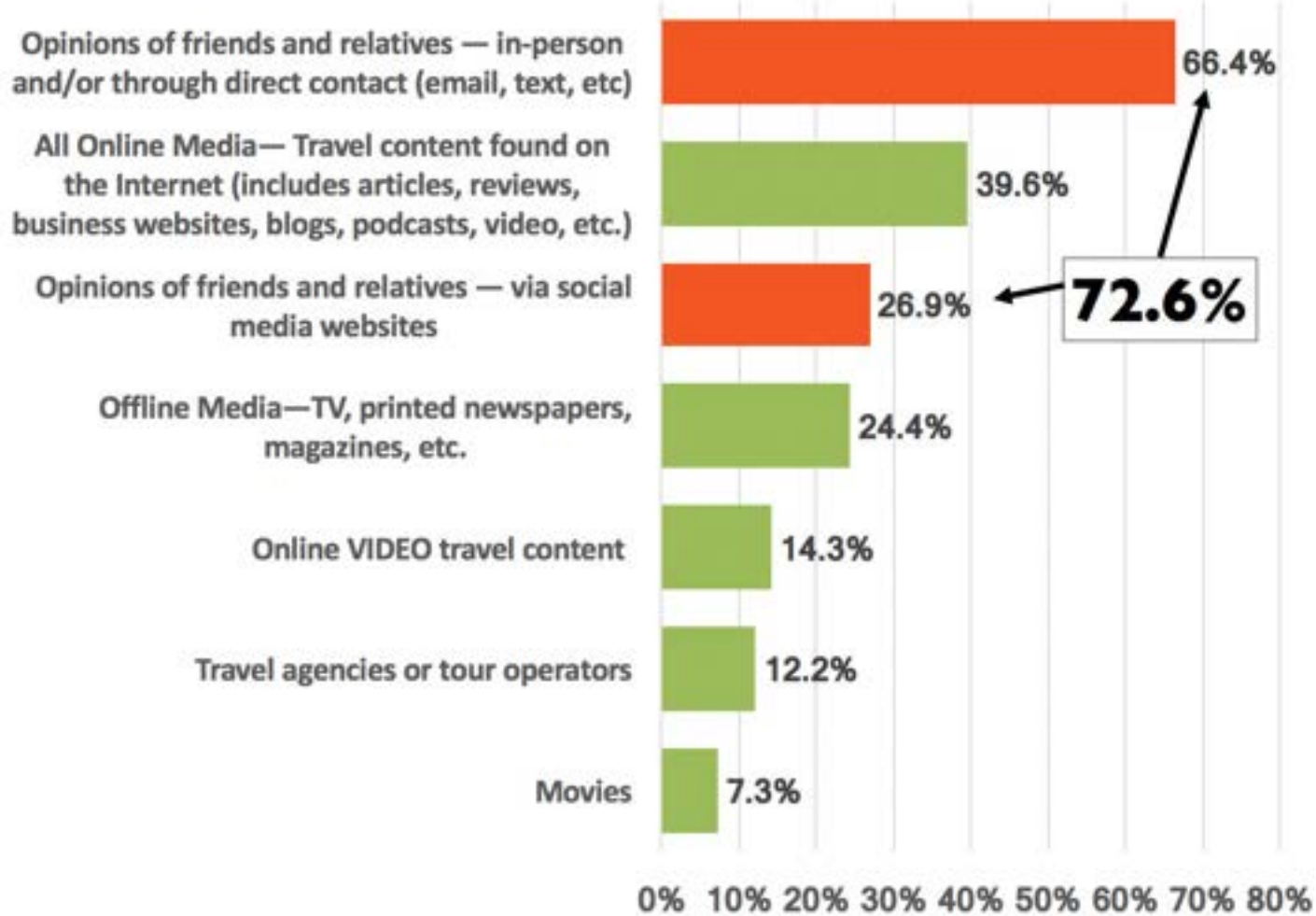


52%
read reviews from travel professionals.



32%
post reviews of places they've visited after traveling for business.

TRAVEL PLANNING INSPIRATION



CLAIM
YOUR
SPACES



TRAIN ME!



ASK

SELECTIVE ENABLER

AWARENESS

AWARENESS




How was your visit?

When you get home, please share your opinion of
Grand Canal Hotel Dublin

www.tripadvisor.co.uk/reviewit

Thank you for your candid comments.

 **tripadvisor***

AWARENESS



courtesy of
QUALITY INN DAYTONA
www.daytonaroc

RECOMMENDED

ON

THE WORLD'S LARGEST TRAVEL SITE



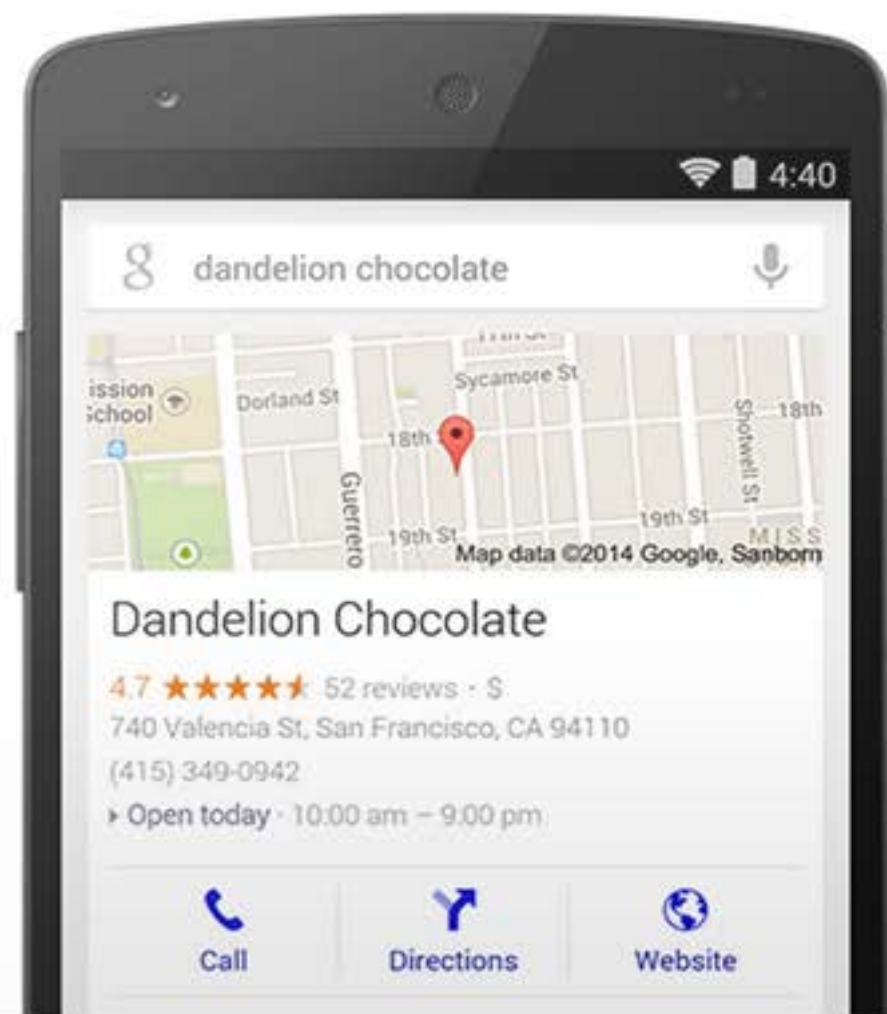
tripadvisor®



The best 10 minutes you can spend on your business today

New - It only takes 3 steps to get your business on Google Search, Maps and Google+ for free.

Get on Google



1 Tell us which business is yours

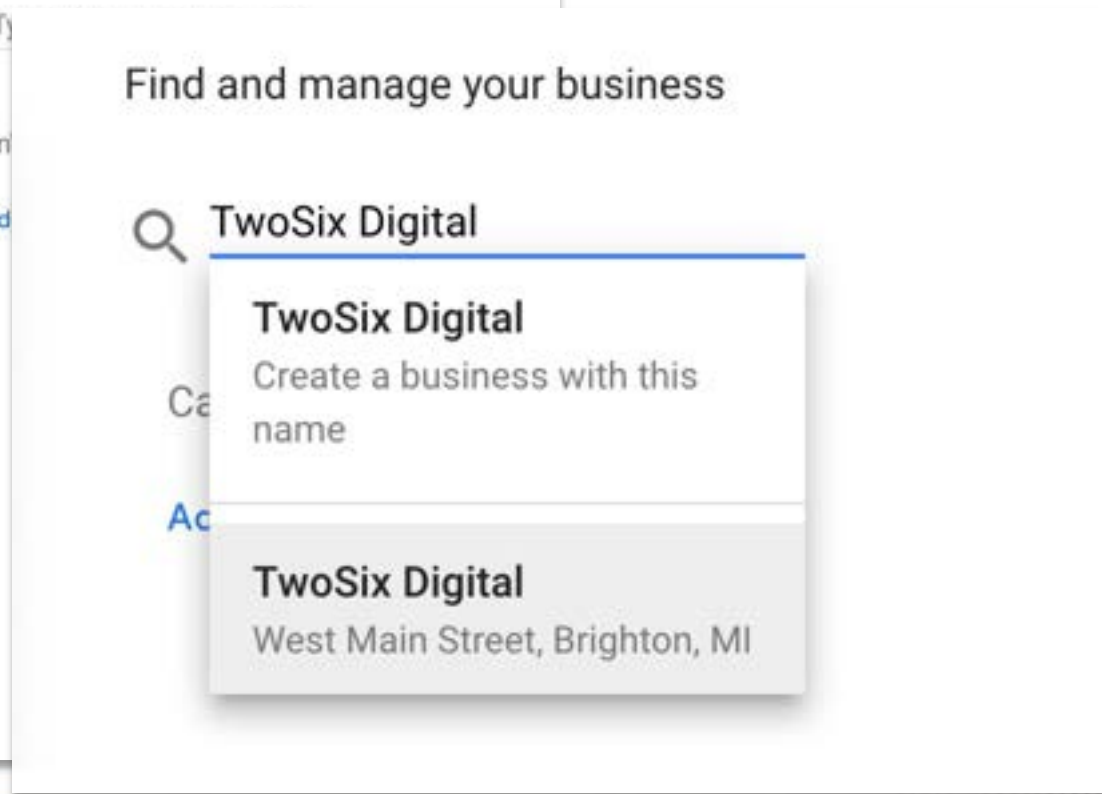
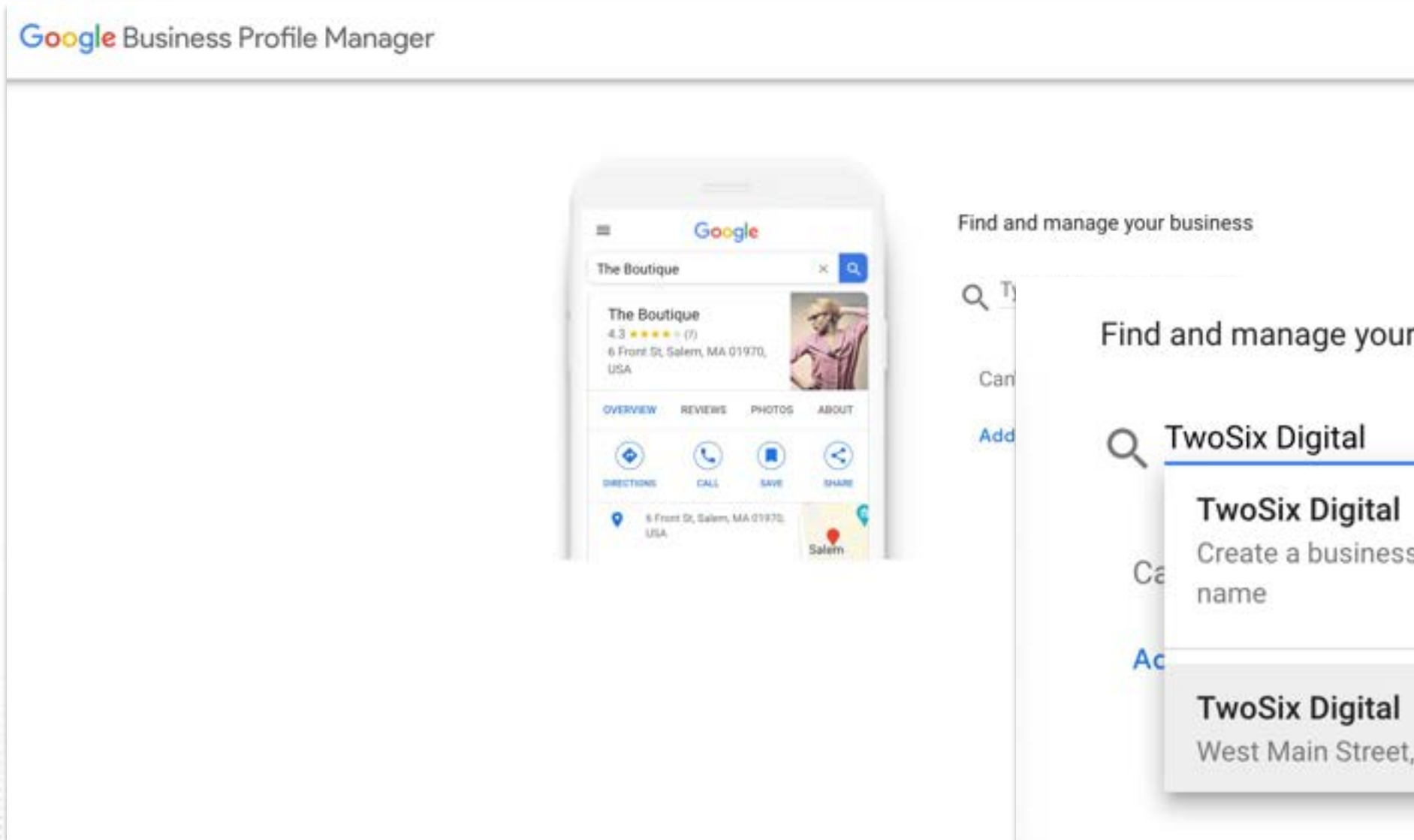
2 Verify we're talking to the right person

3 Help customers get in touch

Tip: If you would like to receive one-on-one guidance and tailored recommendations about your profile, [consider booking an appointment with Small Business Advisors.](#)

[Check your verification status](#)

STEP ONE: <https://business.google.com/create/new>





Your business on Google

207 views this month

Profile Strength

Complete Info



Edit profile



Read reviews



Messages



Add photo



Performance



Advertise



Edit products



Edit services



Bookings



Calls



Q & A



Complete your profile



Add details and get discovered by more customers

Add exterior photo



Help customers locate your storefront

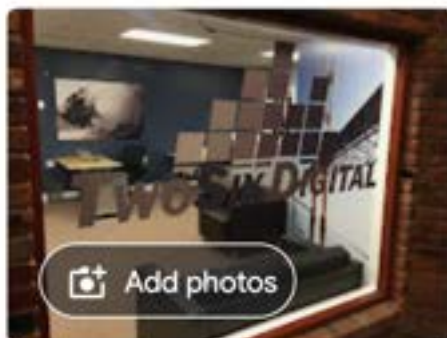
Turn on chat



Let customers chat with you on Google for free

De
pe
Se
un
>

Only managers of this profile can see this



Add photos



See outside

TwoSix Digital



Website

Directions

Save

Call

Marketing agency in Brighton, Michigan

You manage this Business Profile

Service options: Onsite services · No online appointments

Address: 209 W Main St #107, Brighton, MI 48116

Hours: Open · Closes 5PM

Phone: (810) 623-1505

[Edit your business information](#)

Questions & answers

Be the first to ask a question

Ask a question

Complete your profile

Add details and get discovered by more customers

Add exterior photo

Help customers locate your storefront

Turn on chat

Let customers chat with you on Google for free

December performance...

See new interactions and understand how your business is performing

Create an offer

Let customers know about your sales and discounts

Get your first reviews

Share your review form with past customers

CI

Me
rei

Claim your credit

More customers could be reached with your \$500 Ads credit

Set up booking

Let customers book appointments and classes directly from your profile

Add update

Share the latest from your business

← Add photo



Photo

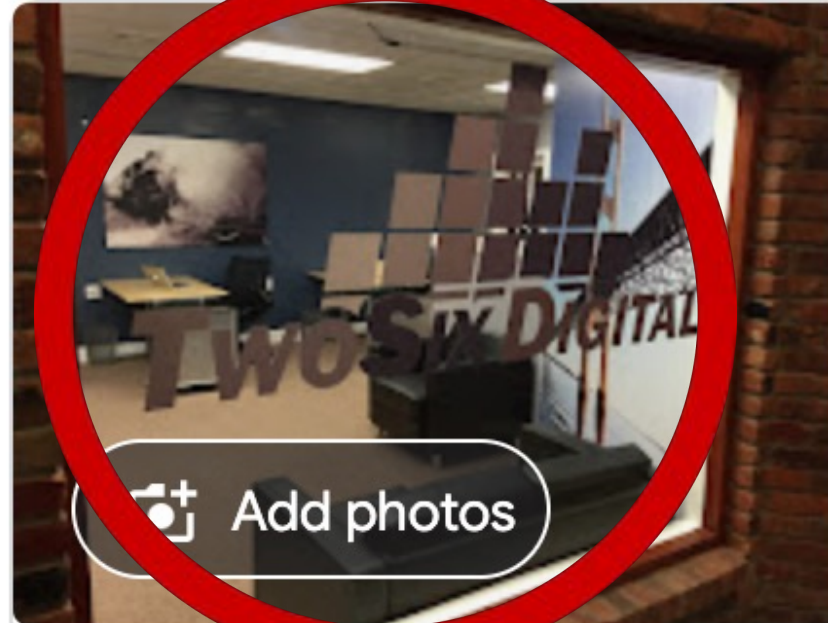
Let customers peek inside your business

Logo

Let customers see your business

Cover photo

Showcase your business to customers



TwoSix Digital




Website

Directions

Save

Call

Edit incorrect Street View imagery

1. Go to your Business Profile. [Learn how to find your profile.](#)
2. Select **Edit profile** > **Business information**.
 - **Tip:** On your desktop, with Google Search, select **Edit profile**.
3. Near the top, select the **Location** tab.
4. Next to “Business location,” select the pencil icon .
5. To adjust your location, select **Adjust**.
6. Drag the pin to the correct business location.
7. Select **Done** > **Save**.

You can't preview the new Street View imagery from your Business Profile, but you can return to Google Maps to find how your change affected the imagery.

← Add update



Add a description


0 / 1500

Add a button (optional)

None



TwoSix Digital
on Google


 Add update




Website accessibility ensures that all users, including people with disabilities, can...

[Learn more](#)





Add a post 
Tell customers about a spec
event, deal, or product

 Visible only to you

← Updates



 Add update

 Add offer


 Add event

Recent updates



TwoSix Digital



Website accessibility ensures that all users, including people with disabilities, can understand and engage with the information on your website. Here are the 7 things you can do to make your website more accessible!  More

[Learn more](#)



Time period
📅 Aug 2022–Jan 2023

- Overview
- Calls
- Messages
- Bookings
- Directions
- Website clicks

368

Business Profile interactions ⓘ




Time period
📅 Aug 2022–Jan 2023

Overview **Calls** Messages Bookings Directions Website clicks

1

Calls made from your Business Profile





More than 80% feel
**TripAdvisor reviews help them
feel more confident in their
travel decisions and
have a better trip**

NEARLY 375 million

unique monthly visitors*

84 million

TripAdvisor members

250 million

reviews and opinions

160 +

user contributions
every minute

*Source: Google Analytics - does not include traffic to daodao.com

THE POWER OF REVIEWS



89% of global travelers say reviews are influential when choosing where to book



96% of global hoteliers say reviews are influential in generating bookings

CONSUMER TRUST

#1



92%

trust recommendations
from people they know

#2



70%

trust online
consumer opinion

HONOR SYSTEM

Please put money

In box below

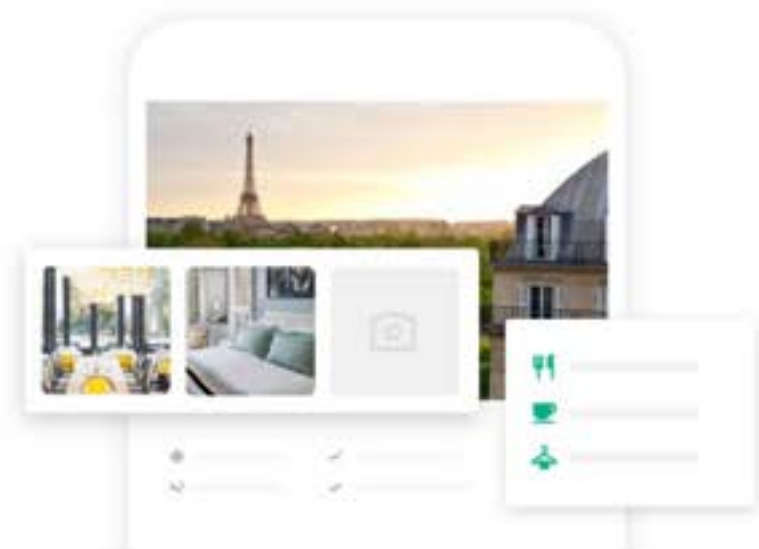
*If you do not have change, please pay me
on your next visit.*

Thank You!!!

*Red 500 in
3rd box*

take

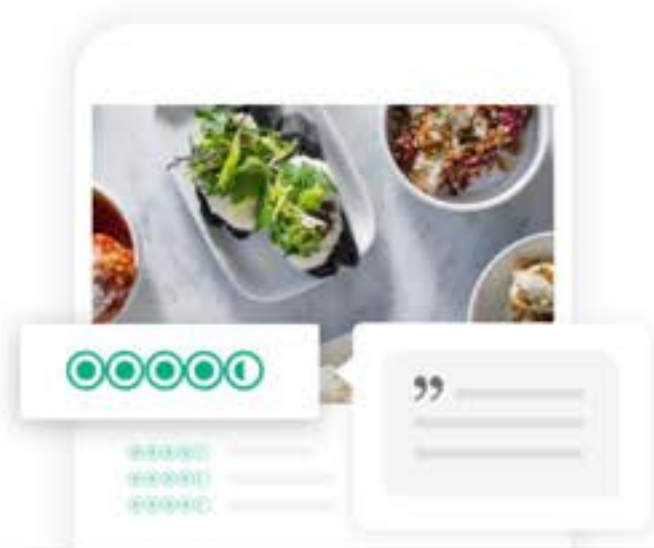
control



MANAGE

Take control of your listing

Customize your listing details, upload photos, and more to show customers what makes your business special.



CONNECT

Respond to reviews

Join the conversation – respond to reviews and access free tools to generate more feedback for your business.



GROW

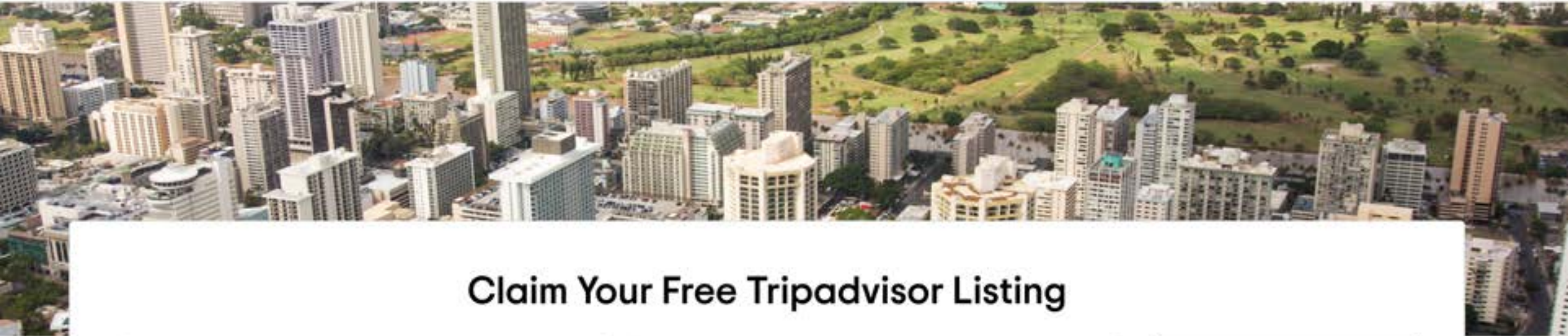
Track your performance

Access key insights to help you analyze – and build on – your performance.

TripAdvisor.com/Owners



[Sign in](#) [Claim Your Listing](#) [Products](#) [Marketing Tools](#) [Help](#)



Claim Your Free Tripadvisor Listing

No results found

[+ Can't find your business?
List it now](#)

Grow your business with free tools from Tripadvisor



TRIPADVISOR

Go to the TripAdvisor for Business page and choose the kind of business that you own or manage: accommodation, vacation rental, restaurant, or attraction.



Hotels



Restaurants



Attractions



Vacation Rentals

Be sure to look at the policies for the different listings to make sure you fall in line with policy.

TRIPADVISOR

Once the correct business type is selected, fill out the form with the correct information about your business listing.

From here you may also update or correct an existing listing.

List an accommodation on TripAdvisor

If you are listing a vacation rental, please [click here](#).

TripAdvisor lists accommodations that offer multiple rooms/units at one specific address and can accommodate more than one party of guests at a time. Accommodations must have an official name and address, and must offer daily onsite management. Other rules apply: [read the complete TripAdvisor policy for accommodation listings](#).

Your information

Name *

Email *

Need to correct an existing listing?

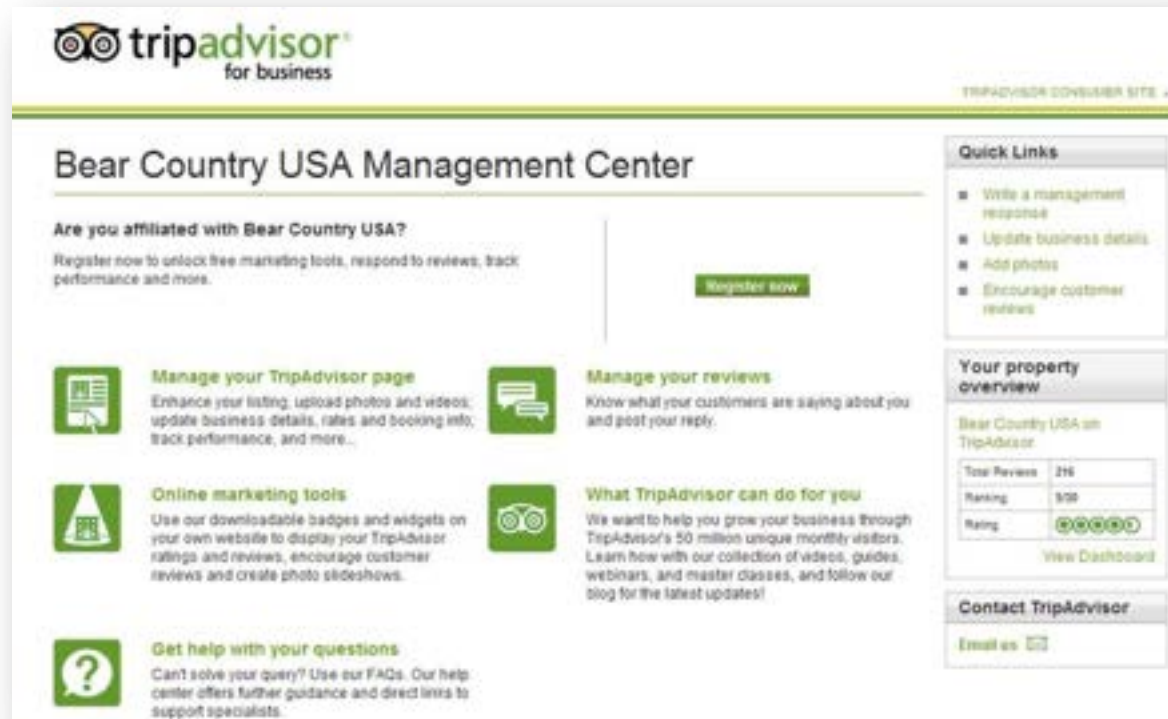
This page is for adding new listings. To update or manage an existing listing, please visit the [Management Center](#)

What is your role at this business? *

TRIPADVISOR

Once you enter all the details and submit you will get the below message from TripAdvisor and if everything goes fine your business will appear within 5 days in TripAdvisor.

Once you get official communication that your business has been approved for listing in TripAdvisor, you can access your management center page.



The screenshot shows the TripAdvisor for Business Management Center for Bear Country USA. The page features a green header with the TripAdvisor logo and the text "for business". Below the header, the main heading is "Bear Country USA Management Center". A registration prompt asks, "Are you affiliated with Bear Country USA?" and includes a "Register now" button. The page is divided into several sections with icons and text:

- Manage your TripAdvisor page:** Enhance your listing, upload photos and videos, update business details, rates and booking info, track performance, and more.
- Online marketing tools:** Use our downloadable badges and widgets on your own website to display your TripAdvisor ratings and reviews, encourage customer reviews and create photo slideshows.
- Get help with your questions:** Can't solve your query? Use our FAQs. Our help center offers further guidance and direct links to support specialists.
- Manage your reviews:** Know what your customers are saying about you and post your reply.
- What TripAdvisor can do for you:** We want to help you grow your business through TripAdvisor's 50 million unique monthly visitors. Learn how with our collection of videos, guides, webinars, and master classes, and follow our blog for the latest updates!

On the right side, there are two panels:

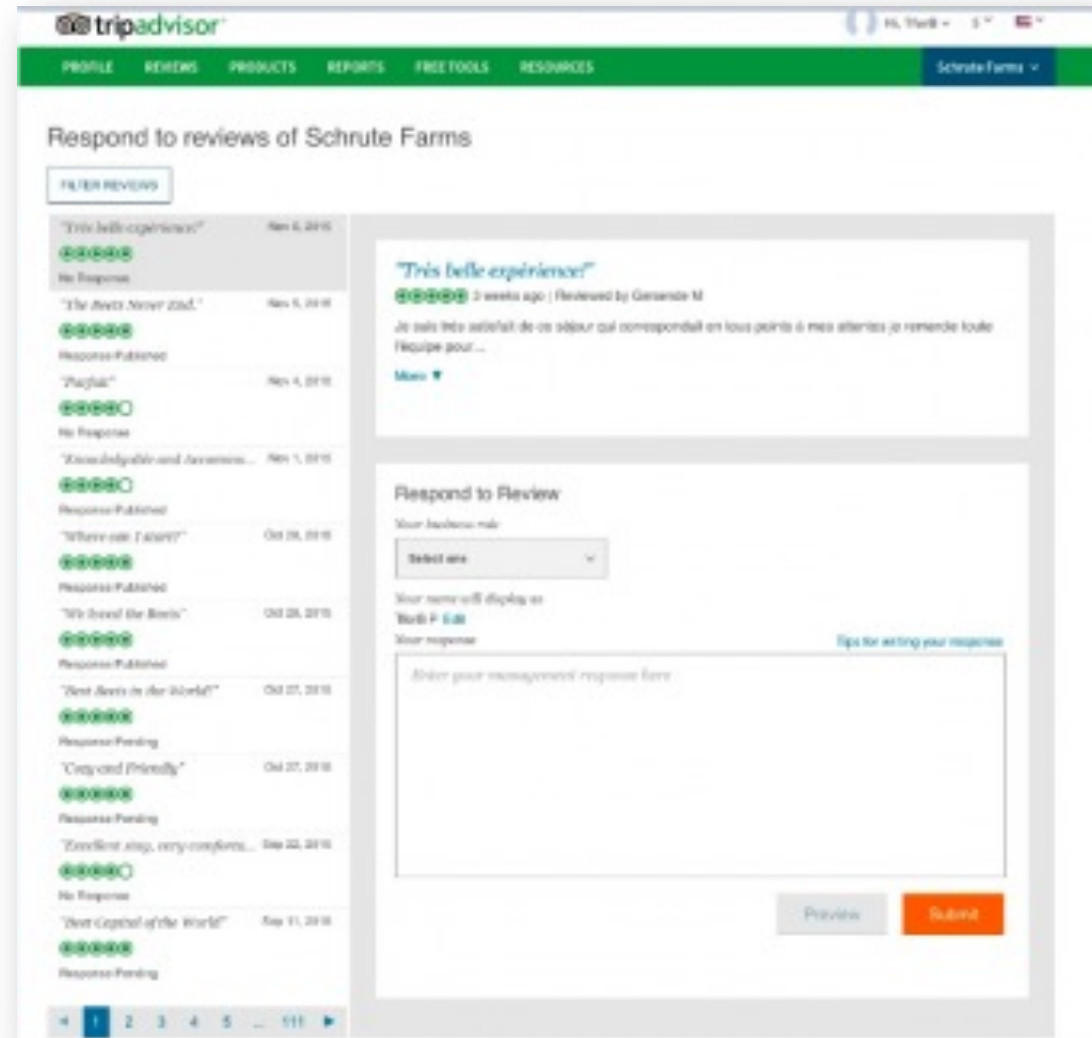
- Quick Links:** Write a management response, Update business details, Add photos, Encourage customer reviews.
- Your property overview:** Bear Country USA on TripAdvisor. Total Reviews: 216, Rating: 5.0, and a 5-star rating graphic. A "View Dashboard" link is provided.

At the bottom right, there is a "Contact TripAdvisor" section with an "Email us" link.

TRIPADVISOR

You may sign up to receive an email notification every time a new review is published for your business. This will help bring new reviews to your attention and help identify which reviews to address.

Once you find a review you want to respond to you may do so from the TripAdvisor Management Center.



TripAdvisor Widgets

Want to enhance your website with valuable reviews, ratings, photos and more from TripAdvisor? Our free widgets make it easy.

<https://www.tripadvisor.com/Widgets>



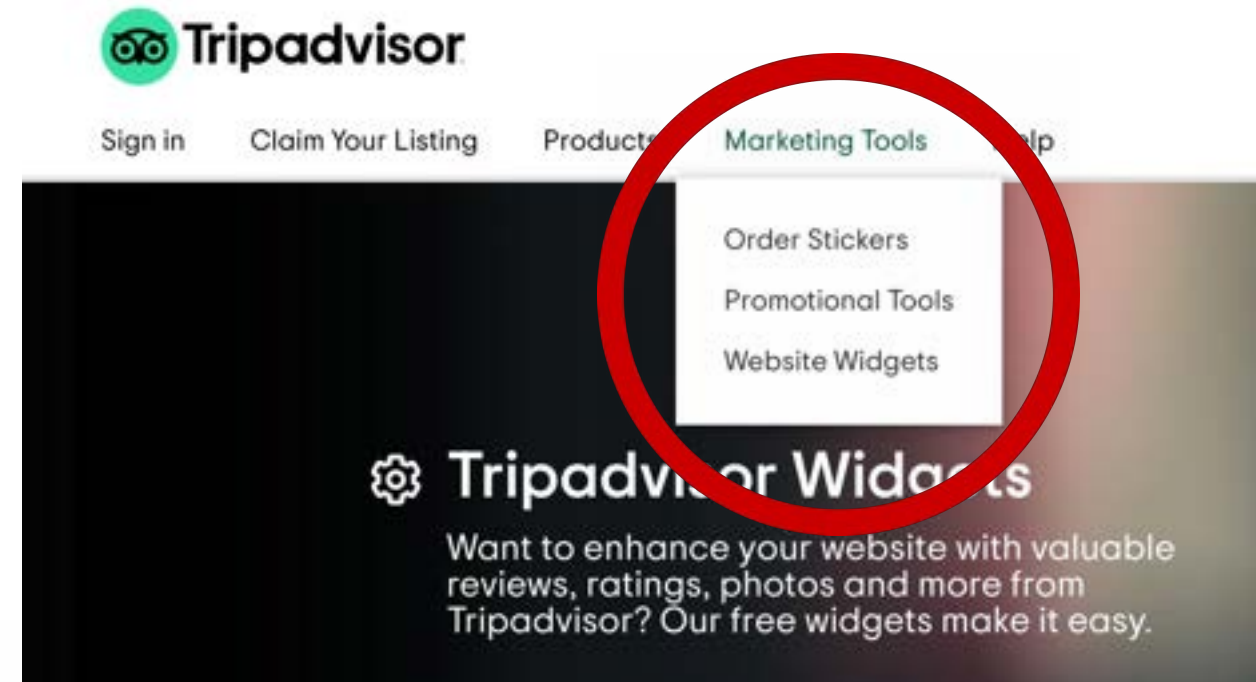
Search for your business to see available widgets for your website:

 Search for your business

Get Started

TRIP ADVISOR: OPTIMIZATION TIPS

- Be sure to update all of your amenities and full descriptions with keyword rich content
- Upload photos and videos. Be sure to choose the best photo for the “primary” photo and use a high resolution image
- Don’t forget to label each photo and video with keyword rich descriptions of the images/video
- Add in the widget into your website:



TRIP ADVISOR: TRACKING

Tracking Performance

In the Management Center, TripAdvisor provides basic information to help hotels track review performance. You can track your rating, ranking, review volume, page views and the number of travelers who have viewed your photos. Subscribers to Business Listings receive more detailed information, including mobile and desktop search hits and appearance volume for Special Offers.

"Every property has its own Management Center on TripAdvisor, a resource opportunity to see property performance, with information about free and paid parts of your listing", said Brian Payea during the TripAdvisor webinar.

ReviewPro Tip

For deeper insight, ReviewPro's Online Reputation Management tool will help you track reviews and ratings on all review sources including TripAdvisor, as well as facilitating review responses, sentiment analysis, and performance comparisons with competitors.





73% of TripAdvisor users
use photos from other
travelers to help them
make a decision

Residence Inn Ann Arbor Downtown



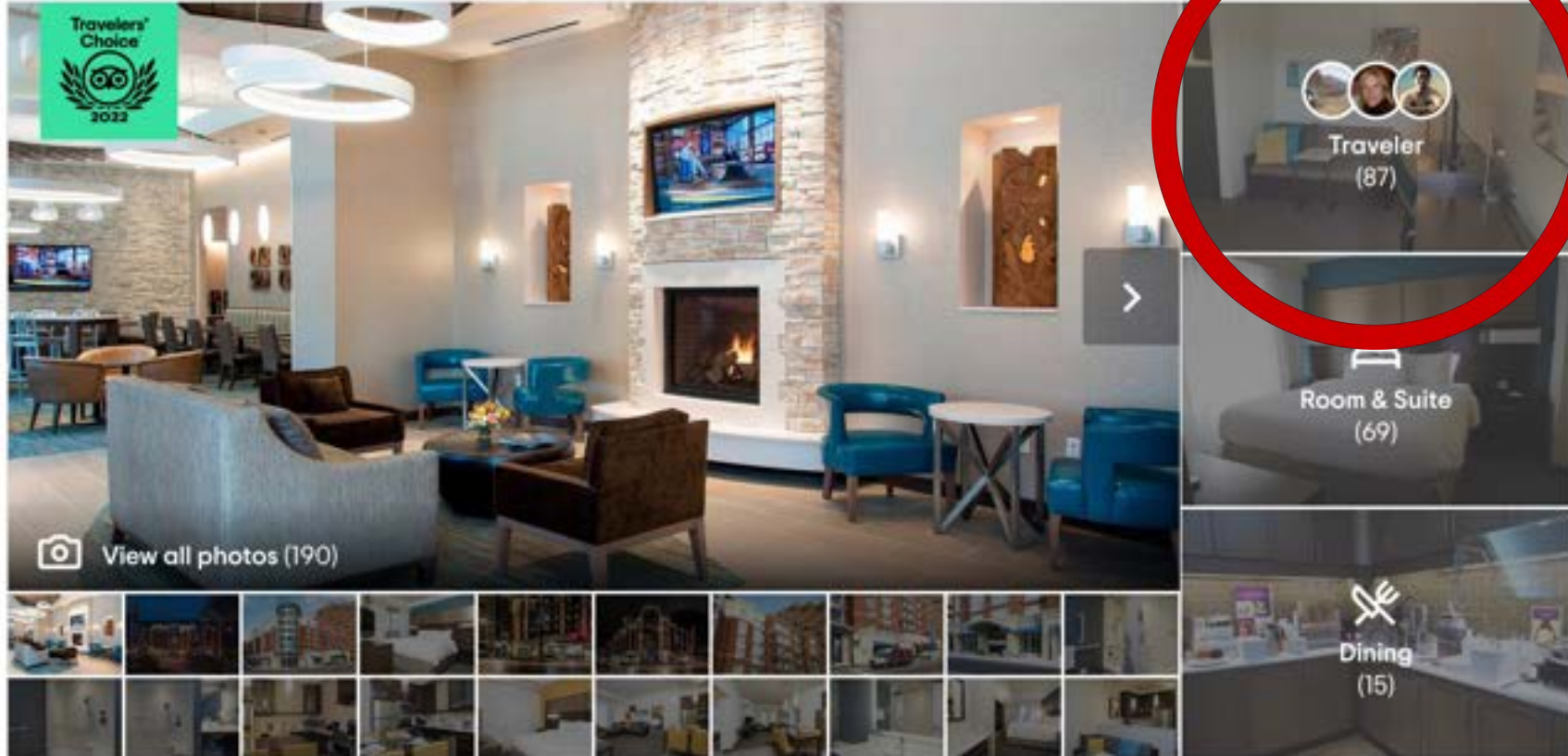
786 reviews | #1 of 36 hotels in Ann Arbor

120 W Huron St, Ann Arbor, MI 48104-1318

Visit hotel website | 1 (844) 631-0595 | Write a review

Enter dates to see prices

See prices



View prices for your travel dates



https://biz.yelp.com/claim



Finish claiming your free page. Then redeem your \$300 credit when you start Yelp Ads.



Business Information

2

Your Account

3

Verify

4

Claimed

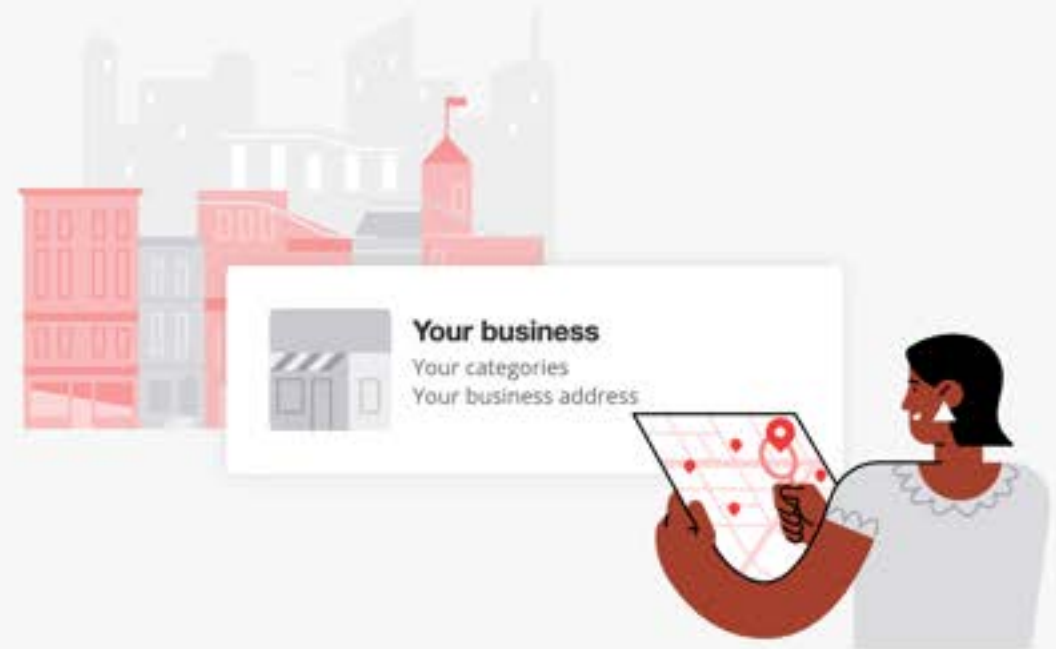
Hello! Let's start with your business name

We'll use this information to help you claim your Yelp page. Your business will come up automatically if it is already listed.

Your business name

e.g. Mario's Plumber

Continue




YELP SET UP



for Business Owners

Log In

Find and Claim your Yelp Business Page

 Get Started

4 results for Your Business near Your Location

[Need help?](#)



1. Your Business

(Your business address)

Claim This Business



Find harrisonburg high school

Near virginia



Log In

Sign Up

Home Services

Restaurants

Auto Services

More

Write a Review

Harrisonburg High School

Unclaimed

Write a Review

Add Photo

Share

Save

Middle Schools & High Schools



1001 Garbers Church Rd
Harrisonburg, VA 22801
Get Directions
(540) 433-2651
web.harrisonburg.k12.va.us/hhs
Send to your Phone

This business has not yet been claimed by the owner or a representative.

Claim this business to view business statistics, receive messages from prospective customers, and respond to reviews.



Add Photos



Today 7:00 am - 3:30 pm Closed now

Hey there trendsetter! You could be the first review for Harrisonburg High School.



VERIFICATION



Enter the code we sent to

(Your business phone number)

We just sent you an SMS with a 4-digit code. Enter it below to verify your phone number.

The code may take a few moments to arrive. Code never arrived? [Send another text message.](#)

Verification code

Continue

Problems? [Start over](#)



YELP SET UP

Adding your business to Yelp is easy if it does not already appear. Make sure you are signed up for a Yelp account and then select the option to Add Your Business.

From here, it's just a matter of filling out the information and then verifying everything. You will receive an email with instructions on how to officially claim the business once it has been added.



YELP SET UP

Once your account is set up and verified you'll be able to customize and edit the information about your business – including adding photos to show off your business. You will also be able to respond to reviews. Once you log in to your Yelp account you'll be able to visit "Reviews" to see what is being said about your business and will be able to respond publicly or through private message.

The screenshot displays the 'Customize Your Page' interface for a business named 'Daranee Thai Cuisine' located at 1001 W San Marcos Blvd, Ste 130, San Marcos, CA 92078. The interface is divided into several sections:

- Activity**: A sidebar menu with options like 'Yelp Ads', 'Page Customization' (highlighted with a 'NEW' badge), 'Business Info', 'Reviews', 'Photos', 'Inbox', 'Online Ordering', 'Reservations', 'Check-in Offers', 'Billing', and 'Review Badges'.
- Buy now**: A red button with a price of \$10.00 (6.00/day) and a 40% discount.
- TELL YOUR STORY**: A list of customization options with checkboxes:
 - Highlight your specialties (\$2/day)
 - Edit slideshow (\$1/day)
- BRING PEOPLE IN**: A list of options:
 - Hide competitor ads (\$2/day)
 - Add an action button (\$2/day)
- GAIN CUSTOMER'S TRUST**: A list of options:
 - Verified license (\$1/day)
 - Showcase your work (\$2/day)

The right side of the interface shows an 'ILLUSTRATIVE BUSINESS PAGE' for 'Sample Business' with a 'Verified License' badge. Below this, there are 'HIGHLIGHTS FROM THE BUSINESS' with icons for 'Locally owned & operated', 'Certified professionals', 'Available by appointment', and 'Crescent award'. A 'Illustrative search results' section shows a mobile view of the business page with the same highlights.

“

Reviews... they are
absolutely priceless.

”

DO RESPONSES MATTER TO THE CONSUMER?

YES:



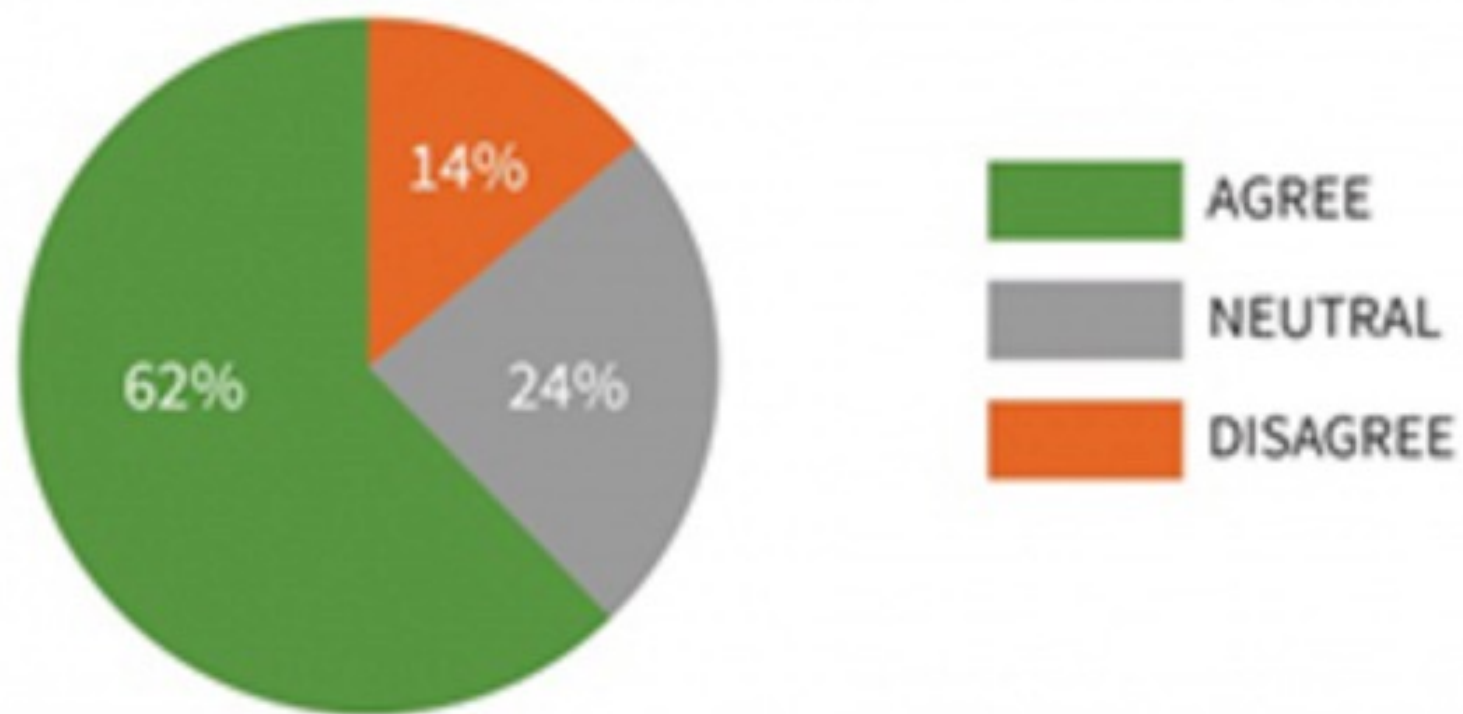
HOW A BUSINESS RESPONDS TO CRITICISM OFTEN HAS MORE INFLUENCE ON BOOKING OR VISITATION DECISIONS THAN THE CRITICISM ITSELF.

WHICH REVIEWS SHOULD YOU RESPOND TO?

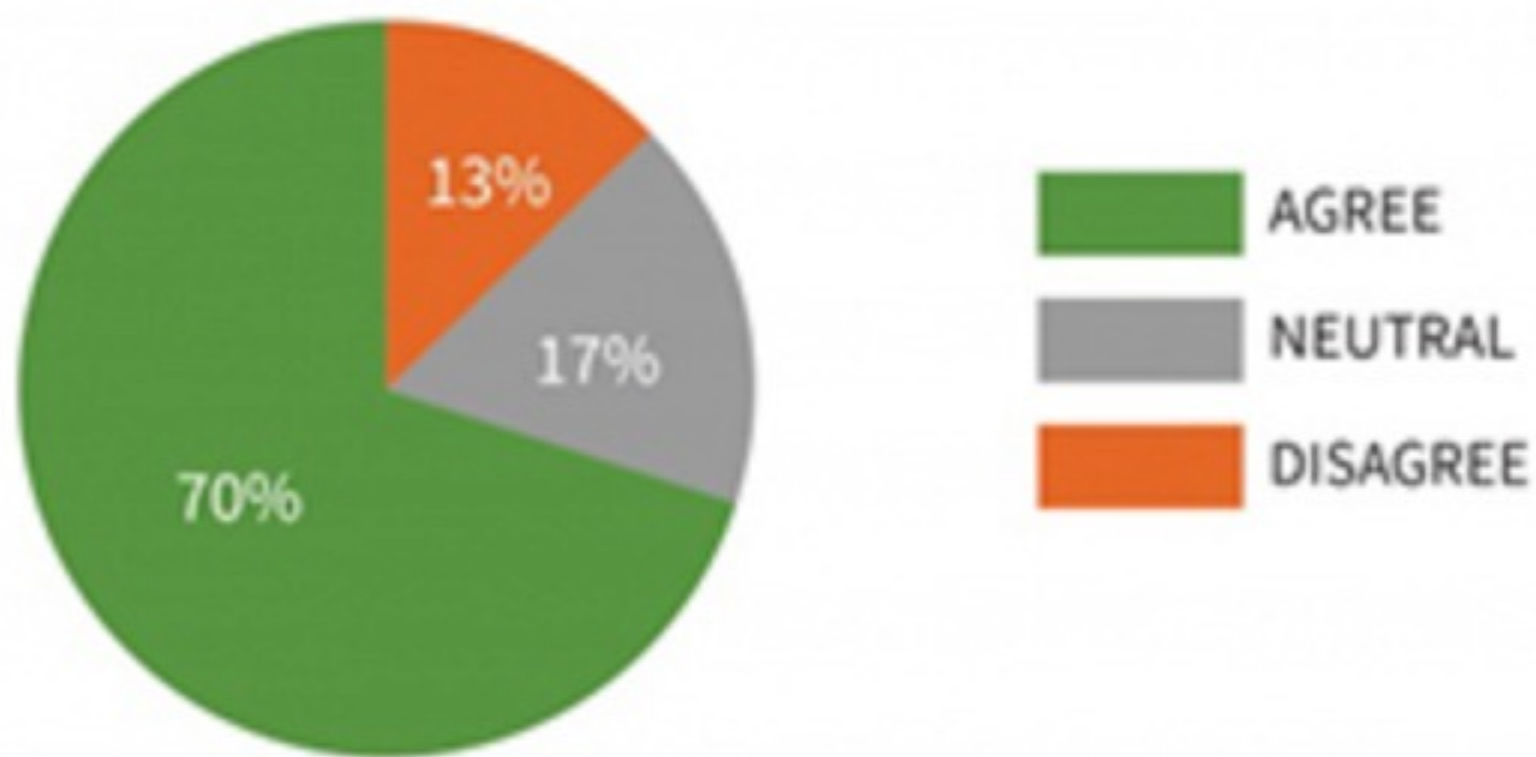


ALL OF THEM

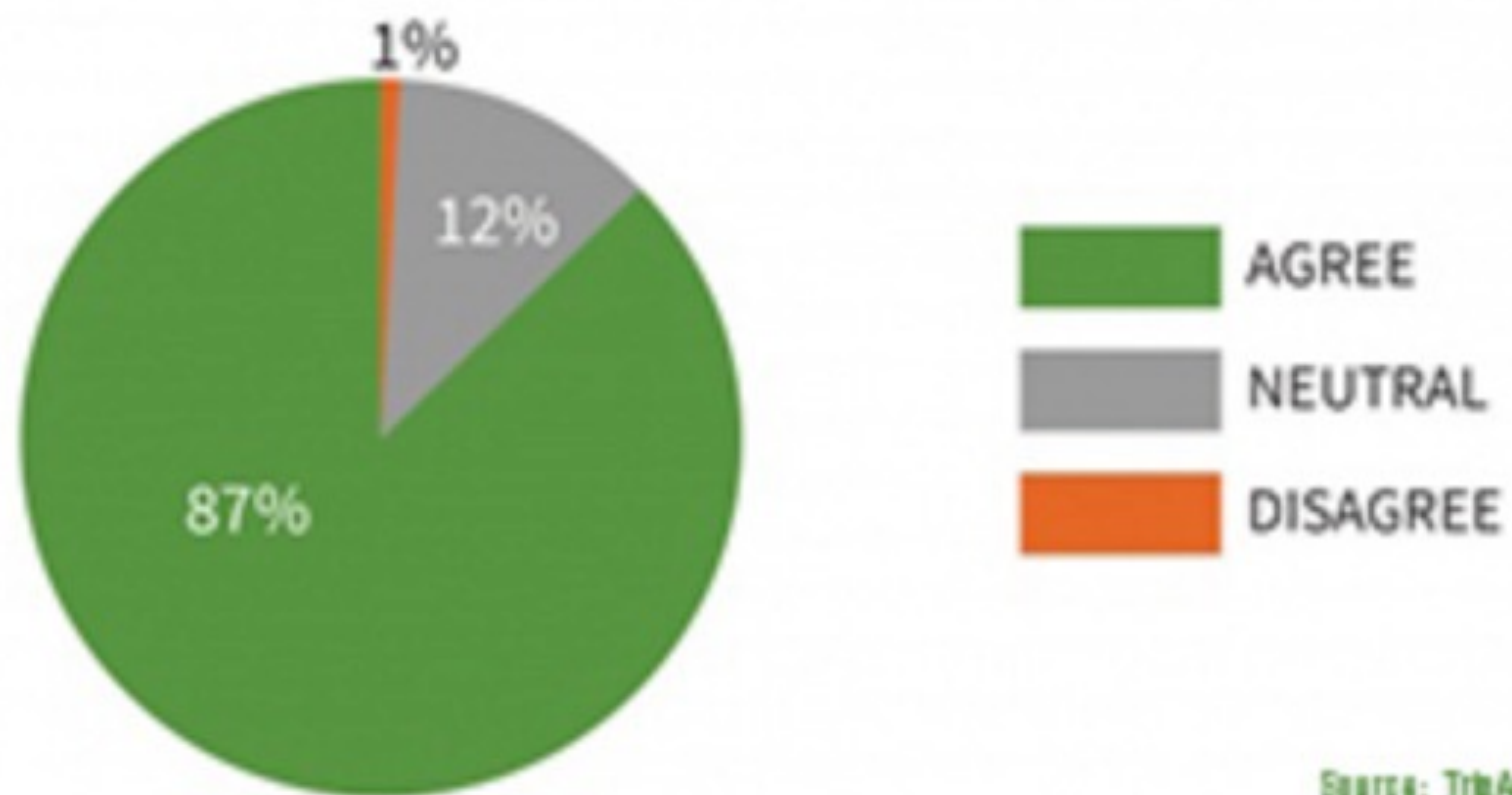
**SEEING HOTEL MANAGEMENT RESPONSES TO REVIEWS
GENERALLY MAKES ME MORE LIKELY TO BOOK (VERSUS A
COMPARABLE HOTEL THAT DIDN'T RESPOND TO TRAVELERS).**



**AN AGGRESSIVE/DEFENSIVE MANAGEMENT RESPONSE
TO A BAD REVIEW MAKES ME LESS LIKELY TO BOOK THAT HOTEL.**



AN APPROPRIATE MANAGEMENT RESPONSE TO A BAD REVIEW IMPROVES MY IMPRESSION OF THE HOTEL.



Source: TripAdvisor.com


MONITOR FOR INSIGHT

Overview Rooms & Rates Reviews (259) Photos (70) Location Amenities **Q&A (5)** Room Tips (43)

Questions & Answers

Here's what travelers have asked, with answers from Summers Inn Ludington staff and other travelers.

5 questions [Ask a question](#)




Miharrin

We would like to bring our bass boat along to visit our daughter who will be camping at the state park. Would we be able to unhook it and push it into a parking space in your parking lot overnight?

3 months ago

Show all answers (2) [Answer](#)



Sub1945 Chicago, Illinois Reviewed this property

They might have an area to park a boat, but I would call and ask them. The owners are very nice and very helpful.


3 months ago


0 Votes


MONITOR FOR INSIGHT


Overview Rooms & Rates Reviews (259) Photos (70) Location Amenities Q&A (5) Room Tips (43)


See which rooms travelers prefer

 "Nice and close!"
★★★★★ 140AndrewP. | [Read review](#)

 "All rooms are close to the office."
★★★★★ michigangirjms | [Read review](#)

 "Enjoy the library and the magazine/book exchange. Excellent lake perch fish fry at Scotts Restaurant a short walk away"
★★★★★ CanyonManAurora | [Read review](#)

 "Get a larger queen room....a very good price"
★★★★★ JudyB528 | [Read review](#)

 "Garden suite."
★★★★☆ fiveoavesiwofish, | [Read review](#)

[Show next 5 room tips](#) 5 of 43

Questions? Get answers from hotel staff and past guests. [Ask a question](#)

MONITOR FOR INSIGHT

Browse forums [▼ All](#) | [United States forums](#) | [Alaska forums](#)

1,593 topics from our community

Ask a question

1-20 of 1,593 topics

« 1 2 3 4 5 6 7 8 9 ... 80 »

Topic	Replies	Last post
Aurora 27 day outlook by jmsvss	4	yesterday by Maple_Marshm...
Fairbanks in March by DWC	16	Jan 19, 2021 by Alaska4life
September expectations needed by pvmeistrel	4	Jan 18, 2021 by pvmeistrel
Hotels/cabins/b&b best chance at Northern Lights by orangeskittler	7	Jan 18, 2021 by pvmeistrel
Any oppportunities in Fairbanks to do a "Polar Plunge"? by bruce p	9	Jan 14, 2021 by AKStafford
Arctic circle tour. by Mejustme90	4	Jan 10, 2021 by Maple_Marshm...

REVIEW & REPUTATION MANAGEMENT

“Great staff and Hotel”



Front desk staff Renee, Jose, and Enrique went out of their way to be very helpful and extended a corporate discount for an additional night. Rooms are clean, comfortable and some even have water views. I would highly recommend this hotel to anyone looking for a great stay in Oakland.



MHochstatter, General Manager at Executive Inn & Suites, responded to this review

Dear D. Kincaid,

Thank you for the nice comments about our team. While we are currently working hard to renovate the lobby and lounge of the hotel, it's really the staff that make or break your stay experience. Our guys work hard to make sure your needs are met and you have everything you need to enjoy Oakland.

Thank you and we look forward to your next stay.

REVIEW & REPUTATION MANAGEMENT

“Over priced and beware nearby construction”



We stayed here for four nights part of town but beware there next to the hotel and if your room prepared for noise. In addition day plus tips. This is very expensive same car let unlimited my



Ashrafi_Matcheswala, General Manager at Taj Campton Place, responded to this review

Dear David E,

We try very hard to make our guests stays as pleasant as possible and it is always a disappointment when we learn one of them has left with a less than first-rate experience. I am so very sorry that you were disappointed in our hotel, but not knowing when you were here I cannot comment on what you paid as it may have been a very busy time in the city when rates are at their highest. As for the construction, Apple is building a flagship store across the street, but now that the old building has been demolished, construction is confined to daytime hours and we have had no noise complaints in a long time. The city is also building a central subway station by Union Square, but that is a block away and has not impacted our hotel greatly. You are correct that valet parking is expensive, but you are NOT correct that the same garage where our valet parks your car allows for unlimited exit and entry—none of the public garages allows that. In-and-out privilege comes only with our valet service—and without the convenience of door to door service.

REVIEW & REPUTATION MANAGEMENT

"Very Tired Hotel"



Unfortunately our stay here was one to remember....not for good reasons.

Upon arrival we found our room unclean with basic supplies not available. Used unmentionables were found in the nightstand drawers from the previous occupants. The shower had mold surrounding the base. The towels were spotted. The furnishing made one reluctant to sit and be comfortable. The doors and windows were stuck open.

These things were brought to the attention of the staff. They were kind, their response to these items was good. Apparently management was gone for the week and the staff seemed unsure how to respond to any requests.

Being in San Francisco for a week and staying at this hotel was a disappointment.



UCSFNick, Guest Relations Manager at University Club San Francisco, responded to this review

I am sorry for your dissatisfaction. We are improving everyday. Please come back and stay with us.

Nick McEaney
Guest Relations Manager

[Report response as inappropriate](#)

Would this possibly be a four star hotel if the cleanliness was no longer.

Stayed

⑤ Value
④ Location
⑤ Sleep Quality

⑤ Rooms
⑤ Cleanliness
⑤ Service

REVIEW & REPUTATION MANAGEMENT

"Dreadful hotel"



We stayed one night having booked through booking.com, where the reviews and photos were misleading. The room was small with a small basic bathroom, no central heating, no air conditioning, no coffee machine had broken.



Helpful?



GMgph, Front Office

We're sorry that you were unhappy with the experience you experienced.

"It looks good in the ads..."



But the rooms feel like prison cells (small, square, small TV mounted on the wall) and, for me, the hallways were noisy and the plumbing was a ton of noise anytime someone flushed a toilet. I left after my first night and found a room somewhere else.

Helpful?



Report

GMgph, General Manager at Grant Plaza Hotel, responded to this review

We're sorry that you were unhappy – we'll work hard to fix the issue that you experienced. Thanks for letting us know.



REVIEW & REPUTATION MANAGEMENT

“What has happened? Will not be returning...”

●●○○○ Reviewed 4 weeks ago

Arrived at 18.00 to find nobody at 'home' and stood on the doorstep for an hour waiting for the manager to return... Then given a twin room instead of the double booked... The room in the bar did not have any windows, they were blocked by shutters which did not open. The bathroom was unclean and the towel like sandpaper. The excellent

co
an
re

georgianhouse1000, Owner at The Georgian House, reviewed 2 weeks ago

Honestly what do you expect. You pay little you get cheap.
We are a Budget hotel. Get real.
[Report response as inappropriate](#)

This response is the subjective opinion of the manager.
TripAdvisor LLC

REALLY?

REVIEW & REPUTATION MANAGEMENT



experience. Above all else, providing excellent customer service is our main goal and it is unfortunate you were not treated with the respect you deserve. Given the opportunity, I would like to learn more details about your case and to be able to make things right. Please contact me at your convenience.

Sincerely,

Austin Hyde,
Customer Relations Manager
623-934-5211
ahyde@earnhardt.com [Read less](#)

“Yay! Tripadvisor is right again!”



On a trip to the upper peninsula of Michigan I knew I was near the Gaylord area for the night. Pulled over and used my “I am older than I am” phone to use Tripadvisor and find a hotel. Was it on the top of the list? A small mom and pop type place, just off the path...

[More](#) ▾

Was this review helpful? 1

Scott B, Owner at Waters Inn, responded to this review

WOW, I love it when we both Win! It sounds like you got a good deal and we got a new customer. Thanks for taking time to write a review and thanks for taking a chance on our little family owned Inn, a lot of folks pass us by to stay at the big name chains. Our resident manager Bob...

[More](#) ▾



“Clean, friendly but lacks amenities”



By amenities I mean a blow dryer! The owners, who live on property, didn't even have a loaner blow dryer. I advise a trip to Wal-mart to pick up a couple cheap blow dryers. Otherwise nice. Rooms and bathroom especially are small. But was quite, very clean and well priced.

Scott B, Owner at Waters Inn, responded to this review

Thanks for your kind words and suggestion about the hair dryer! We've had lots of

requests for an iron and ironing board over the years so we have those on hand.

Now (thanks to your input) we've been to Walmart, bought a couple of blow dryers and we are ready for your next visit. If you let us know when...



YOU'RE THE BEST



#1 Thing You MUST Do

STRIVE *to* THRIVE

Power your health from the inside with Meta



HEALTH

FIBER

PROBIOTIC





DO:

- Keep your listing fresh
- Review traveler photos for accuracy
- Show regular activity
- Set up Email Alerts
- Setup post-visit emails with TA links
- Create widgets for the site
- Encourage staff
- Curate stories/reviews
- Learn from Reviews



DON'T:

- Don't forget to respond
- Take things personally
- Post fake reviews
- Pretend it doesn't exist
- Harass people about reviews



RE-USE THE GOOD ONES

“Interesting exhibits”

●●●●● Reviewed 1 week ago  via mobile

Great exhibits on the history of and life in Elizabeth City. Loved the layout from colonization until modern day. Objects from each Era were well-chosen and my teenagers were fascinated (you know how hard it is to keep their attention). Ended up spending the morning there.

Helpful?

 Thank KarenTP16

Report



USE THEM!





Andy King reviewed Denning Glass — 5★

January 26 · 🌐

Just a quick phone call and and Denning's took care of the rest! Not to mention the comfy chair and relaxing essential oils in the waiting room, I almost took a nap! Thanks!!

Like

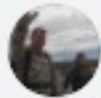
Comment

2



Denning Glass Your welcome Andy!

Like · Reply · 5w



Write a comment...



Bobbie Luckadoo reviewed Denning Glass — 5★

January 12 · 🌐

When I was about 5, I remember going to Dennings Glass to have glass for our living room table replaced. Here I am roughly 16 years later having my windshield replaced by them! Rose was kind enough to walk me through the whole process because I had never dealt with this before, and she made it all a breeze! I picked up my car within a hour and a half with impressively clean glass, and a curtesy car detailing!

Like

Comment

Share

Buffer

3



Denning Glass Our pleasure Bob! 2

Like · Reply · 7w



Rose Denning Thanks for the kind words Bobbie.

Like · Reply · 7w 3



Write a comment...



Corey Kwapich reviewed **Denning Glass** ...

— 5★

Nov 4, 2017 at 12:15pm

These guys are great. They put new windshield and back glass seals in my 1962 studebaker while I waited. They took their time and treated it like their own. I will be using them for all my glass work in the future.



autoglasstech • Following
Denning Glass

autoglasstech #FanFriday
★★★★★ #doesitbest 🚗..



THE KEY TAKEAWAYS

- Claim your spaces
- Customize the information shown
- Respond to reviews
- Learn from feedback
- Be passionate about social media
- Be professional with negativity
- Always engage
- Think outside 9-5
- Just ASK
- Use Reviews to promote your business

SHOULD YOU PAY FOR ENHANCED LISTINGS?





HONESTLY, IM NOT SURE

IT DEPENDS.



I'M NOT SURE THAT I AGREE

*HOPE
IS NOT A
STRATEGY*

A close-up photograph of a baby with light brown hair and blue eyes, looking slightly to the right with a determined, almost grumpy expression. The baby is wearing a light blue shirt with a green collar and green sleeves. The background is a blurred beach scene with sand and the ocean under a blue sky.

HEY

YOU CAN DO IT!

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