

REVIEW RESPONSES * INDIAN-ENGLISH

GBP Review Response Scripts

Forty templates: ten each for 5-star, 4-star, 3-star, and 1-2-star responses. Voice is Indian-English, warm but specific. NEVER use as-is - customise for the named reviewer + the named service.

5-star responses (10 variants)

- Thank you, [Name]! Genuinely happy that [specific thing they mentioned] worked for you. Looking forward to seeing you again - and please feel free to recommend us to anyone you know who needs [service].
- [Name], your kind words mean a lot to our team. We particularly love that [specific thing] stood out - that's exactly the experience we're trying to build. See you next time.
- Thank you so much, [Name]! [Staff member name] will be thrilled to see your review - they really enjoy serving customers like you. Hope to welcome you back soon.
- Reading reviews like yours is what makes our day, [Name]. Glad [specific service] worked out so well. Don't be a stranger.
- Thank you for the 5 stars and the kind note, [Name]. We've shared your review with the whole team. Looking forward to your next visit.
- [Name], this review really made our morning! [Specific detail] is something we work hard at - knowing it landed for you is the best feedback we could ask for.
- Such a thoughtful review - thank you, [Name]. We'll keep doing exactly what you mentioned: [specific praise]. See you again soon.
- Thank you, [Name]. The honest, detailed review really helps other customers decide. We appreciate you taking the time.
- Glad we got it right for you, [Name]. [Specific detail] is our standard - happy it lived up to it. Thanks for the kind words.
- [Name], thank you. Reviews like this remind us why we do what we do. See you again - and bring [whoever's next on their list] when you can!

4-star responses (10 variants)

- Thank you, [Name], for the 4 stars and the honest feedback. We hear you on [specific issue]. We're already working on [specific fix] - would love to have you back to show you the difference.
- [Name], appreciate you taking the time to review. The point you raised about [issue] is fair - we're addressing it by [specific action]. Hope to earn that 5th star next time.
- Thanks for the kind words AND the constructive feedback, [Name]. [Specific issue] is a known weak point we're improving. Would love to see you back so we can make it right.
- Genuinely grateful for the balanced review, [Name]. We agree [specific issue] could be better - thanks for naming it. Reach out next time you visit; we'll make sure it's sorted.
- Thank you, [Name]. The 4 stars + your honest comment helps us. We've flagged [specific issue] internally and you'll see the fix on your next visit.
- [Name], thanks for sharing both what worked and what didn't. We'll work on [issue] - please come back and let us know if we got it right.
- Appreciate the review, [Name], both the praise and the gentle nudge. [Issue] is on our list and we're tackling it this month.
- Thanks for the detailed feedback, [Name]. Glad [positive thing] worked. The [issue] you mentioned - we've made the change you suggested. Your next visit will be different.
- [Name], honest reviews like yours are how we improve. We hear you on [issue] - fix is in motion. Thank you.

- Thank you, [Name]. The 4-star review with specifics is so much more useful to us than a vague 5. We're acting on [issue].

3-star responses (10 variants)

- Thank you, [Name], for the candid review. I'm sorry [specific issue] let you down - that's not the experience we want for any customer. I'd love the chance to make it right; please WhatsApp me at [number] and we'll arrange [specific remedy].
- [Name], a 3-star review with this level of detail is a gift - thank you. The issues you raised about [specific items] are real and I want to fix them personally. May I ask you to call/WhatsApp [number] so we can talk?
- I'm sorry the visit didn't go as we'd hoped, [Name]. The issues you mentioned with [specific things] are unacceptable to us. We'd like to invite you back for a complimentary [service] so we can show you the standard we hold ourselves to.
- Thanks for the honest review, [Name]. The points about [specific issues] are valid - we've spoken to the team and corrective action is in place. I'd really value the chance to host you again. Please reach out at [number].
- [Name], I'm genuinely sorry for the [specific issue]. We've reviewed exactly what happened that day and it's been addressed with the team. Please give us another chance; the next visit will be different.
- Sincerely sorry the experience fell short, [Name]. [Specific issue] should not have happened. We've taken the steps to ensure it doesn't recur. I'd like to invite you back personally - please reply or message me directly.
- Thank you, [Name], for being so specific about what didn't work. Without that detail we can't improve. We've actioned [issue 1] and [issue 2]. Hope you'll give us another shot.
- [Name], a 3-star review hurts but the honesty is welcome. Both the points you raised are real - they've been escalated and fixed. Please come back and judge us fresh.
- I owe you a better experience, [Name]. The [issue] you described is being fixed this week. I'll personally see to it on your next visit - please ping me at [number] when you plan to come.
- Thanks for taking the time to review honestly, [Name]. We don't want any customer to leave at 3 stars. Reach out - let's make this right.

1-2 star responses (10 variants)

- [Name], I'm truly sorry for the experience you've described. What you went through is not how we operate. I'd like to understand exactly what happened and make it right - could you please reach me directly at [number] or [email]? I will personally handle this.
- I'm reading your review with genuine concern, [Name]. The [specific issue] should never have happened. I would value the chance to speak with you directly - [number] is my personal line. Please give me the opportunity to fix this.
- [Name], I owe you an apology - full stop. What you described is not our standard. I've already spoken to [staff/team] about what happened. I would like to refund / replace / restore [specific remedy]. Please reach out so we can arrange it.
- This review is hard to read, [Name], because it's clear we let you down badly. I'm not going to make excuses. May I ask you to contact me on [number] so I can address [specific issue] directly with you?
- I'm sincerely sorry, [Name]. [Specific issue] is a serious failure on our part. I've pulled the team together to debrief what happened and ensure it can't recur. I'd very much like to make amends - please reply or call [number].
- [Name], thank you for taking the time to write this - even though the experience was clearly not what we'd promised. I'm reaching out via [direct channel]. I would like to put this right.
- Sincere apologies, [Name]. The experience you've described is unacceptable and I take personal responsibility. I'd like to invite you to give us a second chance with [specific gesture]. Please contact me directly.
- I read your review carefully, [Name], and I'm sorry. The issues you raised are real and they have been

actioned at our end. I'd like to make it right with you specifically - could you reach me at [number]?

- [Name], no customer should ever feel the way your review describes. I'm sorry. Please give me the chance to speak with you and resolve this - [number].
- Your honesty matters, [Name], and so does our response to it. We've taken your review seriously, addressed [specific items] internally, and want to make it right with you personally. Please get in touch.

Rules of the road (read before using any template)

1. Customise EVERY response. Google penalises detected-template patterns and so do readers.
2. Reply within 24 hours for 5/4-star, within 4 hours for 3/2/1-star.
3. Use the reviewer's first name. Use specific details from their review.
4. For low-star reviews, MOVE THE CONVERSATION OFF the public review thread (DM, call, email).
5. Never argue, never blame the customer in public, never offer to refund publicly without context.
6. If a review is fake / extortion / from someone who never visited - flag through Google's Suggest An Edit, don't engage.