



RATINGS REVIEWS

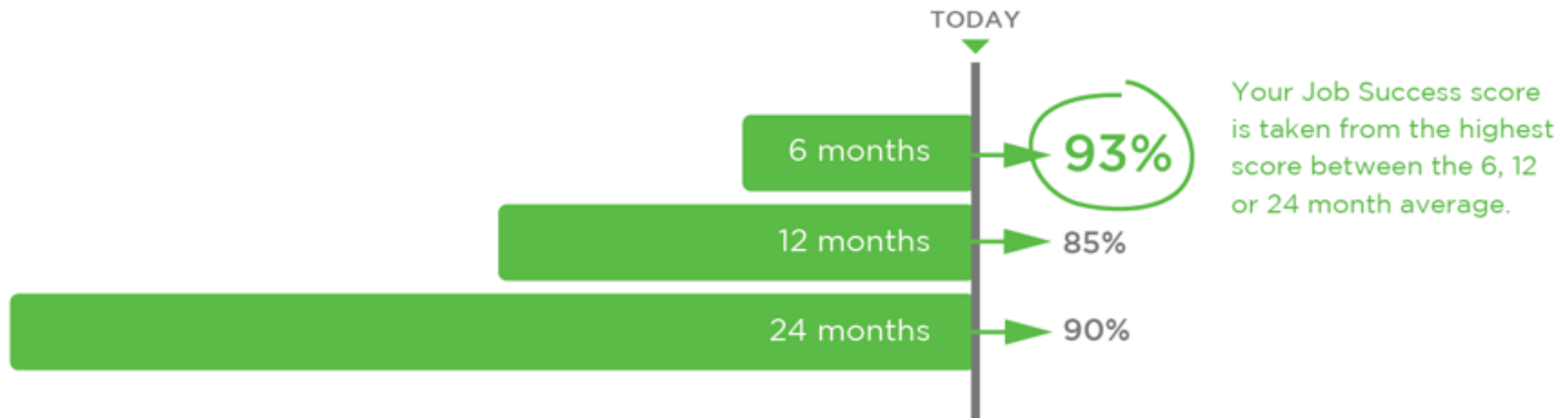




Imagine this person you hope will hire you. What are they looking for? What makes them nervous? If you were going to hire someone to do the work you want to do on your platform of choice, what qualities would you want that person to have? Write down everything that occurs to you for one minute.

**REPUTATION
IS EVERYTHING.**

DIFFERENT WAYS TO RATE...



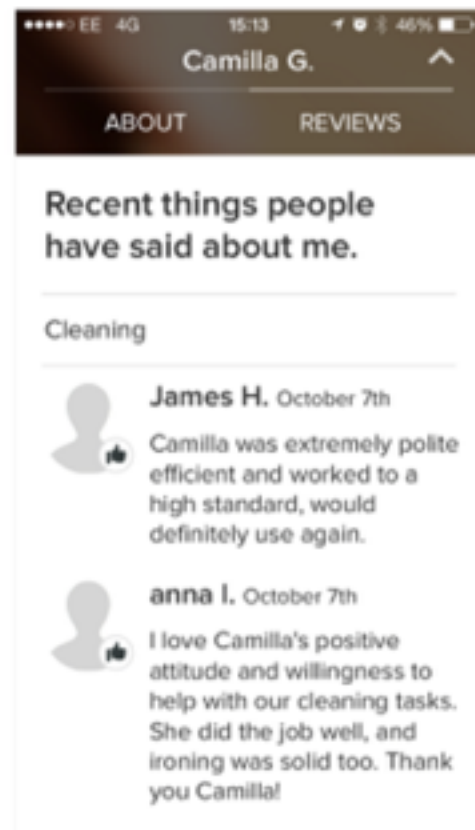
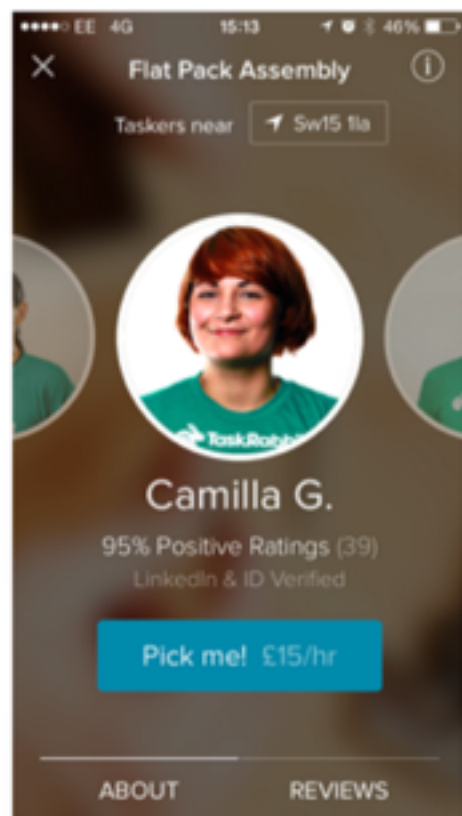
SCORES AND RATINGS CAN DETERMINE YOUR PLACE IN SEARCH RESULTS.

RATINGS



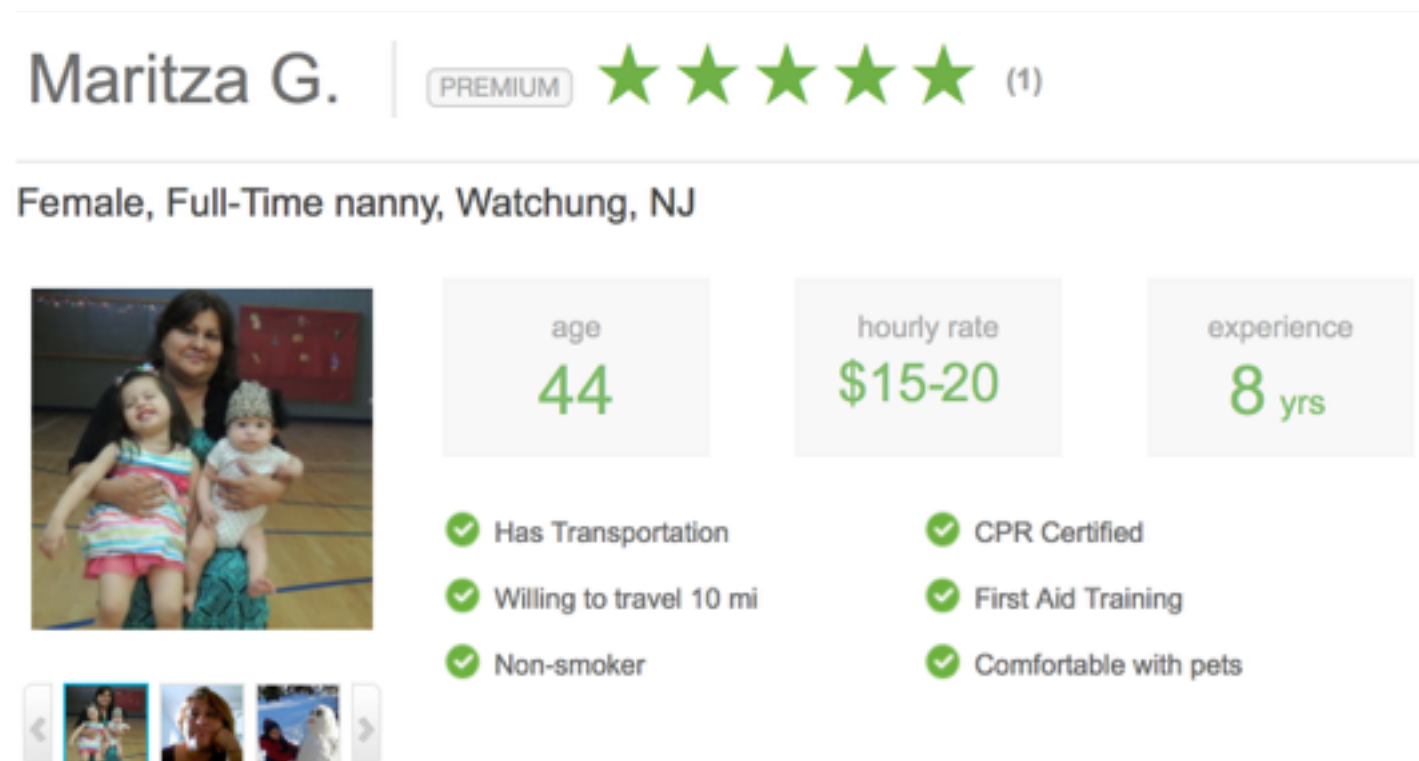
REVIEW

James did a great job today! He was on time, easy to work with and fast! I would hire him again.



TASKRABBIT

CARE



TASKRABBIT RATING SYSTEM

Task Acceptance Rate

This is the percentage of direct task invitations you accepted out of the total number you received. To improve your task acceptance rate, be sure your schedule, work area, and skill categories are up to date. Your task acceptance rate should be 75% or higher.

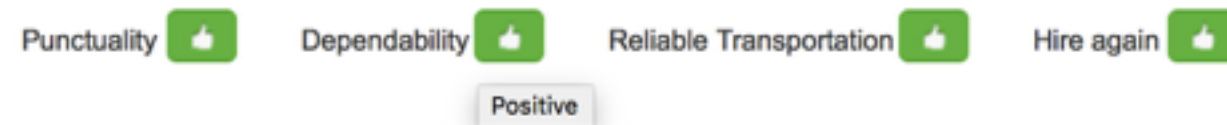
Task Completion Rate

This is the percentage of tasks that you completed out of the total number of tasks you agreed to take on. To improve your task completion rate, please only agree to do tasks that you have the skills and time to finish. Your task completion rate should be 85% or higher.

CARE RATING SYSTEM



A quick user rating based on one to five stars (five being the best)



A thumbs up/thumbs down rating for four key caregiver qualities: punctuality, dependability, reliable transportation and accurate calendar



A written review



ANYONE CAN WRITE A REVIEW!

- 1 Current employers
- 2 Previous employers
- 3 Current and former coworkers
- 4 People you interviewed with
- 5 One or two family members and friends -- they're great for character reviews, but you don't want too many

ALL YOU HAVE TO DO IS SEND THEM YOUR PROFILE LINK!

QUICK TIPS

BEING POLITE ALWAYS WINS

**ASKING IMPORTANT QUESTIONS
SHOWS THE CLIENT YOU CARE**

**REMIND CLIENTS AT THE END
TO REVIEW YOU**

HOW TO DEAL WITH A NEGATIVE REVIEW

REMEMBER NOT EVERYONE'S A FAN

Only a client can remove reviews.

Ask the client if there is anything you can do to change the review.

Respond to the review right on your profile page. Remember to be brief, yet informative and keep it professional

Work hard to get positive reviews from other clients to boost your overall score.



NEGATIVE REVIEW

**TONY WAS HORRIBLE!
HE CLAIMED HE'S AN
EXCELLENT CLEANER
BUT I FOUND DUST ON
MY COUNTER!**

RESPONSE

**HI CLIENT. I WANT TO DEEPLY
APOLOGIZE FOR OVERLOOKING
THIS. I STRIVE TO DO THE BEST
I CAN IN EACH HOME. PERHAPS
I CAN OFFER YOU A FREE
CLEAN ON ME!***



LET'S PRACTICE!!

WRITE A RESPONSE TO THE NEGATIVE REVIEW!

sama SCHOOL™