



TRUST & PROOF ACCELERATOR

Q&A Question Bank

Your Q&A section is an opportunity to highlight the problems you solve for customers. While it's important SEO for everyone, this can be especially useful if you do more than people expect.

For example, an acupuncturist may answer questions about digestion, pain, recovery from injury, or headaches because these are specific symptoms they help resolve that not everyone knows about. Instead of only coming up for people searching "acupuncturist near me," they can also come up for queries about headache relief or recovering from a car accident.

HOW TO USE THIS GUIDE

Google Business Profile Q&As appear in search results and directly on your profile.

They're powerful because:

- Your answers rank in Google search (often above organic results)
- You control the narrative before competitors can
- You can include keywords that help you rank
- You can answer questions proactively (not just wait for customers to ask)

Best practices:

- Ask AND answer your own questions (perfectly legitimate)
- Use exact phrasing customers search for
- Include keywords naturally in answers
- Always end with a call-to-action
- Keep answers under 200 words
- Update answers as your business changes



This guide gives you 100+ questions organized by industry. Pick 5-10 that fit your business, customize the answers, and add them to your Google Business Profile today.

Quick Access Menu

[How to Add Q&As to Your Profile](#)

[Service Businesses](#)

[Restaurants & Cafes](#)

[Retail](#)

[Professional Services](#)

[Healthcare & Wellness](#)

[AI Prompt for Custom Q&As](#)

[Pro Tips](#)

[What Not to Do](#)

[Action Step](#)

HOW TO ADD Q&As TO YOUR PROFILE

1. Go to your Google Business Profile
2. Click "Questions & answers" (or just "Q&A")
3. Click "Ask a question."
4. Type your question
5. Click submit
6. Immediately click to answer your own question
7. Type your answer with keywords and CTA
8. Submit

That's it. Your Q&A now appears in search results and on your profile.

SERVICE BUSINESSES

(Plumbers, HVAC, Electricians, Contractors, Handymen, Cleaning, Landscaping, etc.)



PRICING & ESTIMATES

Do you offer free estimates?

Yes! We provide free, no-obligation estimates for [service type]. We'll assess your [project/issue], explain your options, and provide upfront pricing before any work begins. Call us at [number] or request an estimate at [website].

What are your rates?

Our rates vary by service type. [Service 1] starts at \$[amount], [Service 2] ranges from \$[X]-\$[X]. We always provide upfront pricing before starting work. Call [number] for a free quote on your specific project.

Do you charge for the initial visit?

We charge a \$[amount] service call fee, which covers the diagnostic visit and written estimate. If you proceed with the repair, that fee is applied to the total cost. Call us at [number] to schedule.

Do you have a minimum service fee?

Yes, our minimum service call is \$[amount], which covers travel time and basic diagnostics. For larger projects, we provide detailed estimates. Contact us at [number] to discuss your specific needs.

AVAILABILITY & SCHEDULING

Do you offer same-day service?

Yes! We offer same-day service for emergencies in [city/area]. Call us before [time] for same-day availability. For non-urgent work, we typically schedule within 2-3 days. Call [number] or book online at [website].



Do you work on weekends?

Yes, we're available [days of week], including Saturdays and [Sundays if applicable]. We know [plumbing/HVAC/electrical] problems don't wait for Monday! Call [number] to schedule weekend service.

Do you offer emergency service?

Yes! We provide 24/7 emergency service for [burst pipes/AC failures/electrical hazards/etc.]. If you have an emergency, call us immediately at [number]. For non-emergencies, we schedule appointments [timeframe].

How quickly can you get here?

For emergencies, we typically arrive within [1-2 hours] in the [city] area. For scheduled appointments, we offer [same-day or next-day] service in most cases. Call [number] and we'll give you an exact arrival window.

Do I need to be home during service?

[If yes]: Yes, we require someone 18+ to be present during service for access and approval of work.

[If no]: Not necessarily. Many customers provide access instructions, and we can complete work while you're away. We'll take photos and call with any questions. Discuss with us when scheduling: [number].

SERVICE AREA

What areas do you serve?

We serve [city] and surrounding areas including [list 3-5 nearby cities/neighborhoods]. Our service radius covers approximately [X miles] from [city]. Call [number] to confirm we serve your area!



Do you charge a trip fee?

[If within normal area]: No trip fee within our standard service area ([list areas]).

[If outside]: For locations outside [X miles], there's a \$[amount] travel fee. Call [number] to discuss your location.

CREDENTIALS & TRUST

Are you licensed and insured?

Yes! We're fully licensed (#[license number if applicable]), bonded, and insured for your protection. All our technicians are [certified/trained] professionals with [X years] of experience. Call [number] or visit [website] for more info.

Do you do background checks on your employees?

Yes. All our technicians undergo comprehensive background checks and drug screening. Your safety and security are our top priorities. Call [number] with any questions about our hiring practices.

How long have you been in business?

We've been serving [city/area] for [X years]! We're a [locally-owned/family-owned] business committed to quality service. Call us at [number] or learn more at [website].

Do you guarantee your work?

Yes! All our work comes with a [timeframe] warranty on labor and [timeframe] on parts. If there's any issue with our work, we'll make it right at no additional cost. Call [number] for details.

SERVICES OFFERED



Do you fix [specific item]?

Yes! We repair and replace [specific item] for residential and commercial customers in [city]. We handle [list related services]. Call [number] or book online at [website] to schedule service.

Do you offer [specific service]?

[If yes]: Yes! [Specific service] is one of our specialties. We've completed [hundreds/thousands] of [service] projects in [city]. Call [number] for a free estimate.

Can you handle commercial jobs?

[If yes]: Yes! We serve both residential and commercial customers. We've worked with [types of businesses] throughout [city]. Call [number] to discuss your commercial needs.

Do you do new construction or just repairs?

We handle both! We do [new installations/construction] as well as repairs and maintenance for existing systems. Call [number] to discuss your project, whether it's new or existing.

PAYMENT & PROCESS

What forms of payment do you accept?

We accept cash, all major credit cards (Visa, Mastercard, Amex, Discover), checks, and [digital payments like Venmo/Zelle if applicable]. Payment is due upon completion. Call [number] to schedule service.

Do you offer financing?

[If yes]: Yes! We offer financing options for qualified customers through [financing company]. Ask about our current promotions when you call [number].



[If no]: We don't currently offer financing, but we do accept all major credit cards. Call [number] to discuss payment options.

Do you require a deposit?

[If yes]: For projects over \$[amount], we require a [percentage]% deposit to schedule and order materials. The balance is due upon completion.

[If no]: No deposit required for most jobs—payment is due upon completion. Call [number] with questions.

Can I get a written estimate?

Absolutely! We provide detailed written estimates for all projects before starting work. No surprises. Call [number] or request an estimate at [website].

SPECIFIC TO TRADE

Plumbing:

Do you handle sewer line repairs?

Yes! We repair and replace sewer lines using [traditional/trenchless] methods. We use camera inspection to diagnose the exact problem. Serving [city] for [X years]. Call [number] for a free inspection.

Can you help with low water pressure?

Yes! We diagnose and fix low water pressure issues caused by [clogs, old pipes, pressure regulator problems, etc.]. Most issues can be resolved same day. Call [number] to schedule a diagnostic.



HVAC:

Do you service all brands of AC units?

Yes! We service and repair all major brands including [list 3-5 top brands]. Our technicians are trained on all systems. Call [number] to schedule AC service in [city].

How often should I get my AC serviced?

We recommend annual tune-ups before cooling season (spring) and before heating season (fall). Regular maintenance prevents breakdowns and improves efficiency. Call [number] to schedule your tune-up today!

Electrical:

Can you install ceiling fans?

Yes! We install ceiling fans, light fixtures, outlets, and all electrical upgrades for homes and businesses in [city]. Licensed electricians, upfront pricing. Call [number] to schedule installation.

Do you do whole-house rewiring?

Yes! We handle complete rewiring for older homes and renovations. We'll assess your electrical system and provide a detailed estimate. Serving [city] for [X years]. Call [number] for a free consultation.

Cleaning Services:

Do I need to provide cleaning supplies?

No! We bring all our own professional-grade cleaning supplies and equipment. You don't need to provide anything. Call [number] or book online at [website] to schedule your cleaning.



Do you offer one-time cleaning or regular service?

Both! We offer one-time deep cleans as well as weekly, bi-weekly, and monthly recurring service. Choose what works best for your schedule. Call [number] or book at [website].

Landscaping:

Do you offer lawn maintenance or just one-time services?

We offer both! We provide ongoing lawn maintenance (weekly/bi-weekly mowing, trimming, etc.) as well as one-time services like cleanups, mulching, and planting. Call [number] to discuss your needs.

Do you do landscape design or just maintenance?

We do both design and installation! Our team can design your landscape plan and bring it to life with professional installation. Call [number] for a free consultation in [city].

RESTAURANTS & CAFES

MENU & DIETARY

Do you have vegetarian/vegan options?

Yes! We have several vegetarian options including [list 2-3]. [If vegan]: We also offer vegan dishes like [list 1-2]. Check out our full menu at [website] or call [number] with questions.

Do you have gluten-free options?

Yes! We offer gluten-free [items]. We take cross-contamination seriously and can prepare items separately upon request. Let your server know about any allergies. Call [number] with dietary questions.



Can you accommodate food allergies?

Absolutely. Please inform your server of any allergies and we'll work with you to create a safe meal. We can modify most dishes. Call ahead at [number] if you have severe allergies so we can prep accordingly.

Do you have a kids' menu?

[If yes]: Yes! We have a kids menu with [list 2-3 items] all under \$[price]. Kids eat free on [day] if applicable!

[If no]: We don't have a separate kids menu, but we're happy to make kid-friendly portions of our regular items. Just ask your server!

RESERVATIONS & SEATING

Do you take reservations?

[If yes]: Yes! We accept reservations for parties of [number]+ online at [website] or by calling [number]. Walk-ins are always welcome based on availability.

[If no]: We're first-come, first-served, but you can join our waitlist at [website] or call ahead at [number] to check current wait times.

Do you have outdoor seating?

[If yes]: Yes! We have a beautiful patio with seating for [number]. Available [weather permitting/year-round with heaters]. First-come, first-served for outdoor tables.

[If no]: We don't currently have outdoor seating, but our dining room is spacious and welcoming! Call [number] with questions.



Is parking available?

Yes! We have [free parking lot/street parking/valet/parking garage nearby]. [If paid]: Parking validated with purchase. [Specific location directions if helpful].

Are you wheelchair accessible?

Yes! We're fully wheelchair accessible with [ramp/elevator], accessible parking, and accessible restrooms. Call [number] if you have specific accessibility needs.

HOURS & AVAILABILITY

What are your hours?

We're open [days and hours]. [If holiday hours differ]: Holiday hours may vary—check our website or call [number] to confirm. See you soon!

Are you open on [holiday]?

[If yes]: Yes! We're open [hours] on [holiday]. [If special menu]: We'll be serving a special [holiday] menu. Call [number] to make reservations.

[If no]: We're closed on [holiday] to give our team time with their families. We'll reopen [next day] at [time]. Happy [holiday]!

Do you serve breakfast?

[If yes]: Yes! Breakfast is served [days/hours]. Menu includes [mention 2-3 popular items]. Come hungry!

[If no]: We open at [time] for lunch service. But our [brunch/lunch] menu is worth the wait! Call [number] for more info.

SERVICES



Do you offer takeout?

Yes! Call [number] to place a takeout order or order online at [website]. Most orders are ready in [timeframe]. We also offer curbside pickup!

Do you deliver?

[If yes]: Yes! We deliver through [DoorDash/UberEats/own delivery] within [radius] of [city]. Order at [website] or through the app.

[If no]: We don't deliver directly, but we're on [DoorDash/UberEats/GrubHub]. Order through their app for delivery!

Do you cater events?

[If yes]: Yes! We cater events of all sizes. Our catering menu includes [mention options]. Call [number] or email [email] to discuss your event.

[If no]: We don't currently offer catering, but we do offer large takeout orders. Call [number] to discuss options.

Do you have a private dining room?

[If yes]: Yes! Our private room seats up to [number] guests, perfect for [parties, meetings, celebrations]. Call [number] to reserve it for your event.

[If no]: We don't have a private room, but we can accommodate groups of up to [number] in our main dining area. Call ahead to reserve: [number].

Do you take large groups?

Yes! We welcome groups of all sizes. For parties of [number]+, please call ahead at [number] so we can prepare accordingly. We can also reserve space for special occasions.



DRINKS & BAR

Do you serve alcohol?

[If yes]: Yes! We have a full bar featuring [beer/wine/cocktails]. Happy hour [days/times] with specials on [what's discounted]. Must be 21+ to drink.

[If no]: We're a family-friendly restaurant and don't serve alcohol, but we have amazing [specialty drinks/smoothies/coffee]. Check out our beverage menu!

Do you have a happy hour?

[If yes]: Yes! Happy hour is [days] from [time] to [time] with discounts on [drinks/appetizers]. Come join us!

[If no]: We don't have a traditional happy hour, but we have daily specials! Check our website or call [number] for today's deals.

Do you serve craft beer?

[If yes]: Yes! We have [number] craft beers on tap featuring local and regional breweries. Ask your server for current selections or visit [website].

[If no]: We carry popular domestic and imported beers. Check with your server for our current selection!

RETAIL

INVENTORY & PRODUCTS

Do you carry [specific brand/product]?

[If yes]: Yes! We carry [brand/product]. Call [number] or visit us at [address] to see our selection. We can also order items if we're currently out of stock.



[If no]: We don't currently carry [brand], but we have similar options from [alternative brands]. Visit us or call [number] to discuss alternatives.

Can you order items that aren't in stock?

Yes! We can special order most items with [timeframe] delivery. Visit us in-store or call [number] to place a special order. [If deposit required]: Small deposit may be required.

Do you have a website to see your products?

[If yes]: Yes! Browse our selection at [website]. You can shop online or see what's in stock and visit our store at [address].

[If no]: We don't currently have an online catalog, but we'd love for you to visit our store! Call [number] with questions about specific items.

Do you price match?

[If yes]: Yes! We'll match local competitor prices on identical items. Bring in the competitor's ad or price and we'll match it. See store for details.

[If no]: We don't price match, but our prices are competitive and we focus on quality and customer service. Visit us at [address] to see the difference!

SERVICES

Do you offer gift wrapping?

[If yes]: Yes! Free gift wrapping on all purchases. Just let us know at checkout. Perfect for any occasion!

[If no]: We don't offer gift wrapping, but we have beautiful gift bags available for purchase.



Do you have a loyalty program?

[If yes]: Yes! Join our loyalty program [in-store/online] and earn [points/discounts] on every purchase. Sign up at [website] or ask in-store!

[If no]: We don't have a formal loyalty program, but sign up for our email list at [website] for exclusive deals and promotions!

Can I return or exchange items?

Yes! We accept returns and exchanges within [timeframe] with receipt. Items must be [unused/in original packaging]. See our full return policy at [website] or ask in-store.

Do you buy used items or offer trade-ins?

[If yes]: Yes! We buy used [items] in good condition. Bring them in for evaluation and we'll make you an offer. Call [number] for details.

[If no]: We don't buy or trade used items, but we offer competitive prices on new [products]. Visit us at [address]!

SHOPPING EXPERIENCE

Do you ship items?

[If yes]: Yes! We ship nationwide. Order online at [website] or call [number] to place a phone order. Shipping rates vary by location.

[If no]: We don't ship, but you can shop in-store at [address] or [if local delivery available]: we offer local delivery within [radius].



Do you offer personal shopping or styling services?

[If yes]: Yes! Our team offers complimentary personal shopping/styling appointments. Call [number] to schedule a one-on-one session. We'll help you find exactly what you need!

[If no]: While we don't offer formal appointments, our knowledgeable staff is always happy to help you find what you're looking for. Visit us at [address]!

What forms of payment do you accept?

We accept cash, all major credit cards (Visa, Mastercard, Amex, Discover), [Apple Pay/Google Pay if applicable], and [gift cards]. Visit us at [address] or shop online at [website].

PROFESSIONAL SERVICES

(Lawyers, Accountants, Consultants, Real Estate, Insurance, etc.)

CONSULTATION & FEES

Do you offer free consultations?

[If yes]: Yes! We offer a free [length] initial consultation to discuss your [legal matter/financial situation/needs]. Call [number] or book online at [website] to schedule.

[If no]: Our initial consultation is \$[amount] for [length], which can be applied toward future services if you retain us. Call [number] to schedule.

What are your fees?

Our fees vary based on [complexity/service type]. [If hourly]: We charge \$[amount]/hour for [service]. [If flat fee]: We offer flat fees starting at \$[amount] for [common service]. Call [number] for a custom quote for your specific needs.



Do you work on contingency?

[If yes]: Yes, we handle [case types] on a contingency basis—you don't pay unless we win. Call [number] for a free case evaluation.

[If no]: We charge [hourly/flat fees], not contingency. We believe this aligns our interests with providing you the best service. Call [number] to discuss.

Do you offer payment plans?

[If yes]: Yes! We offer flexible payment plans for qualified clients. We know [legal/financial] services are an investment. Call [number] to discuss options.

[If no]: Payment is due [when]. We accept all major credit cards and [other payment methods]. Call [number] with questions.

EXPERTISE & EXPERIENCE

How long have you been practicing?

[Your name/firm] has [X years] of experience in [practice area]. We've helped [hundreds/thousands] of clients with [types of cases/services]. Call [number] to discuss your situation.

Do you specialize in [specific area]?

[If yes]: Yes! [Specific area] is one of our core practice areas. We've handled [types of cases/clients] for [X years]. Call [number] for a consultation.

[If no]: While that's not our specialty, we'd be happy to refer you to a trusted colleague who focuses on [area]. Call [number].



Have you handled cases like mine before?

We've handled many [similar cases/situations] over our [X years] in practice. Every case is unique, but we have extensive experience with [type of issue]. Call [number] for a consultation to discuss your specific situation.

What's your success rate?

While every case is different, we've achieved [favorable outcomes/successful resolutions/settlements] in [percentage or description] of our [case type] matters. Call [number] to discuss how we can help with your specific situation.

PROCESS & LOGISTICS

Do you serve clients in [area/state]?

[If yes]: Yes! We're licensed to practice in [state/area] and regularly serve clients throughout [region]. Call [number] to schedule a consultation.

[If no]: We're licensed in [your state] only, but we can refer you to qualified professionals in [their area]. Call [number].

Can we meet virtually or do I need to come to your office?

We offer both in-person and virtual meetings via [Zoom/phone] for your convenience. Many clients prefer virtual meetings, especially for initial consultations. Call [number] or book at [website].

How quickly can I get an appointment?

We typically schedule consultations within [timeframe—24-48 hours, same week, etc.]. For urgent matters, call [number] and we'll do our best to accommodate you immediately.



Will I work with you directly or with a team?

[If solo]: You'll work directly with [your name] throughout your case. I personally handle all client matters.

[If team]: You'll work with [name/title] who leads your case, supported by our experienced team. You'll always have direct access to [whoever]. Call [number] to learn about our approach.

Do you handle [specific case type]?

[If yes]: Yes! [Case type] is one of our practice areas. We've handled [number/many] cases involving [specifics]. Call [number] for a free consultation.

[If no]: That's outside our practice area, but we can refer you to a qualified [specialist]. Call [number] and we'll connect you.

COMMUNICATION

How do you communicate with clients?

We communicate via [phone, email, secure portal] based on your preference. We respond to client inquiries within [24 hours/same business day] and provide regular updates on your [case/project]. Call [number] to discuss.

Will you keep me updated on my case?

Absolutely. We provide [regular updates/updates at major milestones] and you can contact us anytime with questions. Transparency and communication are priorities. Call [number] to experience the difference.



What should I bring to my first appointment?

Please bring [list: relevant documents, ID, questions, etc.]. We'll send you a detailed checklist when you schedule. Call [number] or book at [website] to get started.

HEALTHCARE & WELLNESS

(Dentists, Chiropractors, Physical Therapists, Med Spas, Gyms, etc.)

INSURANCE & PAYMENT

Do you accept my insurance?

We accept most major insurance plans including [list 3-5 top insurers]. Call [number] with your insurance information and we'll verify your coverage before your appointment.

Do you offer payment plans?

[If yes]: Yes! We offer flexible payment plans through [financing company] for qualified patients. Ask our front desk or call [number] for details.

[If no]: We accept all major credit cards, cash, and [HSA/FSA cards if applicable]. Payment is due at time of service. Call [number] with questions.

How much does [treatment/service] cost?

Cost varies based on [individual needs/treatment plan]. [If range available]: Typically ranges from \$[X]-\$[X]. We provide detailed cost estimates before starting treatment. Call [number] to schedule a consultation.

Do you accept walk-ins or appointments only?

[If appointments]: We operate by appointment to ensure you receive dedicated time and attention. Call [number] or book online at [website].



[If walk-ins]: We welcome walk-ins based on availability, but we recommend calling ahead at [number] to minimize wait time.

SERVICES & TREATMENTS

Do you offer [specific treatment/service]?

[If yes]: Yes! [Treatment/service] is one of our specialties. We've helped [many/hundreds of] patients with [specific condition]. Call [number] to schedule a consultation.

[If no]: We don't currently offer [treatment], but we can refer you to a trusted provider who specializes in this. Call [number].

What should I expect at my first visit?

Your first visit includes [comprehensive evaluation/consultation, exam, X-rays if needed, treatment plan discussion, etc.]. Plan for [length of appointment]. We'll explain everything before we begin. Call [number] to schedule or visit [website].

How many treatments will I need?

Every patient is different. After your initial evaluation, we'll create a personalized treatment plan with estimated number of visits. Most patients see results within [timeframe]. Call [number] to get started.

Is [treatment] painful?

Most patients experience [minimal discomfort/no pain] during [treatment]. We prioritize your comfort and [offer options for pain management if applicable]. We'll explain what to expect before every procedure. Call [number] with concerns.

SCHEDULING & LOGISTICS

What are your hours?



We're open [days and hours]. We offer [early morning/evening/weekend] appointments for your convenience. Call [number] or book online at [website].

Do you have weekend/evening appointments?

[If yes]: Yes! We offer [Saturday/evening] appointments to accommodate busy schedules. Availability is limited, so call [number] to book in advance.

[If no]: We're currently open [days/hours], but we offer [early/late] appointments during the week. Call [number] to find a time that works.

Where are you located?

We're located at [address] in [city/neighborhood]. [Include landmarks or parking info if helpful]. Call [number] for directions or visit [website] for a map.

How do I prepare for my appointment?

[Specific prep if needed]: Please [arrive 15 minutes early/bring insurance card/wear comfortable clothing/fast for X hours/etc.]. We'll send detailed instructions when you book. Call [number] or book at [website].

NEW PATIENTS

Are you accepting new patients?

Yes! We're currently welcoming new patients. Call [number] or book online at [website] to schedule your first appointment. We look forward to meeting you!

Do you see children?

[If yes]: Yes! We see patients of all ages including children [starting at age X]. We create a welcoming, comfortable environment for kids. Call [number] to schedule.



[If no]: We specialize in adult patients (18+), but we're happy to refer you to a pediatric specialist. Call [number].

What makes your practice different?

We focus on [personalized care/evidence-based treatment/comfortable environment/etc.]. Our team has [X years] of experience and uses [advanced technology/techniques]. We treat every patient like family. Call [number] to experience the difference!

AI PROMPT FOR CUSTOM Q&As

Use this prompt to generate Q&As specific to your business:

I need to create Q&As for my Google Business Profile.

My business type: [restaurant, law firm, plumber, retail store, etc.]

Services I offer: [list main services]

Common questions customers ask: [if you know any]

Common problems that I solve for clients: [your favorite or most frequent problems to solve]

What makes my business different: [locally owned, family business, 20+ years experience, etc.]

My location: [city, state]

My contact info: [phone number, website]

Please generate 10 questions customers might ask about my business, formatted like:



Q: [Question]

A: [Answer that includes relevant keywords and ends with a call-to-action]

Make the answers:

- Under 200 words each
- Include my location and services naturally
- End with a clear call-to-action (call us, visit website, etc.)
- Sound helpful and professional, not salesy

PRO TIPS

- ✓ **Use exact customer language** - If customers say "Do you fix burst pipes?" use that phrasing, not "Do you repair ruptured plumbing?"
- ✓ **Include keywords** - Work your service type and location into answers naturally
- ✓ **Always end with a CTA** - Every answer should tell them how to take action (call, visit website, book)
- ✓ **Update as things change** - Hours change? Prices increase? Edit your Q&As
- ✓ **Monitor for new questions** - Check your Q&A section monthly. Answer any customer-asked questions promptly
- ✓ **Front-load important info** - Put the answer first, details second. "Yes!" or "No" before explaining
- ✓ **Keep it scannable** - Use bullet points or short paragraphs
- ✓ **Don't stuff keywords** - Answers should sound natural, not robotic



✓ **Answer competitors' questions too** - See what customers ask them, then answer it better on your profile

WHAT NOT TO DO

✗ **Don't ignore customer-asked questions** - If a real customer asks something, answer it quickly and professionally

✗ **Don't argue with questions** - Even if a question seems silly or misinformed, answer it helpfully

✗ **Don't leave old/outdated answers** - If your hours/prices/services change, update your Q&As

✗ **Don't write novels** - Keep answers under 200 words

✗ **Don't forget CTAs** - Every answer should end with how to contact you

✗ **Don't use jargon** - Write for regular people, not industry insiders

ACTION STEP

Right now:

1. Pick 5-7 questions from above that fit your business
2. Customize the answers with your info
3. Go to your Google Business Profile Q&A section
4. Add each question and answer it immediately

This week: Add 3-5 more Q&As for a total of 10

This month: Check your Q&A section for new customer questions and respond within 24 hours



Part of the Trust & Proof Accelerator by Grow Everbright