### **Positive Online Review Example & Response**

**Sample Positive Review:** My experience at XYZ Hotel where I stayed for a recent business trip was simply amazing. The staff was extremely pleasant and very helpful. If I could give them 10 stars, I would.

**Reviewer Name:** Frank Frequent Flyer

**Stars:** 5

**Customer Service Response Template:** Hello Frank, I just read your review of our hotel and I wanted to tell you that we appreciate honest and positive feedback. One reason our staff is so friendly and helpful is because we reward them for making our customer’s stay a great one. If you wouldn’t mind, can you contact me at [contact details] with names of staff members who stood out as providing the best experience? We’ll be sure to recognize them. I look forward to hearing from you.