

The internet is full of comments on people's social media posts; videos, movies, etc. Take a few minutes and look up a local restaurant or business that you have been to and read their reviews on Yelp, Facebook, or Google. If you were the owner of that company, how would you respond to them?

Highlight 3 reviews/comments that you feel need to be addressed. Paste them into your assignment submission and answer the following:

- Is this a valid concern/comment that needs to be addressed? Why?
- What kind of outcome would you like to see as the customer? Can the issue be fixed or resolved?
- What do you think the motivation for leaving that comment in public was?
- How would you respond as a business owner/manager?