



Every cell phone is a comment card.

talktothemanager.com

Testimonials

It was really a game-changer for us. With this service, we have a very low rate of unsatisfied guests.

Brittany Platt

Director of Marketing

[Torchy's Tacos](#)

(38 locations in 3 states)



The customers love it. They absolutely adore it. It's very powerful. It's a must-have tool for every restaurant owner to run their restaurant in a proactive way.

Roland Lorenzo

President

[Laurenzo's El Tiempo Cantina](#)

(11 locations, customer since 2012)



At P. Terry's, we value quality service as much as our quality products and ingredients. TalkToTheManager has allowed us to extend our customer service beyond the cash register and drive-through window, to connect with customers at home or on-the-go.

Reagan Tankersley

Customer Relations Specialist

[P. Terry's Burger Stand](#)



As a marketing agency, we have many restaurant clients and they all LOVE TalkToTheManager. It allows them to connect with both satisfied and unsatisfied customers in a way that's quick and non-intrusive.

The system is quick, easy to use, and we will certainly be customers for life!

Chris McCarty

President

[Einstein Marketing Concepts](#)



It's Not Just for Restaurants

It's an incredible program. You can handle issues in real-time which diffuses the situation if it's negative. We can quickly respond and make sure everyone is taken care of.

Susan Levy

Communications Coordinator

[Native Health](#) (healthcare)

The program has been a great way for us to learn exactly what our residents need and want before they get upset and go online to post a bad review. We have seen a drop in complaints and online negative reviews. Great service!

Garrett Salk

Asset Manager

[Sherman Residential](#) (property management)

How it Works

**First of all:
It's not an app.**

1

Your business signs up for our service and we instantly provide a dedicated phone number to display at your business.

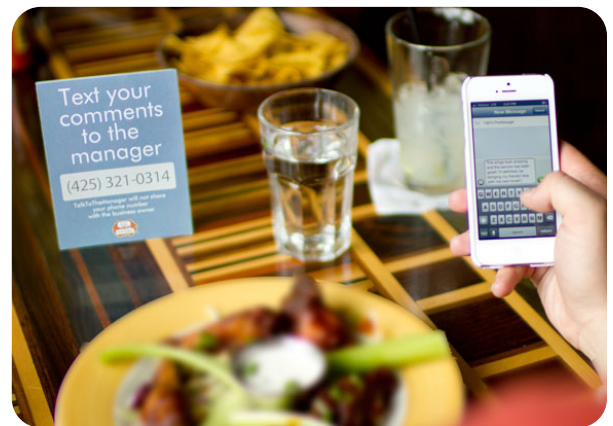


2

Display the number how you choose at your business, encouraging users to text their comments.

3

Customers text their comments to the number as easily as texting a friend.



4

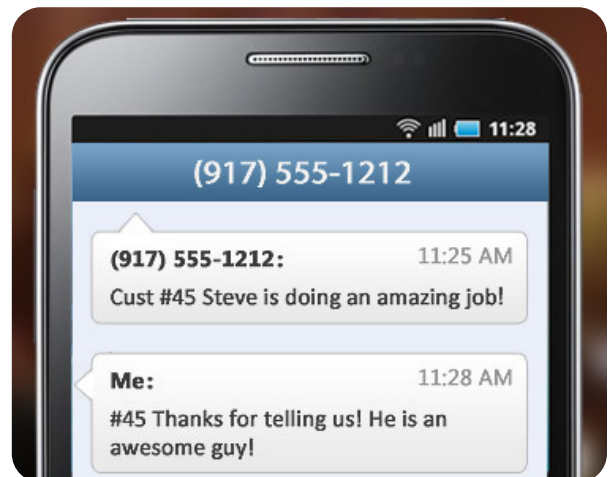
Managers on duty receive the message on their phones by text or email. Managers don't see the customer's phone number.

5

Managers can respond by text immediately while the customer is still on site, resolving issues or receiving praise for a great experience.

6

Customers leave happy and perhaps write a positive review online. They tell their friends and come back, bringing in more revenue and loyalty to your brand.



In the Press



"The benefits of the program include retaining customers you otherwise might have lost, creating positive buzz and improving online review ratings by fixing issues while the customer is still there."



"They can even send the texts while they're still in the store, giving you a chance to respond and resolve the issues then and there, before the customer leaves unhappy."



"Restaurants have a new way to intercept and address negative comments before they end up on a review site like Yelp."



"...the cure for restaurateurs' Yelp-related headaches"



"skip over the public, negative step of posting a bad review online"



"TalkToTheManager is an ideal replacement for comment cards"

We've also been covered in:



Benefits of our Service

To the Customer

- Ability to complain (or compliment) anonymously.
- Get issues resolved while still on-site.
- Timely service.
- A better experience.
- Direct engagement with management.
- Ability to give honest feedback without worry of being singled out.

To the Management

- Create a great first impression. Even if a customer decides not to text you, they are impressed that you care enough to listen.
- Create loyalty - without a loyalty program. Customers care about being heard. Give them a direct line to your management so your management can solve problems and you'll gain more than customers, you'll gain fans.
- Discover issues and respond to them in real-time.
- Provide better service and training based on what your customers want.
- Avoid negative reviews by ensuring that customers leave happy.
- Save money and retain customers by staffing more appropriately.
- Build loyalty.
- Increase traffic and revenue.
- Reduce operational costs.
- Hold employees accountable.
- Measure direct feedback from customers.

Frequently Asked Questions

Is there an app that customers have to download?

No. There's no app to download and no smartphone is required. Any cell phone will do.

Do managers have to receive comments by text message?

No. Managers can choose to receive messages by text, email, both, or from the dashboard.

Can managers respond to customers?

Yes. Managers can respond by text message from their phone, by email, or from within the website.

How many managers at each location can receive the messages from customers?

It depends on your plan. It starts at 8 per location and goes up to 30.

If it's anonymous, how do I identify a customer? How can I compensate a customer with a gift card?

Simply respond to the customer and ask them to identify themselves: by where they are seated, or by email, or whatever you need to get connected to them.

Can I have multiple locations share one number?

Sharing a number quickly turns into a mess. Employees have to ask each customer which location they are texting from, and managers will have to handle messages for locations where they have no responsibility. We highly recommend one number per location.

My managers are busy and may not be able to respond to a customer immediately. How do you remedy that?

Each location has its own autoreply that customers will receive the first time they text you. In this autoreply you can set expectations on when you will be able to respond. And because text messages can be read and responded to when you have the time, they won't interrupt management duties.

When managers go on vacation or are off-duty, how can they keep from getting these messages?

Each manager can easily turn the service off when they go off-duty, and managers coming on duty will be able to turn it on for their phone - just with a simple text message.

If we have to let a manager go, how do we lock it down so they can't have access to our customers?

It's easy to remove access to outgoing personnel in the dashboard, so they can no longer access your account, text your customers, or receive texts from customers.

What if a customer is sending annoying texts? What about text spam?

No problem. With a single text from your cell phone you can block a user from getting through and you won't get their texts anymore. You can also block a user from within the site with just a click.

We have a call center that will handle these messages. Can we use your service to offset our costs?

You bet. Call center personnel can receive messages by email, or from within the online dashboard, and respond using the website's response form or by email. You can limit their access to just these duties.

Do you operate outside the US?

Yes, we also serve customers throughout Canada.

Text Message Surveys

Easy to Set Up, Easy to Run

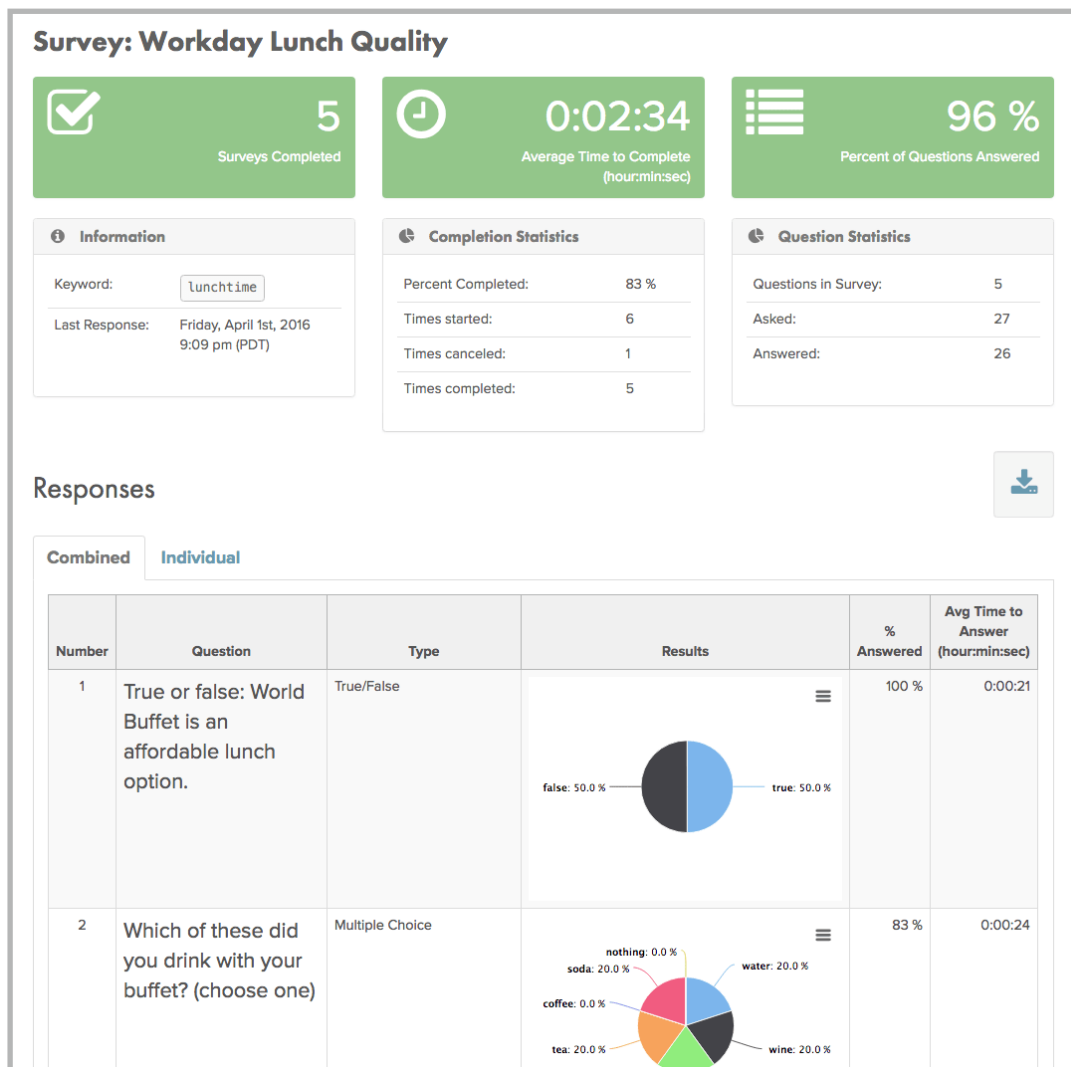
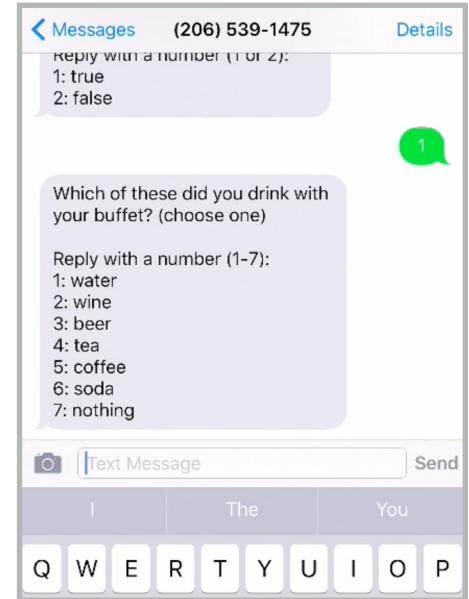
It only takes a few minutes to create a survey, and you can make your survey available as soon as you're ready.

We have 5 question types: multiple choice, essay, number range, true/false, and yes/no.

Straightforward Results

We make it easy to analyze the results of your surveys to ensure you get the most from your customer interactions.

In addition, export your customer responses in a single click for use in your business intelligence system.



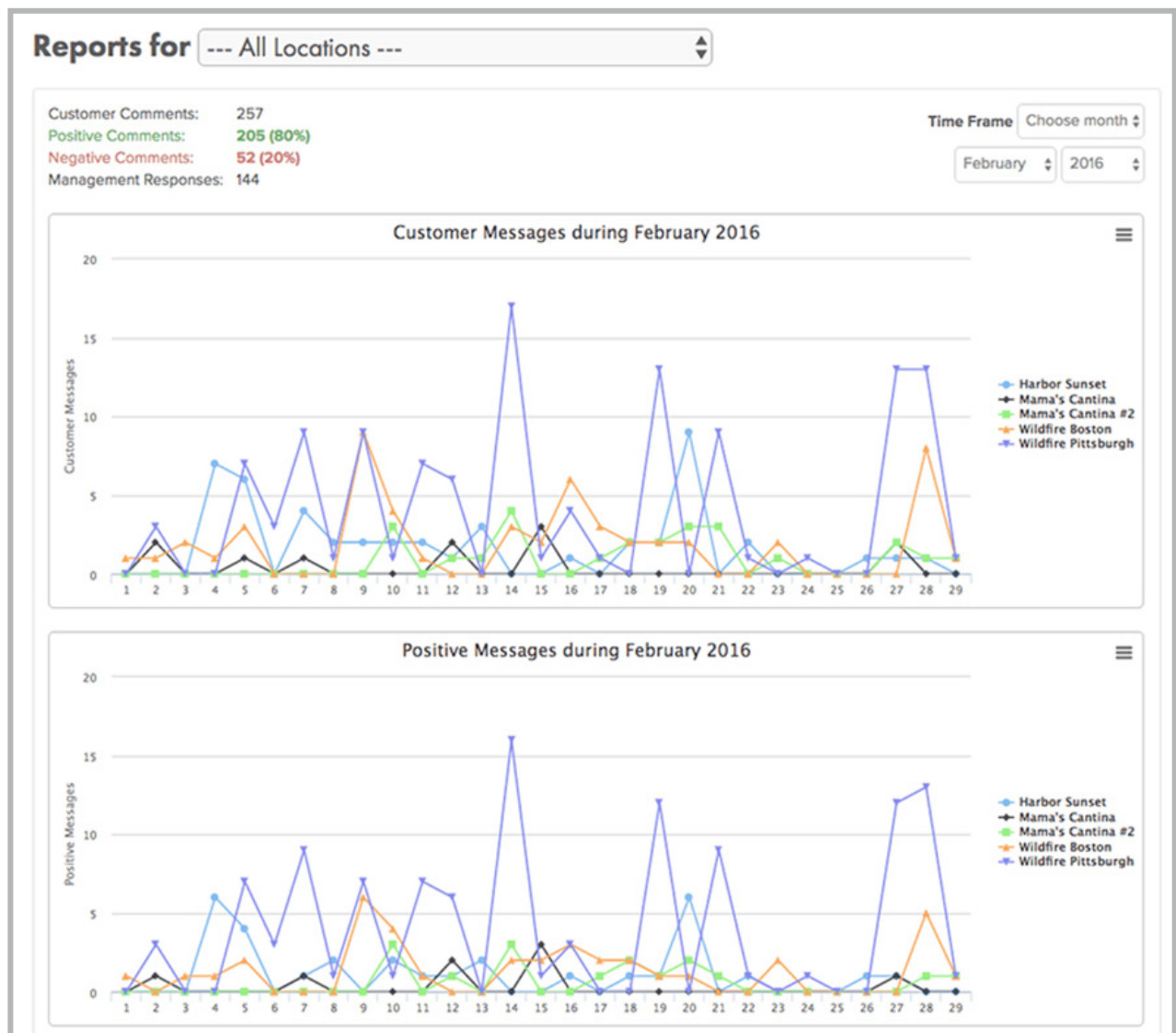
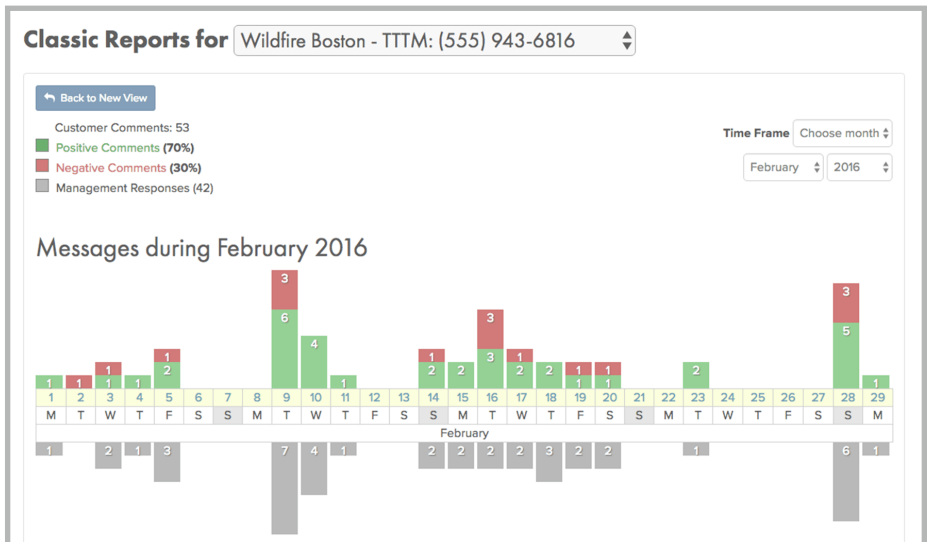
Performance Reports

Valuable Metrics

View the positive/negative sentiment across all locations or a single location and see how often managers respond.

Insights at a Glance

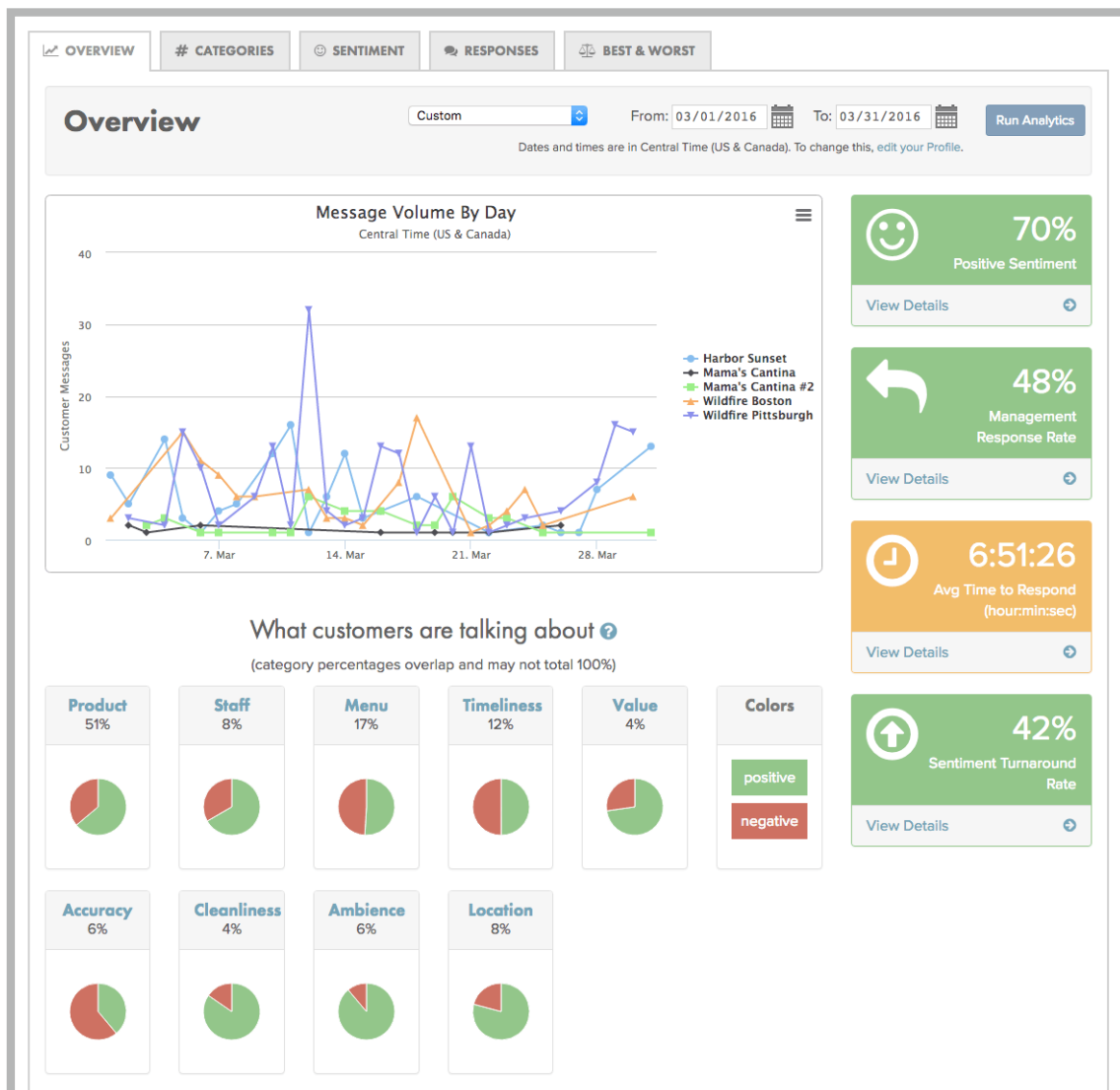
Whether viewing a single day or a month, a single location or your entire organization, you'll have a clear, straightforward way to gain perspective on your business.



Advanced Analytics

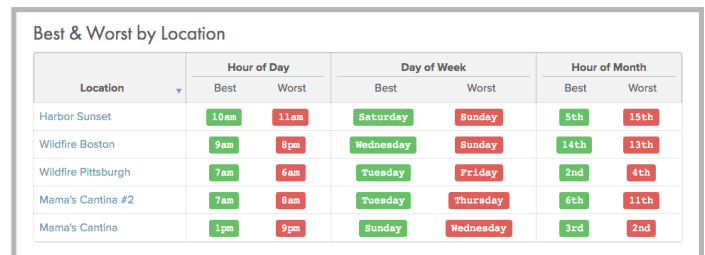
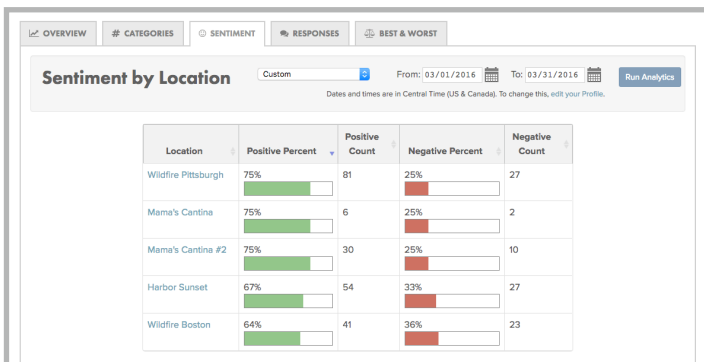
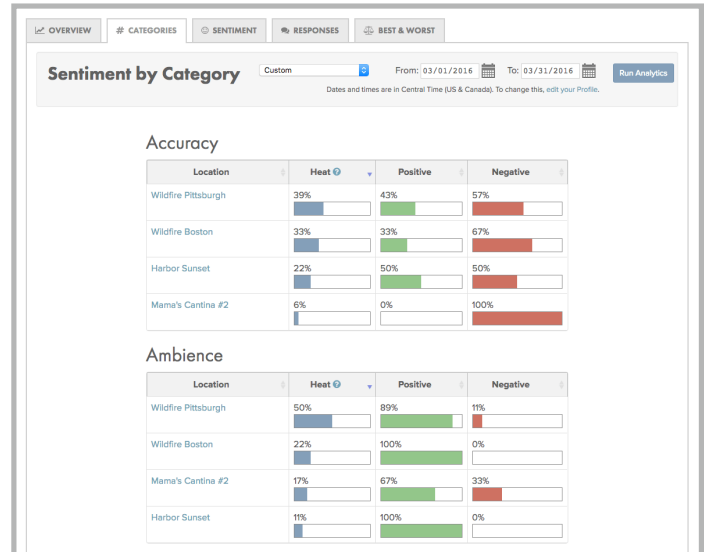
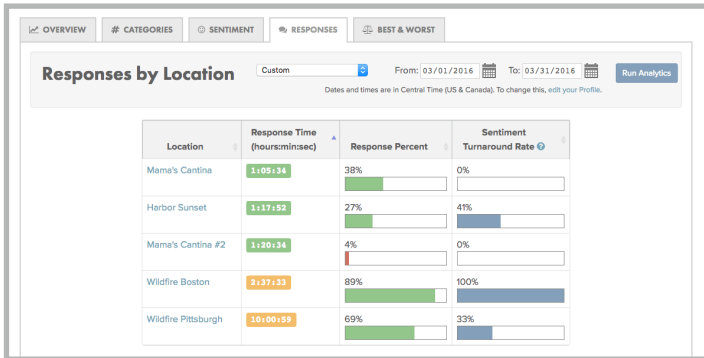
Performance Indicators

- Customer message & manager reply volume
- Sentiment analysis of customer messages (positive/negative)
- Customer message categories (and sentiment of category):
 - staff
 - product
 - menu
 - cleanliness
 - timeliness
 - location
 - value
 - accuracy
 - ambience
- average management response percent
- average management time to respond
- percent of negative communications that turned positive
- best/worst times of:
 - day (by hour)
 - day of week
 - day of month
- all stats segmentable by:
 - all locations
 - single location
 - managers on duty at a location
- custom and predefined date ranges from single day (with per-hour granularity) up to all-time
- Printable graphs
- Save graphs as a PDF, png, jpeg, or svg

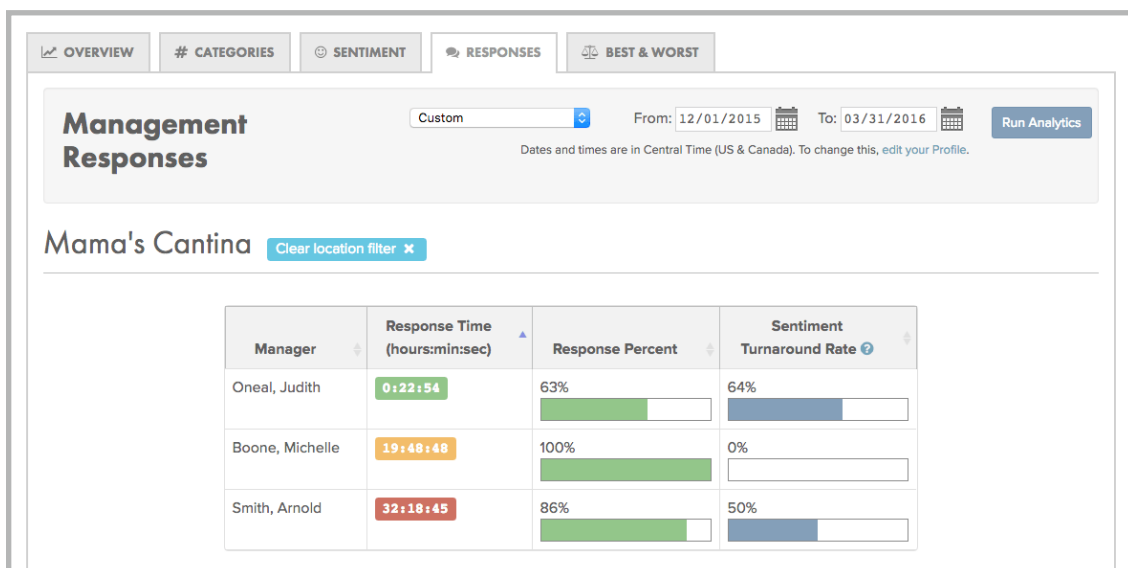


Advanced Analytics

There are so many views, we can't show them all here.



Reports also break down by manager





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Contact Us

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