

Draft helpful review responses

Respond to feedback without exposing customer information.

THE FINISHED RESULT

Each response addresses the feedback and includes no invented facts or private information.

Before you start

Environment: Google Business Profile; HighLevel only for workflow exercises

Access and plan: Authorized Business Profile access for link and QR tasks. A real customer experience is required to post a review; these exercises do not publish test reviews.

Practice project: One verified business location

Use a separate demo project and fictional information. Record the exact project and version you use. Keep passwords, verification codes and private customer information out of screenshots and notes.

Official walkthroughs

[Google Business Profile: Reviews](#)

Open the credited publisher walkthrough for current interface instructions and available screenshots, then return to the SETLY exercise. External courses remain with their publishers; this PDF does not reproduce their complete tutorial.

Your practice task

Finish one action at a time. Inspect the resulting screen or record before moving on. If a control differs, check the matching official instructions instead of guessing.

01 / Step 1

Choose fictional positive and critical feedback examples for practice. Extract the concern or useful detail from each.

Check: record what changed and confirm you are still working in the intended demo project.

02 / Step 2

Write a brief response that acknowledges the feedback and addresses what can be verified. Avoid inventing a customer history.

Check: record what changed and confirm you are still working in the intended demo project.

03 / Step 3

For a private issue, offer a suitable direct contact route rather than posting account, health, payment or other private details.

Check: record what changed and confirm you are still working in the intended demo project.

04 / Step 4

Review the draft for accuracy and tone. Keep it as a draft until an authorized person approves publication.

Check: record what changed and confirm you are still working in the intended demo project.

Test, troubleshoot, repeat.

If something goes wrong

If you cannot verify a detail, omit it or state the limitation. Do not promise compensation or a completed investigation without authorization.

If your screen is different

Compare the product, editor, user permissions and selected account with the guide. Open the official reference for your version. Do not perform a live change whose effect you cannot verify.

Final verification

Each response addresses the feedback and includes no invented facts or private information.

Repeat the task with one small variation. Record the test date, project/version, expected result, observed result and a non-sensitive evidence reference. Mark skipped checks as untested.

Your evidence record

Test date: _____ Project/version: _____

Observed result: _____

Evidence reference: _____

Remaining issue and next action: _____

Sources and guide status

Original exercise by Ray / SETLY. Credited technical references are linked on page one. Prepared 1 October 2026. SETLY screen recording and independent learner reproduction are not yet complete. No platform affiliation is implied.

[Open the online practice guide and editable checklist](#)