

# POSITIVE ONLINE REVIEW RESPONSE

Hello *[customer name]*, thank you so much for posting your kind review! We always strive to take positive feedback in hopes of replicating it for all of our customers.

My name is *[rep name]*, *[job title]* at *[company name]*, and I'd love the opportunity to gather more insights into what made your experience wonderful so we can give credit to our staff where credit is due. If you could provide more details on *[something they said regarding their experience]* in [this link](#) or would like to contact me directly, we can discuss this further.