



Guest Feedback And Retention

Guest Feedback and Retention Services

Are You In Touch With Your Customers and Promoting Repeat Business?

Every organization needs a cost effective way to receive feedback from their customers on a regular basis. Timely notification of problems that create customer dissatisfaction and the ability to “rescue” dissatisfied customers can have a significant impact on the bottom line and success of the organization. Our Guest Feedback programs provide on-going feedback with a focus on generating repeat business..

Feedback Rewards - Customer Feedback & Retention Programs	
Features	Benefits
Online Customer Feedback Surveys	Keep a pulse on your customer's wants & needs
Customizable Forms, Criteria, Scoring	Collect the information you need
Instant Email Notification of Dissatisfaction	Identify and resolve problems timely
Dissatisfied Customer Rescue Interface	Reclaim otherwise lost customers
Optional Bounce-Back Coupon Incentives	Increased repeat business and loyalty
Collect Feedback on Individual Employees	Employee recognition & accountability
Ranking Reports by Property or Employee	Quickly identify & recognize top performers
Online 24/7 Reporting & Analysis Tools	Analyze results in real time from anywhere
Very Affordable And Cost Effective	Pays for itself in increased business & loyalty
Try It For Free for 15 Days	No Risk - Quick Results

How it Works

1. We create a customized web based feedback survey for your organization.
2. Invite your customer to give feedback following a specific transaction/interaction with your organization
Option: 1. A transaction receipt with printed invitation to complete the online feedback form at our website
Option: 2. A link within an emailed invitation or from your website following an interaction
Optional Incentives: bounce-back receipt coupons, monthly drawings, other.
3. Customers complete the online feedback survey at our website.
4. Customer receives a “validation code” to validate bounce back coupons (if applicable).
5. Management receives immediate notification by email of customer dissatisfaction.
6. Managers access informative reports online 24/7 in real-time.

Links to Online Flash Demos and Sample Forms and Reports To learn more, just click on the links below!

Note: Depending on your security settings, you may need give permission to views the linked files. Computer requirements; Internet access, I.E. Explorer Browser, Adobe Reader 6.0 or above; Flash Plug in

[Click to View](#) **Flash Overview of the Feedback Rewards program.**

[Click to View](#) **Flash Overview of Online Feedback Forms**

[Click to View](#) **Flash Overview of Online Reporting**

Or go to www.feedbackrewards.com then click on the “client services” tab and review the interactive demos.

Contact us for a Free 15 Day Trial! Pricing: **Starting at just \$100/month. Discounts available for multiple locations and departments.** (Plus customization & set-up fees)

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