

# hospiTALLYme .com

Telephone

+1 (346) 496 - 4333

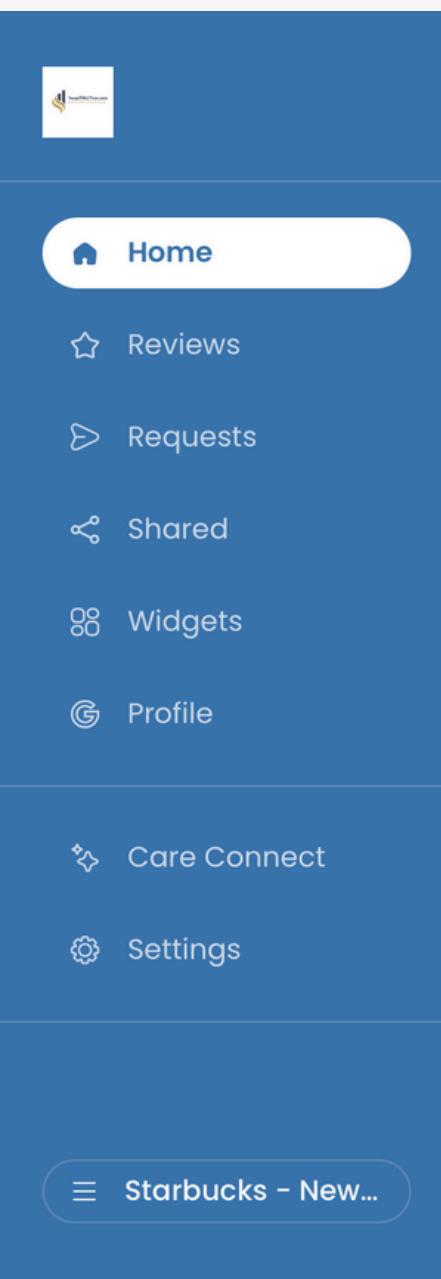
Address

Nova Scotia / Canada

Email

growth@hospiTALLYme.com

# About Our Company



Welcome back, Starbucks - New York 😊

## Sentiment Analysis

### Feedback Summary

Customers consistently highlight the excellent service and welcoming environment. The quality of coffee and fresh pastries receives frequent praise. Some reviews mention occasional busy periods during morning rush hours. Overall sentiment is very positive with customers appreciating the attention to detail and consistency.

### What's Going Well

**Quality Coffee & Pastries:** Customers consistently praise the high quality of coffee and fresh pastries, noting the perfect balance of flavor and presentation.

**Friendly Baristas:** The staff receives excellent reviews for their friendliness, product knowledge, and ability to remember regular customers preferences.

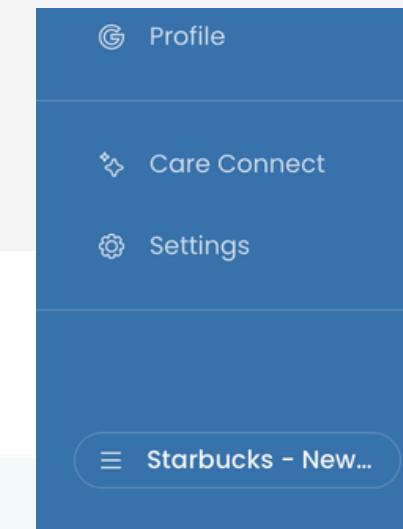
**Cozy Atmosphere:** Many customers appreciate the warm, inviting ambiance that makes it perfect for both quick coffee stops and longer stays.

### Areas to Improve

**Morning Rush Efficiency:** Some customers note longer wait times during peak morning hours, suggesting opportunities to speed up service during busy periods.

**Seating Availability:** During weekends and late mornings, finding available seating can be challenging, with customers requesting more table options.

**Menu Variety:** A few reviews suggest expanding the menu with more dietary options, including vegan and gluten-free choices.



### Action Plan

**Optimize Morning Rush Service:** Streamline service during peak morning hours by adding an express counter for quick coffee orders.

**Expand Seasonal Menu:** Introduce more seasonal beverages and pastries to keep the menu fresh and exciting throughout the year.

**Enhance Loyalty Program:** Develop a more engaging loyalty program with personalized rewards and exclusive offers for regular customers.

Last updated on: December 11

hospiTALLYme was created by hospitality industry veterans who combine their lifelong expertise with modern day technology. Not only can we automate your entire reputation management, we can provide you with crucial data insights that help you stay competitive. We bring you more direct bookings, increase your visibility and help you up your rates.

# Centralized Dashboard

Welcome back, Starbucks - New York 😊

**NEXT GOAL**  
**Achieve 4.6 rating**  
You need 133 more 5-star reviews

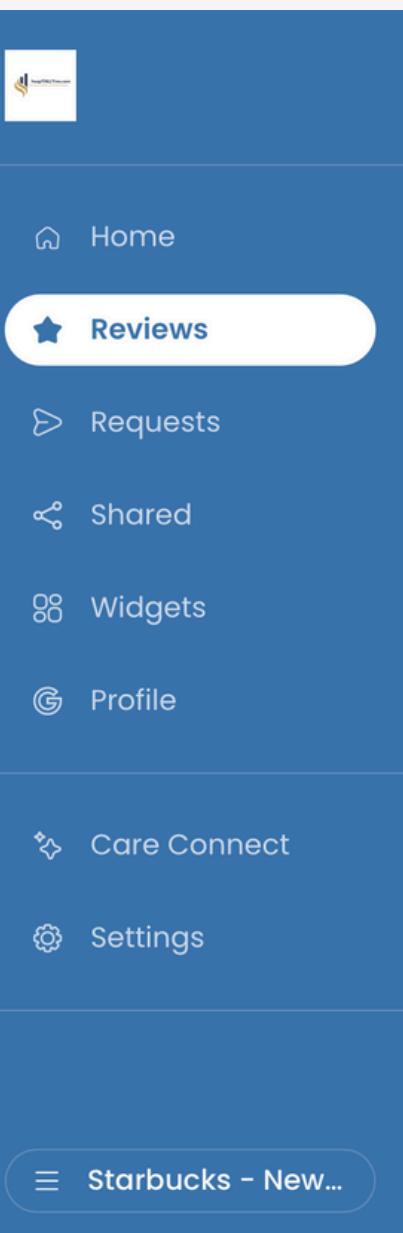
Category	Value	Change
Average Rating	4.5	↑ 1.4 in Dec
Total Reviews	530	↑ 302 in Dec
Private Feedback	16	↑ 5 in Dec
Google	Reviews: 123	Rating: 4.7
Facebook	Reviews: 35	Rating: 4.5
Yelp	Reviews: 98	Rating: 4.2

**Goal Progress:**  
12 5-stars reviews to 4.8!  
25 5-stars reviews to 4.6!  
15 5-stars reviews to 4.3!

With hospiTALLYme.com, you can choose where your fans leave their feedback! Whether you need more traction on Facebook or prefer Google reviews, we provide effective online reputation management solutions. As your dedicated hospitality growth operator, we also offer a free consultation to tailor strategies that meet your specific needs!

# Solutions

that save you a ton of time to spend taking care of business, staff and guests.



Home

**Reviews**

Requests

Shared

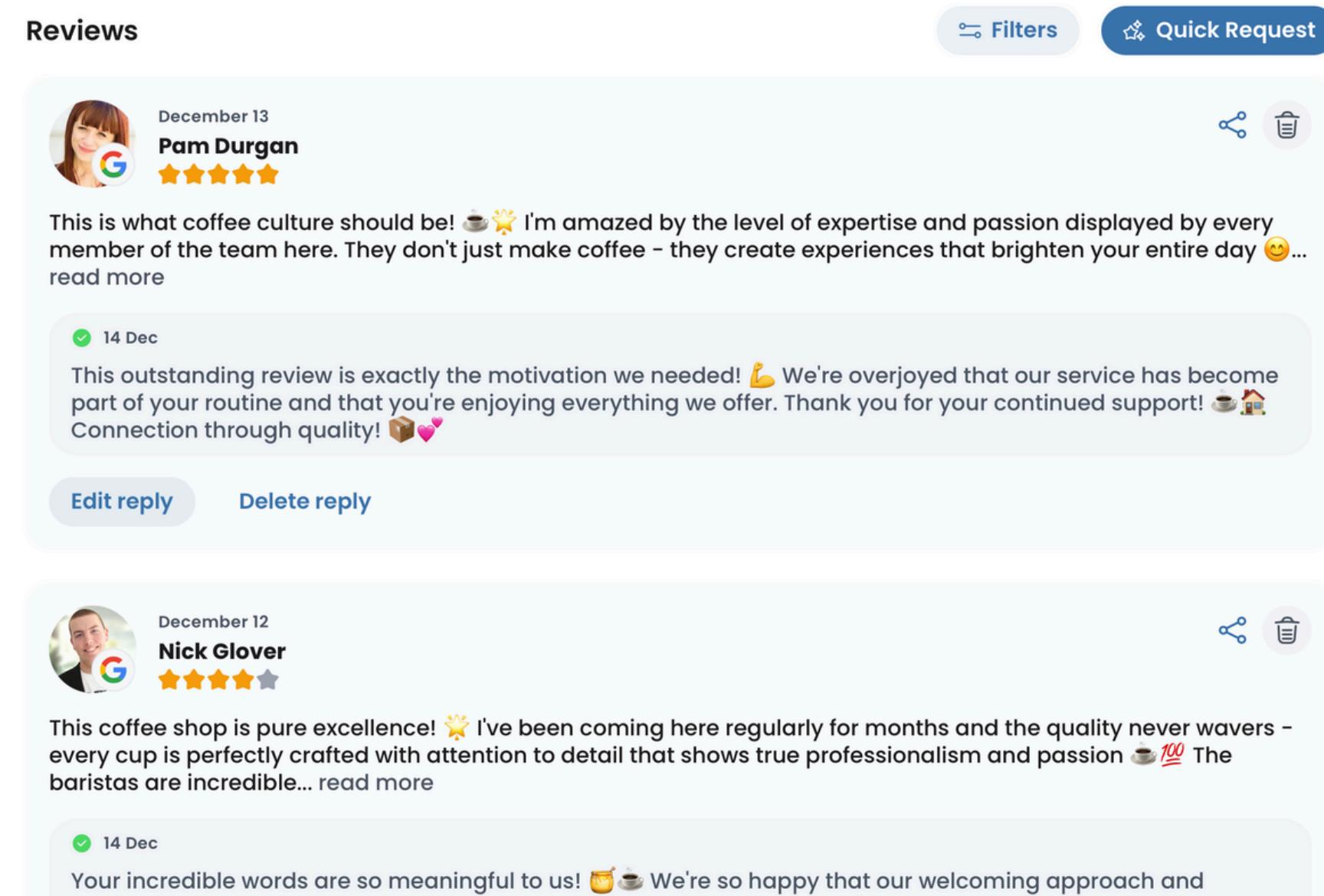
Widgets

Profile

Care Connect

Settings

Starbucks - New...



**Reviews**

December 13 Pam Durgan 

This is what coffee culture should be! ☕️🌟 I'm amazed by the level of expertise and passion displayed by every member of the team here. They don't just make coffee - they create experiences that brighten your entire day 😊...

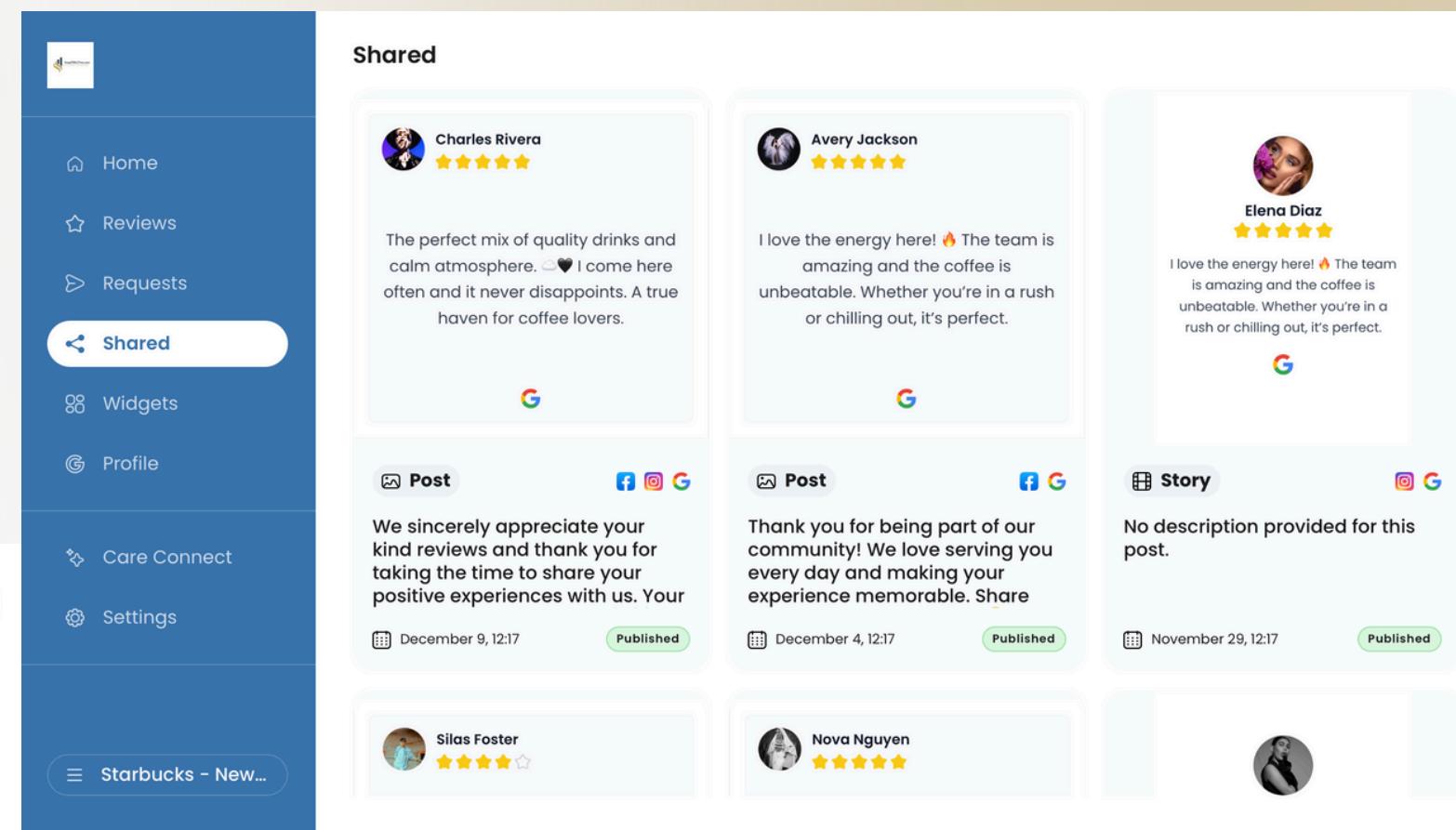
14 Dec This outstanding review is exactly the motivation we needed! 🤘 We're overjoyed that our service has become part of your routine and that you're enjoying everything we offer. Thank you for your continued support! ☕️🏠 Connection through quality! 🎁❤️

[Edit reply](#) [Delete reply](#)

December 12 Nick Glover 

This coffee shop is pure excellence! 🌟 I've been coming here regularly for months and the quality never wavers - every cup is perfectly crafted with attention to detail that shows true professionalism and passion ☕️💯 The baristas are incredible... read more

14 Dec Your incredible words are so meaningful to us! ☕️🌟 We're so happy that our welcoming approach and



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**Shared**

Charles Rivera 

The perfect mix of quality drinks and calm atmosphere. ☕ I come here often and it never disappoints. A true haven for coffee lovers.

Post Published December 9, 12:17

Avery Jackson 

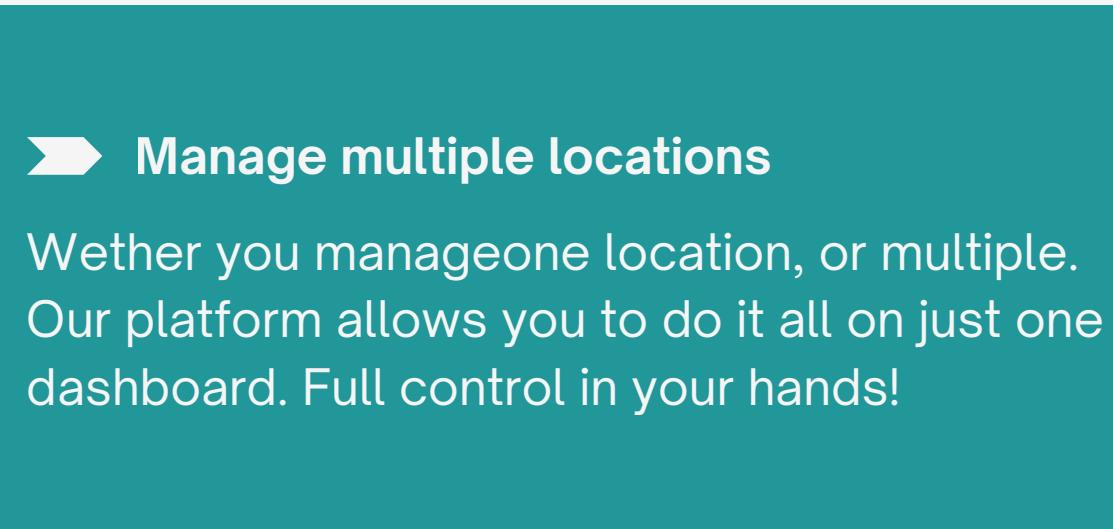
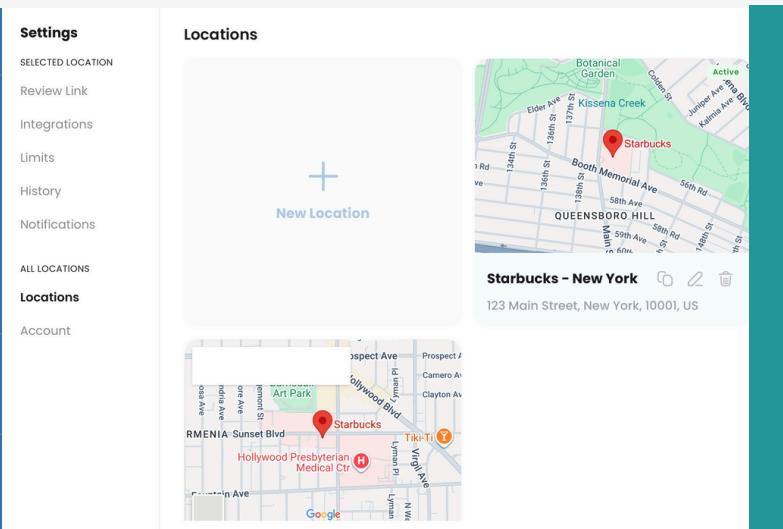
I love the energy here! 🔥 The team is amazing and the coffee is unbeatable. Whether you're in a rush or chilling out, it's perfect.

Post Published December 4, 12:17

Elena Diaz 

I love the energy here! 🔥 The team is amazing and the coffee is unbeatable. Whether you're in a rush or chilling out, it's perfect.

Story Published November 29, 12:17



hospiTALLYme is integrated with all major review sites, OTAs and other booking platforms.





# OpenTable®

# What makes us different?



# Global reach - hospiTALLYme is available in 32 languages

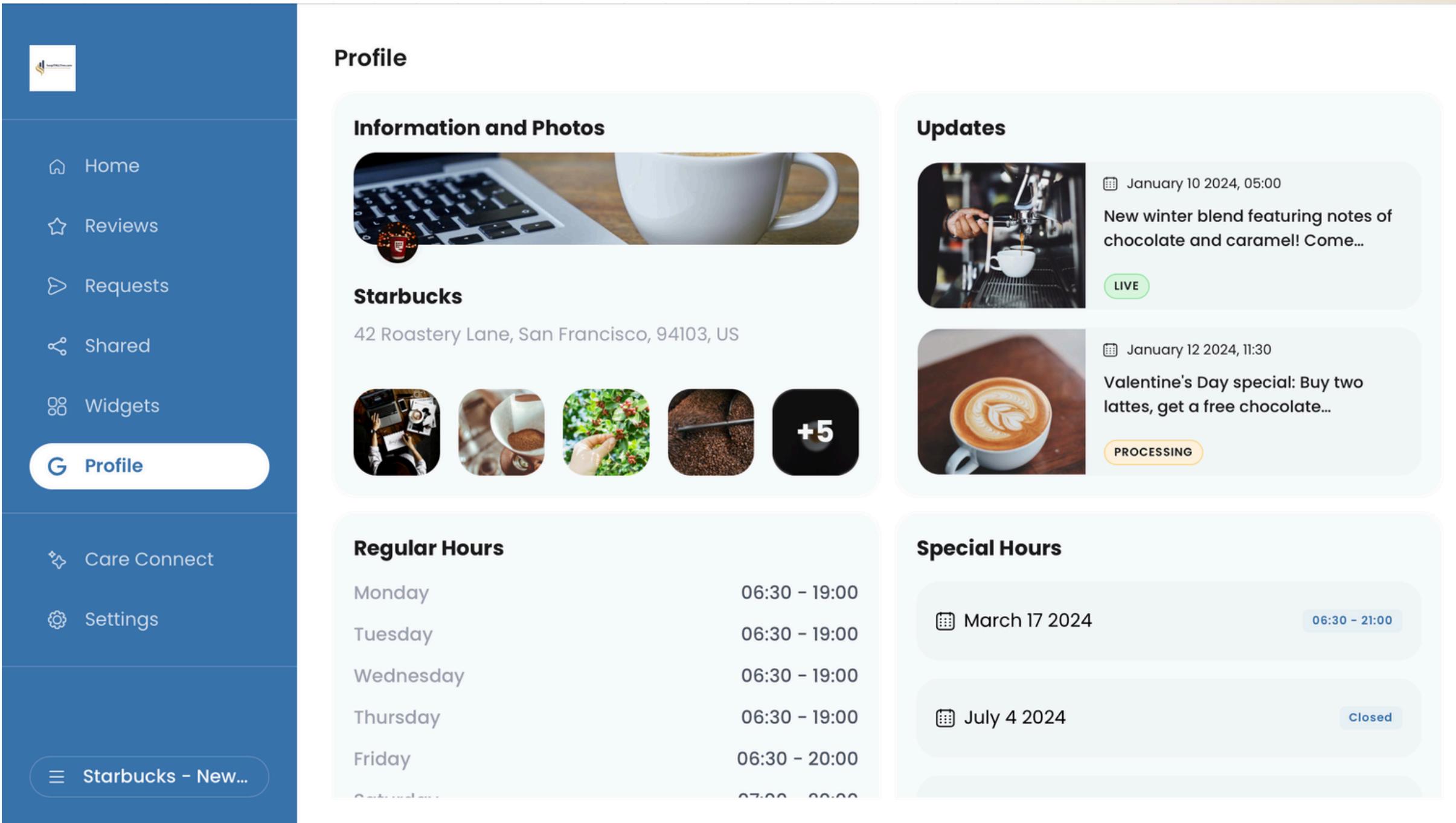


# Google My Business

Manage your google business account straight from our platform, including updates.

Got new mattresses? Changed your menu?

Let those that are shopping around for their next experience know and gain more direct bookings.



The screenshot shows the Google My Business profile page for a Starbucks location. The left sidebar includes links for Home, Reviews, Requests, Shared, Widgets, Profile (which is selected and highlighted in white), Care Connect, and Settings. The main content area is titled 'Profile' and contains sections for 'Information and Photos' and 'Updates'. The 'Information and Photos' section shows a thumbnail of a laptop keyboard and a coffee cup, the business name 'Starbucks', and the address '42 Roastery Lane, San Francisco, 94103, US'. It also displays five small images related to coffee and a '+5' button to add more. The 'Updates' section shows two posts: one from 'January 10 2024, 05:00' about a new winter blend, marked as 'LIVE'; and another from 'January 12 2024, 11:30' about a Valentine's Day special, marked as 'PROCESSING'. The 'Regular Hours' section lists daily operating times from Monday to Friday. The 'Special Hours' section shows a single entry for 'March 17 2024' from 06:30 to 21:00, and another for 'July 4 2024' which is marked as 'Closed'. At the bottom, there is a button for 'Starbucks - New...'. The overall layout is clean and organized, designed for easy management of business information and updates.

Profile

Information and Photos

Starbucks

42 Roastery Lane, San Francisco, 94103, US

Regular Hours

Day	Hours
Monday	06:30 - 19:00
Tuesday	06:30 - 19:00
Wednesday	06:30 - 19:00
Thursday	06:30 - 19:00
Friday	06:30 - 20:00
Saturday	07:00 - 20:00

Special Hours

Date	Hours
March 17 2024	06:30 - 21:00
July 4 2024	Closed

Starbucks - New...

# Our greatest asset

60-80%

60-80% of dissatisfied guests might choose private feedback over public posting if explicitly offered and if they trust it will be handled constructively.

97%

In one European study, 97% of hotel guests said they consult guest reviews when booking a hotel or resort.

## How would you rate your overall experience with us?

Please click below to review your experience.



We'd love your private feedback to help us improve. Leave your email and phone number so we can reach out and resolve any issues if needed.

Name

Enter your name

Email

Enter your email

Phone Number

+1  Enter your number

Your feedback

Enter your feedback

I consent to the processing of my personal data to manage my feedback.

Send

Back

Leave a public review

# Positive feedback?

When 4 or 5 stars are being selected on your customized review link, you give your guest options on where to leave it.

Need more on google? Leave facebook out for some time.  
Want to gain traction on trip advisor? Lead them this way!

We even help you collect video reviews for your socials.



## We'd love to hear from you!

Share your experience by leaving us a review.



Google



Facebook



Yelp



TripAdvisor



Custom Link



**Care Connect**

**AI Auto Reply**  
Care Connect automatically replies to your Google reviews, following the tone, length and language you've set. Each time you receive a new review, Care Connect generates a reply and publishes it for you.

**Select reply tone** Formal **Select reply length** Short **Select rating threshold** ⓘ Only reviews with a rating of 4 stars or higher will receive a reply. **Enable** **Save** **Clear**

**AI Auto Share**  
Care Connect automatically shares your best reviews on your preferred social media platforms. It selects positive reviews that highlight your business and generates the post caption following the tone, length and language you've set.

**Select caption tone** Formal **Select caption length** Short **Select share frequency** Once a day **Select caption language** English **Enable**

**Shared**

Charles Rivera **★★★★★**  
The perfect mix of quality drinks and calm atmosphere. ☺️ I come here often and it never disappoints. A true haven for coffee lovers. **G**

Avery Jackson **★★★★★**  
I love the energy here! 🔥 The team is amazing and the coffee is unbeatable. Whether you're in a rush or chilling out, it's perfect. **G**

Elena Diaz **★★★★★**  
I love the energy here! 🔥 The team is amazing and the coffee is unbeatable. Whether you're in a rush or chilling out, it's perfect. **G**

# AI automations

**hospiTALLYme.com**  
Your Success Stories, Our Growth Strategy

# Social sharing

**Requests**

**Campaigns**

**New Campaign**

Name	Channel	Status	Date	Contacts
SMS Cam...	SMS	Active	December 11, 12:17	150
Email Ca...	Email	Active	December 9, 12:17	200
WhatsApp...	WhatsApp	Active	December 8, 12:17	100

**campaigns**

**Widgets**

**Carousel** **Grid** **Pop-Up** **Embed Widget**

Jace Washington **★★★★★** January 1, 2025  
Quick stop, great coffee, and a warm smile. Exactly what I needed today. ☀️ **G**

Samuel Harris **★★★★★** January 3, 2025  
Cozy vibe, clean tables, and tasty drinks. Always reliable. 🌿 🌿 **G**

Naomi Phillips **★★★★★** January 5, 2025  
The espresso is bold but smooth. Perfect balance every time. ☕ **G**

Powered by

**website widgets**

# Competitive Advantage



## Niche

We focus on your industry specifically, because that is what we know! Years of experience in operations made us choose you!

## Easy

hospiTALLYme is incredibly easy to implement into your business. The initial set up can be done in less than two hours. .

## Agile

While hospiTALLYme already is unique to the industry, we keep building features that generate revenue for you.

# Thank you!

[www.hospiTALLYme.com](http://www.hospiTALLYme.com)