



# Reputation Accelerator

By using Friendemic's Reputation Accelerator product, this Honda dealership's new reviews improved from an average score of **4.2** to **4.8**!

## The Background:

This Honda dealership was receiving approximately 50 reviews per month on their review platforms. In an effort to increase their total positive review count, they signed up for Friendemic's Reputation Accelerator product. The dealership trained their staff to use it and began regularly sending review invitations to their customers. Within the first month of use, this dealership saw the following improved metrics:



**348 New Positive Reviews**

in just one month.



**.6 Star Increase**

per Google review on average.



**5X More Reviews**

per month using Reputation Accelerator.



**Up to 18**

negative reviews prevented.

## What About Unhappy Customers?

Out of the total number of feedback surveys this dealership received, 18 customers had a negative experience. Instead of leaving a negative public review, the customers utilized the *internal feedback form* included in Reputation Accelerator. This allowed the dealership a chance to resolve the issues before a negative review was left publicly.