



SAMPLE - FICTIONAL BUSINESS

Riverside Family Dental

A clear look at your Google review presence

Columbus, Ohio

Prepared September 6, 2026

PROFILE REVIEWED

Demonstration profile - not a live audit

Illustrative data for presentation only

Review snapshot

GOOGLE RATING

4.7 stars

TOTAL REVIEWS

186 reviews

LAST 30 DAYS

7 new

RESPONSE COVERAGE

4 of last 10

Executive takeaway

THE OPPORTUNITY

A strong 4.7-star profile and steady review activity create immediate trust. Six of the last ten reviews have no response, leaving a visible opportunity to show prospective patients that the practice listens and values every experience.

What is working

01

Strong trust signal

A 4.7-star rating across 186 reviews gives new patients meaningful social proof.

02

Clear strengths

Recent feedback highlights gentle care, clear explanations, and a welcoming front desk.

03

Current activity

Seven new reviews in 30 days show that patients are still actively sharing experiences.

Where to focus

1

Response consistency

Reply within 1-2 business days and close the six visible response gaps.

2

Personalization

Reference a real detail instead of relying on the same thank-you each time.

3

Service recovery

Acknowledge concerns and move sensitive details into a private conversation.

4

Voice consistency

Use one recognizable tone across positive, neutral, and critical feedback.

Turning insight into action

Thoughtful responses build confidence before a customer ever calls.

Sample responses

Each response should sound like the business, not a template.

POSITIVE REVIEW EXAMPLE

Thank you, Maya. We are glad Dr. Lee's clear explanations helped you feel comfortable during your visit. We appreciate you choosing Riverside Family Dental and look forward to seeing you again.

CRITICAL REVIEW EXAMPLE

Hi Jordan, thank you for sharing this. We are sorry the wait was longer than expected. To protect your privacy, please call our office manager so we can learn more and work toward a resolution.

Recommended 30-day plan

WEEK 1

Close gaps

Respond to recent unanswered reviews.

WEEK 2

Build trust

Personalize every new response.

WEEK 3

Find patterns

Track praise and recurring concerns.

WEEK 4

Create momentum

Review speed, coverage, and themes.

How ReviewCurrent helps

M

MONITOR

Track new Google reviews.

R

RESPOND

Write thoughtful replies in your voice.

E

ESCALATE

Flag sensitive feedback first.

R

REPORT

Summarize activity and themes.

FOUNDERS OFFER

\$75

 / MONTH

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