



Louder*✓*voice

Customer Reviews

IIA - 8 More Ways to Sell More Stuff

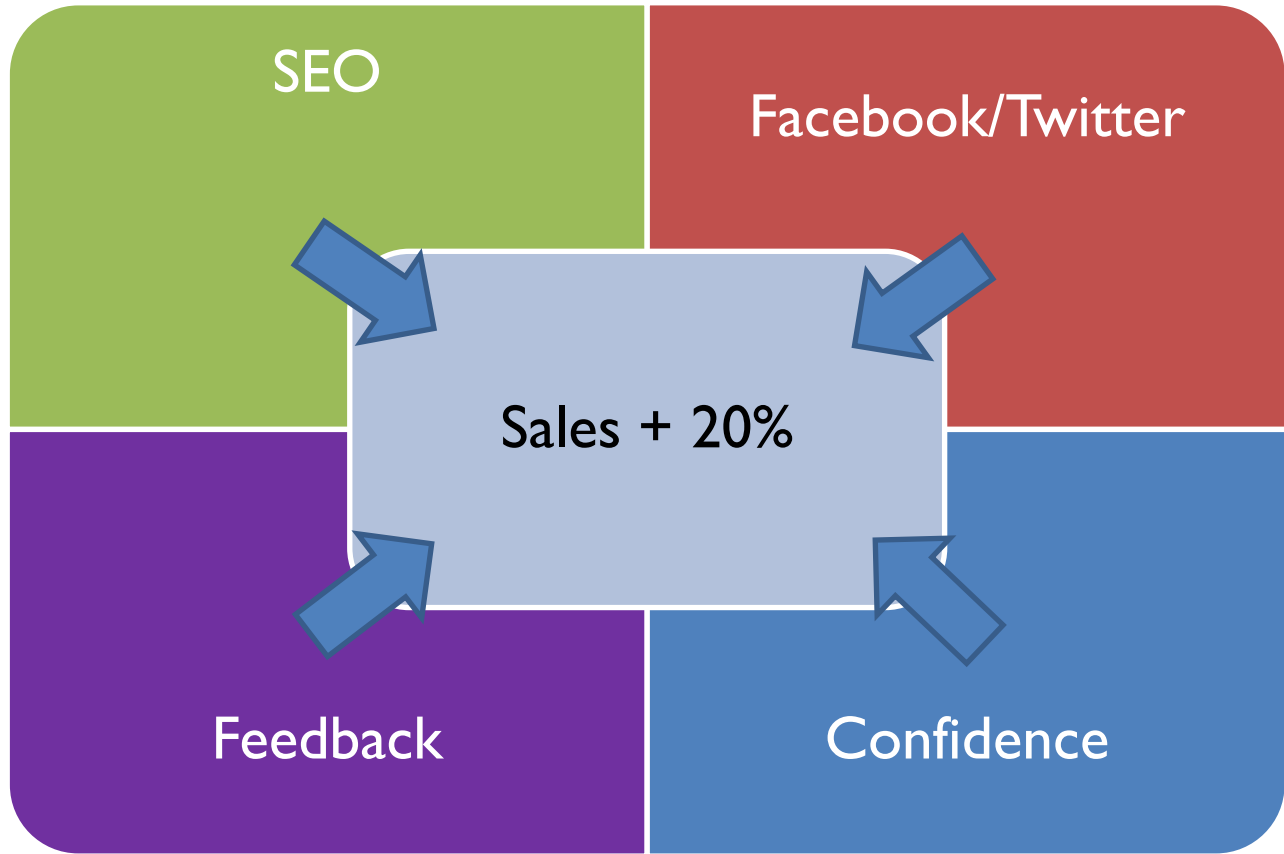
Great Content to capture customers

It's about far more than this

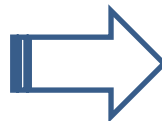




Customer Reviews



~~Word of Mouth~~



Customer Reviews

Maybe They'll All Go Away



It's 2011

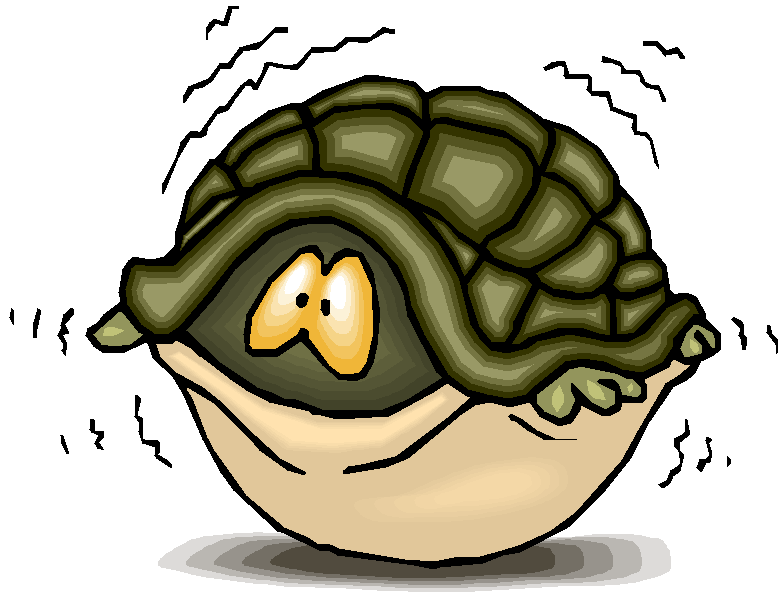


Enable The Conversation

If you don't give your customers the opportunity to talk about you on your site, they will do it somewhere else.



The Fear



ikeshite 
Newcastle,
United Kingdom
1 contribution

“Worst Customer Service Experience in 35 Years!”



Date of review: 14 Dec 2010

By far and away the worst customer service I have ever experienced in 35 years of Business & Lesuire travel. Booked in advance and 'treatment from booking-in to checkingout was dreadful! Made to feel like second class citizen! Had to queue at end to checkout... in long list of complaints from others .. awful! never again - cant rate this...

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The Reality



Riverdance
"TRIUMPHANT! A PERFECT GEM"
New York Post

Audience Reviews

Read Reviews (89) ★★★★★ (4.9/5) based on 89 reviews

by **Joyce Devine** on Feb 28th 2011 03:02

I'd love to see you in person some day, too bad you never dance in PA. I have a couple of vcr tapes, but do not have a vcr anymore, I do have a cd player though. I love to watch the tap dancing you are all very graceful and in order. I think it would be my dream to someday come and watch all of you. Joyce Devine, Exton, Pa.

★★★★★

by **MicahBellyD** on Feb 26th 2011 19:47

As a dancer, watching your show was not only one of the most breathtaking and exhilarating experiences of my life but also one of the most inspiring. I was blown away by the syncopation, the personality and the absolutely incredible ENERGY that emanates from the stage. There is a passion behind Riverdance that is more than just a love for the dance; it is a living, breathing performance that stays with you long after you have left the theatre.

★★★★★



The Reality

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Image ONE Stereo Headphones

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Overview Specifications **Reviews** Similar Products

Customer Reviews

read reviews (16)

by Tim on Feb 3rd 2011 18:29

Awesome headset... and the best for the price. I tried several before I found these. I use my cell phone for meetings and spend hours on the phone... very nice, better than my landline and the music is awesome too!

★★★★★

by Scott on Jan 24th 2011 03:18

These are awesome. My dad has the \$150 Bose around-ear headphones and these blow them out of the water in comparison. Very comfortably, great sound quality... just perfect. The wired remote even works with both my macbook pro and HTC Aria Android phone! (Havn't checked mic compatibility yet though...)

★★★★★

by Aniel on Jan 19th 2011 18:01

Outstanding quality of sound! Midrange level is superb. Makes you want to dance when listening to any music. Once you listen, you are truly hook to music!

★★★★★

by Jean on Jan 17th 2011 05:49

I'm looking for a headphone that I can use on a plane. Is this a closed or open headphone?



The Reality

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Customer Reviews

read reviews (61)

 (5.0/5) based on 61 reviews

by **Mr D, Shropshire** on Feb 22nd 2011 12:08

With your plants in our front garden last year, we recieved a silver award in our local gardening competition. Many thanks!



by **Mrs A, Devon** on Feb 22nd 2011 12:07

I feel I must thank you for the beautiful plants, they arrived in perfect condition- moist, fresh and healthy. Thank you for taking so much care - also the free postage. I am a very grateful customer



The Reality





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Eco 100% Waterproof Dungarees and Jacket Set - only €39.99

Customer Reviews

★★★★★ PuddleDucks
Feb 2011
Thank you for the quick delivery and the helpful customer service. I'm very pleased with the ease of purchasing, as ... [more>](#)
- Teresa O'Regan

★★★★★ PuddleDucks
Feb 2011
Thanks so much for the fast delivery the service was fantastic and the product great. Would highly recommend your product ... [more>](#)
- Sandra, Co. Kildare

★★★★★ PuddleDucks
Feb 2011
I am very happy with my purchase. Your service was fast and very good. I am already recommending you and ... [more>](#)
- Joanne McCarthy

write review
rate it ★★★★★

The Reality



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Nurses Uniforms Top Male : T20

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T20 : Male Nurse Top

Traditional Side Closing Top with Round Neck.
Breast Pocket and Lower Pocket. Side Stud Fastening and centre bank Vent
Fabric: polyester cotton 65/35
Size 34-52
Price: €27.50 (Including VAT)

Size:

Colour:

Trim:

Product Reviews
read reviews (4) ★★★★★ (4.5/5) based on 4 reviews

by paul on Feb 23rd 2011 20:05
very good quality and they wash very well i got mind made to order very quick and cheap
★★★★★

by Paul on Feb 18th 2011 11:28
Tunic arrived on the 15th February (ordered on the 25th January) but they did explain it was 'out' specially but only after I asked 'where is it?'.
Good quality and aqua is a great colour, perfect fit and comfy very pleased and well worth the wait.
★★★★★

by Shane on Jan 28th 2011 13:21
Received today and ordered 2 days ago (Customised Order)- VERY FAST and they excellent quality
have bought in the past
A+++++
★★★★★

The Reality



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Reviews of The Arlington Hotel

[read reviews \(120\)](#)

by [peter and debbie pearson](#) on Feb 27th 2011 22:48

we hd a couple of nights in your hotel and we had a great time the food was excellent and its in an ideal location the staff were friendly and approachable and the dance show and folk singers are a must see. thanks for a great mini break

★★★★★

by [Mairead](#) on Feb 26th 2011 21:16

Brilliant Location. Was greeted by lovely pleasant girl at reception.The Lady at breakfast was wonderful , very helpful. Thank you

★★★★★



The Reality

Parcel2ship.co.uk

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220 Likes

Items:0, Value:0

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Parcel delivery service

As a UK registered [parcel delivery](#) and [courier service](#) we are able to provide a practical range of solutions to both members of the public and those in business who require a door to door parcel delivery service from addresses in the UK to most destinations in the world. At Parcel2ship we use only the best international parcel courier firms including Parcelforce, DPD and DHL as our international delivery experts of choice. As well as being able to offer affordable UK mainland parcel delivery services such as Parcelforce 48 to anyone wishing to send a parcel to UK residential and business addresses, we are also able to provide reliable overseas and international delivery services including Parcelforce Worldwide delivery which can be arranged with the greatest of ease using our web site.

Don't just take our word for it though, check out latest comments below from customers:

- parcel2ship | book 30kg parcel delivery to france for only £... ★★★★★
- thanks very much this service is so easy to use what you see is what you get great service and highly recomend thanks
- parcel2ship | book 30kg parcel delivery to germany for only ... ★★★★★
- i found it very easy to place the order and the service is very reliable. definetely recommend this!
- parcel3 ltd t/a parcel2ship online catalogue ★★★★★
- have used parcel2ship on a few occasions now and can totally recommend them. excellent service.
- parcel2ship | uk | send parcel to united kingdom | home deli... ★★★★★
- hi found this courier to be ideal quick cheap and easy to use
- parcel2ship | uk | send parcel to united kingdom | home deli... ★★★★★
- excellent service would throughly recommend h.oner

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Good + Bad = Real



SWANSEA ^{to} CORK
ROUTE By Fastnet line

by **Conor** on Jan 25th 2011 11:06

It's great to see this service back! All in all, it's generally a very pleasant crossing.

Pros: Staff are very accommodating and pleasant, Ship is very comfortable & now I don't need to get up at ridiculous hours in the morning to make it to Rosslare for the morning ferry!

Cons: I find the restaurant to be a little bit too pricey. The power sockets are European! If I was made aware of that the first time I could have put one in my luggage but I had to buy one on board because I didn't know!

I will definately continue to use the service.



by **D P Edwards** on Jan 24th 2011 13:51

Travelled out Swansea - Cork on 29th Dec 2010

Returned Cork - Swansea 2nd Jan 2011

Both very quiet crossings with 300 - 500 PAX

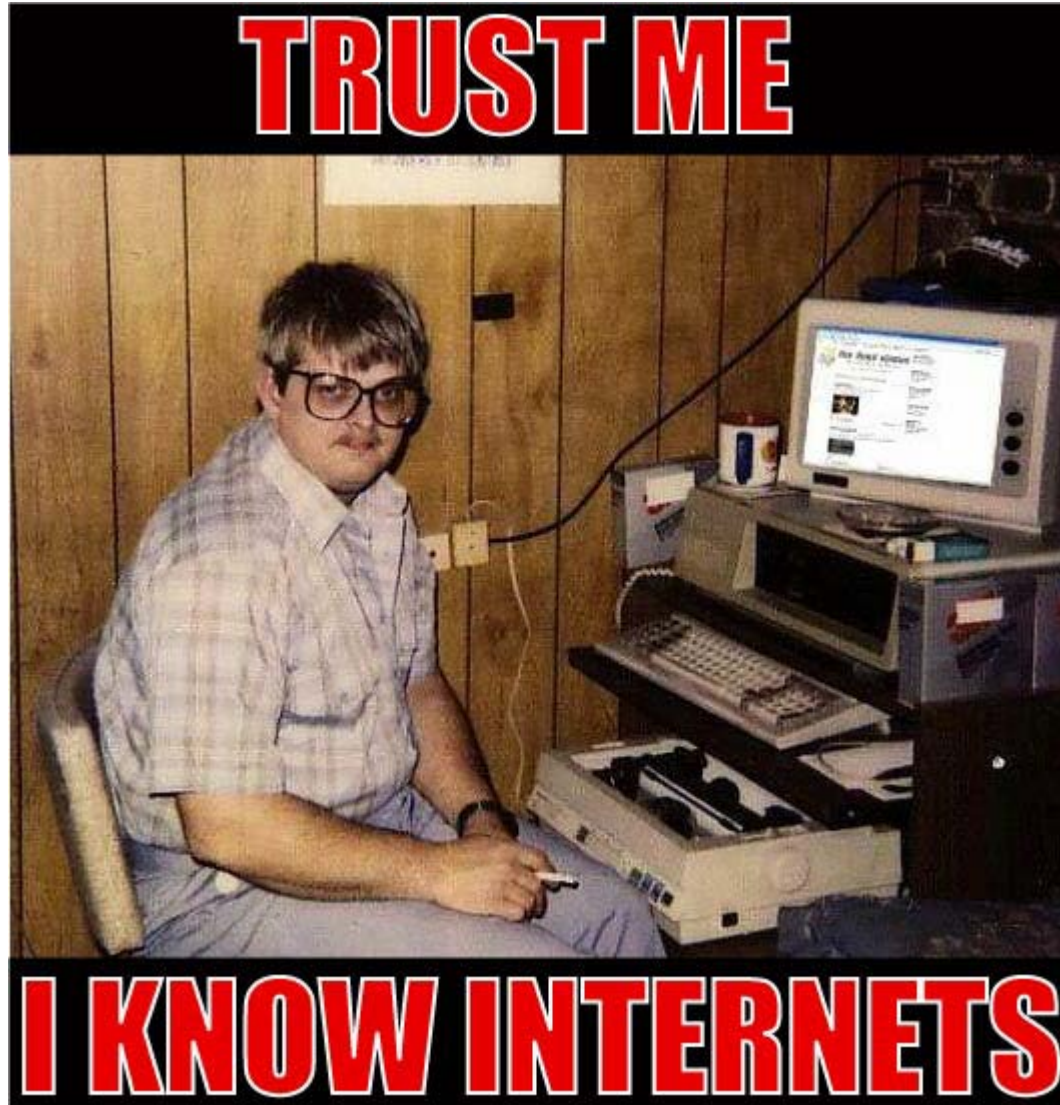
Weather and sea conditions very calm and smooth

Good points: Booking process very easy, price ok, a la carte restaurant food and service excellent, staff very friendly, bar area excellent,

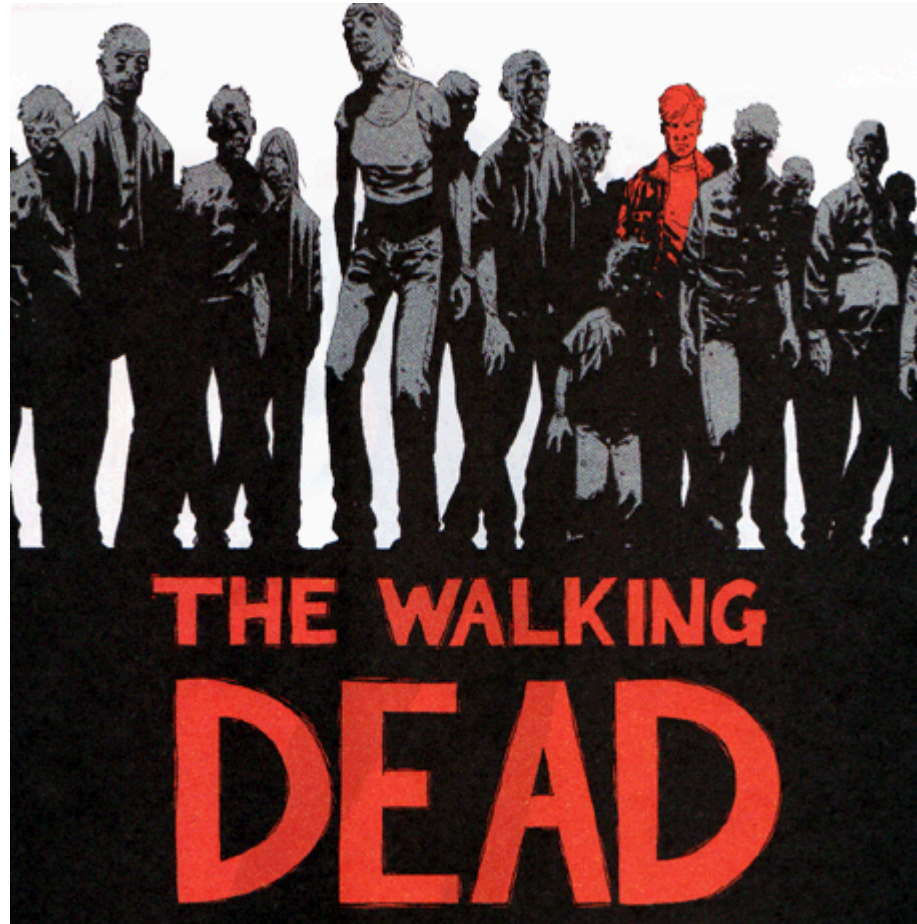
Bad points: Pullman seats very dirty, headrests very greasy. Slept on floor as this was cleaner!



Authenticity



Halloooo, Anybody In?



The 1990s was a long time ago



This is a site with No Reviews

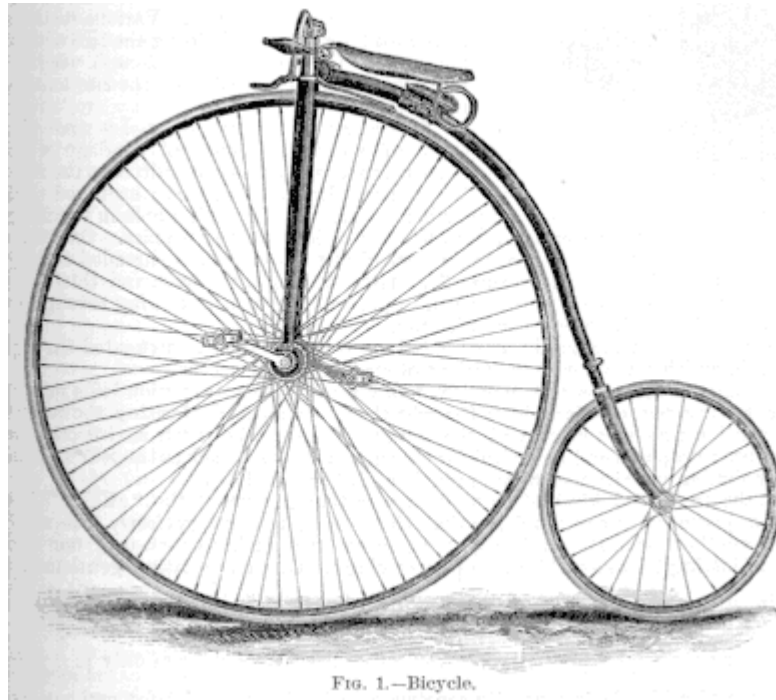


FIG. 1.—Bicycle.

This is a site with Reviews



- annndddddd

This is a site with Social Reviews ✓



Your Customers on Facebook

A screenshot of a Facebook post. At the top is the Facebook navigation bar with the logo, navigation icons, and a search bar. Below the bar, the text "Lou's Profile" is visible. The post itself features a profile picture of Lou Derface, his name, and the text "I just wrote a review of this:". Below this is a five-star rating for "ROGANSTOWN COUNTRY CLUB" and a review text: "Really delighted with our stay here. Lovely setting, great service and very easy access to the airport. We'll definitely...". At the bottom of the post, there is a timestamp "June 29 at 11:12am" and a source attribution "via Lidl Breaks Reviews" with "Comment" and "Like" options.

facebook Search

Lou's Profile

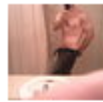
Lou Derface I just wrote a review of this:

ROGANSTOWN COUNTRY CLUB

Really delighted with our stay here. Lovely setting, great service and very easy access to the airport. We'll definitely...

June 29 at 11:12am via Lidl Breaks Reviews · [Comment](#) · [Like](#)

Your Customers on Twitter



@wuboyblue


Mark Kaufman

I wrote a ★★★★★ review of
<http://www.klipsch.com/nan/en/products/forte-ii-overview/> Forte II
Floorstanding Speaker

27 Sep via Klipsch Reviews ☆ Favorite ↻ Retweet ↩ Reply

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SWANSEA TO CORK
ROUTE By Fastnet line

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Fastnet Line operates the Swansea to Cork route car ferry to Southern Ireland from Swansea, South Wales in the UK.
Irish Bookings:
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UK Bookings:
+44 (0) 844 576 8831

Information

Founded:
2009

Fastnet Line Due to the current adverse weather conditions Fastnet Line regret to inform you of the cancellation of our sailing, November 11th, from Cork and tomorrow's sailing, November 12th, from Swansea as it will be Saturday November 13th from Cork to Swansea at 2000hrs on Thursday

Wall Info Photos Discussions **Our Reviews**

Read all our recent reviews here. They have an average score of 4.3

Fastnet Line, Swansea to Cork Ferry

★★★★★ *from shar on 2010-11-02 16:57:20*

My partner and I use the fastnet line ferry several times a year as we visit family in the UK. We like using fastnet line. It is a very good service. There is normally a good warm welcome on arrival. The ship is clean and comfortable and the service in the fastnet restaurant is especially good and to be commended with excellent attentive staff and very good quality food. Some constructive criticism would be to have either firmer pillows or at least 2 pillows per person available in the cabins. My partner and I have to ask for 2 extra pillows every time we travel as the pillows are too soft and no support for our necks! It is a minor criticism but still a good's night sleep is important factor for us in deciding whether to take a ferry or not in our frequent trips to the UK. Overall -well done on providing a very good service!

Fastnet Line, Swansea to Cork Ferry


★★★★★ *from Peter on 2010-10-31 15:10:43*

Great to have a ferry back to travel from cork, instead of having to travel to rosslaer. It would be good if we could pay with an irish debit card instead of a credit card. Friendly helpful crew both on board and at the ports.

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Review Us

read reviews (1) ★★★★★ (5.0/5) based on 1 review

by **conoradmin** on Feb 15th 2011
11:56

What a superb tool for doing 360-Social reviewing.

★★★★★

write review

rate it ★★★★★

SNO is the New SEO



Social Network Optimisation

Watch this space

Obligatory Industry Stat



Influence of Online Reviews, Summer 2010

% of US internet users

Read product reviews	92%
—of which, influenced to purchase	46%
—of which, deterred from purchasing	43%
—of which, decisions were unaffected	3%

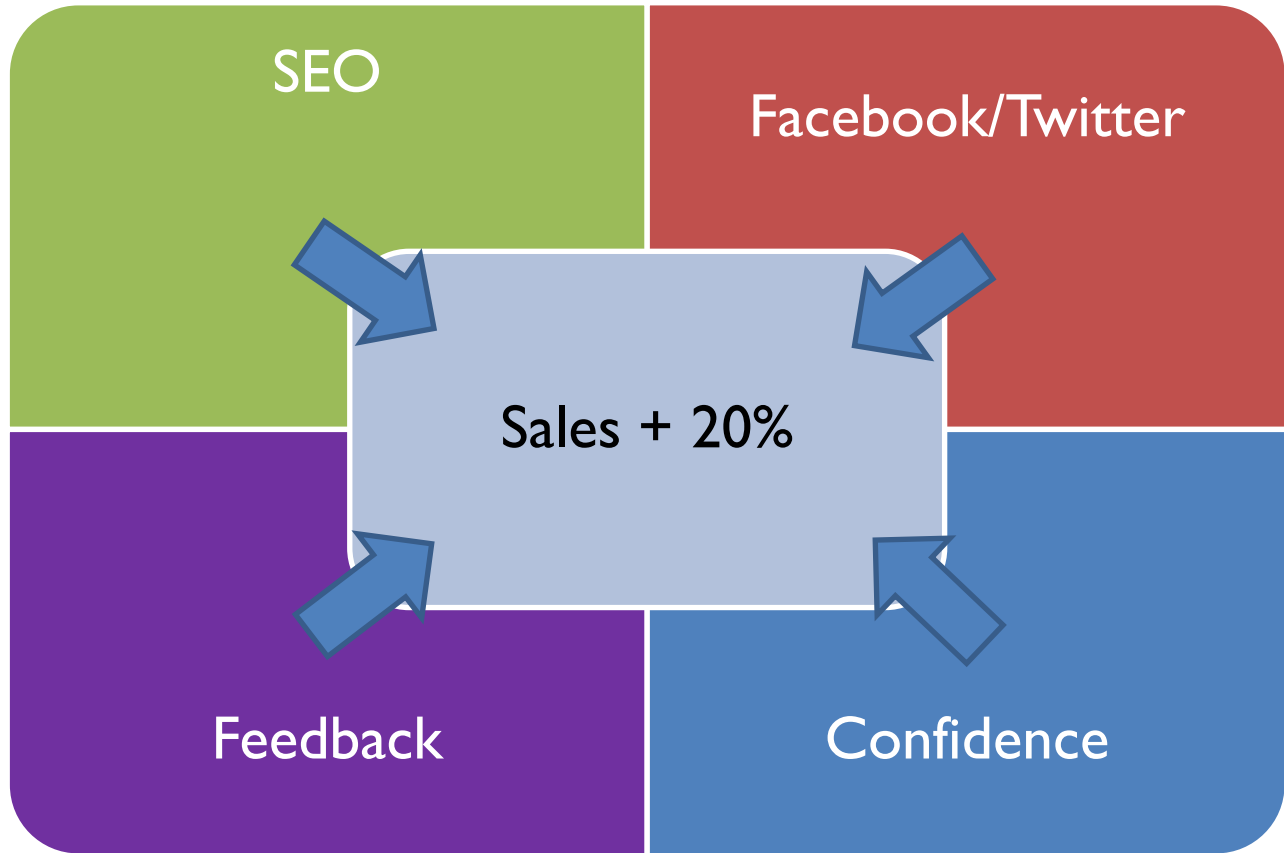
Source: ChannelAdvisor, "Through the Eyes of the Consumer: 2010 Consumer Shopping Habits Survey," Aug 31, 2010

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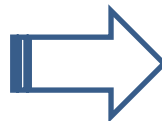
www.eMarketer.com



Reminder



~~Word of Mouth~~



Customer Reviews



Great Content?

The greatest content you can put on your site is the voice of your customers.



02 Dec 2010

Amazing service! We are under 18 inches of snow in Wicklow, my order was sent yesterday and arrived today, immediately opened and donned for a spot of belly sliding in the snow.

- Carol, Co. Wicklow

Let your customers do the selling for you.

Contact



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+353-87-9790297

conor@loudervoice.com

www.loudervoice.com