



Welcome

How to receive feedback and encourage reviews



epmsonline.com | nbailey@rentersvoice.com

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Questions? Chat with us on twitter!
@therentersvoice #rentersvoice

TOPICS

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

Why?

ALL FEEDBACK HAS
SOME TRUTH IN IT.

Thought #2

Receiving negative feedback



TIP #1



Don't get angry

TIP #2



Don't cry

TIP #3



Don't deny it

TIP #4



Don't blame others

Thought #3

How to ask for reviews

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

Just Ask!



Create a personal touch

E₁

D₂

U₁

C₃

A₁

T₁

E

INTEGRATE

all of your efforts

**CurrentRenter**

Coppell, TX

Review 1

Votes 0

Renter Status **Current
Renter** · 5 months ago

Apartment Review from a Current Renter

I 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 increased too much for renewal.

 Yes, I recommend this product.Helpful? **Met My Needs****Overall Value****Service Quality****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 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!



MAKE YOUR PROPERTY
WORTHY OF GOOD
REVIEWS

TAKEAWAYS

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One final *tip*



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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 learn more?



Naomi Bailey

nbailey@rentersvoice.com

rentersvoice.com

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Register at epmsonline.com

Upcoming Webinar



How to overcome the
cookie cutter problem

Thursday, Nov 6

1:00 PM – 1:30 PM CDT

Register at epmsonline.com