

How do I send content I want you to use?

Just email your content to social@gmsthebest.biz, and we will make sure your message is online and live in a timely manner.

Will I still be able to post to my social accounts?

Absolutely! We help you take control of your online presence. We create a plan for consistent, creative and interactive social content based on your needs and ongoing input, but you still have the freedom to start and respond to conversations on your own.

Why two posts per day?

If your goal is to start conversations, then you need to be talking! Facebook estimates that 2-16% of your fan base sees any given organic post. That means that in order to reach more of your audience you need to be "present" more frequently. This is our minimum recommendation for all networks. Experts say you should be posting a MINIMUM of 10 times per day across your various social channels.

Why do I need Google+?

Google+ feeds Google search, which is important for every business and becomes more important every day. In order to bolster your search presence, you need to "feed the Google machine" fresh, unique content on a daily basis. Their algorithm rewards Google+ content and punishes some other types of content.

How do you handle complaints on my social channels?

Responding to complaints posted on social channels is crucial. If handled well, these complaints can be an opportunity to turn a potentially relationship-damaging situation into a relationship -strengthening conversation.

You know your business and customers best, so we set up a process with you before we ever get started. We work with your team to ensure you are quickly and fully informed, so you can take action.

First, we express empathy for what the person experienced, while moving the conversation offline as quickly as possible. From there we follow whatever rules you set in place — whether that means sending the information to a management team, texting or calling to alert your designated contact of an emergency or high-profile issue that needs immediate attention, or another procedure you recommend. Then we can either serve as the communication arm for you until the issue is resolved or hand it off entirely to you.

What hours/days do you monitor?

January through August
8 a.m. to 10 p.m., Monday-Sunday

September through December
8 a.m. to 8 p.m., Monday-Sunday

How do I request a quote?

It all starts with a simple conversation. Call us at 800-634-8104 or email info@gmsthebest.biz.

Can I add services not in my current plan?

Absolutely. Your social presence should fit your business like a glove, so we offer a myriad of packages and custom plans. We always provide pricing on adding additional services.

How do I contact you about my account?

Clear and open communication with our clients is always our priority. You can email us at social@gmsthebest.biz or info@gmsthebest.biz, or call us at 800-634-8104.



www.GMStheBest.biz

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