

Star Ratings USA:

Where your customer becomes your
best salesman!



30 Years and Over 300,000 Customers Served!

Getting great reviews? Take the Internet by storm!

Facebook. Twitter.
Google. Yelp. Bing.
Potential customers are
searching for your
business every day.
Don't let them slip
through your fingers.



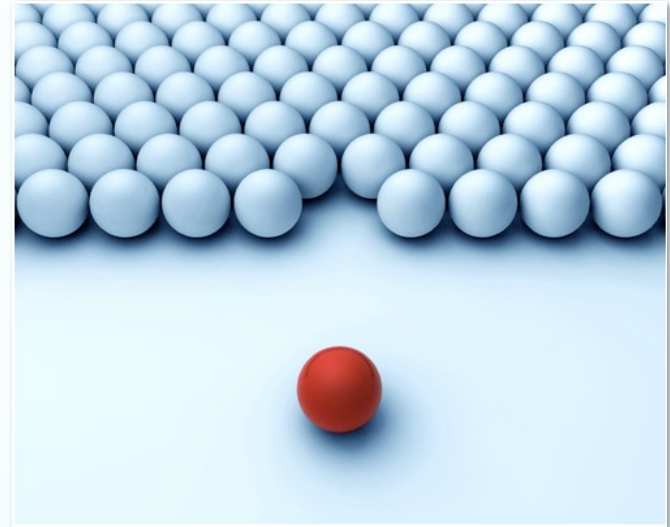
We are unique

with three brands to fit your every requirement

Star Ratings USASM
collects online reviews

Smitty's Thank You'sSM
offers a personal touch

Star Referrals USASM
generates referrals



You can choose to utilize either Star Ratings or Smitty's Thank You's based on your specific needs. Or, for the best results, combine them! Feel free to make adjustments to your services at any time.

Star Ratings USA is a simple and easy way to have a big impact on your customer and your business.

Three minutes allows you to:

- Thank your customer
- Increase online brand marketing
- Collect reviews
- Generate CSI reports
- Obtain referrals



Testimonial from Sunset Spas

“Two of our customers told us they chose to shop at our store based on our online reviews. Before they started looking for their new spa, they googled the three closest spa stores in their town. Out of the three, we were the farthest away but **we had the best reviews** so they did not even bother to visit the other two stores but came straight to us. This gentleman is a banker and reviews are a big part of running his business and that tool led him and his wife to come to us for their new spa. **Star Ratings has helped us increase the amount of reviews we receive and, as a result, we have sold an additional 20 new spas this year dramatically increasing our sales and profits.** I would be more than happy to let anyone know how Star Ratings has worked for our company.”

– **Dave Rempfer, Owner**

Sunset Spas in Chandler and Glendale, AZ

#1 Sales Volume Dealer of MAAX Spas for 2014 & 2015

2015 Star Ratings USA National Dealer of the Year Customer Satisfaction

2016 Star Ratings USA Marketing Dealer of the Year

Trusted Star Ratings Member since Feb. 2014



Where your customer becomes your best salesman!

Customer reviews demonstrate that your online reputation influences sales decisions. These customers, in deciding to purchase their spas from Sunset Spas of Arizona, show what a difference great reviews can make in your bottom line.



Customer Reviews

“ *Totally great experience dealing with delivery sales & president. Found your product reviews on the internet. Awesome!* ”

 Verified 12/23/14 Dave (Gilbert, Arizona) ★★★★★

“ *One of the reasons I chose your store was the online rating of your company.* ”

 Verified 5/15/14 Morris (Phoenix, AZ) ★★★★★

Customer Feedback Reminders

We provide you with printable templates for your showroom to remind and motivate your customers to submit their feedback. Our **mobile friendly website allows customers to instantly submit a review** on their phone or tablet.

Knowing that you care to listen and respond to suggestions empowers your customer and builds loyalty, resulting in repeat business and positive word-of-mouth.



We listen.

We care about our customers, and want to serve you as best as we possibly can.

Please complete a short survey to give us feedback on your experience and help us improve.

Scan the QR code below or take the survey online at:
<http://StarRatingsUSA.com/survey/americanhomes>

Thank you!

Your friends at
American Homes



Use a Banner at a Home Show or on your Showroom floor to share your best reviews and customer feedback.

Your previous customers' comments will display your reputation and enhance your leadership in customer satisfaction in your market.



Build Your Google+ and Yelp Reviews at the Same Time

Thank you for sending us your feedback!

Your feedback helps us to serve our customers more effectively. We appreciate your business!

Please visit our store web site at <http://americanhomestylers.net>

Please continue to help us by leaving a review of our business on other web sites as well!



[Leave us a review on Google](#)



[Leave us a review on Yelp](#)

Review Latest Feedback and Address Issues Promptly with Emailed Customer Response Notifications



Post Reviews to Your Facebook Business Page

“ *Western Fireplace Supply is the only place you need to go in Fort Collins! Sales/estimation process was awesome--Class act. Gary is tremendous. Installers were very professional and efficient. Great service, very professional-- A joy to do business with!* ”



Verified 4/2/18

Ben Truehart



Post this review to Facebook:



Share



Star Ratings USA.com

Published by Joy McMurchy [?] · · Just now · 🌐

Check out our latest review!



STARRATINGSUSA.COM

StarRatingsUSA Review

Western Fireplace Supply is the only place you need to go in Fort Collins! Sales/estimation process was awesome--Class act. Gary is tremendous. Installers were very professional

Boost Post



Like



Comment



Share



Let Your Customers Lead You to New Contacts

Referrals:

Do you know of any friends or business contacts who may be in the market for our products or services, either now or in the future?

Please include their names and telephone numbers.

Referral 1.

Referral 2.

Referral 3.

Would you recommend us to others?

Yes ☒

No ☐

Build Your Customer Network with Referrals

“65% of all sales today are the result of a referral.”

New York Times, Aug. 2014

Share Exclusive Savings & Get Rewards!

We care about our customers, and want to offer a special incentive for your friends & family to consider our business. Please share the coupons below with others, and every time one is used for a purchase at our store, we'll contact you with your own \$100 gift of in-store credit for you to use during your next visit!

 \$100 off any spa! 2225 W. Pecos Rd. #8 Chandler, AZ 85224 (480) 656-7267	Referred by: _____ Phone or Email: _____
 \$100 off any spa! 2225 W. Pecos Rd. #8 Chandler, AZ 85224 (480) 656-7267	Referred by: _____ Phone or Email: _____
 \$100 off any spa! 2225 W. Pecos Rd. #8 Chandler, AZ 85224 (480) 656-7267	Referred by: _____ Phone or Email: _____


Hand Out Your Reviews Link to Prospects at Home Shows and in your Showroom

The customer can either go home and look up your reviews using the link provided or scan the QR code with their phone or tablet and **read your reviews instantly on your mobile friendly profile page!**



Display Our Badge on Your Website

The Star Ratings badge is an easy link to your reviews. Collecting your positive reviews will give you an advantage over “the competition” and result in more sales.



Home Showroom About Us Customer Service Testimonials Contact


Clearwater Spas & Hot Tubs of Delaware


"Your Destination for Relaxation"


Clearwater Spas has been providing award-winning customer service for over twenty years. We serve Delaware and the three surrounding states from our new location in New Castle, Delaware.

NEWS: We now carry Hot Spring Spas along with Caldera and Nodic!

Our professional, friendly staff, with over sixty years' combined experience, takes a great deal of pride in providing quality products with an attitude towards customer service that is unsurpassed.

 [Read What Our Customers Have to Say About Clearwater Spas!](#)

 [View Caldera's Cantabria Video!](#) ([SEE MORE CALDERA VIDEOS HERE](#))


 [See Virtual Tour of our Showroom!](#)


Our mission is to provide you with the finest quality therapeutic health and leisure products available today. Clearwater carries the world's best selling brand of Spas and Hot Tubs, Caldera Spas & Nordic Hot Tubs. Enjoy the ultimate in relaxation with our hydromassage systems which are featured in all of our portable spas and hot tubs.

FREE WIRELESS SOUND SYSTEM WITH PURCHASE

Sounds like it's time to buy a hot tub!

[See Deal](#)





Star Ratings
USA.com
★★★★★
258 Customer Ratings
Trusted Member

Sample Online Profile Page

The Star Ratings badge directs potential customers to your professionally designed business profile page detailing your reviews and customer service rating.



from 206 customers

Carddine

Backyard Experts

SPAS • BBQS • PATIO

service@carddine.com
http://www.carddine.com
[Visit Web Site](#)

2348 Meyers Ave
Escondido, CA 92029
Phone: (760) 746-7727

See our other locations:

- Carddine Spas of San Diego
- Carddine Spas of San Marcos
- Carddine Spas of Temecula

[Are you a recent customer?](#)
[Write Your Own Review](#)

Escondido, CA

Carddine Home Resort Products has been transforming backyards into private resorts for 25 years. We have seen a lot of hot tub, grill and patio stores come and go in that time. The reason Carddine is still around is not just because we sell quality products at great prices, but because we value our customers.

We know how important your relaxation time is. That's why we work so hard to make sure your private resort is just the way you want it. Whether you need a full backyard redesign complete with outdoor kitchen, hot tub, and fire pit, or just a few bar stools, Carddine has it. Give us a call or stop by one of our stores and you will see the difference that makes us unique.

Business Profile of Carddine Spas - Escondido, CA

Office Type: <ul style="list-style-type: none"> Sales & Service Installation Maintenance 	Inventory: <ul style="list-style-type: none"> Hot Tubs Swim Spas BBQ Islands BBQ Grills Grilling Accessories Fire Pits View All...	Manufacturers: <ul style="list-style-type: none"> Aqua Finesse Bromic Heating Bull BBQ Buschbeck Catalina Spas Challenger Designs View All...	Serving Areas: <ul style="list-style-type: none"> Escondido San Diego San Marcos Temecula Carlsbad Lakeside View All...
Service Hours: <ul style="list-style-type: none"> Mon-Fri 8am-5pm Sat & Sun Closed 			

Customer Reviews

“ We only stopped at Carddine Spas to browse, but our salesman was so amazing that we left with a spa. Wow! He was correct. It has really improved the quality of our life. ”

Verified 1/17/18 Matt (Temecula, CA) ★★★★★

Detailed Customer Ratings

<input checked="" type="checkbox"/> First impression of business:	★★★★★
<input checked="" type="checkbox"/> Appearance of showroom:	★★★★★
<input checked="" type="checkbox"/> Staff knowledge of product:	★★★★★

Where your customer becomes your best salesman!

Include a Video on Your Profile Page

The image shows a screenshot of a business profile page for Premier Garage, powered by Tailored Living. The page features a 5-star rating from 182 customers, contact information, and a '99% of recent customers recommend this business' badge. A video player is embedded on the page, showing a man in a purple shirt speaking in a garage. The video player has a blue border and a play button. Below the video, there are customer reviews and a 'Detailed Customer Ratings' section.

Premier Garage
Powered by **tailored living**

northwest@tailoredliving.com 4222 25th Ave. NE
http://www.premiergarage.com/portlandSalem, OR 97301
Phone: (888) 390-0522

Visit Web Site

99% of recent customers recommend this business

Are you a recent customer? Write Your Own Review

Jim Friesen started... merged with Tailored... including over a th... customers and bu... cabinets and cond...

The cabinets are... and can withstand...

based flooring system created by Sika, the global leader of Industrial floor... In addition to garage cabinets, they now offer the highest quality of close... provider of all your home organization needs.

As your local organizational specialists, Tailored Living featuring Premier... and personalized organization solutions to fit your home and lifestyle. L... consultation.

Jim Friesen
Premier Garage

Customer Reviews

“ We like the product. We like the company. We like the way we were treated from start to finish. A-1 in my book. Could not be more satisfied with the new products in the garage. Looks like a new garage. Wow! ”
Tom
Verified Customer
★★★★★

Detailed Customer Ratings

First impression of business:	★★★★★
Courtesy & professionalism:	★★★★★

Display Our Badge in Other Locations too!

In addition to posting the Star Ratings badge on your home or testimonials pages, try adding it to your homepage slideshow or your marketing emails.

The image displays three overlapping screenshots of the Clearwater Spas website, highlighting the placement of the Star Ratings badge. The badge, which features a star and the text 'Star Ratings USA.com Trusted Member' with five stars below it, is circled in red in each instance.

- Homepage Slideshow:** The badge is overlaid on a '5 STAR USA REVIEWS' section featuring a couple's testimonial. The text 'Review testimonials that show our 5 Star Service to our customers.' and a 'Learn More Here' button are visible.
- Request a free quote section:** The badge is placed next to the 'Request a free quote on any product!' header and a 'Contact Us' button.
- Check Out Our Reviews section:** The badge is placed next to the 'Check Out Our Reviews' header and the text 'Don't take our word for it, Go check our 5-star rating's online!' with a 'Check it out' button.

Display Our Badge on Print Ads!

Use the Star Ratings badge on print materials as well to increase potential customer traffic for your online reviews. A QR code provides instant access to your profile page.

Don't take our word for it, Go check our 5 star ratings at StarRatingsUSA.com 

ORDER YOUR DOUGHBOY POOL PACKAGE AND GET
\$500 FACTORY COUPON
PLUS ADDITIONAL \$100 OFF any pool package see store for details

SPACATION
PLUG 'N PLAY hot tubs. It is just that easy!
CASCINA 4 PERSON FREE FLOW HOT TUB
FINAL WEEKEND!
\$2,995

YOUR CHOICE
\$5,995 (AFTER ALL DISCOUNTS) **OR** **\$129/mo** (See Ultra M details on p...)
CALDERA MARINO **CALDERA VANTO**

Read Our Reviews!
Ultra Modern Pool & Patio
8100 W. Kellogg
Wichita, KS 67209
Phone: (316) 722-4308

ULTRA MODERN POOL & PATIO Since 1954
Derby: 1420 Nelson (71st & K-15) 316.788.1122
West: 8100 W. Kellogg (exit Ridge Road) 316.722.4308
East: 5620 E. Kellogg (At Edgemoor) 316.681.3011
Mon-Fri-9-6pm Saturday 9-5pm Sunday 12:30-4:30
We Buy & Sell Used Hot Tubs! **UltraModern.com**

READER'S CHOICE 2014 WINNER
The Wichita Eagle Kansas.com

Top Result on Customer Review Search

This generation of consumers is increasingly relying on reviews posted online before deciding where to make purchases. The more online exposure your company receives, the easier it is for potential customers to see your positive reviews and decide to purchase with you.

The screenshot shows a Google search for "clearwater spas new castle de". The search results list several entries, with an orange arrow pointing to the "Clearwater Spas Inc. - New Castle, DE - 424 Reviews" result. To the right, a detailed business profile for "Clearwater Spas, Inc." is displayed, featuring a 4.8-star rating from 19 Google reviews, address, hours, and contact information. Another orange arrow points to the "Reviews from the web" section, which shows a 5/5 star rating from 424 reviews on Star Ratings USA and 5/5 stars from 8 votes on Facebook.

clearwater spas new castle de

All Shopping Maps Images News More Settings Tools

About 295,000 results (0.50 seconds)

Hot Tub Delaware | Clearwater Spas
clearwaterspasinc.com/
We carry Hot Spring, Caldera and Nordic products. These products represent the leaders in the industry. Once you select the right hot tub or sauna, our experts will do a site inspection to insure that the installation is done properly. All service and repairs are done from our New Castle, Delaware showroom by skilled and ...

Clearwater Spas Inc | New Castle DE | Hot Spring Spas
https://www.hotspring.com > Dealers
As your authorized local dealer for HotSpring hot tubs, we are proud to offer you the world's Number One selling brand in hot tubs. With its 30-year commitment to award-winning customer service, Clearwater Spas won a 2014 national award for Retail Excellence in Customer Satisfaction. Owner, Don Adams, left his ...

Clearwater Spas - 10 Photos - Hot Tub & Pool - 226 Churchmans Rd ...
https://www.yelp.com > Shopping > Home & Garden > Hot Tub & Pool
Specialties: Hot tubs by HotSpring, Caldera, and Nordic sold and serviced in New Castle, Delaware and the surrounding area. We also sell Finnleo saunas and Primo grills. Established in 1985. In this bottom-line driven world, it is a pleasure to...

Clearwater Spas Inc. - New Castle, DE - 424 Reviews
www.starratingsusa.com/reviews/clearwaterspas
★★★★★ Rating: 5 - 424 reviews
Clearwater Spas has been providing award-winning customer service for over twenty years. We serve Delaware and the surrounding states from our new location in New Castle, Delaware. Our professional, friendly staff, with over sixty years' combined experience, takes pride in providing quality products with an ...

Clearwater Spas Inc 226 Churchmans Rd, New Castle, DE 19720 - YP ...
https://www.yellowpages.com/new-castle-de/mip/clearwater-spas-inc-2951591
Get reviews, hours, directions, coupons and more for Clearwater Spas Inc at 226 Churchmans Rd, New Castle, DE. Search for other Sauna Equipment & Supplies in New Castle on YP.com.

Clearwater Spas, Inc. ★
4.8 ★★★★★ 19 Google reviews
Hot tub store in New Castle County, Delaware [Website](#) [Directions](#)

Address: 226 Churchmans Rd, New Castle, DE 19720
Hours: Closed - Opens 10AM Tue
President's Day might affect these hours
Phone: (302) 325-8800
[Suggest an edit](#)

Know this place? [Answer quick questions](#)

Questions & answers
See all questions (1) [Ask a question](#)

Reviews from the web

Star Ratings USA
5/5
424 reviews

Facebook
5/5
8 votes

Gather Media Information for Targeted Advertising

Please list the public media you listen to, watch, and read most often:

Radio stations	Show responses
Television programs	Show responses
Newspapers	Show responses
Internet access	(37 responses)
	Yes 97%
	No 3%
Web sites	Show responses
Where did you first hear about us?	(54 responses)
Television	0%
Radio	2%
Newspaper	0%
Friend	6%
Yellow Pages	0%
Billboard	2%
Internet	59%
Other (specify)	31%

[Hide responses](#)

- Home Show ([feedback card](#))
- Home Show ([feedback card](#))
- Home show ([feedback card](#))
- Friend and Realtor ([feedback card](#))
- Home Show ([feedback card](#))
- Our Landscape Company ([feedback card](#))
- Internet and State Fair ([feedback card](#))
- Friend ([feedback card](#))
- Recommendation ([feedback card](#))

“We have saved thousands of dollars on advertising by paying attention to our customer follow-up responses.”

– Pat Murphy, Owner

Spokane, WA
Highest Customer
Satisfaction MAAX Spas



Determine which Reviews to Feature on Your Profile

(easily remove inaccurate or malicious responses)

Consumer Feedback History

Show customer feedback from: ☐ the last month ☐ the last year
☐ the last 3 months ☐ date range from to
☒ the last 6 months

Gift Date	Name	Phone	Email	Response Date
(None)	Darryl Keeports	4846430678	sskeep@aol.com	View 03/14/14 response (X)
02/26/14	Jim and Jackie O'Neill			Enter response
02/26/14	Ron and Heather Sutton			Enter response
02/26/14	John and Sherri Lierenz			Enter response
02/26/14	Fred and Julie Lentz			Enter response
02/26/14	Suzanne Gladle			View 03/26/14 response (X)
02/26/14	Megan Welch			Enter response
02/26/14	Bill and Donna Quinn			Enter response
02/26/14	Shannon Dimmig			Enter response
02/26/14	Jack and Susan Talkington			View 03/25/14 response (X)

Incorporates into ALL aspects of marketing:

- Internet sales follow-up
- Print advertising
- Showroom displays
- Business cards
- Radio



“Don’t take our word for it. Check out our Star Ratings USA customer reviews online!”

Thank Your Customers the Old-Fashioned Way



Our nationally award-winning fudge is of unforgettable quality.
\$28.95 per gift

We also offer
Huckleberry Taffy as a unique treat. Every wild berry grows naturally in the high forests of the Pacific Northwest.
\$18.95 per gift



Thank Your Customers the Old-Fashioned Way



These delicious fudge brownies will help ensure that your clients are left with a great-tasting experience after choosing your business!

\$19.95 per gift

The pricing investment for each of our customer satisfaction packages includes:

- **Full color “Thank you!” cards** with your business logo and message
- **Survey cards** requesting customer feedback, addressed back to you (plus links to respond online)
- **Shipping & handling costs** to deliver your choice of gifts/postcards promptly
- **Online testimonials and email notifications** sent to you based on customer feedback
- **Password-protected online reports** describing your customer satisfaction & marketing efficiency

Capture Valuable Feedback From Your Customers

Thank You

Thank you for your purchase. We are always striving to achieve your total satisfaction!

Please help us serve you better by taking a moment to fill out and mail in the enclosed postage-paid customer satisfaction survey.

Should you ever have any questions, please do not hesitate to call us.
831-753-1103



To submit this survey go to: <http://www.starratingsusa.com/survey/blackthornespas>

Name _____

Phone _____

E-mail _____

Salesperson _____

Please rate your satisfaction level on your purchase. Use numbers 5(very satisfied) through 1(very dissatisfied).

- ____ First impression of doing business with us.
- ____ Appearance of showroom & product environment.
- ____ Staff knowledge of product.
- ____ Courtesy and professionalism.
- ____ Quality of product.
- ____ Delivery of product.
- ____ Purchase experience.
- ____ Fulfillment of commitments made during sale.
- ____ Latest impression of doing business with us.

Please list the television programs, radio stations, and newspapers you listen to or read most often:

TV programs: _____

Radio stations: _____

Newspapers: _____

Search engines visited most frequently: _____

Where did you first hear about us?

____ TV ____ Radio ____ Newspaper ____ Friend

____ Yellow Pages ____ Billboards ____ Internet

____ Other (please list) _____

Please list the two most important factors influencing your selection of our product or services:

1. _____

2. _____

Would you refer us to others? ____ Yes ____ No

Review: Please write a brief review of our business that can be shared with others online and in our store.

Collect Positive Comments for Your Employee Recognition Program

Charli's Customers Say:

We began visiting your showroom and visiting with Charli over a year ago while we began our new home. Each time, Charli was personable and remembered our visits. She was very professional and a pleasure to work with and so was the delivery crew too!

- Marcia

Charli was very friendly and knowledgeable. She made the purchase very easy. The hot tub we purchased is amazing! We use it every day and have loved it! Thanks for all the help and keeping it simple!

- Valerie

We value your employees! You're very fortunate to have them. Charli (salesgirl) and Steve (maintenance man) are both great to work with.

- Tom & Nancy

Congratulations, Charli!

New Survey Option with Gift Program

When you submit your customers' information to Star Ratings, don't forget to include their email address. They will automatically be emailed a link to your online survey giving you another opportunity to collect reviews in addition to the survey postcard included in the gift.



Dear John,

We appreciate you as a customer! That's why we want to say 'Thanks' for your recent purchase. We hope you were satisfied with your experience at our business.

We are always seeking to do our very best to meet our customers' needs, and would appreciate it if you would take a minute to send us feedback and let us know how we can serve you even better. You can click on this link to open a short online survey:
http://starratingsusa.com/survey_php?64194&custid=239800

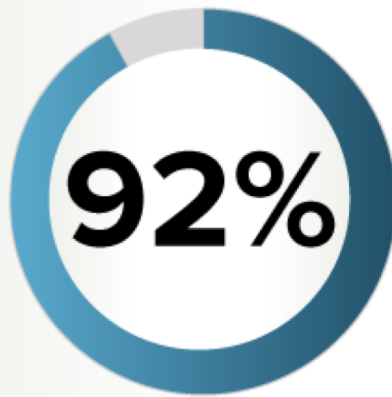
When you submit the survey, you will receive a coupon that you can download and print/email to share with friends and family! We'll give them \$50 off their purchase of any spa. Plus, when your referral makes an eligible purchase, we'll give you \$50 of in-store credit for your next visit!

Thank you again,

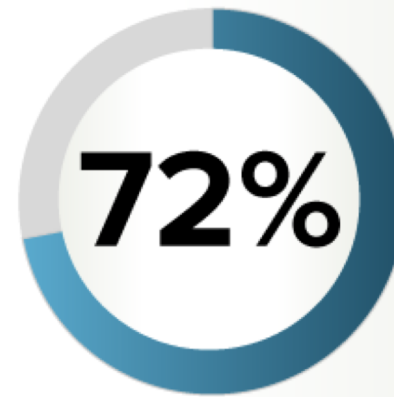
Your friends at Sunset Spas of Arizona
[480-656-7267](tel:480-656-7267)

Online reviews have expanded the power of a good recommendation.

ONLINE LOCAL BUSINESS REVIEWS
ARE THE DIGITAL VERSION OF
WORD-OF-MOUTH ADVERTISING



Of people **trust**
recommendations from
individuals whom
they know



Of consumers **trust**
online reviews as much as
personal recommendations

Source: <https://moderncomment.com/customer-feedback-stats>

You are in control:

- Easy to manage
- Turnkey service
- Fast



We are your anchor for online marketing, branding, and reputation protection.

Your image online can be destroyed if you don't manage it.

Verified reviews from your own customers prevent online attacks from malicious individuals.



Additional benefits of investment:

- Your customers become your consultants
- Over 90% of survey takers will mark yes next to “Would you recommend us to others?”
- Find out the top two reasons why people buy from you
- Preventing 1 unhappy customer is worth the investment



Hit the ground running!

Three things you can do for instant impact

We value your opinion!

Thank you for your purchase. We are always striving to achieve your total satisfaction.
Please help us serve you better by writing a brief review of our business.

Your Review:

Name: _____ Phone: _____



We listen.

We care about our customers, and want to serve you as best as we possibly can.

Please complete a short survey to give us feedback on your experience and help us improve.

Scan the QR code below or take the survey online at:
<http://StarRatingsUSA.com/survey/americanhomes>

Thank you!

Your friends at
American Homes



Read Our Reviews!

American Homes
4550 Hwy 31 West
Tyler, TX 75709
Phone: (903) 513-9525

<http://StarRatingsUSA.com/reviews/americanhomes>



Where your customer becomes your best salesman!

The **key to your success** is
you taking ownership of
the Star Ratings USA
service and making sure
every customer enjoys the
same quality experience.

Execution is everything!

Everything else is overrated.

Star Ratings USA Intro: Appendix

Where your customer becomes your
best salesman!



How It Works:

1. Receive feedback after every customer experience
2. Build your brand with ratings & reviews on your online profile



How It Works:

3. Discover new ways to improve customer satisfaction



4. Gain new referrals and repeat business



Features:	Smitty's	Star Ratings USA
Thank You Gifts	✓	✓
Thank You Cards	✓	✓
Survey Cards	✓	✓
Industry Reports	✓	✓
Online Survey		✓
Instantly Email Survey Request to Customers		✓
Instant Online Review Notifications via Email		✓
Online Profile Page		✓
Online Reviews		✓
Online Referrals		✓
5-Star Badge for website and online marketing		✓
Custom Printable Resources		✓
Mobile Friendly Survey and Profile Page		✓
Post reviews to Facebook		✓

Combined Pools Testimonial

“Star Ratings USA allows us to identify issues immediately and provides a quick opportunity to find solutions to our customer and business challenges. I have found that the instant reviews and feedback that Star Ratings provides is crucial to our business.”

– **Tom Junck, Owner**

Combined Pool and Spa in Sioux Falls, SD

Caldera Dealer of the Year 2013 & 2008

#1 Caldera Spa Single Store Dealer in America '08–'14

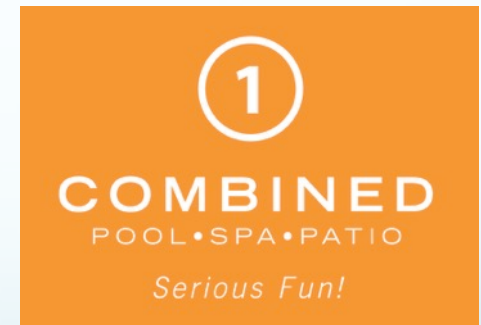
Aqua 100 Recipient – Top 100 Pool & Spa Dealer

Top 20 Olhausen Billiard Dealer

2015 Star Ratings USA National Dealer of the Year

Customer Satisfaction Award

Trusted Star Ratings Member since Aug. 2013



Other Industry Leaders Say This About Us:

*“Star Ratings USA reviews create for us a **customer satisfaction brand** that gives our customers a sense of satisfaction and security that they bought from the right dealership. The reviews show how we take care of them and gives our prospective customers trust and confidence that we will take care of them also.”*

– Don Adams, President

Clearwater Spas, Newark, Delaware

Caldera 2014 National Retail Excellence

Award Winner for Customer Satisfaction

2015 Star Ratings USA National Dealer of the Year Customer Satisfaction

*“We view customer complaints as opportunities! The value of Star Ratings USA is that it **helps us turn unhappy customers into satisfied customers**, and improve our business and marketing with every sale.”*

– Matt Schulte, GM

Western Fireplace Supply

Colorado Springs, CO



Where your customer becomes your best salesman!

Other Industry Leaders Say This About Us:

*“Smitty’s enables us to **identify key areas of opportunity** in our business. We cannot afford to lose this type of invaluable customer feedback. Our reputation is our future! Thank you for supporting our efforts to reach a higher level of true customer satisfaction.”*

– **Scott Chaney, CEO**

Texas locations: Austin, Boerne, Canton, Dallas
Fort Worth, Kyle, San Antonio, and Seguin



*“How we are doing from our customers’ perspective is important to us, and Star Ratings USA is a consistent way to say “thank you” and receive customer feedback. That’s why **we’ve been using their services for nearly 20 years.**”*

– **Kelly King, Owner**

Mountain Hot Tub

Bozeman, Butte, and Helena, MT



Where your customer becomes your best salesman!

Reward your customers when they submit a review and set goals for fresh reviews each month

Achieve them by offering incentives and contests for staff and crews.

2-3 fresh reviews with comments each month can have a
big impact on your online ranking

Thank you for sending us your feedback!

Please print this coupon, good for **\$5.00 in Poolside Splash
Cash** to be used for any purchase of chemicals, services, or in
our showroom.

Enjoy your purchase, and we hope to see you again soon!



121 County Rd C. East
St Paul, MN 55117
651-483-6600

Hanson Hot Spring Spas: A Success Story!!!

Bob,

Regarding your request for information on how we get our customers to submit reviews without gifts:

Service takes the “We Listen” forms with them in the field. After each service call, they give the form to the customer along with their invoice and ask the customer to provide a review. They stress that since they do not work in an office environment where the owner can personally see how they do their job, completing the survey not only lets other potential customers know that we are providing excellent service, it lets our owner know that they are doing their job as well!

For the sales floor, we keep a binder with printed reviews on a table within easy reach for people to be able to read at their leisure. We also keep the forms at the register counter and we ask people for reviews when they come in to purchase even small items.

When someone purchases a spa, we have the We Listen card stapled in their contract folder on top of their paperwork and let them know how important their reviews are to us and that we strive to provide the best overall customer experience. After delivery, we follow up to make sure everything went to their satisfaction and again ask for the review. Most customers tell us that they have done extensive online research before they ever enter our showroom so we turn it back on them reminding them that they used reviews in their product search and their review will allow other potential customers to get accurate information about our dealership from actual customers like themselves.

In closing, we just ask, ask, ask!

Jennifer Catterson and Andy Rusk, Owner
Hanson HotSpring Spas
Colorado Springs, CO
118 Reviews and counting



Where your customer becomes your best salesman!

Marketplace Research shows the new direction consumer decision making has taken

“92% of your potential customers research you online first”



“80% of consumers say negative reviews online have changed their minds about purchasing a product or service recommended to them”



“When making purchase decisions, North American users trust recommendations from people they know and opinions posted by unknown consumers online more than advertisements on television, on the radio, in magazines or newspapers”



Where your customer becomes your best salesman!

Excellent customer service has become more influential as customers have a much wider audience with which to share the positive experiences they enjoyed at your business.



Source: <https://moderncomment.com/customer-feedback-stats>