

Think you don't need Customer Feedback?

The majority of respondents to the 2015 CivicScience Survey said that they do not Trust existing popular hotel ratings platforms

- Forbes 2018

Is Getting Feedback Expensive?

"My company spent \$2 per transaction to facilitate customer feedback. The feedback wasn't reliable, and didn't give us insight into our competitors. RateXP reduced my costs, gave me more data and better data, including competitors' ratings."

- Chris Stigas

Want Feedback on your Competition?

Booking, FaceBook, Google Reviews, Oyster, TripAdvisor, Yelp and Expedia aren't meeting the needs of 53% of the market.

- Forbes 2018

Contact Us

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Ratings Evolved

RateXP



Want to Build Trust with your Customers?

**Want Lower Cost, More Accurate,
More Honest and Information-Rich Feedback?**

Ratings Evolved

About Us

Started by an entrepreneur and a University professor in 2020, RateXP represents the latest evolution in online ratings.

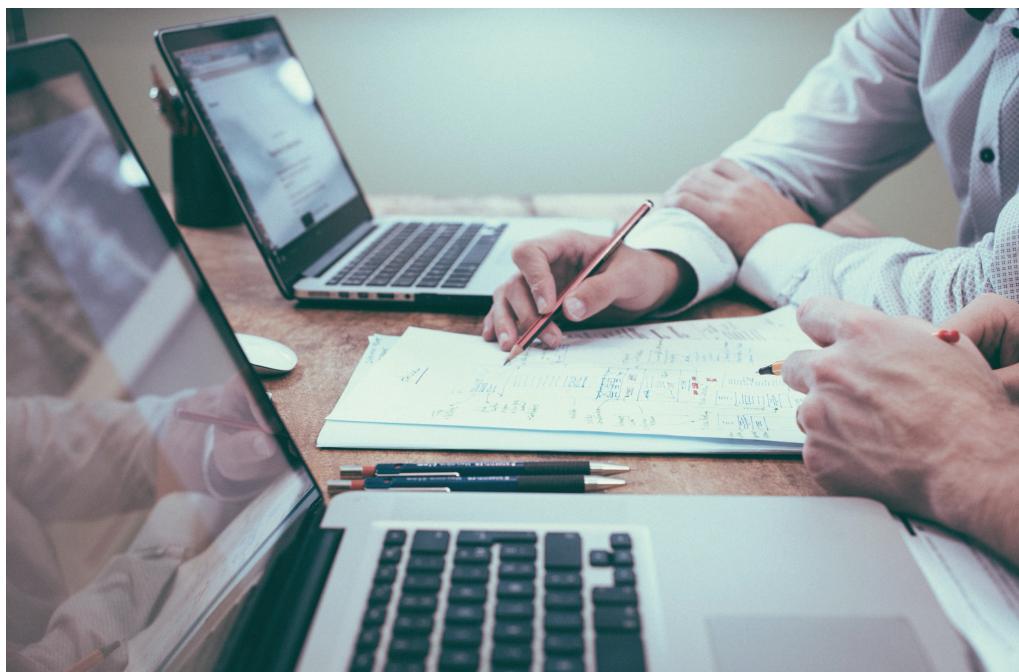
Building on a revolutionary academic feedback platform, KnowQuest.net, we built RateXP to be a better, more reliable, credible, and information rich ratings platform.

We are Certified Management Consultants (CMC), Certified Human Resources Leaders (CHRL), PhDs, MBAs, MScMs, BSEs, BComms, LLBs, & Higher Education Professors.

Our Mission

To help improve the position of our clients using valid, robust and powerful feedback tools.

Customer feedback should be value-added, but feedback platforms today don't meet the needs of raters!



What Makes RateXP Different?

Credibility

- Ratings are 'unlocked' via receipt numbers, QR Codes, etc.
- Credibility checks are unique to each business to reduce costs and improve accuracy

Anonymity

- Ratings are presented in Aggregate
- No individual ratings are presented
- No User IDs

Security

- We do NOT collect or SELL personal information, Ever
- No names, no addresses, no phone numbers
- Raters do not want their personal information sold, and we take this request very seriously

Homogeneity

- Ratings are more than just 'overall'
- Ratings are based on several questions...
- For example, in a restaurant, customers can rate: Service, Quality, Cleanliness, Food, Location, View, Atmosphere, etc.
- Customers Only answer the questions that are Relevant to their experience, making each rating more powerful

What do your Customers Really Think?

A third-party rating platform yields more honest, credible, and informative ratings.

- Want to better understand your customers including trends and factors affecting change?
- Want to spend less on customer feedback?
- Want to compare your customers' feedback with those of your competitors'?
- Want to give your customers the ability to rate their experience anonymously and without giving up their personal information?
- Have you completed a customer feedback survey that went nowhere?
- Want to incentivize your customers to rate?