

IQ Reviews

- Sent to the client 1 hour after checkout
- Client has option to leave a 1* - 5* review and comment
- If client leaves a 4* + review they will have the option to post this onto their Facebook, Twitter or Pinterest
- If your SalonIQ settings allow, the review will also be posted onto Best Salon Guide the following day
- If your client has left a 4* or 5* review an email will be sent to the client 2 days later with a follow up to leave a Google review. This is posted directly to Google, a Facebook link can also be added if required.

Salon Reputation

SalonSpy Reviews

- Sent 1 hour after checkout to the client via SMS
- The client leaves a review
- This is then display internally within SalonIQ on the client feedback dashboard
- Review is verified by salon spy and displays on the salon spy directory



Booking App Google Reviews

- Once the client has made a payment on the App they will be promoted to give a thumbs up or thumbs down.
- If thumbs down they can leave a review internally which then shows in your client feedback dashboard.
- If thumbs-up clients will be directed to leave a Google review. This Google review is posted directly onto Google.

