

Donna Ann Harris - Principal donna@heritageconsultinginc.com

www.HeritageConsultingInc.com o. 215.546.1988 c. 267.251.5444 422 South Camac St.,Philadelphia, PA 19147

Dealing with negative reviews on social media websites

Here are some good, recent articles about how to cope with a bad review of your historic site

Yelp

Customer Relations: 7 Tips for Handling Negative Yelp Reviews | legalzoom.com

12 Examples of Great Responses to Negative Yelp Reviews (getjobber.com)

Trip Advisor

2021 Guide: How To Handle Bad TripAdvisor Reviews | Beambox

How to Deal with a Bad TripAdvisor Review | .TR (tourism-review.com)

Google

<u>Starloop</u> | Negative Google Reviews: How to Deal with Them and What to Do?.

How To Deal With Negative Reviews On Google (grade.us)