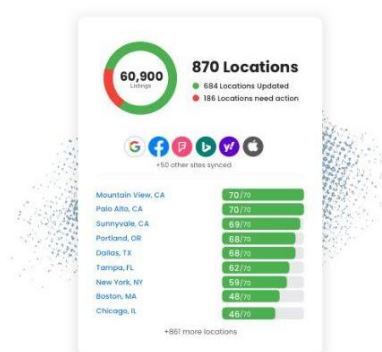


BE THE TOP CHOICE HOSPITALITY BUSINESS

The #1 all-in-one client experience platform for hospitality businesses. Over 80,000 businesses use Birdeye every day to attract new customers with Listings, Reviews, and Referrals, convert them with Webchat and Messaging, and delight those customers with Surveys, Ticketing, and Insights - all in one place.

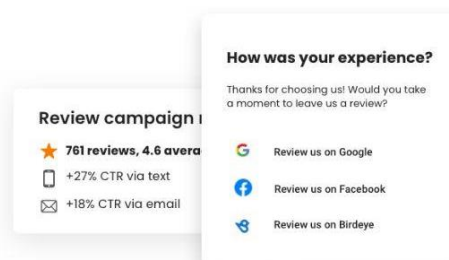
Boost SEO and improve your ranking on Google search with Listings

Claim your business listings for all your locations across top directory sites like Google, Facebook, Bing, and more. Inconsistencies can lead to poor SEO and a lower ranking on Google. Whether you have 100 or 1,000 locations, Birdeye lets you manage, update, and track your listings in a single dashboard.



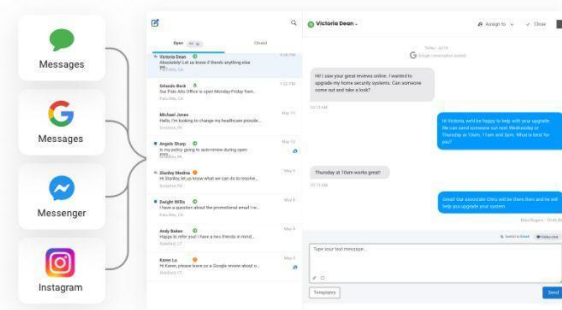
Generate and manage Reviews at scale

Automatically solicit client reviews on Google, Facebook, BBB, and 150+ industry-specific review sites. Respond to reviews at scale using rules and templates. Rank at the top of Google search for all locations, boost local SEO, and showcase positive reviews across search, social, paid ads, and your website.



Convert clients over text, chat, and social with Messaging

Convert leads and respond to client messages from text, Google's Business Messages, Facebook Messaging, Instagram Messaging, webchat, email, and voicemail for all locations from a single inbox. Confirm reservations, let customers know when their table, room, or experience is ready. Text clients 1:1 or send mass text messages to your entire client list. No need to log into five different messaging apps.

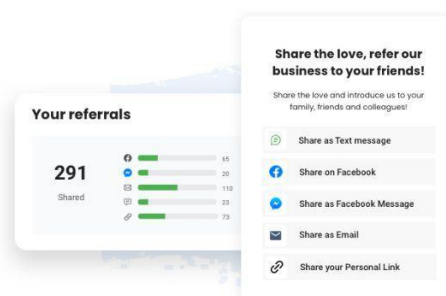


Integrate seamlessly

Easily send out automated review, referral, and survey requests at any point in the client journey. Connect Birdeye to your existing cloud-based or legacy systems through a range of integration options. We provide out-of-the-box integrations to Salesforce, HubSpot, OpenTable, ChowNow, Sevenrooms, TicketSpice, Toast, Hazelnut, ResNexus, and 3,000+ other systems, open APIs, SFTP, and bulk upload capabilities.

Get client Referrals on autopilot

Let your happiest clients drive new leads for your business. Use our digital referral tool to make client referrals effective, scalable, and trackable. Send customized referral requests instantly via channels like social, text, email, your mobile app, or your website. Comprehensive reporting helps you ensure your referral programs are effective.



Want to know more? Call us at **(248) 270-5372**

Stay ahead of your competitors with Benchmarking

Get competitor analysis through customer feedback to understand where you rank in your industry and leverage competitive insights to get ahead. Hear every word of your competitors' feedback with access to your competitors' public data from 150+ review sites, 300M websites, forums, blogs, and social channels. Let our proprietary NLP engine, Athena, make sense of competitor data to identify and track trending topics.

Categories	Grill Place	Burger Shop	Pizza Shop	Wings Chicken
Overall	A+	A	A	B
Facilities	A+	A+	C	A
Billing	A	A	A	A-
Staff	A-	A-	A	C
COVID	B+	A	D-	B+

Uncover actionable insights from client feedback

Dig beneath reviews, ratings, customer feedback, and survey scores to discover what's working, what's not, and where. Birdeye's Natural Language Processing (NLP) engine, Athena, is an advanced insights software that lets you find the root cause of the problem and spur decisive action from executives down to the location level.



We help over 2,300 hospitality businesses to enhance their customer experience

Hospitality customers see an average of

61%

increase in reviews

265K

visits per year

450

new leads per year



Want to know more? Call us at **(248) 270-5372**