Farm Online Review Response Template

A farm online review response template with sample wording for answering customer reviews. It helps staff reply to praise and complaints in a calm, courteous, and consistent voice.

Farm / unit: _____ Date: _____ By: _____

Greeting using customer name

Thank-you for positive review

Reply to a mixed review

Reply to a complaint

Offer to fix the problem

Move the talk to private contact

Reply to a false review

Closing line and signature

Staff approval step

TIP Keep replies short and never share private customer details in a public response.