

Create your Google My Business listing: [Google.com/business](https://www.google.com/business)

Get more out of Google My Business

Get to know your dashboard



Before consumers go shopping, they go searching. In fact, **4 in 5 consumers use search engines to find local information** nearby like store address, business hours, and directions.¹ Make the most of these interactions and put your best foot forward with Google My Business.

Not verified yet? Get started at [google.com/business](https://www.google.com/business)



Get to know the Google My Business dashboard

Visit your dashboard at [google.com/business](https://www.google.com/business) to manage your listing, view insights, and respond to reviews. Download the free mobile app in the [Google Play Store](#) or the [App Store](#).



Draw interest with photos

Add photos to help customers learn about your business. For example, restaurants can upload food and beverage photos.

Want to offer a virtual tour of your business? Click the **Add a virtual tour** button to get a free quote from a Google trusted professional.



See who's viewed your business on Google

Learn how many people interacted with your business info across Google. You'll see how many people viewed your info, clicked to learn more, and requested directions via Google Maps.



Add managers to help

Managers can help by keeping info up-to-date and responding to reviews. Click the three-dash menu icon (☰). Then, click **Manage users**. Click the invite new managers icon (+👤) to add managers and send invitations.

Update from your Mobile Phone
Using the free [Google My Business App](#)



Get more out of Google My Business

Connect with customers through reviews



with Google

Customer reviews appear with your Google My Business listing on Google Search and Maps. Reviews can provide valuable feedback about your business, and responding to reviews can build trust. In order to reply to reviews, your listing must be verified.



Encourage customers to review your business

A great customer experience is the most important ingredient for getting good reviews. After every positive interaction, encourage customers to share their experience. Ask them to search Google for the name of your business and then click the **Write a review** button.



Respond to reviews

Visit google.com/business and sign in. Select the business and click the **Reviews** tab. You'll see the option to view and reply. Remember you're replying publicly, so anyone can see what you write.

When responding to reviews, you'll want to:

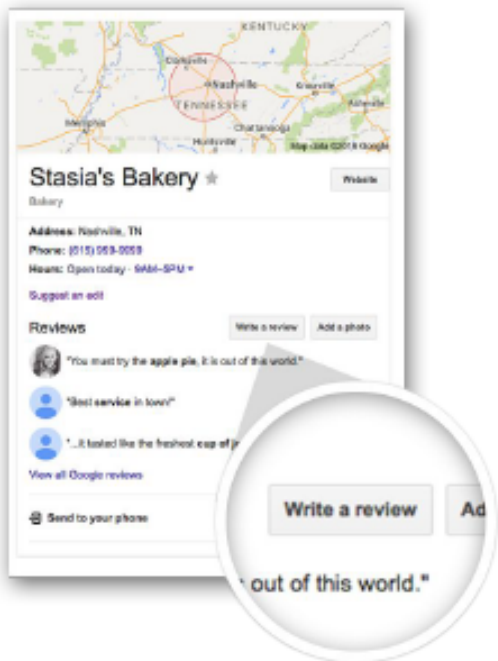
- Respond promptly and keep responses genuine, short, and sweet.
- Thank customers for positive reviews.
- Avoid offering incentives or advertisements.



Manage negative reviews

Unfortunately negative reviews happen from time to time. If you believe a review violates Google's posting guidelines, you can flag it by clicking the flag icon.

You can also respond to negative reviews. Keep it professional and courteous. Try posting a reply describing the steps you took to remedy the situation.



For help, visit the Google My Business Help Center: support.google.com/business

Turn your Reviews into Ads
Fun FREE Marketing Graphics & Sign: g.co/smallthanks (download kit)
Turn your Reviews into Ads!



Chapin Chamber of Commerce
302 Columbia Avenue
Chapin, South Carolina 29036

Home

Posts

Info

Insights

Reviews

Messages

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Services

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Users

Create an ad

Add new business

Businesses

Link to ads

Create post

Add photo

Create ad

Stay connected during COVID-19

Let customers know about any changes to your business due to COVID-19

Update service availability NEW

Update business hours

Post your COVID-19 update

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Claim your \$100 free advertising credit

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Chapin Chamber of Commerce - Great service guaranteed

Getting started is simple - we walk you through every step. Set your own budget and only pay when people click your ad. [Learn more](#)

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PERFORMANCE

Views	Searches	Activity
2.69K	1.63K	36
Search views		545 (-19%)
Maps views		2.15K (-8%)

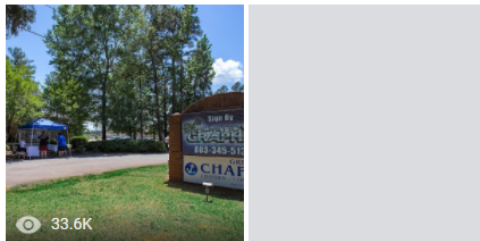
Performance over the past 28 days

Get more reviews

Share your Business Profile and get new reviews from customers

Share review form

LATEST CUSTOMER PHOTOS



33.6K

Manage photos

Have news to share with your customers?

Tell customers about events, promotions, or products. [Learn more](#)

Create post

YOUR BUSINESS IS ON GOOGLE

View on Maps

View on Search

Share your Business Profile

Pending edits

Some edits are pending. Edits may be reviewed for quality and can take up to 3 days to be published. [Learn more](#)

Complete your Business Profile

Improve your local search ranking and help your customers with a complete profile

85%

Add description

+

Connect in real-time, with video

Grow your business and reach more customers, when you use video conferencing providers.

Set up now

Google Virtual Tours

Enhance your online visibility and draw traffic to your business with a 360 interactive experience.

Get started

LATEST REVIEWS



5

1 Review

Add a manager to your business

Invite more users to manage your Business Profile

Send invite