

Reputation Management Software Dandy Helps Maryland Restaurant Remove Bad Unfair Reviews

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Dandy, a reputation management software platform, has announced that it recently helped a popular Thai restaurant in Maryland dramatically clean up its online reputation by fighting unfair reviews posted on its Google My Business listing. The company has published a report on how it managed to achieve these remarkable results at the link: https://getdandy.com/view-case-study-restaurant.

This restaurant in Rockwell, Maryland, had an average review score of 3.5 out of 5.0 when it reached out to Dandy for help. The restaurant?s Google My Business listing was flooded with negative reviews that could not be traced back to legitimate customers. Instead, the review page was highjacked by fake testimonials scripted by its local competitors, disgruntled employees, and bots. This was a great source of stress for the restaurant as, being a family-owned business, its owners found pride in delivering scrumptious authentic Southeast Asian food with warm and helpful customer service.

The restaurant found Dandy?s suite of reputation management software services to be the perfect fit for their needs and enlisted the company to fight the online defamation that was coming from unscrupulous sources. Before using Dandy?s services, the restaurant?s management had to spend many precious man-hours

manually monitoring all the reviews and then disputing the fraudulent ones. Moreover, the restaurant was also faltering on the most important strategy that businesses need to build a stellar online reputation and drive traffic to their retail locations, which is to capture new reviews from real satisfied customers who are a better judge of its overall product quality and services. Switching to using Dandy?s services helped the humble Rockwell restaurant achieve both goals.

The restaurant signed on for several of Dandy?s services including Review Removal, Reputation Management, and Review Generation. The Review Removal service was especially helpful as it was able to flag and remove over 80 defamatory reviews from the restaurant?s Google My Business listing in just 90 days. This pulled the Rockville restaurant?s overall score up by almost a whole star, from just 3.5 to 4.4. To do this, Dandy relies on its proprietary machine learning technology that can read online reviews as soon as they are posted and flag them if they are suspicious. To date, the company?s automated system has helped remove over 10,000 reviews for businesses in a wide range of industries such as hospitality, home services, medical, automotive, financial services, law, and of course, food services.

The restaurant was also able to save an average of 10 staff hours per week as Dandy?s automated review monitoring gave its administrators the freedom to spend more time ensuring the restaurant runs smoothly and its customers are well served. Moreover, the reputation management company?s Review Generation services also automated the process of sending out SMS and email surveys to its satisfied customers. This led to a spike in positive reviews as it made it very easy, for those who are happy with the service that they received, to show appreciation without jumping through several hoops.

A spokesperson for Dandy commented on the case study by saying, ?Now that the restaurant has removed over 80 unfair bad reviews from their Google My Business page and generated more positive reviews, from our experience serving clients in the food service industry, they can expect a 10% annual revenue increase. This is, by all measures, a tremendous return on investment. If you are also struggling to prop up your online reputation that is facing a concerted attack, get in touch with us today to find out how we can help you turn the tide. Depending on the volume of business you get, you can expect a turnaround in your online reputation in as little as 90 days, just like restaurant experienced. With Dandy, you will get to manage all of your reviews inside our dashboard and get genuine customer experience information that you can immediately act on to improve your services. Head over to our website to find out more about the full range of our product offerings.?

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GetDandy

GetDandy is an innovative ai company that helps businesses automatically rank higher in local searches by helping remove unfair bad reviews, reinstate new positive reviews, automatically get new reviews.

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