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Your customers already wrote you a survey.

Issue 6. Nov 6, 2026

It’s your Google reviews. Nobody has tallied it.

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STEP 1

Pull your last 25 reviews.

Copy the text. Leave out names and anything private.

STEP 2

Read each one for a complaint.

Count the five-star reviews too. Look for the “but.”

STEP 3

Tick every repeat.

One tick per review. Late arrival. Unclear price. No callback.

STEP 4

Three ticks means act.

Any complaint in 3 of 25 goes first. A rule of thumb, not a study.

OPTIONAL

Let an AI do the tally if you like.

Paste the 25 in and ask for a count per complaint. Check two by hand.

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STEP 5

Give the fix one owner and a date.

One person. One date.

STEP 6

Reply to your three newest.

Replies are public and the reviewer is notified. Keep them short.

Fewer than 10 reviews? Stop.

Read them by hand. Skip the AI.

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Build your one-page view.

stratamindlabs.com/free-tools/

Put “reviews tallied” on line one.

Scan to get the free guide