

Beaverton Businesses, Tune In!

# Client and Customer Reviews **Webinar:** **THE GOOD, THE BAD, THE RESPONSE**



The internet has created a platform for clients and customers to review any business. BACC is offering a webinar to help leverage the age of citizen journalism, and ensure your businesses reputation is accurately upheld through your *response*.

## Learn how to:

- Utilize positive reviews to promote your business for free
- Respond appropriately to negative reviews
- Determine when and how to apologize for a poor experience
- Deliver review responses that represent your brand

Wednesday, August 20, 2014,  
8:45 to 9:30 a.m.

Signup at: [tinyurl.com/baccwebinar0813](http://tinyurl.com/baccwebinar0813)