

What to Say Before You Ask for a Google Review

Check the service. Handle the answer. Make it easy to review.

START WITH A SERVICE CHECK

"Before I go, were there any issues with the service?"



1 "No, everything was good."

SAY

"Good to hear. Would you leave us a Google review? It helps other people decide who to call."

NEXT STEP

Send the link after the conversation. At a salon, studio or shop, offer a business card with a QR code customers can scan later.

2 "Yes, actually..."

SAY

"Thanks for telling me. What happened?"

NEXT STEP

Listen, record the issue, and explain who will help and when. Focus on sorting it. Invite them to review in the normal follow-up you use for everyone. Never make access to Google depend on a positive answer.

3 "I haven't checked yet."

SAY

"No problem. Have a look when you get a chance, and let us know if anything needs attention."

NEXT STEP

Give them time to judge the work before you request a review. Let the customer choose whether and what to write.

THE FOLLOW-UP

After asking

"Hi [name], thanks for coming in today. Here's the Google review link I mentioned: [link]. We'd appreciate your honest feedback."

Keep it neutral. Leave the rating and choice to them.

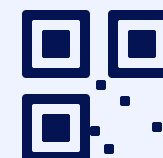
Don't ask for stars or watch them write.

One reminder after a few days

"Hi [name], here's the review link again in case it got buried: [link]. If you've already left one, thank you."

If they say no:

"No problem. Thanks again for coming in." Stop there.



BUSINESS CARD + QR

For salons, tattoo studios and shops: add your Google review link to a business card QR code. Offer it at checkout and let customers scan when they're ready.