



BECOME SOCIAL.MANAGE REVIEWS. ONLINE BOOKING.



BECOME SOCIAL

Why is it important to become social?

Are you able to have someone help you with social media?
Explain why or why not.



MANAGE REVIEWS

It is possible to make 100% of the people you serve happy.

True.

False





ONLINE BOOKING

Do you offer online booking?

How easy is it for guests to book with you?



SOCIAL MEDIA STRATEGY

BECOME SOCIAL: There is no way that we can know everything, but one thing is for sure and that is that social media is the way of communication and advertising in this age. So, it's highly important to make sure that if you don't know how to use it, you find help. The last thing you want is to drown your business because you're being resistant.

MANAGE REVIEWS: Reviews are one of the first things people look at when searching for a new place to try. Just because there are a couple of negative reviews, doesn't mean you need to pack up and close shop. Make sure you are responding to those reviews! Give thoughtful and intentional responses that provide a favorable result for everyone. This shows that you take time to resolve matters and also that you actually care!

ONLINE BOOKING: You know it's true – everyone wants everything to be easy. So, by providing simple solutions like online booking, you can really increase the chances of guest retention and satisfaction.

