

## BirdEye Review Response Templates

### Positive Responses:

#### + Positive review - existing client 1:

🐾 Thank you for your kind compliments, **[Reviewer first name]**! We love visits from you and your family and appreciate you trusting us with your pet's care.

#### + Positive review - existing client 2:

🐾 Thank you for your generous feedback, **[Reviewer first name]**! Our team looks forward to seeing you and pet again soon.

#### + Positive review - existing client 3:

🐾 Thank you for your kind words, **[Reviewer first name]**! Please give extra love to your furry friend from us.

#### + Positive review - existing client 4:

🐾 We love hearing that your furry friend enjoys their visits with us as much as we enjoy seeing you all. See you next time!

#### + Positive review - new client 1:

🐾 Welcome to the **[Location name]** family, **[Reviewer first name]**! We loved meeting you and your pet and can't wait to see you back again soon.

#### + Positive review - new client 2:

🐾 We are so glad to hear your first experience with our **[Location name]** was a great one, **[Reviewer first name]**. We look forward to seeing you again soon!

#### + Positive review - loss of pet 1:

🐾 **[Reviewer first name]**, thank you for your kind words. We know all too well how difficult it is to say goodbye to a beloved pet. We are glad we were able to provide some comfort during this tough process and please don't hesitate to give us a call should you need anything.

#### + Positive review - loss of pet 2:

🐾 Thank you for your touching remarks, **[Reviewer first name]**. Our entire team is thinking of you during this difficult time. Your pet was precious to us and we are honored to have been trusted with their care.

#### + Positive review -

Our team here at **[Location Name]** is thrilled to receive your feedback and appreciate you entrusting us with your pet's care. We look forward to seeing you again!

#### +Positive review-

Thank you for the great feedback! We're happy to hear you had a positive experience at **[Location Name]** and appreciate you allowing us to care for your pet.

## Negative Responses:

### - Negative review – no comments 1:

🐾 **[Reviewer first name]**, thank you for the review. If there is anything we can do to improve for your next visit, please do not hesitate to give us a call.

### - Negative review – no comments 2:

🐾 We are sorry to hear you did not have a positive experience with us. If there is something we could have done differently to make your visit more enjoyable, please let us know.

### - Negative review – no comments 3:

🐾 Thank you for the star rating, **[Reviewer first name]**. We'd love to know how we can improve for next time. Would you mind calling us at **[Location phone]**?

### - Negative review - customer service:

🐾 **[Reviewer first name]**, we are truly sorry to hear you had a negative experience with us and appreciate you taking the time to chat in more detail. Our number one goal is to offer exceptional care and service, so please know we take this feedback seriously. We have shared your comments internally and will be working hard to ensure your next visit with us is a good one. Our team looks forward to seeing you and your family again soon.

### - Negative review - treatment:

🐾 Hi **[Reviewer first name]**, we are sorry to hear you were not satisfied with your pet's visit. We aim to provide the highest quality of care to your furry friend and are saddened that you felt otherwise. Someone from our team will be contacting you shortly.

### - Negative review - price (veterinary):

🐾 **[Reviewer first name]**, we understand that veterinary care can be costly, which is why we always try to accommodate our clients to the best of our ability. We offer a variety of treatment options so that you may select a less costly alternative, if possible, so please don't hesitate to voice your concerns to your veterinarian during your next visit. We aim to provide you with the information and educational resources to make the most informed decision for your pet. Please let us know if we can answer any of your questions!

### - Negative review - unidentified client:

🐾 We take your feedback seriously and would appreciate the opportunity to discuss your concerns in more detail. Unfortunately, we are unable to identify you as a client based on the account name this review is posted from though, so we kindly ask that you give us a call at your convenience.

### - Negative review - addressed issue offline:

 **[Reviewer first name]**, we greatly appreciate you taking the time to speak with us and for allowing us to address your concerns. We understand your frustration and will use this feedback to work hard to improve the service we provide our clients and their pets.