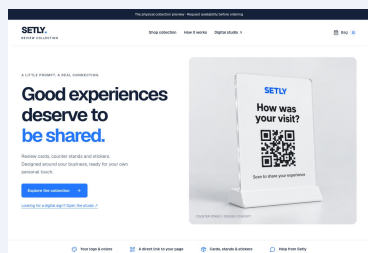


Reply to a positive review

Respond with warmth without revealing private customer information.



FROM THE SETLY PROJECT LIBRARY

A real project screenshot for visual inspiration. Follow the written steps for your own business.

YOUR ACTION PLAN

- 1 Thank the reviewer by their public display name if appropriate.
- 2 Refer to the public feedback rather than adding private transaction details.
- 3 Keep the response brief and specific.
- 4 Avoid turning every reply into an advertisement.

EXAMPLE - ILLUSTRATIVE

A customer praises a clear website handover; the reply thanks them without revealing their project budget.

CHECK YOUR RESULT

Does the reply add warmth while respecting the customer's privacy?

Reply to a positive review

Use the prompts below to make this resource specific to your business. Save a local copy after completing it. Keep passwords and private customer data out of this worksheet.

Thank you, [public name], for sharing your experience.

We are glad [detail already mentioned publicly] was helpful.

We appreciate you choosing [business].

DONE WHEN

Does the reply add warmth while respecting the customer's privacy?

FURTHER READING

[Google: tips to get more reviews](#)

Independent Setly planning resource. Platform settings and requirements can change; use the linked official help for current configuration details.