REVIEW AGENT — LIVE DEMO

Bautista Enterprise · Kemah, TX · (281) 335-6279 · bautistaenterprise.com

How to read this demo: Every review below is a **real public Google review**, retrieved November 14, 2026. Beside each one is the **exact reply the Review Agent would post** — in the shop owner's voice, within one business day. This is a read-only demonstration: **nothing has been posted** to any business's profile.

Avatex Service Company

HVAC & Electrical · Houston, TX · Google rating 4.3★ · Owner: Jonathan Avalos

GOOGLE REVIEW

★★★★★ **Cat P.** · Dec 2025

"This company was dispatched through home warranty company for my son's home. They called to make an appointment and gave them a time frame between 12-4pm they would be there! They never showed, never called, never returned calls or texts."

REVIEW AGENT REPLY

Cat, thank you for posting this, and I'm sorry. We gave your son's home a 12–4 window and then didn't show and didn't call — that's on us, and it's not the standard we run on. I've flagged this with our office to trace where the communication broke down. If you're willing, call us at (832) 782-3490 and ask for me directly, and I'll personally make sure it gets made right. — Jonathan, Avatex Service Company

GOOGLE REVIEW

★★★★★ **Kim T.** · Jul 2026

"Terrible customer service.. came out one day said they knew what was wrong. Was supposed to come out the next day a week later we're still waiting every day they claim they were coming and they never did..."

REVIEW AGENT REPLY

Kim, I appreciate you saying this plainly, and I apologize. Being told "we're coming" day after day and then nobody showing is worse than a straight delay, and you deserved better from us. I'd like the chance to fix this myself — please call (832) 782-3490 and ask for Jonathan, and I'll get you a firm time and keep it. — Jonathan, Avatex Service Company

GOOGLE REVIEW

★★★★★ **Rocio C.** · Dec 2025

"Jhonatan and his crew were so quick to assist us with our AC going out on Christmas Eve Wednesday. They were ready to replace our entire unit by Friday. They were efficient and very professional. Definitely recommend."

REVIEW AGENT REPLY

Rocio, thank you! Losing your AC on Christmas Eve is nobody's idea of a holiday, and I'm glad the crew got you taken care of and a new unit in by Friday. We appreciate you trusting a family-owned shop — we're here whenever you need us. — Jonathan, Avatex Service Company

Plumb Texan

Plumbing · Jarrell, TX · Google rating 4.9★ · Owner: Aaron G. Phillips, Master Plumber

GOOGLE REVIEW

★☆☆☆☆ **Ali H.** · May 2026

"I Called them many times and voice mail and they never called back, it's seems they don't want to work or they want a big job only"

REVIEW AGENT REPLY

Ali, I'm sorry — you called, left messages, and never heard back, and that's not right. For the record: no job is too small to earn a callback from us, and I dropped the ball on yours. If you still need the work done, call me directly at (512) 966-0624 and I'll get you on the schedule myself. — Aaron, Plumb Texan

GOOGLE REVIEW

★★★★★ **Kimberly J.** · Aug 2026

"We had to have our whole water heater replaced and they sent someone out that same day. They were professional, courteous, and very informative. I don't think anyone could have done a better job. I will definitely recommend them to friends and neighbors!"

REVIEW AGENT REPLY

Kimberly, thank you so much. A dead water heater can't wait, so same-day is always the goal — glad we got yours replaced and walked you through how it all works. We appreciate the recommendations more than you know. — Aaron, Plumb Texan

GOOGLE REVIEW

★★★★★ **Holly F.** · Mar 2026

"When I discovered a leak under my kitchen sink I reached out to Aaron. I got a prompt response with a service call scheduled within a few hours. When Aaron arrived, he assessed the situation, repaired the leak and replaced my faucet and broken garbage disposal, all in less than an hour… Plumb Texan will always have my business."

REVIEW AGENT REPLY

Holly, thank you for the kind words — and for trusting us again. A leak under the sink doesn't get better by waiting, so I'm glad we could get it fixed up in one visit. We're proud to be your first call. — Aaron, Plumb Texan

American Plumbing

Plumbing · Wichita Falls, TX · Google rating 4.6★

GOOGLE REVIEW

★☆☆☆☆ **Alice B.** · Mar 2026

"Called on a Tuesday. I was told I was on the list would be Thurs or Fri. Monday I called and they sent some one out a couple hours later. They took pictures for a quote they sent in to boss. Said someone would call later that day. Never heard from them again."

REVIEW AGENT REPLY

Alice, thank you for laying this out, and I apologize. You were told you'd get a call that same day with your quote, and it never came — that's a dropped ball on our end, plain and simple. Your photos and quote are on file with us; call (940) 322-1020 and we'll give you the quote and a straight answer on scheduling, no runaround. — American Plumbing

GOOGLE REVIEW

★★★★★ **Chris W.** · Oct 2025

"These are the best plumbers around Wichita County up top number one"

REVIEW AGENT REPLY

Chris, that means a lot — thank you. We work hard to earn exactly that from Wichita County, and we're grateful for your business. Call us any time you need us. — American Plumbing

Spanish, handled the same way

SAMPLE PAIR — the three shops above had no Spanish-language review among their recent reviews, so this pair is a labeled sample showing the pattern: a Spanish review is answered fully in Spanish.

SAMPLE GOOGLE REVIEW (SPANISH)

★★★★★ **María G.** · sample

"Muy buen trabajo. Vinieron el mismo día, arreglaron la fuga y el técnico explicó todo con calma. Los recomiendo."

REVIEW AGENT REPLY (SPANISH)

María, ¡muchas gracias por su reseña! Nos alegra haber podido llegar el mismo día y dejar la fuga arreglada. Aquí estamos para lo que necesite — gracias por recomendarnos. — El equipo de {BusinessName}

The other half: asking for the review

When a job is marked complete, the agent sends one request — text first, email as backup — with the shop's direct Google review link. One gentle reminder at most, then it stops.

Text message — English

Hi {FirstName}, this is {BusinessName} — thanks for having us out! If we did right by you, a quick Google review would mean a lot to a small shop like ours: {ReviewLink} Either way, thanks for trusting us. — {OwnerName}

Text message — Spanish

Hola {FirstName}, le escribimos de {BusinessName}. ¡Gracias por su confianza! Si quedó contento/a con el trabajo, una reseña en Google nos ayuda muchísimo: {ReviewLink} Gracias de nuevo. — {OwnerName}

Email — English

Subject: Quick favor, {FirstName}? — {BusinessName}

Hi {FirstName},

Thanks for choosing {BusinessName} for your {JobType}. We work hard to earn every job, and honest reviews are how neighbors find us.

If we earned it, would you leave us a quick Google review? It takes about a minute: {ReviewLink}

And if anything about the job wasn't right, reply to this email and tell me directly — I'd rather hear it from you and make it right.

Thanks again,
{OwnerName}, {BusinessName}

Email — Spanish

Subject: Un favor rápido, {FirstName} — {BusinessName}

Hola {FirstName}:

Gracias por elegir a {BusinessName} para su {JobType}. Trabajamos duro en cada trabajo, y las reseñas honestas son la forma en que los vecinos nos encuentran.

Si quedó satisfecho/a, ¿nos dejaría una reseña en Google? Toma como un minuto: {ReviewLink}

Y si algo del trabajo no quedó bien, respóndame a este correo y dígamelo directamente — prefiero escucharlo de usted y corregirlo.

Gracias de nuevo,
{OwnerName}, {BusinessName}

Review Agent: $79/mo as an add-on to any Bautista receptionist plan · **$99/mo standalone**.

Every review answered within one business day, in English or Spanish. We never buy, fake, or incentivize reviews — and we never argue in public: a bad review gets one calm reply and a private flag to the owner

the same day. Access is by Google Business Profile manager invitation only — we never hold a client's password. Backed by the Bautista 30-day money-back guarantee.

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