

Delight customers, generate more sales, and improve your online reputation by texting & instant messaging with your customers

Brian and Vic have been waiting 20 minutes for a waiter to come. They were about to post on Yelp, when they saw the OL number. Vic texts:



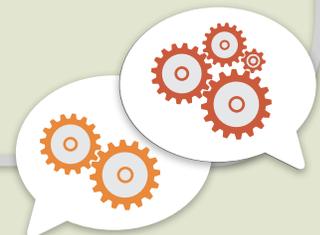
"In the 4th booth. Been waiting 20 min for a waiter. We only get 45 min for lunch"



Manager message:
"Diner waiting 20 minutes"



"Hi, manager here. I'm sending someone immediately and your meal is on us. Very sorry about this."



"Got it. Thanks! The waiter just arrived"



Joe the manager's level of relief

"Last thing I need is a bad review"



Instant messaging is the best way to communicate with customers

Key Benefits

1. Convenient, easy and seamless way for customers to reach out, place orders, ask questions, and provide feedback privately
2. Immediate responsiveness. Get back to customers faster, grow revenues, and improve customer satisfaction while increasing employee efficiency
3. Every conversation is documented. Avoid errors, discover and solve systemic problems, and hold employees accountable

The OwnerListens Difference

- >> More efficient than calls, apps, or emails. No expensive fees for your business, just simple lead generation that is super easy for customers to use directly from their mobile phone
- >> Support for multiple instant messaging apps all managed from one interface. Reduces operational complexity while engaging customers no matter which messaging platform they use
- >> Personalized follow up call-to-actions tailored it to your business needs. Most restaurants ask for feedback and catch bad experiences before they become public reviews
- >> Tools for you and your employees to reply from anywhere, anytime so that you never miss a potential customer