

For more details, visit BigCatMarketingGroup.com



- D VISIBILITY GRADE**
Grade based on how accurate and visible your business is on local directories.
- D REPUTATION GRADE**
Grade based on how trusted and strong your reputation is online.
- C VIDEO VISIBILITY GRADE**
Grade based on whether the consumer can find reputable videos about your business.
- 11 NEGATIVE REVIEWS**
Amount of negative reviews found around the web that are visible to consumers and could be hurting your business.

Carroll Home Services
 2700 Lech Raven Rd #200
 Baltimore, MD 21218
 Phone (410) 233-9911
 Website www.carrollhomeservices.com
 Category General contractor, paint...

[FIX ALL LISTINGS](#)

EXPLANATION		D VISIBILITY GRADE			
To get more customers your business needs to be listed on all the major directories and your information needs to be 100% accurate so that customers can call you and find your location.					
DIRECTORY	BUSINESS NAME	ADDRESS	PHONE	REVIEWS	TOTAL
	Carroll Home Services	2700 Lech Raven Rd #200	(410) 233-9911	2	2
	Carroll Home Services	2700 Lech Raven Rd Ste 200	(410) 246-8988	0	0
	Carroll Home Services	2700 Lech Raven Rd, Ste 200	(410) 246-8988	8	8
	Carroll Home Services	2700 Lech Raven Rd Ste 200	(410) 246-8988	8	8
	Carroll Home Services			38	38
	Carroll Home Services	2700 Lech Raven Rd Ste 200	(410) 246-8988	0	0
	Carroll Home Services	2700 Lech Raven Rd	(410) 246-8988	0	0
	Carroll Home Services	2700 Lech Raven Rd	(301) 339-8390	0	0
	Carroll Home Services	2700 Lech Raven Rd, Suite 200	(410) 246-8988	0	0
	Carroll Home Services		(800) 316-8190	0	0
	Carroll Home Services	2700 Lech Raven Road Suite 200	(443) 992-7084	34	34
	Carroll Home Services	2700 Lech Raven Rd Suite 200	(443) 992-7084	0	0
	Carroll Home Services	2700 Lech Raven Rd, Suite 200	(410) 246-8988	0	0
	-	-	-	0	0
	Carroll Home Serv	2700 Lech Raven Rd	(443) 992-7084	0	0
	-	-	-	0	0
	Carroll Home Services	2700 Lech Raven Rd, Suite 200	(410) 246-8988	0	0
	-	-	-	0	0
	-	-	-	0	0

VISIBILITY SCORE SUMMARY

ERRORS FOUND 18
LISTING ERRORS 95%

CORRECTIVE ACTION - You will need to make sure you register an account with each directory and claim your listing. Once you have claimed your listing you can go into each account and update your company information to your current information. Contact us today and we can give you a free guide that will show you how to do it yourself, or we can help you do it... [CONTACT US](#)

10 REPUTATION GRADE

EXPLANATION

Your business has **5** listings with reviews and **10** without any reviews. Not having any reviews or positive reputation associated with your listing will negatively impact your reputation grade. Studies show that without 8-10 reviews associated with your listing your business isn't trusted and 92% of consumers look for reviews before they contact you.

DIRECTORY	REVIEWS	RATINGS
Google	25	★★★★★
Bing	0	Get Reviews
Yahoo	8	★★★★★
Yelp	8	★★★★★
Facebook	38	★★★★★
FourSquare	0	Get Reviews
Insider Pages	0	Get Reviews
Dee Ravee	0	Get Reviews
Merchant Circle	0	Get Reviews
Super Pages	0	Get Reviews
Yellow Bot	34	★★★★★
Yellow Pages	0	Get Reviews
Local.com	0	Get Reviews
Trip Advisor	0	Create Listing
Judy's Book	0	Get Reviews
Best Of Web	0	Create Listing
Kutz	0	Get Reviews
Hot Frog	0	Create Listing
Local	0	Create Listing

10

NUMBER OF LISTINGS WITH NO REVIEWS THAT WILL BRING YOUR SCORE DOWN

114

NUMBER OF TOTAL REVIEWS

3.5

AVERAGE TOTAL RATINGS FOR LISTINGS THAT HAVE REVIEWS

REVIEWS IN THE LAST 6 MONTHS

MONTH RATING BREAKDOWN

11 NEGATIVE REVIEWS

EXPLANATION

Nobody likes to know they have a negative review, but the most important thing is to remove these negative reviews as quickly as possible and replace them with 5 star reviews. Converting negatives into positives with new business is no time.

KELLY WREY

13-02-2016

★★★★★

I have been a Carroll customer for 10 years, today I am beyond frustrated. At the end of my 4 hour service appointment we were left with no phone call saying the tech was running late I called and was told he was in route to my home. 30 minutes later he still hadn't shown. I called and they told me the tech was still on his way. After talking there I was just told he was on his way they changed their story and he was actually on his way. 15 minutes later a very rude technician, Scott, called and argued with me that he was not late. He then stormed out of my house banging a bucket all over my furniture claiming he was leaving. After another call to customer service I got a passive supervisor, Chris, who did do his best to get another technician to my home the same night, but he was not very apologetic. I was not allowing Scott to leave until my husband had gotten home from work in the midst of all of this and spoke with Scott in person. He was in his truck. Scott insisted he did nothing wrong and was unapologetic. My husband works for a company and would never allow our employees to treat a customer the way I had. Last winter they let our tank run dry despite being on auto fill. It took them 12 hours to get here, like my constant calls that I had a child home sick who also happens to have asthma. I get called around every time I called getting different stories each time. The last time we had a service call the technician was over 2 hours late. Same issues. No phone call to say they were late. No apologies. But at least he was kind. Their reviews and employees were excellent until about a year and a half ago. I am not sure what changed in their company, but I will be canceling my service soon.

10 RECENT REVIEWS (PAST 6 MONTHS)

Studies show that consumers want to see recent reviews within the last 6 months and any reviews older than 6 months aren't as relevant. We've accumulated your most recent reviews from all the top directories that your listed on. Contact us if you want to learn how to get more 5 star reviews.

MELISSA CLONO

★★★★★

09-01-2016

I love this company. They are always punctual, thorough and give open and honest advice.

SCOTT C.

★★★★★

08-19-2016

I'm lucky that I live near the Carroll Fuels offices because it allows me to pay my bill in person and the ladies that work in the office are the sweetest folks, even the technician that make service calls are always polite and professional.

SCOTT C.

★★★★★

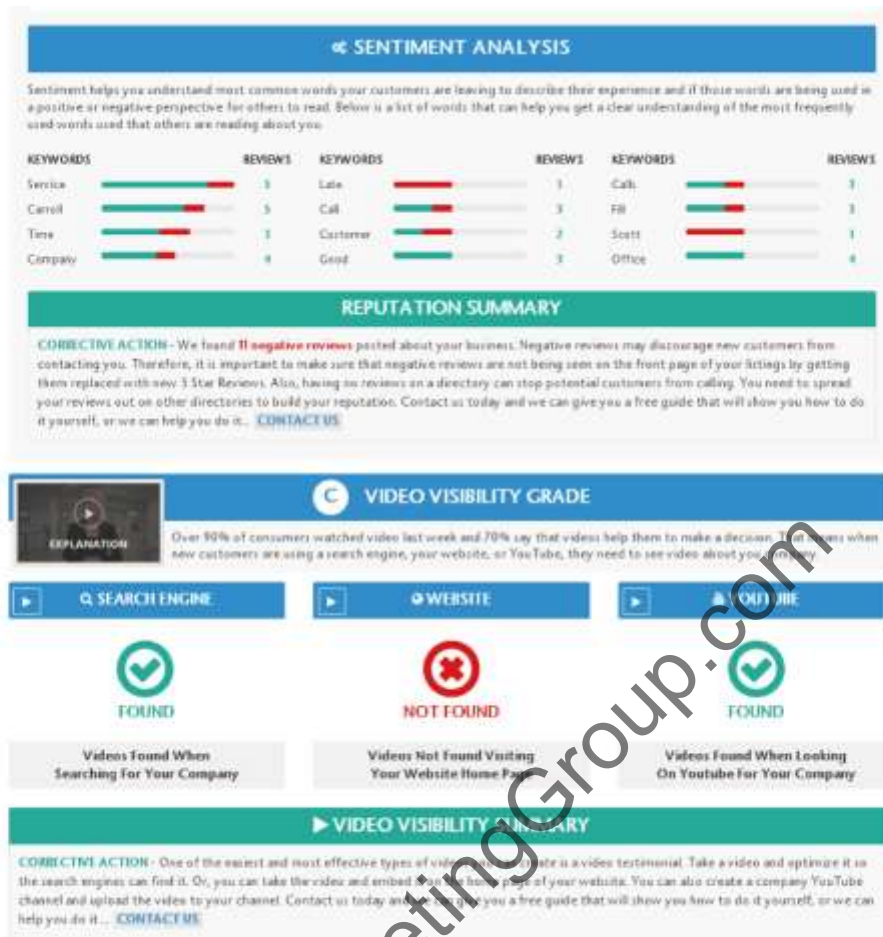
08-14-2016

I'm lucky that I live near the Carroll Fuels offices because it allows me to pay my bill in person and the ladies that work in the office are the sweetest folks, even the technician that make...

HADINE SHIREANO

★★★★★

08-02-2016



You can see the complete report in a [LARGE image file \(all at once and clear\) here.](#)

You'll be able to read the fine print

Brought to you by www.BigCatMarketingGroup.com

For video

[Watch details and explanations here](#)