

Review replies / Fictional example

For a small-business owner drafting customer review responses.

Full prompt and fictional input

For each fictional review below, draft a brief, useful public reply and identify a theme. Use only the review text. Acknowledge the specific feedback without inventing service context, investigations, refunds, contact attempts, promises, or customer experiences. Do not ask for or include personal details. Do not publish the replies.

```
{
  "disclosure": "Fictional training examples. These are not real customer reviews.",
  "reviews": [
    {"id": "A", "type": "positive", "text": "The technician explained the faucet repair clearly and left the work area tidy."},
    {"id": "B", "type": "concern", "text": "I was frustrated by the wait and did not know what was happening."},
    {"id": "C", "type": "mixed", "text": "The repair was completed, but scheduling took longer than I expected."}
  ]
}
```

Review checklist

- ☐ Match each reply to its original review.
- ☐ Preserve the specific feedback about the work, wait, or scheduling.
- ☐ Do not invent an investigation, refund, callback, or customer history.
- ☐ Add only a next step the business can actually follow through on.
- ☐ A person checks the reply before posting.

Check the draft against the review and your business records. No public review response is posted by this example.