



## **ExceleRatings™ LLC** **Controlled Review Management™** **System**

ExceleRatings™ is a cutting edge application that encourages your customers, clients, and patients to post positive "Real Time Reviews" via our Controlled Review Management™ platform after completing a 2 minute survey. Our platform is designed to work with SMB service industries such as Medical, Hospitality, Retail, Gyms, Salons, and Service Contractors with proprietary questionnaires for each one of them.



**According to recent online research, Your company's market value is directly related to your company reputation.**

### **Here are the basics:**

- Your associate will ask the customer to fill out a brief questionnaire on a tablet.
- Upon completing it with a positive score, they'll receive an email and a prompt to leave a review on Google and the review sites of your choice.
- In the event that you have a dissatisfied customer, the questionnaire will interpret their input and not send out that prompt to leave a review.
- A negative score will alert the manager on duty with an immediate text message that the person filling out the survey is displeased.
- Your business or practice can immediately address the problem and attempt to rectify it before this person leaves the premises (or if you're a contractor, before leaving their property). Shortly afterwards, an email and text message will then go out to the customer again apologizing for the problem, telling them that the problem has been seen to, and now requesting a review.

ExceleRatings™ offers four plans - Bronze, Silver, Gold, and Platinum - with different levels of functionality and customization. Whichever one you select will do what they're designed to do and that's to increase positive reviews for your business.