

Welcome How to receive feedback and encourage reviews





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Your advantage Receiving negative feedback How to ask for reviews One final tip

RECEIVING CRITICISM IS YOUR CHANCE TO SHOW OFF A RARE SKILL; TAKING NEGATIVE FEEDBACK WELL.

Thought #1 Your advantage

You have the advantage of PRACTICE



ALL FEEDBACK HAS SOME TRUTH IN IT.

Thought #2 Receiving negative feedback





Don't get angry







Don't cry



Don't deny it



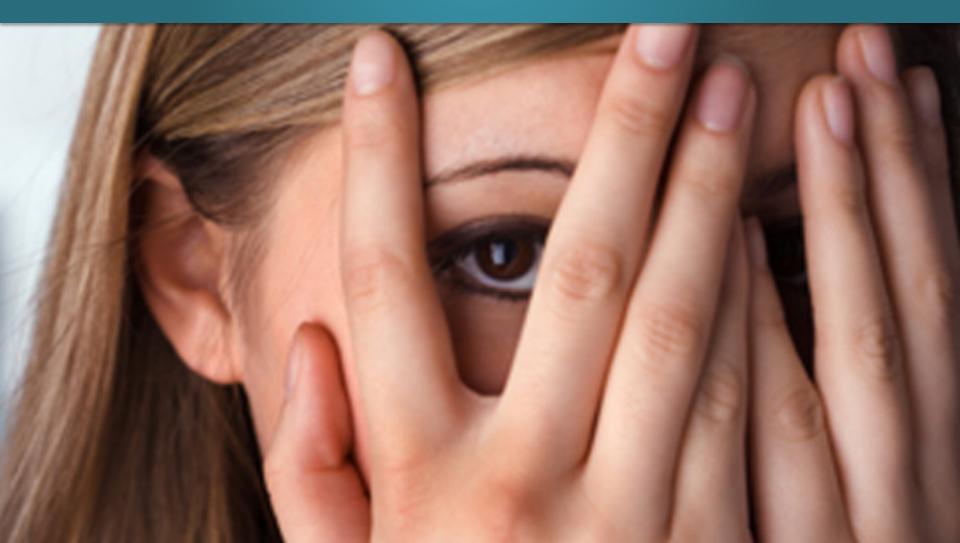
Don't blame others



Thought #3 How to ask for reviews

IF YOU ASK FOR FEEDBACK, BE PREPARED TO SERIOUSLY CONSIDER IT.





Create a personal touch





Ratings & Reviews Story Shari	ng
Coppell, TX I w Review 1 sc Votes 0 no Renter Status Current Renter	Apartment Review from a Current Renter would recommend this apartment because of safety, good schools, prompt maintenance service and location. I would not recommend because of rent rate. my rent has been ncreased too much for renewal.
	Yes, I recommend this product.
	Helpful? Yes · 0 No · 0 Report Comment
	The Management - 5 months ago
	We want you to know we are grateful for your residency here at Townlake, as well as the CWS family, and here that we can
	Townlake, as well as the CWS family, and hope that we can continue to provide an exceptional living experience for you.
	Please know our prices change daily and are based on supply and demand. The prices can increase at any time, but as this fluctuates

Thought #4 One final tip!

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MAKE YOUR PROPERTY WORTHY OF GOOD REVIEWS

TAKEAWAYS

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SERVICES OFFERED BY ELLIS PARTNERS & RENTER'S VOICE

- Ratings & Reviews
- Resident Surveys
- Apartment Mystery Shopping
- Reputation Management Strategy
- Training & Coaching

Thank you! Want to fearn more?



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Upcoming Webinar



How to overcome the cookie cutter problem

Thursday, Nov 6 1:00 PM – 1:30 PM CDT

Register at epmsonline.com