Vistrow.
Technologies

FREE · 100 DIN PLAYBOOK

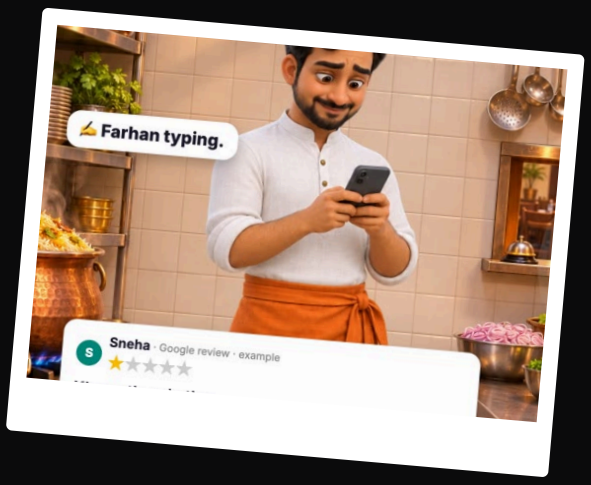
Day 16

Shutter pe chalk

Bina jawab ka review shutter pe likhi shikayat jaisa hai. Jawab angry customer ke liye nahi, agle customer ke liye likha jaata hai.



Day 16 reel se



IS PDF MEIN

- ✓ 8-point tick-box checklist
- ✓ 4 copy-paste review reply templates
- ✓ Aaj ka 5-minute kaam
- ✓ Print karo, pen se tick karo

Ek hi toh review hai... phir bhi farak kyun?

Example: Diwali ki raat Sneha ne Farhan ke restaurant se biryani mangwayi. Khana thanda pahuncha, toh usne Google pe ek star de diya. Farhan ne socha "ek hi toh hai" aur jawab nahi diya. Agle din Kabir ne order se pehle wahi review padha, aur kahin aur se mangwa liya. Bina jawab ka review shutter pe likhi shikayat jaisa hai: aap mitao nahi, toh har aane wala wahi padhta hai. Review delete nahi hota, par neeche ka jawab agle customer ko bata deta hai ki aap sunte ho. Farhan ne jawab likha, aur agli baar Kabir ne order kar diya.



Bad review ka jawab: 8 rules

- [ ] **24 ghante ke andar**
  Jitna jaldi jawab, utna kam nuksaan. Roz ek fixed time pe reviews check karo.
- [ ] **Naam se shuru karo**
  "Sneha ji" likho, "Dear customer" nahi. Isse lagta hai insaan ne padha hai.
- [ ] **Shikayat ko apne shabdon mein dohraao**
  "Khana thanda pahuncha" likho. Isse customer ko lagta hai aapne sach mein samjha.
- [ ] **Ek line ka sorry, bahaana nahi**
  "Sorry, galti humari thi." Rider, traffic, staff pe dosh mat daalo.
- [ ] **Baat offline le jao**
  "Call karke theek karte hain" ya apna number do. Public mein discount ya refund ka vaada mat karo.
- [ ] **Chhota rakho**
  3–4 line kaafi hai. Lamba jawab safai jaisa lagta hai.
- [ ] **Kabhi mat likho**
  Gussa, "aap jhooth bol rahe ho", customer ki personal detail, ya "aap pehle bhi aise the".
- [ ] **Achhe reviews ka bhi jawab**
  Har review ka jawab do, sirf bure ka nahi. Profile zinda lagti hai.

Mera score: _____ / 8

Copy-paste reply templates

KHANA / PRODUCT MEIN PROBLEM

Sorry {naam} ji, {shikayat} — ye humari galti thi. Hum aapko call karke theek karna chahte hain. Kripya {number} pe WhatsApp karein. — {owner naam}, {business}

LATE DELIVERY / SERVICE

{naam} ji, der ke liye maafi. Us din {wajah nahi, bas fact} hua, par aapko intezaar nahi karna chahiye tha. Agli baar ke liye humne {kya badla} kiya hai. — {owner naam}

GALAT YA FAKE LAGNE WALA REVIEW

Namaste {naam} ji, humein is order ka record nahi mil raha. Kripya {number} pe order detail bhejein, hum turant dekhenge. — {business}

5★ REVIEW KA JAWAB

Shukriya {naam} ji! 🙏 {jo pasand aaya} sun ke achha laga. Phir milte hain. — {business}

✔ Upar Sneha, Farhan, Kabir aur Farhan's Biryani example hain. Google khud Business Profile owners ko reviews ka jawab dene ko kehta hai (Google Business Profile Help: "Read & reply to reviews"). Jawab dene se review hatta nahi hai. Agar aap chahte hain ki aapke reviews ka jawab hum roz likhein, WhatsApp karein.

⏱ Aaj ka 5-minute kaam

Aaj ka kaam: apni Google profile kholo aur har bina-jawab wale review ka jawab do — sabse purane 1★ se shuru karo. 10 minute ka kaam hai.

Done on: ____ / ____ / _____



No time to do it yourself?

Vistrow sets all of this up for your business: Google profile, reviews, website and leads.

Chat on WhatsApp: 90670 97779 →

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NEXT CHAPT

Har din naya cha

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