

## Leaving Reviews

### *Why reviews?*

When a customer provides a detailed, 5-star review on Google and Facebook, it tells those platforms we are a reputable business. In turn, those platforms put our business at the top when potential customers are searching for real estate services in Deep East Texas.

Positive reviews are also a great word-of-mouth tool in the digital age! Potential customers are more likely to choose a business if they know others have had a good experience. So please, if you have a moment to spare, we'd greatly appreciate your feedback! Thank you!

### *How to Leave a Review on Google*

- If you have the Google Map app on your phone, open the app and search "Charles Pool Real Estate." Our listing is located on 3505 North Street. Once you see our business profile, scroll until you see the "Reviews" tab. Click on that and there should be a space for you to select the number of stars and "share your experience to help others."
- If using a desktop, click [HERE](#). You'll then be able to select the number of stars and write out your thoughts.
- **PLEASE NOTE:** You do *not* need a Gmail email address to leave a review. Any valid email address will do.

### *How to Leave a Review on Facebook*

- From the app, search "Charles Pool Real Estate." Click on our Business Page. Once on our page, scroll until you find the "Details" section. Tap the down arrow for that section, and you should see a blue clickable "Rating" option. Once you click on "Rating..." you should see a prompt that asks, "Do you recommend Charles Pool Real Estate?" When you click on the "yes" box, you'll be able to write in your review.
- From a desktop, click [HERE](#) to go to our business page. There should be a "Reviews" tab under our profile picture. Once clicked, you'll see the same "Do you recommend Charles Pool Real Estate?" prompt. Click on the "yes" box to begin writing.

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### *Writing Your Review*

The most helpful reviews are rich in detail. We've included some prompts below to get your wheels turning. Of course, we want your review to be in *your* voice, so feel free to write as you see fit!

- Were you buying or selling?
- What made you choose Charles Pool Real Estate for these services?
- Can you describe your experience working with your CPRE realtor?
- How do you feel about the overall process?
- Would you recommend CPRE for real estate services?