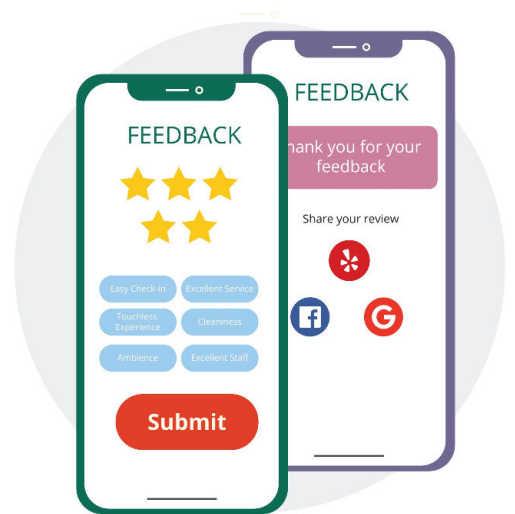


Your customers have a lot to say. Are you listening?

Delight customers by focusing on what matters most to them. Zenoti's intuitive tag-based system lets you collect and manage feedback effectively. Win back unhappy customers with a robust follow-up process that converts poor ratings into tickets assigned to staff. Grow your brand reputation online by encouraging customers to share online reviews. Gain insight into your business as you monitor feedback by the provider, by service, or tags at the center or business level.

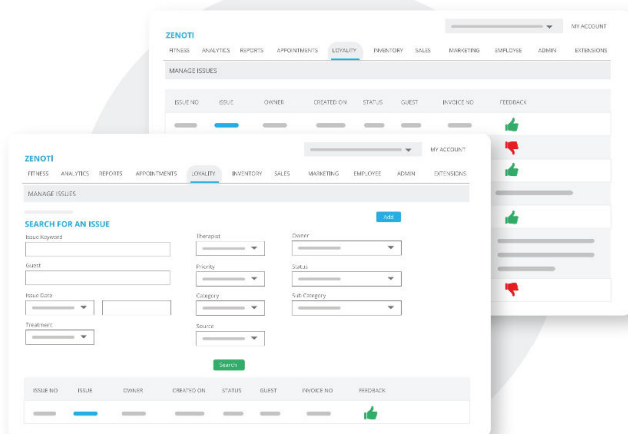
Win back unhappy customers

Turn every negative experience into a positive one by following up on poor ratings. When customers rate, automatic follow-up tags help you identify the reasons for the rating. Each poor rating is automatically converted into a ticket on Issue Manager so staff can promptly handle the problem. Let your customers know you've addressed their issue and provide an incentive to revisit you. Access feedback history of upcoming customers to leave no stone unturned.



Help your employees grow

Zenoti Feedback lets staff monitor their own ratings, and you can drive more accurate employee assessments. With ratings and tags, your staff learns about their strengths and areas for improvement. Managers track issues at the provider and service level to monitor performance trends.



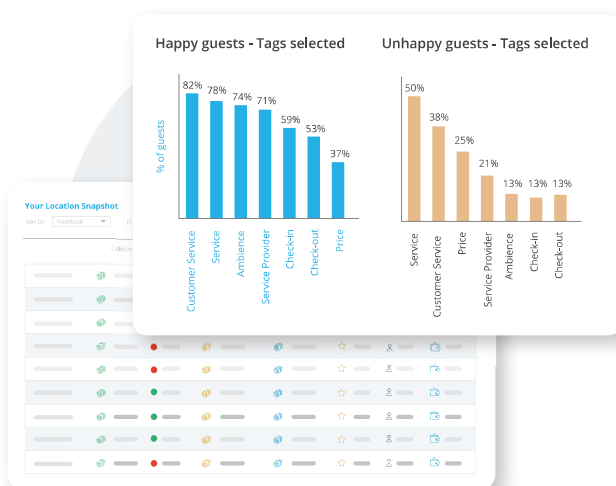
When choosing a brand, today's customers rely heavily on reviews. Encourage customers to share reviews of your services and grow your brand reputation online.

Spot problem areas

Zenoti maps customer feedback data to specific providers, services, and feedback tags to monitor and identify your business's strengths, weaknesses, and specific problem areas. Know your customer pulse with reports at the center and business levels. Issue Manager helps business managers gain visibility into center operations.

Action	Points Earned	For amount spent
<input checked="" type="radio"/> Amount spend		
<input type="radio"/> Amount spend - Anniversary		
<input type="radio"/> Amount spend - Birthday		
<input type="radio"/> Redeem a service		
<input type="radio"/> Provide feedback		

Use Zenoti's Issue Manager to submit, track, and close issues all in one easy-to-use tool. Also, track staff-submitted issues that aren't directly related to customer experiences to fix any gaps.



Dive deep for actionable insights

Get more utility out of your feedback with Zenoti Analytics. With dashboards for customer satisfaction and customer persona, you can dig deeper to root cause issues and drive actionable insights. Individual centers can learn from one another's feedback with the business snapshot dashboard.

"Rating is an important part of our strong focus on the guest experience. It gives us feedback on the guest experience in almost real-time. Knowing what the client thinks about the new experience has been really important as we reopen. It's great to share that positive feedback with our team as they are learning to work with the new changes, too."

- Gene Juarez Salons & Spas, US

**Focus on what matters the most to your customers with
Zenoti Feedback**

Get started. Request a free demo today.

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