

CUSTOMER STORY:

Quality Pool Service | Pool and Spa

Location: Gilbert, AZ
Joined Broadly: March 2017

Quality Pool Service, Inc. does both commercial and residential pool maintenance, including weekly services, remodels and renovations, as well as specialty services such as acid washes and tile cleaning.



"Our customer base has grown 15% in the first 3 months since adding Broadly. Having an online reviews platform has sharpened our focus on delivering stellar customer service."



15%

INCREASE IN REVENUE

+46

GOOGLE REVIEWS

+5

FACEBOOK REVIEWS

+5

BROADLY REVIEWS

THE RESULTS:



NEW AREAS

Now cover entire area of Phoenix, a 60 mile radius.



STAFF GROWTH

Planning to hire in the next few weeks.



BUSINESS INCREASE

Increased customer base by 15%.

FAVORITE BROADLY FEATURE:

Filtering Negative Feedback

"Catching negative feedback allows us to improve our service offering - that's huge! Our focus is making sure our customers are well cared for. We have made all our employees aware of review solicitation - our #1 focus is customer satisfaction."






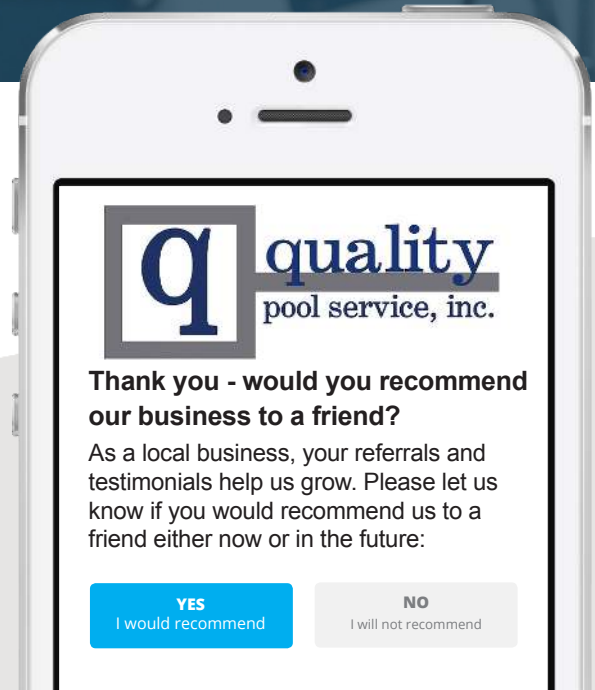
◀ BROADLY ▶

BROADLY.COM



Enhance your online presence
with reviews.

Get more reviews.
Look great online.
Win more business.



Grow your business with Broadly

- ★ Optimize your Google profile and other business listings.
- ★ Send out a branded email to every customer prompting feedback on Google and Facebook.
- ★ Keep negative feedback offline.
- ★ Publish all 4 & 5-star Google and Facebook reviews to your website.
- ★ Get personalized staff training.
- ★ Receive a weekly report of your reviews and client follow-up.
- ★ Get reviews on Google and other online listings.