

Obtaining Positive Reviews Online That Lead to More Business and How to Deal With the Negative Ones

With Course Instructor: Martin Brossman

9:00 a.m.—12:00 p.m.

**Wednesday,
May 27, 2015**
Ramada Plaza, Kill Devil Hills



Let's face it, before social media and Yelp, Google+ Pages, TripAdvisor, Angies List, and Amazon, most unhappy customer's complaints didn't reach thousands of people. Now, they do. How your business chooses to respond to these reviews can either help or damage your business' reputation. This class shows you how to handle those situations.

Two-thirds of all consumers use review sites to search for business services and 86% said buying decisions were impacted by negative reviews . It's your reputation! Don't ignore what they are saying about you.

Presenter for the course is Martin Brossman. Martin has a passion for helping small businesses micro businesses, associations and other organizations, work smarter, utilize the resources of the Internet, and integrate their online marketing efforts with their traditional marketing. Social Media is a big part of that.

Martin Brossman has been training on Social Media for Business in North Carolina since 2006, and teaches all across North Carolina. See NCsmallBusinessTraining.com) for more information about Martin and his company.

Cost to Attend Is \$25 Chamber members, \$35 non-members

**To Register: Call (252) 441-8144 or on-line at
www.outerbankschamber.com/reviews**

Sponsored by the COA Small Business Center, Outer Banks Chamber of Commerce and SCORE Chapter 497

