

**DELIGHT CUSTOMERS, GENERATE MORE SALES, AND IMPROVE YOUR ONLINE REPUTATION BY TEXTING & INSTANT MESSAGING WITH YOUR CUSTOMERS**

Bill and Ann had a great date night at their favorite seafood place but on the way home, Ann got terrible stomach cramps. Bill used the OL text number:



"Hi my wife had the shrimp special tonight. She is very ill now. FYI"



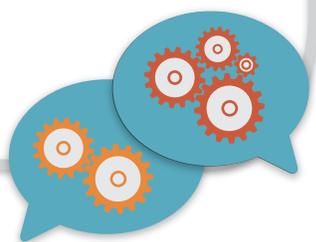
**Manager message:**  
"Patron ill due to shrimp special"



"Bill, Tom the manager here. Thanks for reporting this. I've pulled the special from the menu & we are investigating. I will of course reimburse you for the meal"



- CATERING & SALES
- TAKE OUT
- MANAGER**
- RESERVATIONS
- VALET
- CLEANUP



"Thanks Tom! Pls let me know what your investigation yields. I paid with my credit..."

"I credited your account. I assure you this is an anamoly and invite you to dine with us again"



Tom's level of relief  
"Averted a disaster"



**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