Google[®] My Business

Help customers find you on Google

Verify your hotel for free



Hotels today need a fast, easy way to improve their presence and connect with more customers. With this in mind we launched Google My Business, a free and easy to use product.

If you previously used Google Places for Business or Google+ Local Dashboard, your account has been automatically upgraded to Google My Business. With Google My Business, you can manage your business information and photos across Google, including Search, Maps, Google+, and Hotel Finder.

Verify your hotel with Google My Business, for free. Simply visit google.com/business/



Make a great first impression with photos

Did you know that if your hotel's page is not verified, you won't be able to manage photos of your property? And photos are one of the top features that travelers—and potential customers—rely on when selecting a hotel.

One of the most important things you can do with Google My Business is <u>updating and adding photos</u>. As the owner, you will be able to quickly upload beautiful photos representing your property. Take this opportunity to showcase all that your hotel has to offer.





Give customers the right info, at the right time Make it easy for customers to get in touch with you when they are searching for hotels. In addition to photos, include your:

- Property description
- Hours
- Contact information
- Directions

Respond to reviews

Once you've verified your hotel's page, you'll be able to <u>read and respond to reviews</u> and connect directly with customers on Google. When your guests notice that you value their input, they'll respond with more reviews.



- **1. Sign in to your Google account** Don't have a Google account yet? Start <u>here</u>.
- 2. Enter the name and address of your hotel in the search box to find your business on the map



3. Select your hotel from the list

If your hotel is not on the list, click "Add your business" to add a new business for free



4. Verify that you are the owner

By phone, if the option is available to you

- a. Make sure you can answer your business phone number, as listed on the screen, to receive your verification code
- b. Click **Verify by phone** to have the code sent to your phone via automated message
- c. Enter the code from the message to verify your hotel
- By postcard. You will receive a postcard from Google with a verification code in 1–2 weeks
- a. On the postcard request screen, make sure your address is displayed accurately on your postcard.
 You can also add an **Optional contact name** to help your postcard reach you. Then click **Send postcard**
- b. When you receive your postcard, enter your verification code into your dashboard to verify your hotel

If you're having verification issues, please <u>contact us</u>



Complete your business information and upload beautiful photos

Go to <u>google.com/business/</u>, and sign into your Google account if you have not already. Choose the page you'd like to manage and click **Manage this page**.

Make sure you complete the basic profile, including:

1. Business Name:

- Use the name of your hotel exactly as it appears in the real world
- Do not include anything else in this field

2. Address:

- Make sure to enter the complete and exact street address for your location, and include a city, state/province, zip/postal code, and country in your address
- See <u>here</u> for detailed address entry guidelines

3. Contact Info:

- Update the phone number, website URL, and email address for your hotel
- Choose categories that best describe your hotel (e.g., budget hotel, luxury hotel, extended stay hotel, convention center, etc.)
- Find more information here

4. Introduction:

- Add a brief description of your hotel
- This is where you tell people about your hotel and why they should stay with you

5. Photos:

- Upload beautiful photos of your hotel for the profile photo and cover photo to make a great first impression
- Order your photos in terms of priority. Make sure the first photo you upload is enticing and welcoming, depicting your hotel in its best light; this photo could be used to represent your hotel across Google including Search and Maps results
- Photos must be at least 500x500 px
- For detailed instructions, click <u>here</u>
- For photo submission guidelines, click <u>here</u>

For more information visit Google My Business Help Center at support.google.com/business

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