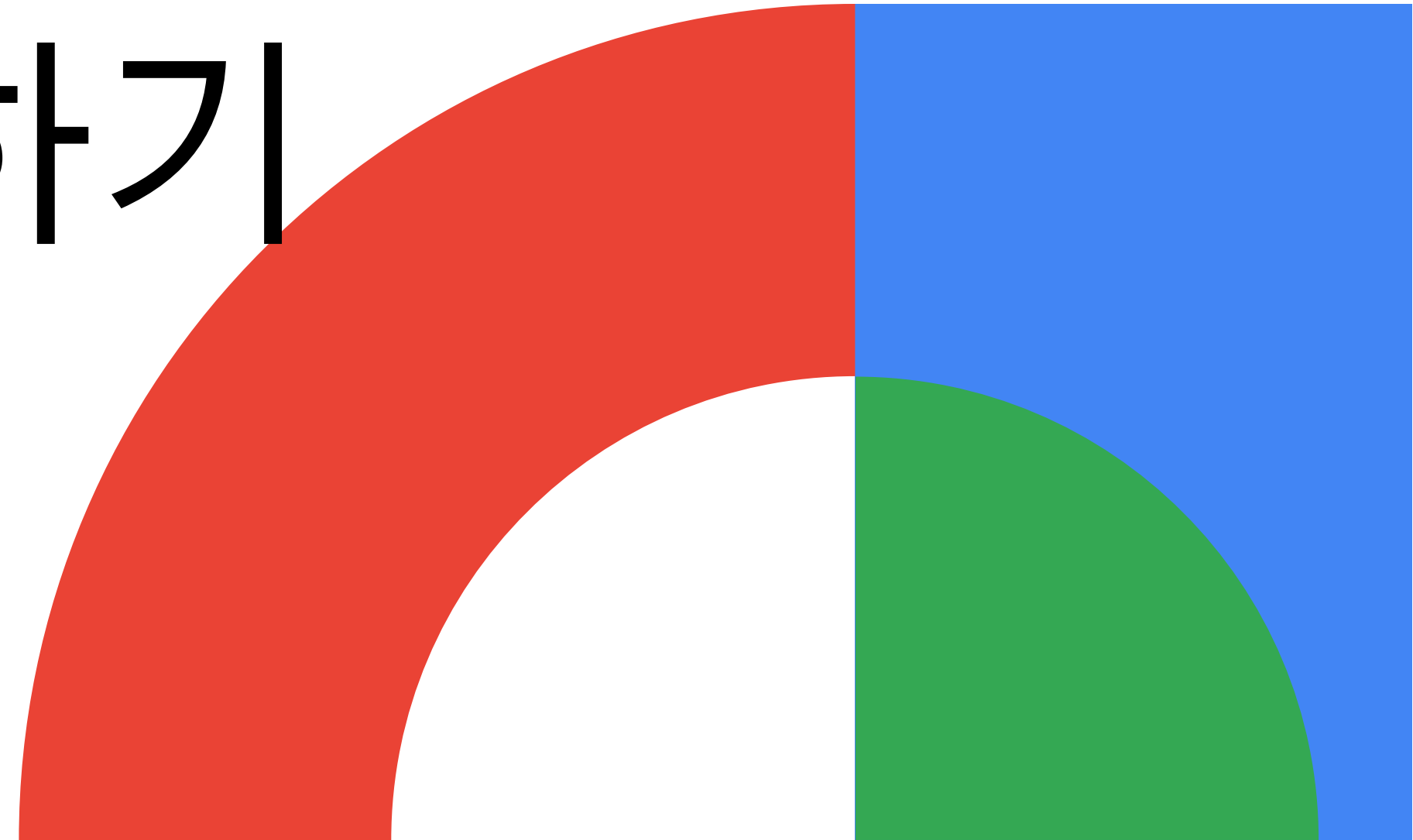


구글 비즈니스로 내 가게 홍보하기

APRIL 28, 2024

페더럴웨이 한인회관



워싱턴주 한인 소상공인 여러분, 환영합니다!

오늘의 일정

1부

- 구글 비즈니스 프로필 만들기
- 구글 비즈니스 프로필 셋팅하기
- 구글 비즈니스 프로필 관리하기
- Hands-on activities

2부

- ChatGPT 간략 소개

작년 이맘때쯤 기억하시나요?



내 비즈니스, 온라인으로 확장하기

Boost Your Business  online

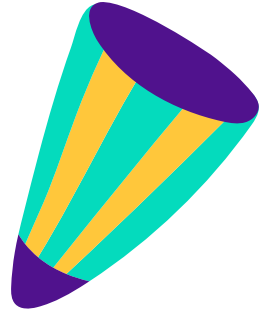
Information Sessions

- March 5, 2023 in Shoreline
- March 19, 2023 in Federal Way

Training Sessions

- April 2, 2023 in Federal Way
- April 23, 2023 in Shoreline





앙코르 세미나 개최

같이 배우고 복습해봐요!

- 구글 비즈니스 프로필 만들기
- 구글 비즈니스 프로필 셋팅하기
- 구글 비즈니스 프로필 관리하기

**구글 비즈니스로
내 가게 홍보하기**

구글 비즈니스 프로파일

필수 준비사항 :
• 구글 비즈니스용 계정
• 아이디, 비밀번호 지참

※챗지피티(ChatGPT)
초간단 소개는 덤!

일정안내:
**4월 28일 (일)
오후 4-6시**

페더럴웨이 한인회관
33301 1st Way S, #C115
Federal Way, WA 98003

참가신청 안내:
담당자 Jamie Kim
jamie.kim@bighug.org
(425)-477-9279

유튜브 채널
BIGHUG

BIGHUG
WSMA

세미나 참여 혜택

- **WHY Google Business?**

구글 비즈니스 프로필에 대한 설명에 앞서, 온라인 마케팅의 중요성과 팩트를 알려드립니다.

- **1:1 맞춤 컨설팅**

구글 비즈니스 프로필 셋팅과 동시에 앞으로도 휴대기기로 손쉽게 관리할 수 있는 단계까지 맞춤 컨설팅으로 안내해 드리겠습니다.

- **함께 배워가는 편안한 분위기 조성**

차후 카카오톡 채팅방 [빅허그] 디지털 온라인 마케팅 그룹을 활성화 시켜 구글 비즈니스 프로필 관련 질문을 언제든지 편하게하실 수 있도록 만들겠습니다.

Free

WHY Google Business?

소상공인 관련 팩트와 장점

- 지역 사업체에 대한 정보

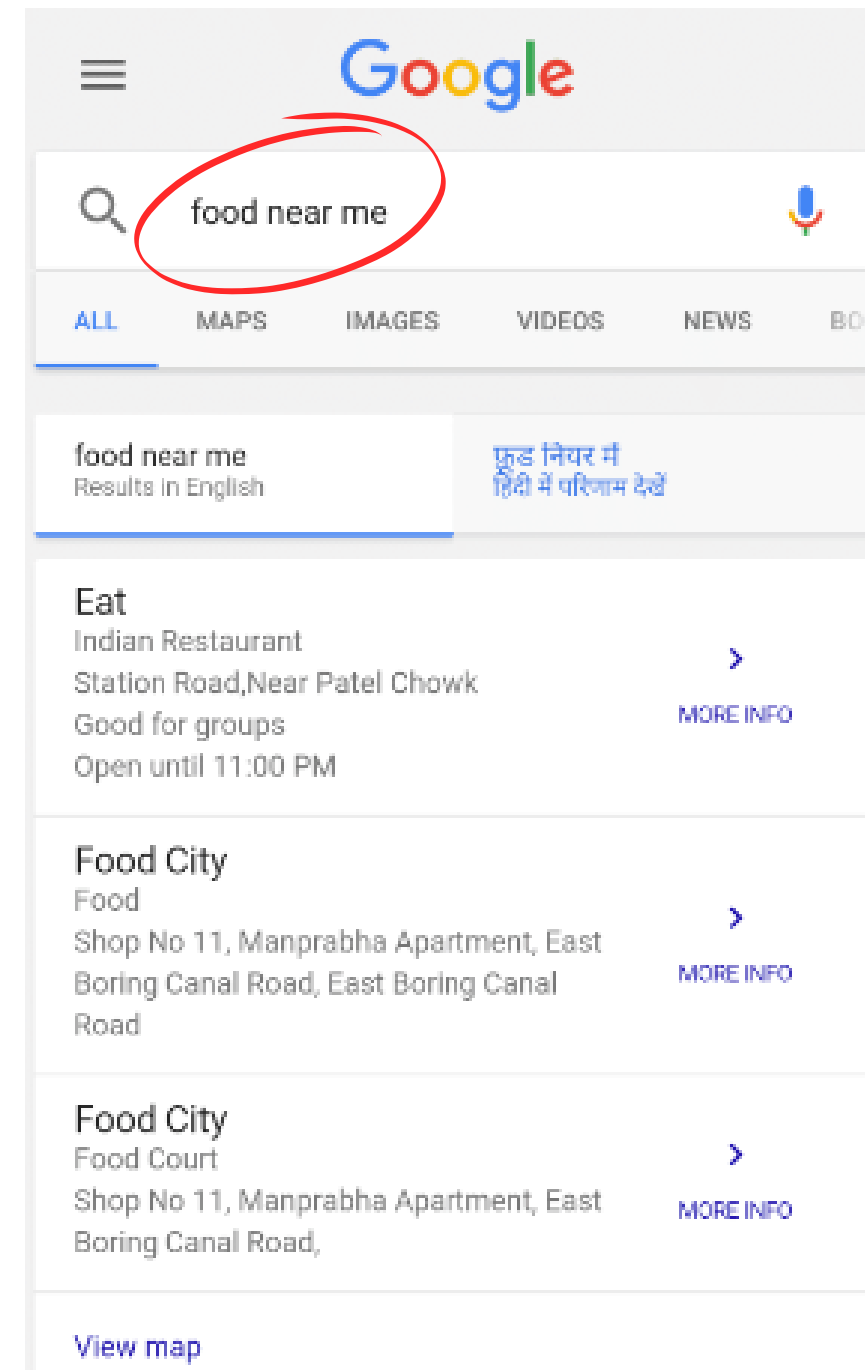
98% 소비자 인터넷으로 지역 소상공인 정보 검색

- 프로필은 내 비즈니스의 첫인상

최적화된 프로필로 고객의 마음을 단번에 사로잡고, 경쟁우위 차지

- 지역 검색 최적화

지역 검색 결과에 비즈니스를 노출시켜, 소비자들이 비즈니스를 쉽게 찾을수 있도록 유도 - 구글 지도 'where to buy' / 'near me'
모바일 검색 지난 2년간 연속 200% 이상 성장



구글 비즈니스 프로필 만들기



- 아직 **Gmail** 주소가 없는 사용자

구글 이메일 계정 만드는 법 -

How to Create a Google Email Account

<https://www.youtube.com/watch?v=7c793gcdO4E&t=17s>

[v=7c793gcdO4E&t=17s](https://www.youtube.com/watch?v=7c793gcdO4E&t=17s)

- 이미 **Gmail** 또는 다른 이메일이 이미 있는 사용자

구글 비즈니스 프로필을 만드세요! -

Create a Google Business Profile!

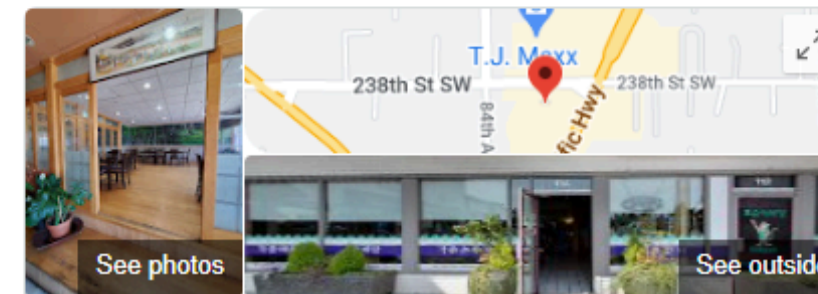
https://www.youtube.com/watch?v=rsr3ukS92_A&t=12s

[v=rsr3ukS92_A&t=12s](https://www.youtube.com/watch?v=rsr3ukS92_A&t=12s)

구글 비즈니스 프로필 만들고 인증하기

참고 빅허그 유튜브 영상

구글 비즈니스 프로필 인증하는 법 -
Verify your Google Business Profile
https://www.youtube.com/watch?v=PNM_rxH4PBU&t=16s



Hosoonyi Korean Restaurant

Website Directions Save Call

4.3 ★★★★★ 487 Google reviews

\$\$ · Korean restaurant

ORDER ONLINE

BBQ'd meats, tofu soups & spicy rice bowls lead the traditional menu at this strip-mall Korean spot.

Service options: Dine-in · Takeout · Delivery

Located in: E.C Plaza

Address: 23830 Hwy 99 #114, Edmonds, WA 98026

Hours: Opens soon · 11 AM -

Washington's Birthday might affect these hours

Menu: places.singleplatform.com

Phone: (425) 775-8196

Suggest an edit · Own this business?

Questions & answers

See all questions (3)

Ask a question

Popular times

구글 계정에 로그인하기

<https://accounts.google.com>

데스크탑(PC)



Sign in

Use your Google Account

Email or phone

oneeastsidecommunity72@gmail.com

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.

[Learn more](#)

[Create account](#)

Next

스마트폰



Sign in

Use your Google Account

Email or phone

oneeastsidecommunity72@gmail.com

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.

[Learn more](#)

[Create account](#)

Next

Google

Hi Samantha

oneeastsidecommunity72@gmail.com

Enter your password

.....

Show password

[Forgot password?](#)

Next

Google

Hi Samantha

oneeastsidecommunity72@gmail.com

Enter your password

.....

Show password

[Forgot password?](#)

Next

구글로 이동하여 내 비즈니스 찾기

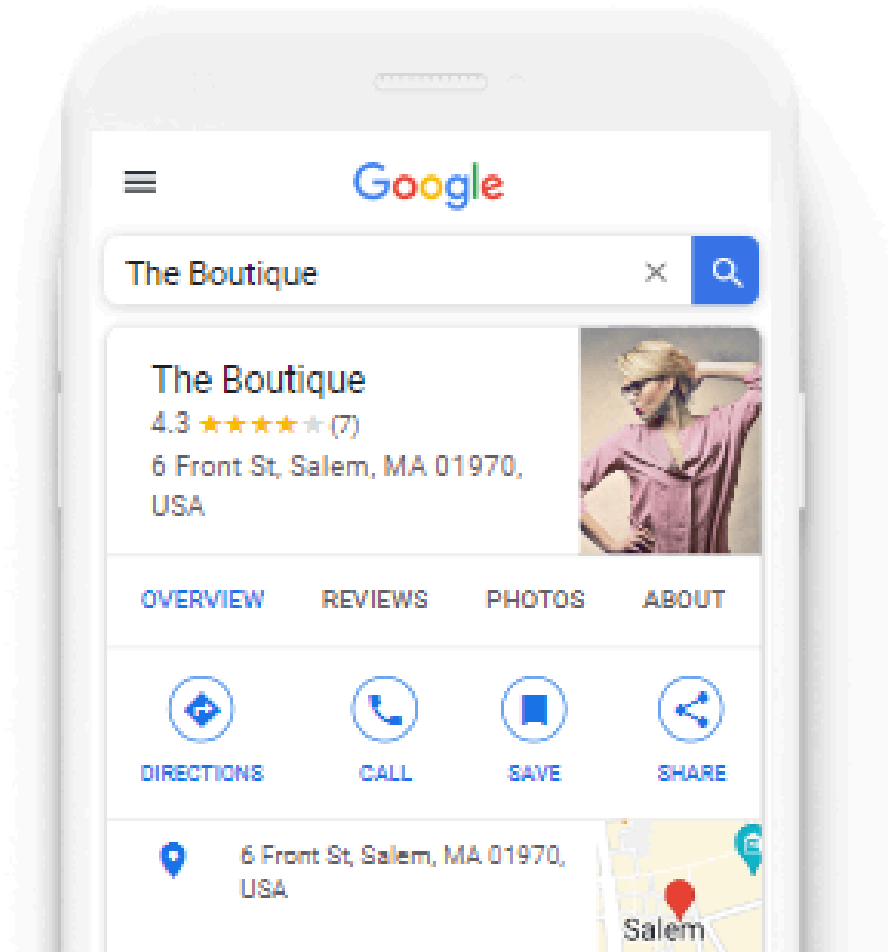
<https://bit.ly/bighugboost>

The screenshot shows a desktop browser window with the URL <https://bit.ly/bighugboost> in the address bar. The browser tabs include 'Log In < OneEastsid...', 'My Profile - Zoom', 'Verify Your Identity...', 'OneRedmond - Ho...', 'Dashboard < OneRe...', 'Spotify - Web Player', 'King County Parcel...', and 'Users | Sale'. The Google Account page features a search bar, a navigation menu on the left with items like 'Home', 'Personal info', 'Data & privacy', 'Security', 'People & sharing', 'Payments & subscriptions', and 'About'. The main content area displays a profile picture with the letter 'S', the name 'Welcome, Samantha Paxton', and a message: 'Manage your info, privacy, and security to make Google work better for you. [Learn more](#)'. A prominent notification box reads: 'Use secure passwords that you can forget' with a sub-message: 'Use Google Password manager to safely and effortlessly sign into all your online accounts' and a 'Learn more' button. At the bottom, there are two tiles: 'Privacy & personalization' and 'You have security recommendations'.

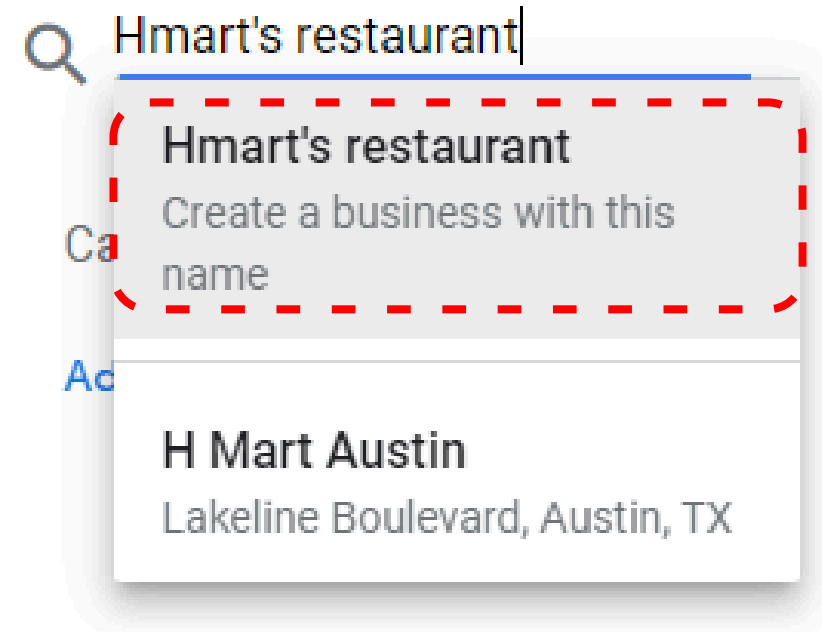
The screenshot shows a mobile browser window with the URL <https://bit.ly/bighugboost> in the address bar. The Google Account page is adapted for mobile, showing a search bar, a navigation menu with 'Home', 'Personal info', 'Data & privacy', and 'Security', and a profile picture with the letter 'S'. The name 'Welcome, Sam Pax' is displayed, along with the message: 'Manage your info, privacy, and security to make Google work better for you. [Learn more](#)'. A notification box is visible, identical to the desktop version, with the text: 'Use secure passwords that you can forget' and 'Use Google Password manager to safely and effortlessly sign into all your online accounts', accompanied by a 'Learn more' button.

내 비즈니스 찾기

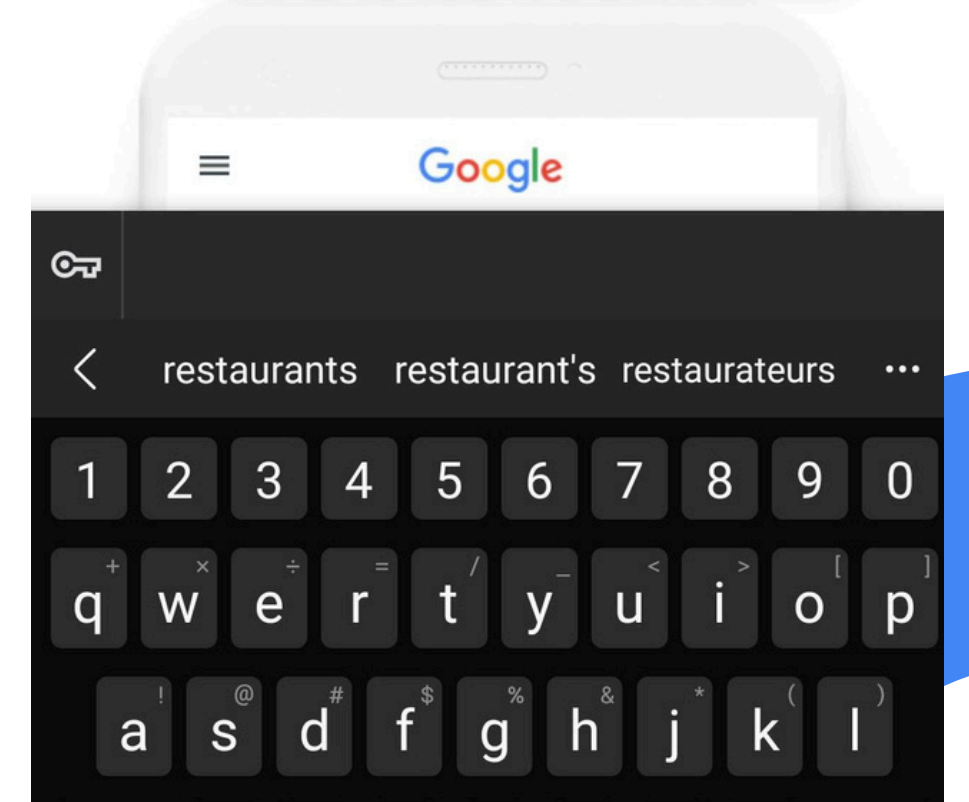
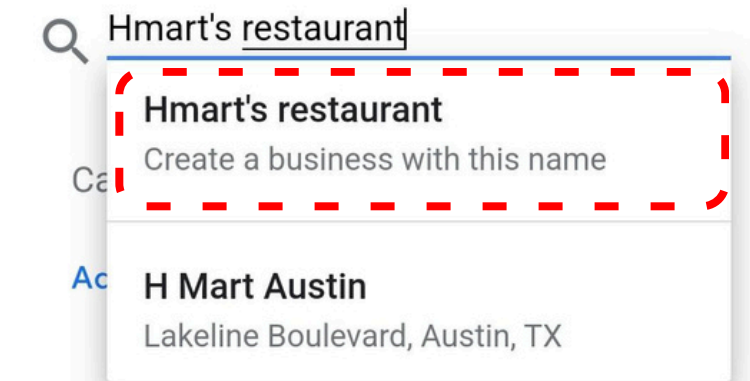
Google



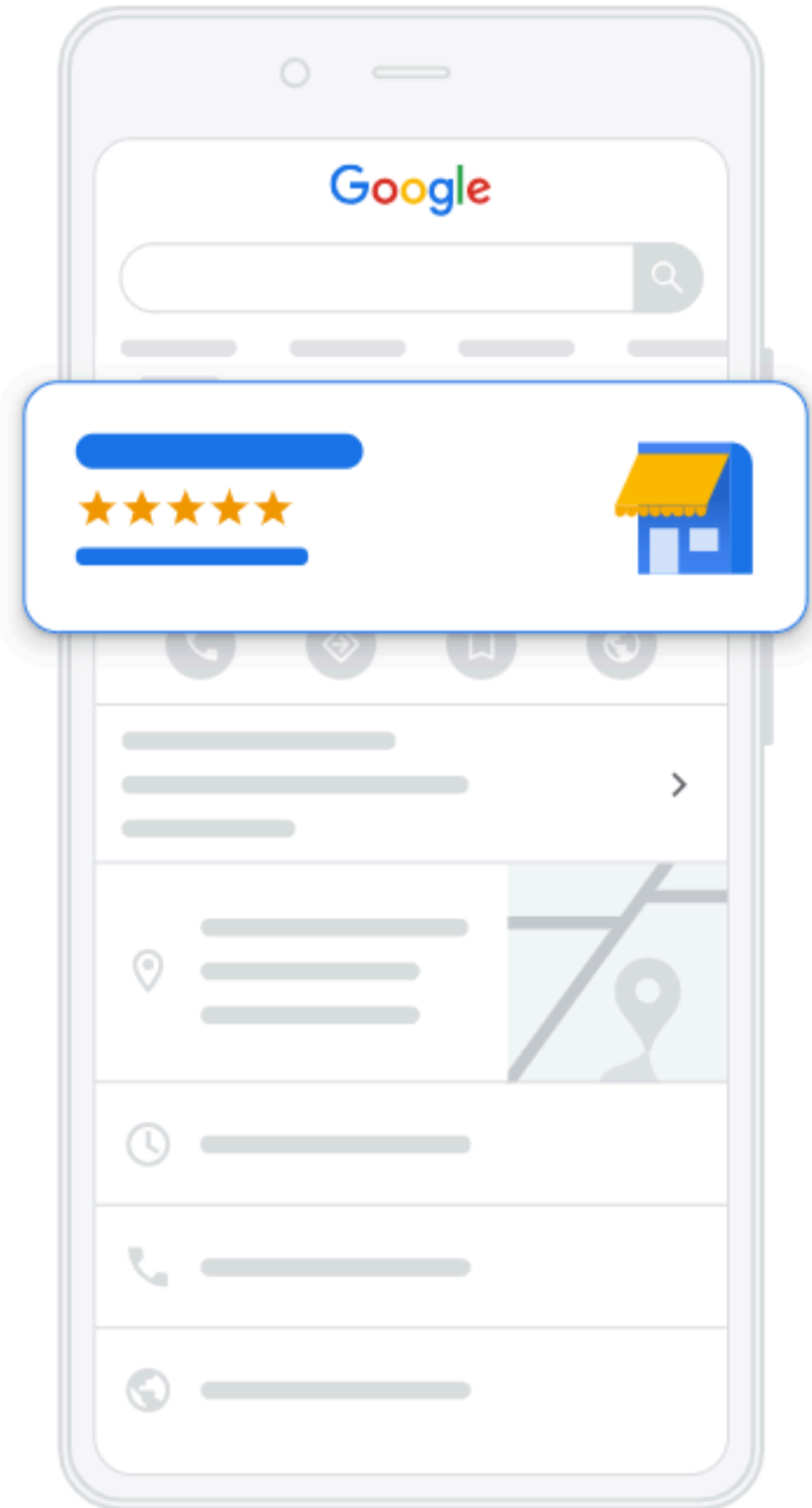
Find and manage your business



Find and manage your business



데스크탑 (PC)



Start building your Business Profile

This will help you get discovered by customers on Google Search and Maps

Business name*

Hmart's Restaurant

Business category*

Restaurant

You can change and add more later

By continuing, you're agreeing to these [Terms of Service](#) and [Privacy Policy](#)

Next

스마트폰

business.google.com

Create profile

Start building your Business Profile

This will help you get discovered by customers on Google Search and Maps

Business name*

Hmart's Restaurant

Business category*

Restaurant

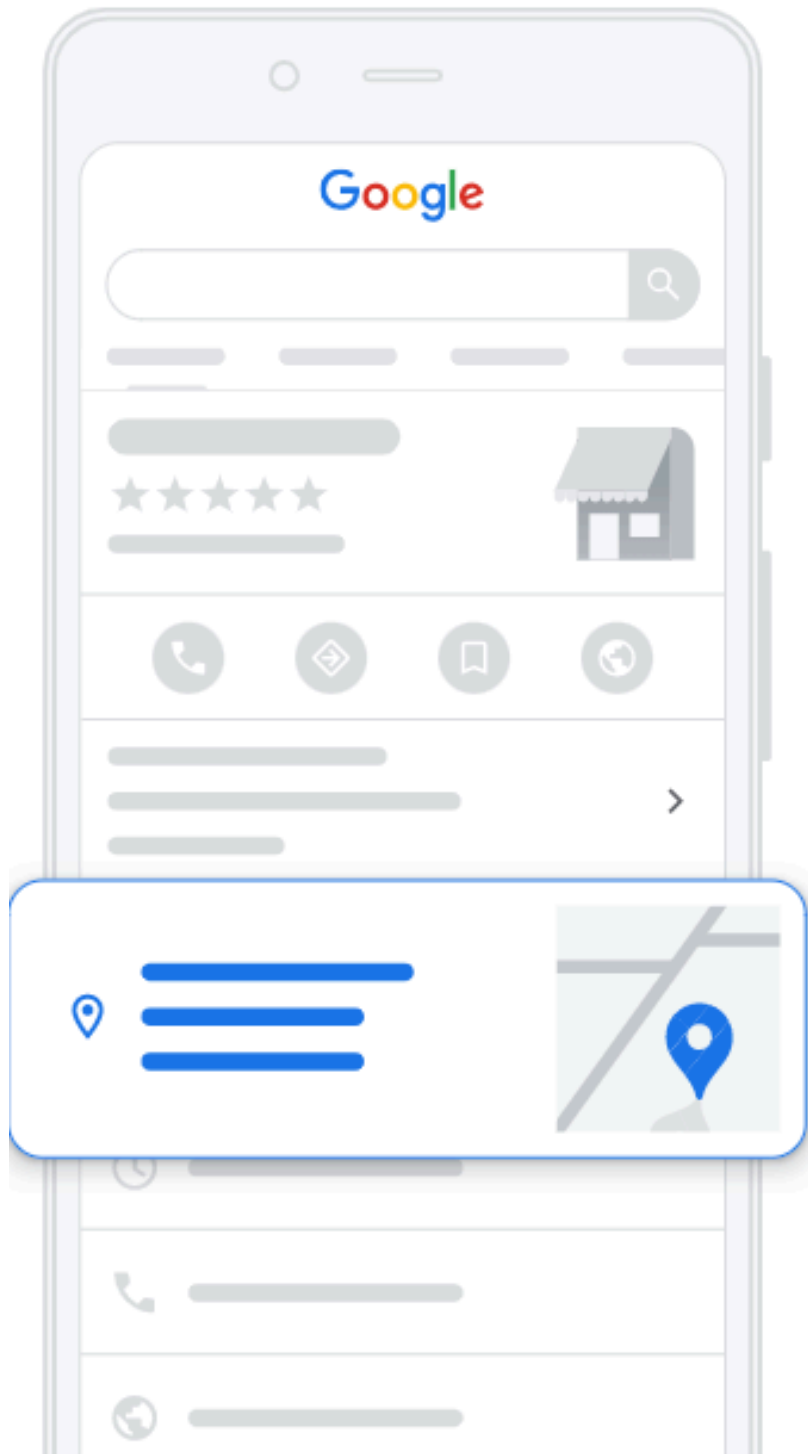
You can change and add more later

By continuing, you're agreeing to these [Terms of Service](#) and [Privacy Policy](#)

Next

추가 설정을 위한 질문들

질문은 업종, 위치 또는 입력한 기타 정보에 따라 다를 수 있습니다.



Do you want to add a location customers can visit, like a store or office?

This location will show up on Google Maps and Search when customers are looking for your business

Yes
 No

Next

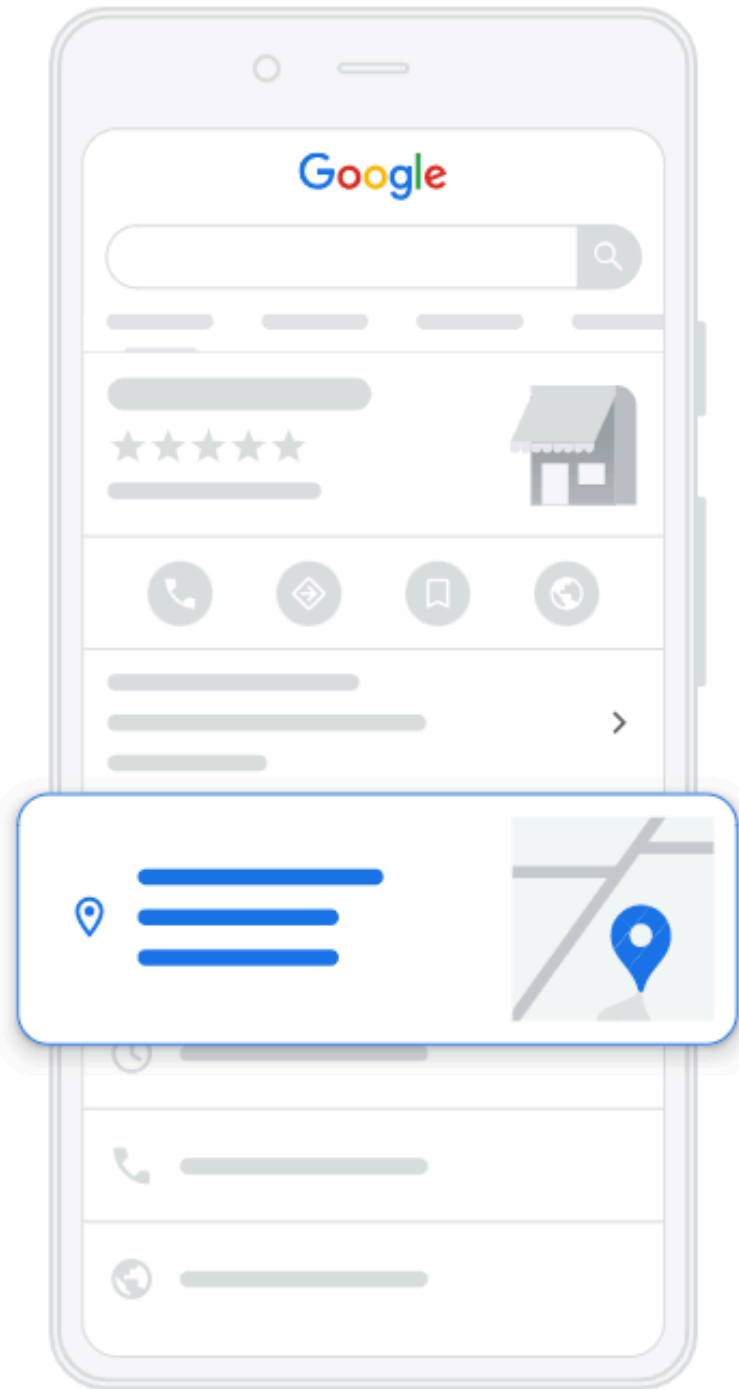
Create profile

Do you want to add a location customers can visit, like a store or office?

This location will show up on Google Maps and Search when customers are looking for your business

Yes
 No

Next



Enter your business address

Add a location where customers can visit your business in person

Country / Region
United States

Street address
1010 S 336th St

Street address line 2
Suite 300

+ Add address line (optional)

City
Federal Way

State
Washington

ZIP code
98003

Next

Enter your business address

Add a location where customers can visit your business in person

Country / Region
United States

Street address
1010 S 336th St

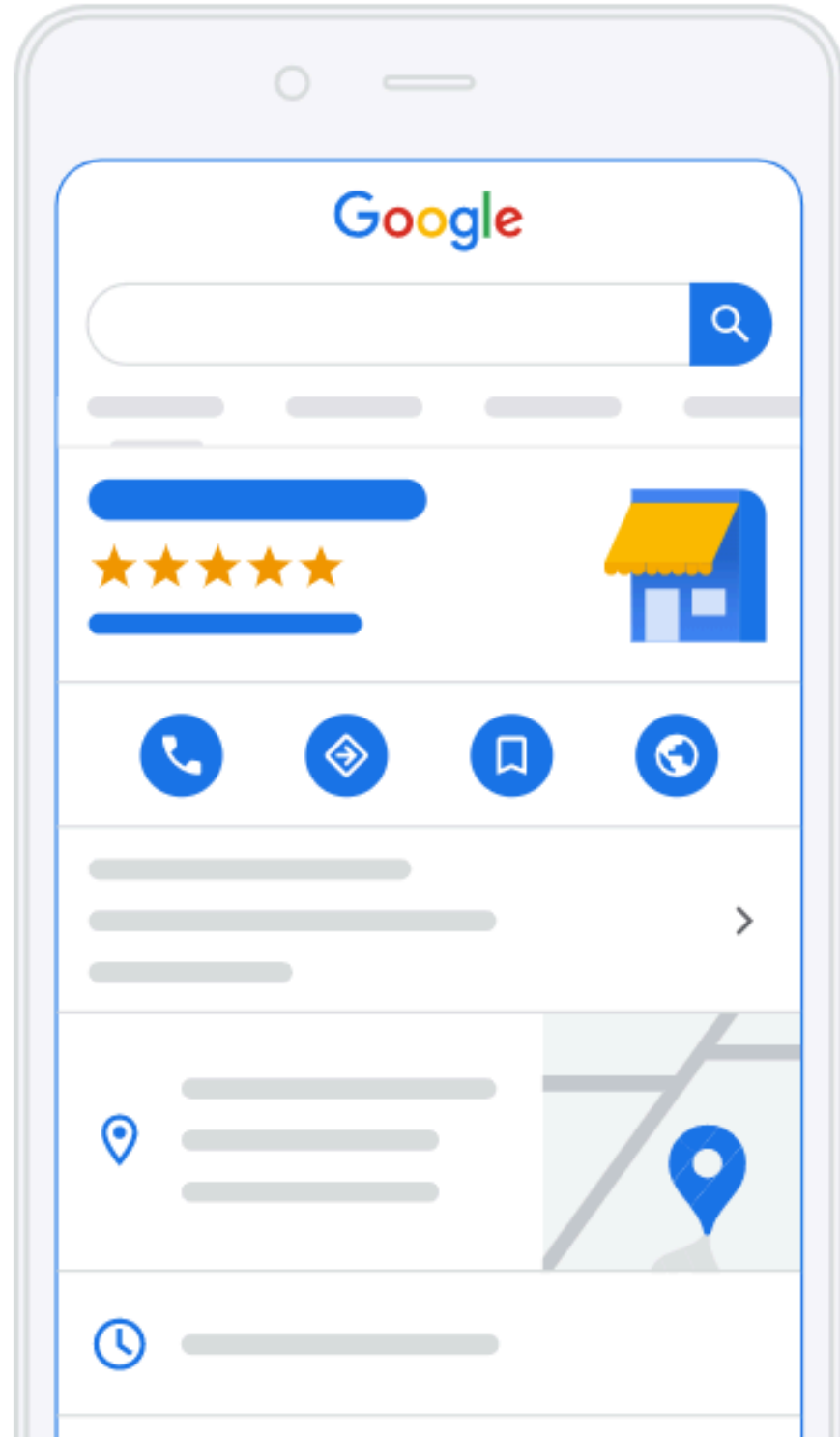
Street address line 2
Suite 300

+ Add address line (optional)

City
Federal Way

State
Washington

ZIP code
98003



Is this your business?

It looks like your business might already have a Business Profile on Google Search or Maps. If you see your business below, select it, and we'll help improve your Business Profile.

- H Mart Federal Way
31217 Pacific Hwy S, Federal Way
(253) 528-0500

This doesn't match

Next

Create profile

Is this your business?

It looks like your business might already have a Business Profile on Google Search or Maps. If you see your business below, select it, and we'll help improve your Business Profile.

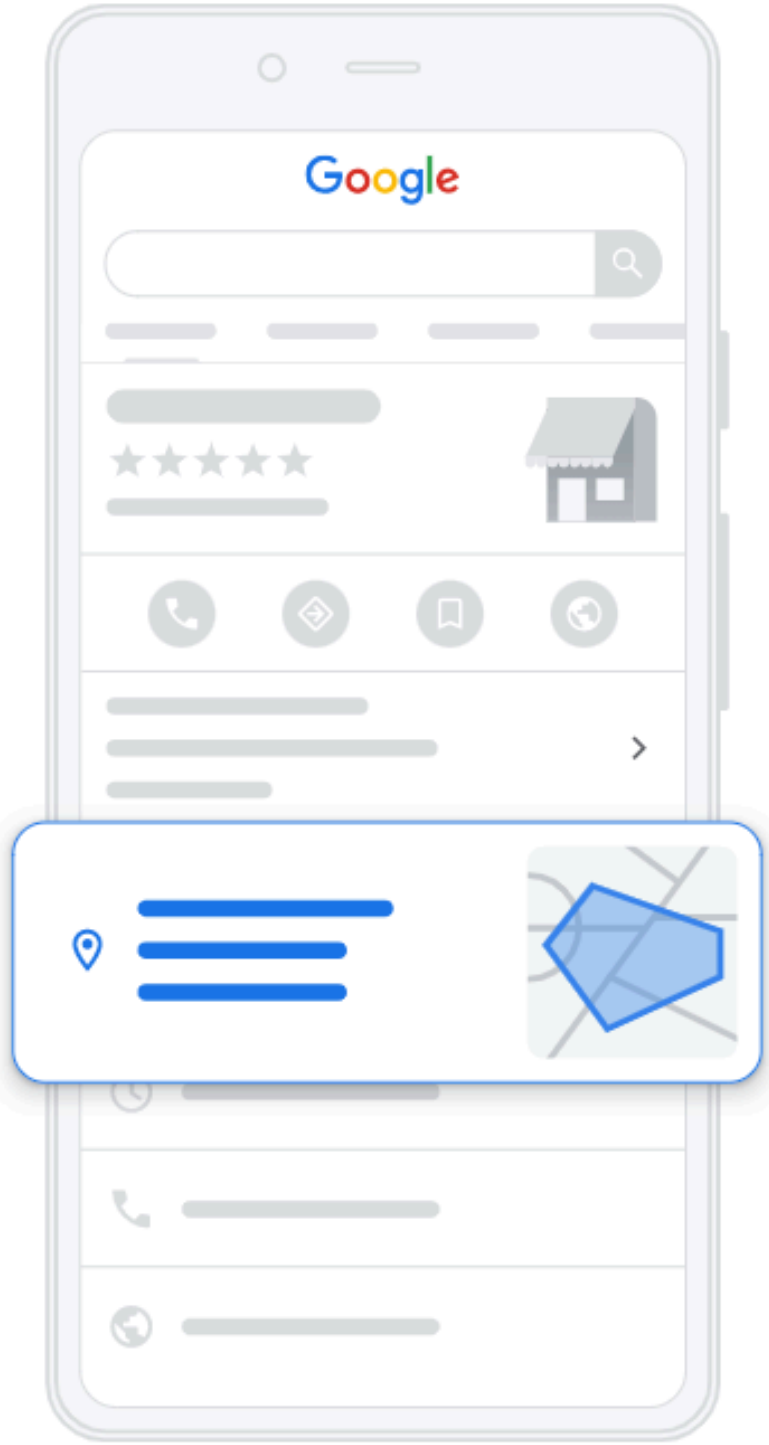
- H Mart Federal Way
31217 Pacific Hwy S, Federal Way
(253) 528-0500

- Malri Hyang
31217 Pacific Hwy S C-103, Federal Way
(253) 946-0848

- K-Ton Japanese Cuisine
31217 Pacific Hwy S C-103, Federal Way
(253) 941-3148

None of these

Next



Do you provide deliveries or home and office visits?

For example, if you visit or deliver to your customers, you can let them know where you are willing to go

Yes

No

Next

Create profile

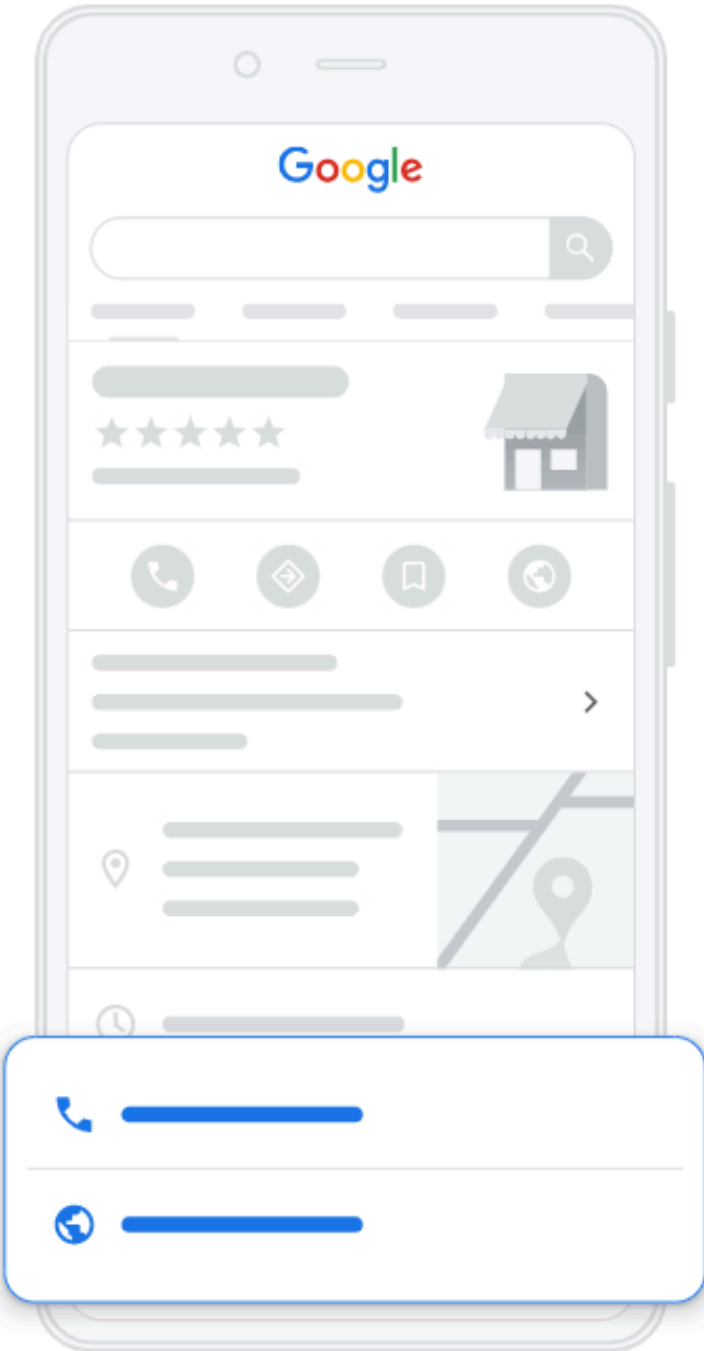
Do you provide deliveries or home and office visits?

For example, if you visit or deliver to your customers, you can let them know where you are willing to go

Yes

No

Next



What contact details do you want to show to customers?

Help customers get in touch by including this info on your listing

Phone number
2063482678

Website (optional)

Create profile

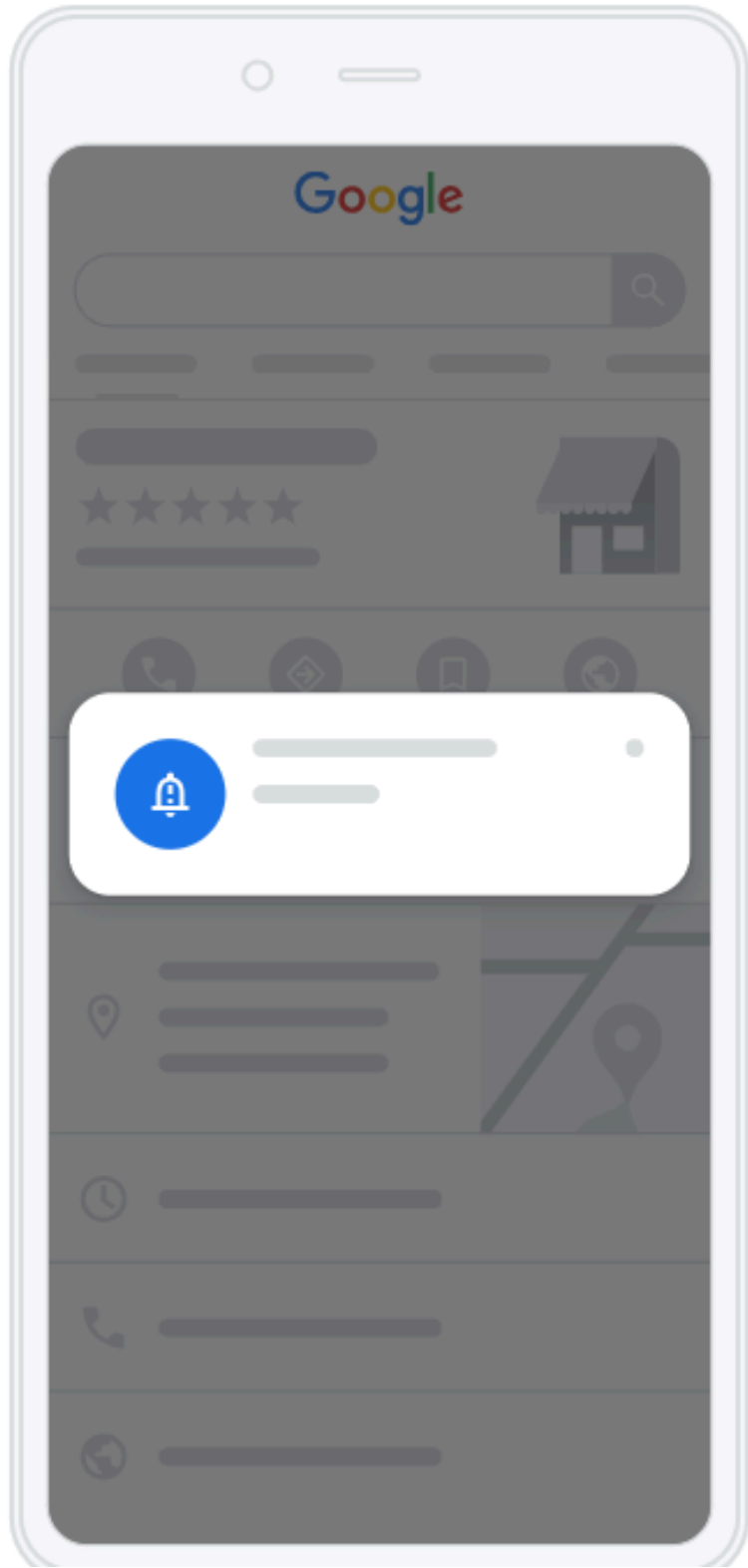
Add contact info

Add a phone number, website or both on your Google Business Profile

Contact phone number
2063492678

Current website URL

I don't have a website



Get updates about your business

Would you like alerts, notifications, or tips about ways to manage your business on Google?

Yes
 No

Next

Create profile

Get updates about your business

Would you like alerts, notifications, or tips about ways to manage your business on Google?

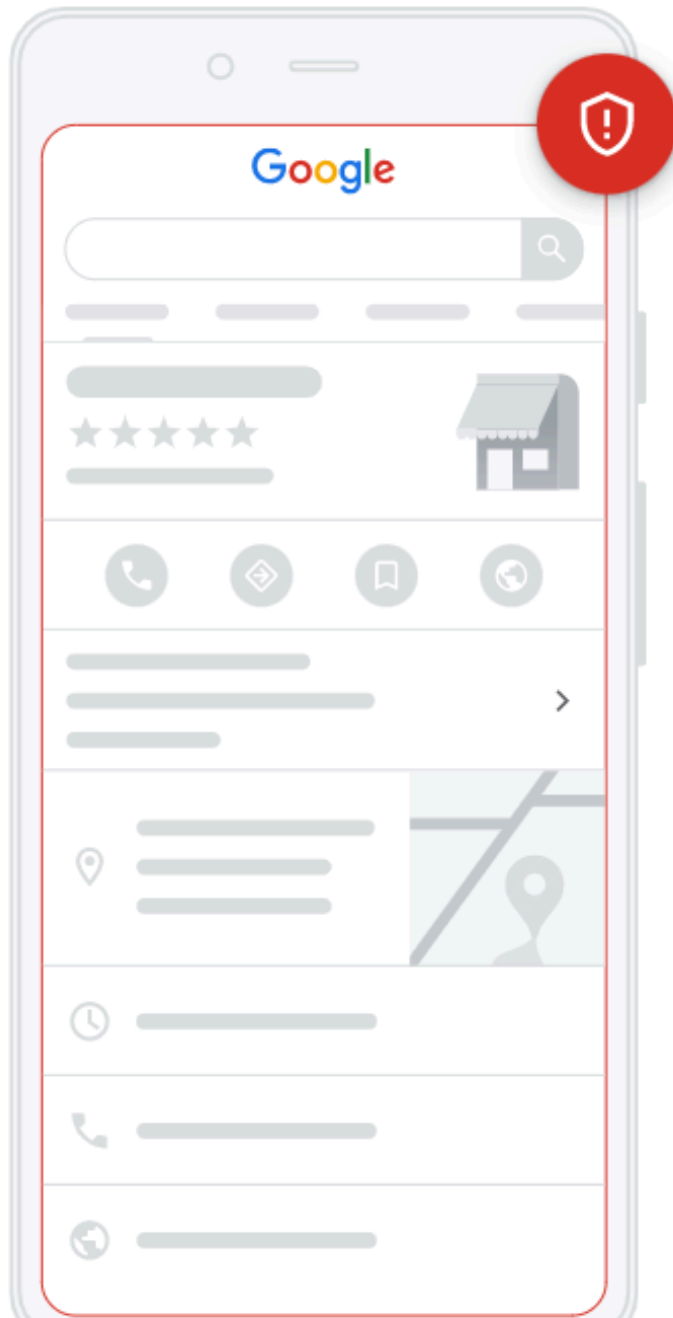
Yes
 No

Next

비즈니스 인증

여러 방법을 사용하여 비즈니스를 인증 할 수 있습니다.

방법: 전화, 엽서, 문자메시지, 동영상 촬영



Verify

Select a way to get verified

Google needs to verify that you manage this business. Select how you'd like to get a verification code. [Learn more about verification](#)

✉ Postcard by mail ^

Have a postcard with your code mailed to this address
This may take up to 5 days to arrive

Contact name

Hmart's Restaurant

8383 158th Ave NE Suite 225, Redmond, WA 98052, United States

Mail

Other options v

Verify

Select a way to get verified

Google needs to verify that you manage this business. Select how you'd like to get a verification code. [Learn more about verification](#)

✉ Postcard by mail ^

Have a postcard with your code mailed to this address
This may take up to 5 days to arrive

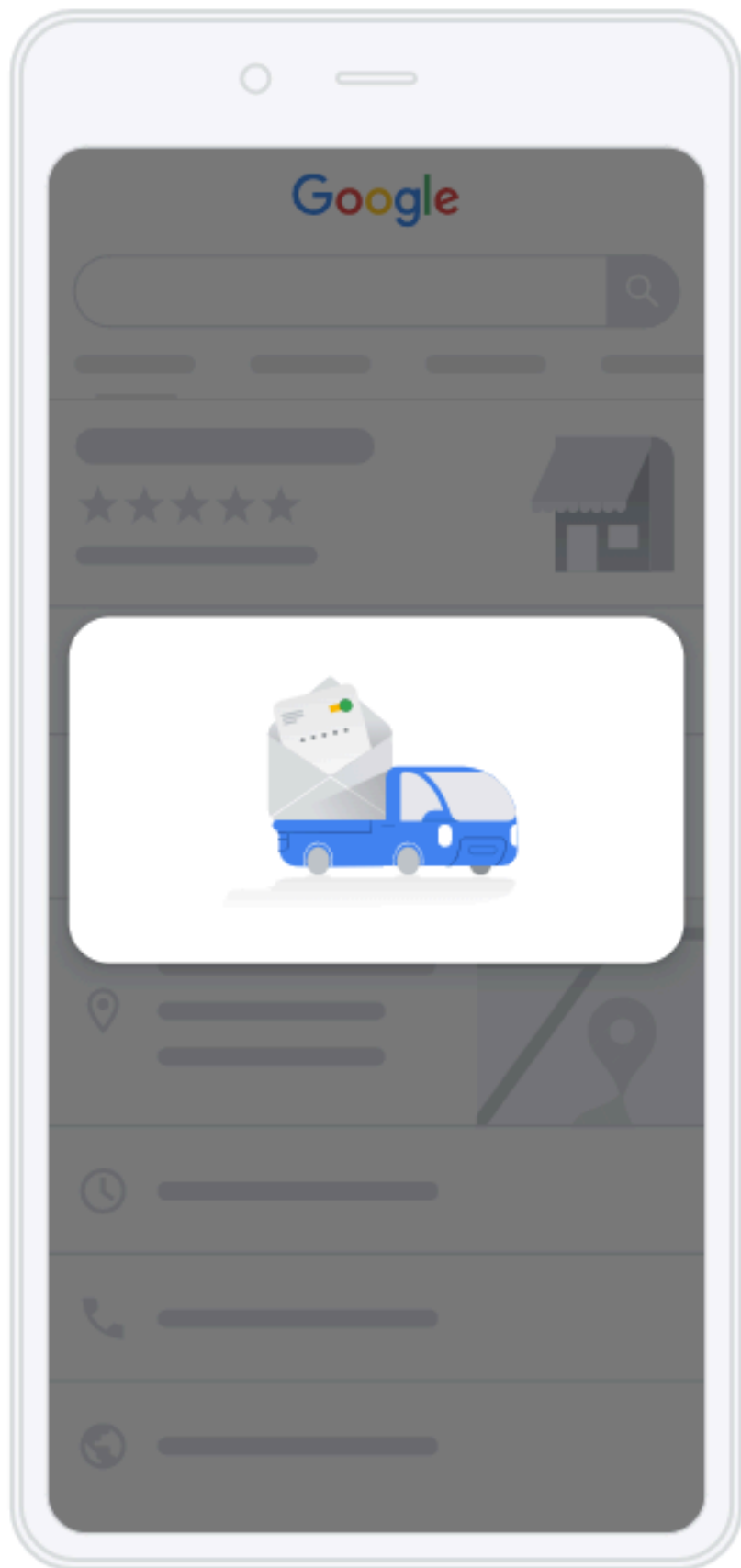
Contact name

Hmart's Restaurant

Opportunity Building, 8383 158th ave ne, Suite 225, Redmond, WA 98052, United States

Mail

[More options](#)



Verify

Postcard is on its way!

You'll get a postcard with your verification code and next steps in about 5 days.

Attn: Samantha Paxton

Hmart's Restaurant

8383 158th Ave NE Suite 225, Redmond, WA 98052

Continue

Google Business Profile Manager



Verify

Postcard is on its way!

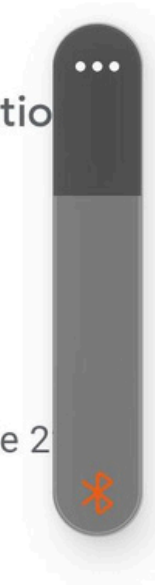
You'll get a postcard with your verification code and next steps in about 5 days.

Attn: Samantha Paxton

Hmart's Restaurant

Opportunity Building, 8383 158th ave ne, Suite 225, Redmond, WA 98052

Continue



엽서도착 후 인증 (PC)

<https://accounts.google.com>

Google

Sign in

Use your Google Account

Email or phone

oneeastsidewa@gmail.com

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.

[Learn more](#)

[Create account](#)

Next



Welcome

 info@oneeastside.org ▾

Enter your password


Show password

[Forgot password?](#)

Next

비즈니스 프로파일 찾기 (PC)


Google Account



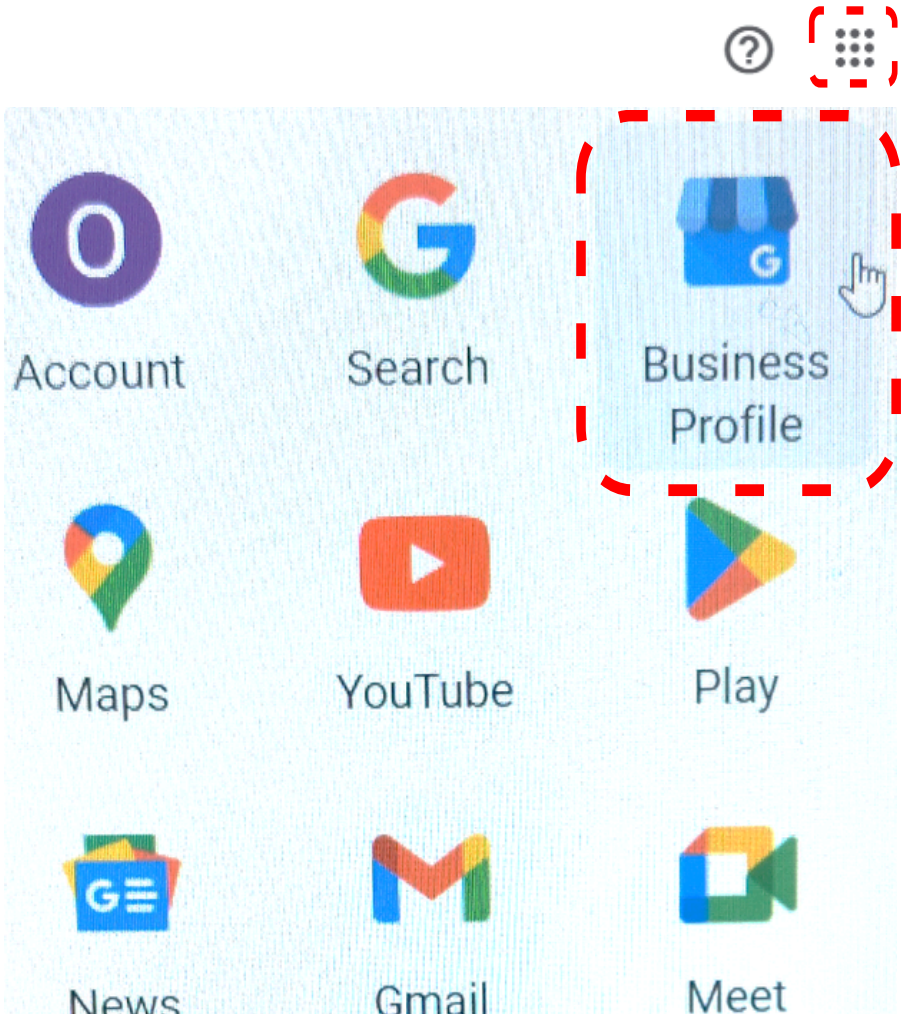
Welcome, Samantha Paxton

Manage your info, privacy, and security to make Google work better for you. [Learn more](#)

Use secure passwords that you can forget ×

 Use Google Password manager to safely and effortlessly sign into all your online accounts


[Learn more](#)



Account Search Business Profile Maps YouTube Play News Gmail Meet


Privacy & personalization

See the data in your Google Account and choose what activity is saved to personalize your Google experience



You have security recommendations

Recommended actions found in the Security Checkup



Search businesses

- Businesses
- Linked accounts
- Settings
- Support

Create group

1 business

0% verified

Businesses

All (1)

Add business

Business

Status

Test
8383 158th Ave NE Suite 225, Redmond, WA 98052

Verification required

Get verified

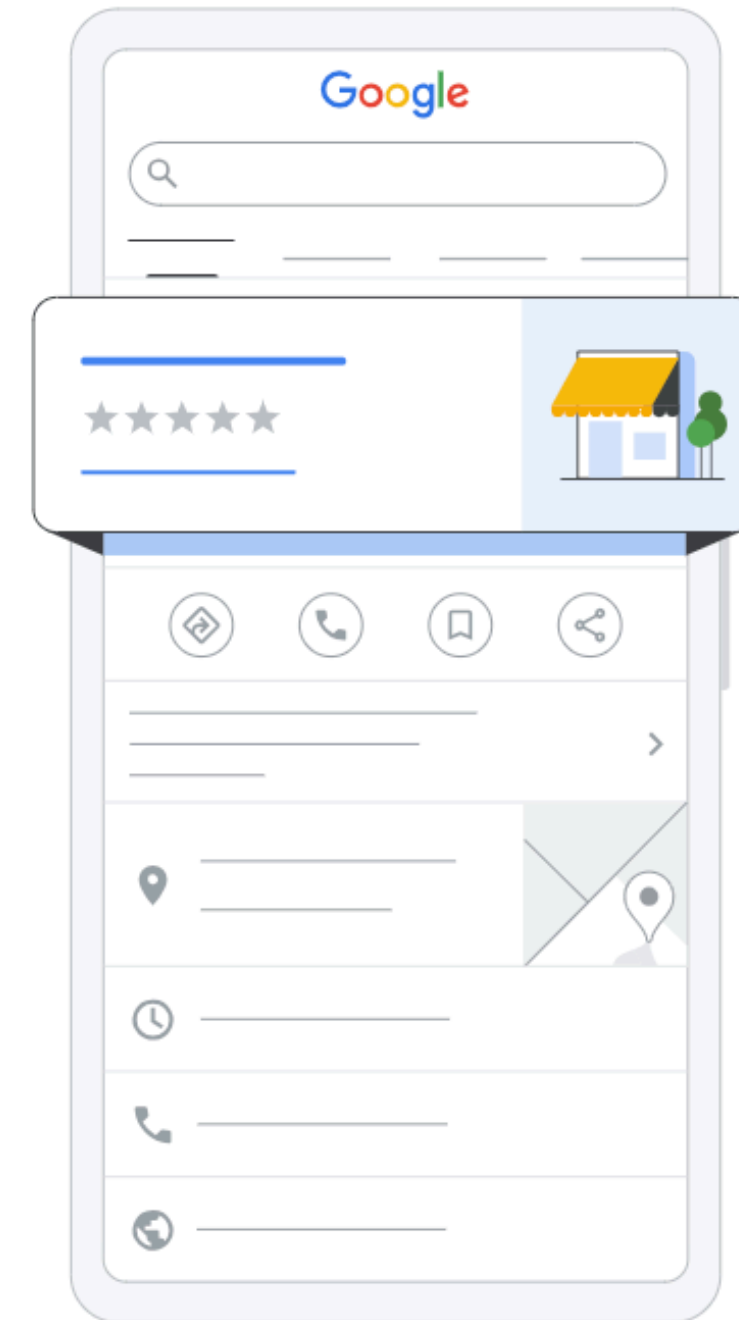
Rows per page: 10 1-1 of 1

구글 비즈니스 프로필 셋팅하기

FACT

정보를 잘 갖춘 구글 비즈니스 프로필은 그렇지 못한 프로필보다 **7배**나 클릭수가 더 많습니다.

- **정보는 정확하게:** 비즈니스 카테고리, 영업시간, 위치, 웹사이트, 연락처 정보 등 핵심적인 비즈니스 정보 정확 여부는 고객 신뢰도 형성
- **진짜 모습 보여주기:** 실제로 제공하는 상품 및 서비스 퀄리티, 색감, 양, 사이즈, 분위기를 묘사하는 글, 사진과 비디오 제공





Welcome, Seattle Corner Restaurant

Manage your info, privacy, and security to make Google work better for you. [Learn more](#)

Use secure passwords that you can forget ✕



Use Google Password manager to safely and effortlessly sign into all your online accounts

[Learn more](#)

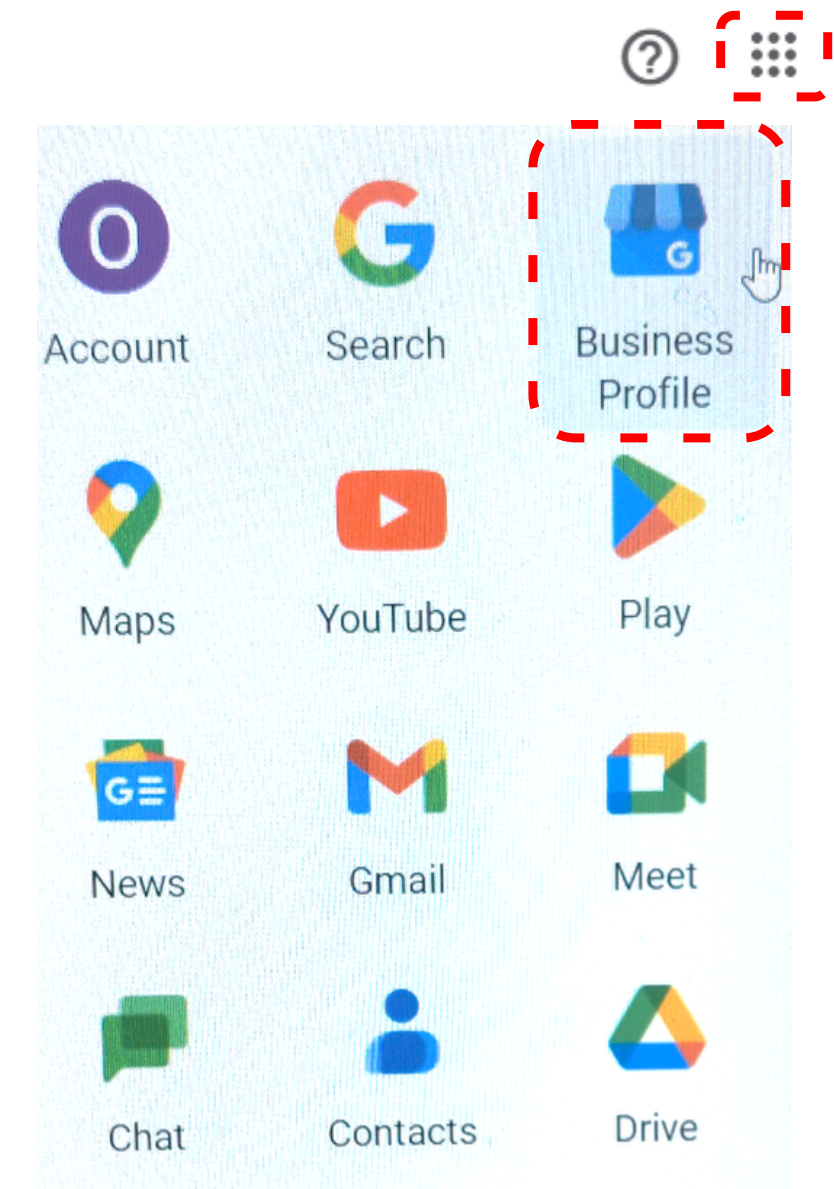
Privacy & personalization

See the data in your Google Account and choose what activity is saved to personalize your Google experience



You have security recommendations

Recommended actions found in the Security Checkup



- Businesses
- Reviews
- Linked accounts
- Settings
- Support

[Create group](#) 2 businesses 50% verified

Businesses			All (2)
<input type="checkbox"/>	Store code	Business ↑	Status
<input type="checkbox"/>	07034610416871798022	Seattle Corner Restaurant	🔧 Pending edits ✎ 📷 📄

How?



Seattle Corner Restaurant



Images

Shopping

Videos

News

Maps

Books

About 24,200 results (0.42 seconds)

Your business on Google

88 customer interactions

Profile Strength

Complete

Edit profile

Read reviews

Messages

Add photo

Performance

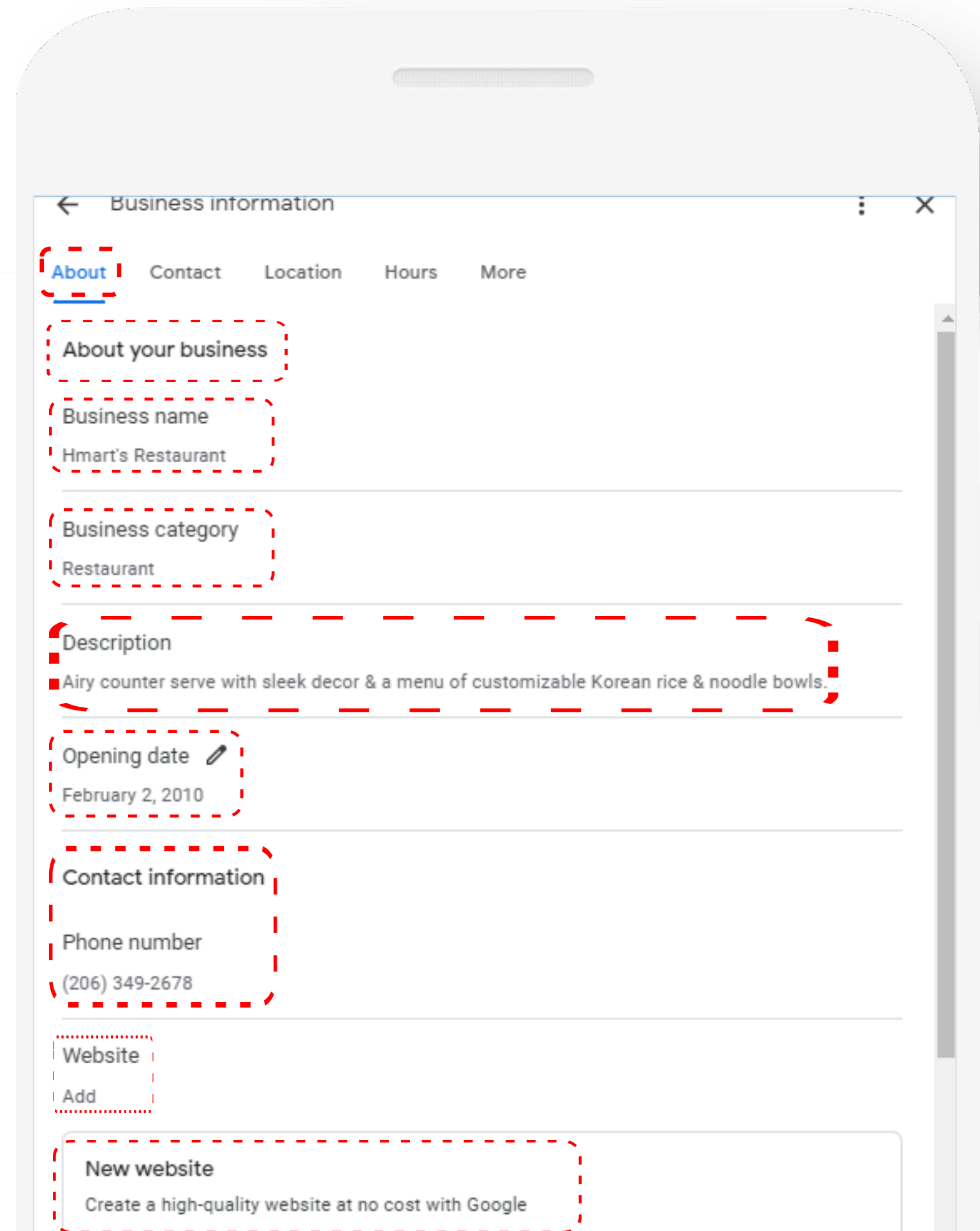
Edit products

Calls

Q & A

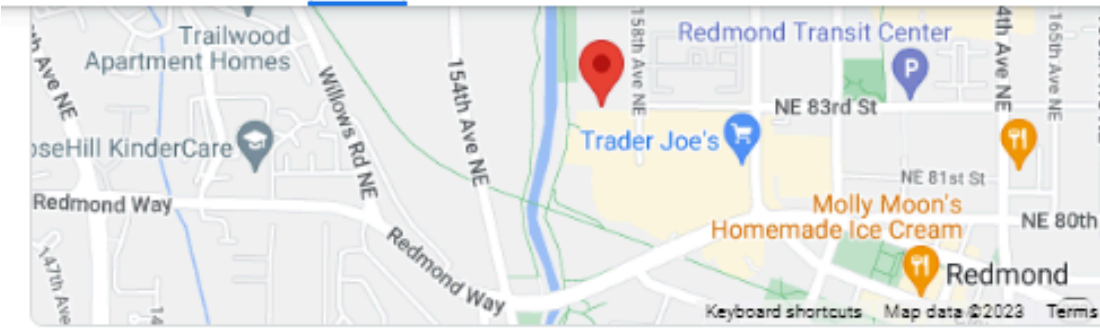
Add update

Ask for review...



← Business information

About Contact **Location** Hours More



Service area

Let customers know where your business provides deliveries or services. [Learn more](#)

Search area

Selected service areas

- Redmond, WA, USA X
- Issaquah, WA, USA X
- Bellevue, WA, USA X
- Kirkland, WA, USA X

Save Cancel

Business hours

Hours

Open with main hours

Sunday	Closed
Monday	9:00 AM–5:00 PM
Tuesday	9:00 AM–5:00 PM
Wednesday	9:00 AM–5:00 PM
Thursday	9:00 AM–5:00 PM
Friday	9:00 AM–5:00 PM
Saturday	Closed

Holiday hours

Add

Add more hours

- + Access
- + Breakfast
- + Brunch
- + Delivery
- + Dinner
- + Drive through
- + Happy hours
- + Kitchen
- + Lunch
- + Online service hours
- + Pickup
- + Senior hours
- + Takeout

More

From the business

Let customers know more about your business by showing attributes on your Business. These may appear publicly on Search, Maps, and other Google services.

- Identifies as Asian-owned Yes No
- Identifies as Black-owned Yes No
- Identifies as Latino-owned Yes No
- Identifies as LGBTQ+ owned Yes No
- Identifies as veteran-owned Yes No
- Identifies as women-owned Yes No

Save Cancel

← Business information



- About
- Contact
- Location
- Hours
- More**

From the business

Identifies as Asian-owned
Identifies as women-owned

Accessibility

Add

Amenities

Add

Crowd

Add

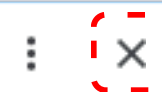
Dining options

Has seating
Has catering
Serves lunch
No brunch
Serves dinner
Serves dessert
Serves breakfast
No counter service


Highlights

Has live music
No rooftop seating
Good for watching sports

← Business information



About Contact Location Hours More

From the business 

Identifies as Asian-owned
Identifies as women-owned

Accessibility

Add

Amenities

Add

Crowd

Add

Dining options

Has seating
Has catering
Serves lunch
No brunch
Serves dinner
Serves dessert
Serves breakfast
No counter service

Highlights

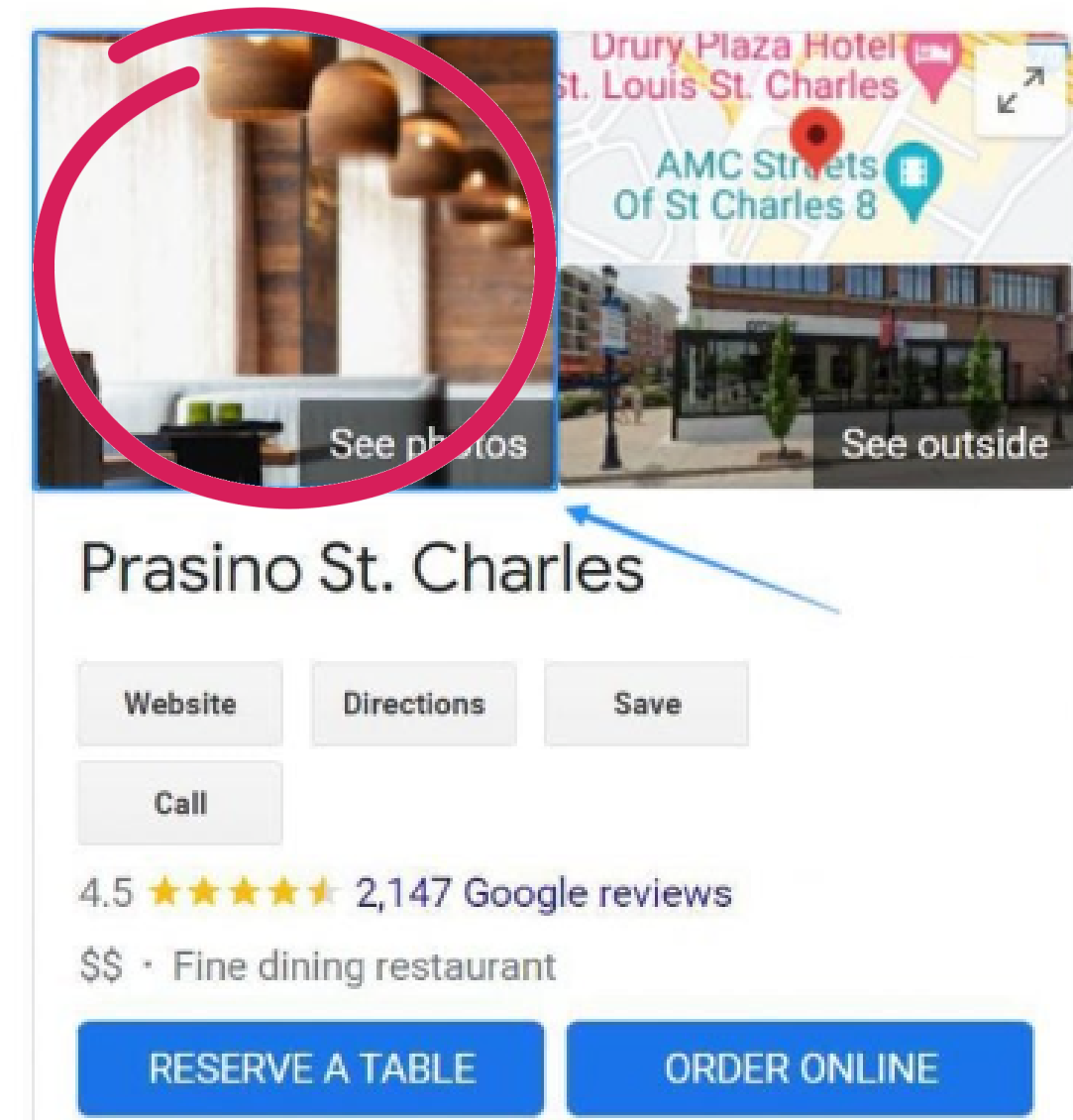
Has live music
No rooftop seating
Good for watching sports

구글 비즈니스 프로필 사진등록

FACT

구글 비즈니스 프로필에 사진등록이 된 업체는
두배이상 신뢰

- 구글 통계상 **최소한 11장**의 다양한 사진들을 등록 권장
 - 가게 외관
 - 가게 안 모습, 내부 인테리어
 - 제품 / 서비스
 - 팀 / 직원



How?

Google

Seattle Corner Restaurant



Images

News

Shopping

Maps

Videos

Books

Flights

About 2,150,000 results (0.51 seconds)

Your business on Google

89 customer interactions

Profile Strength



Looks good!



Edit profile



Read reviews



Messages



Add photo



Performance



Advertise



Edit products



Edit services



Calls



Q & A



Add update



Ask for review...

← Add photo



Photo
Let customers peek inside your business

Logo

Let customers see your business identity when you post photos or reply to reviews

Cover photo

Showcase your business to customers

← Add photos and videos



Drag photos or videos here

or



 Select photos or videos

이미지 업로드 시 주의사항

- **이미지 파일 형식:**
JPG or PNG
- **크기:** 10 KB - 5 MB
- **이미지 파일 권장 크기:**
가로 250 px, 세로 250 px

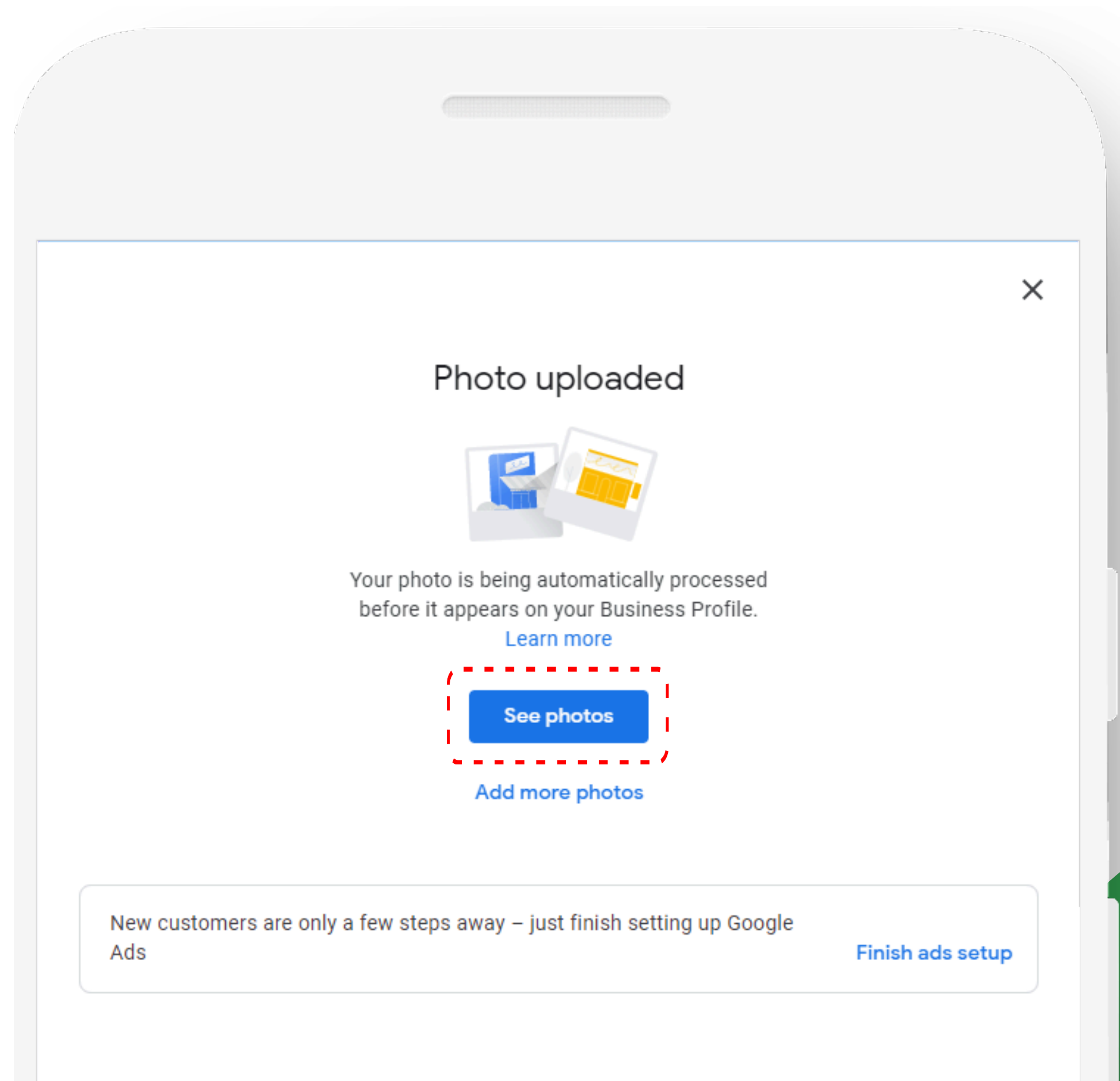
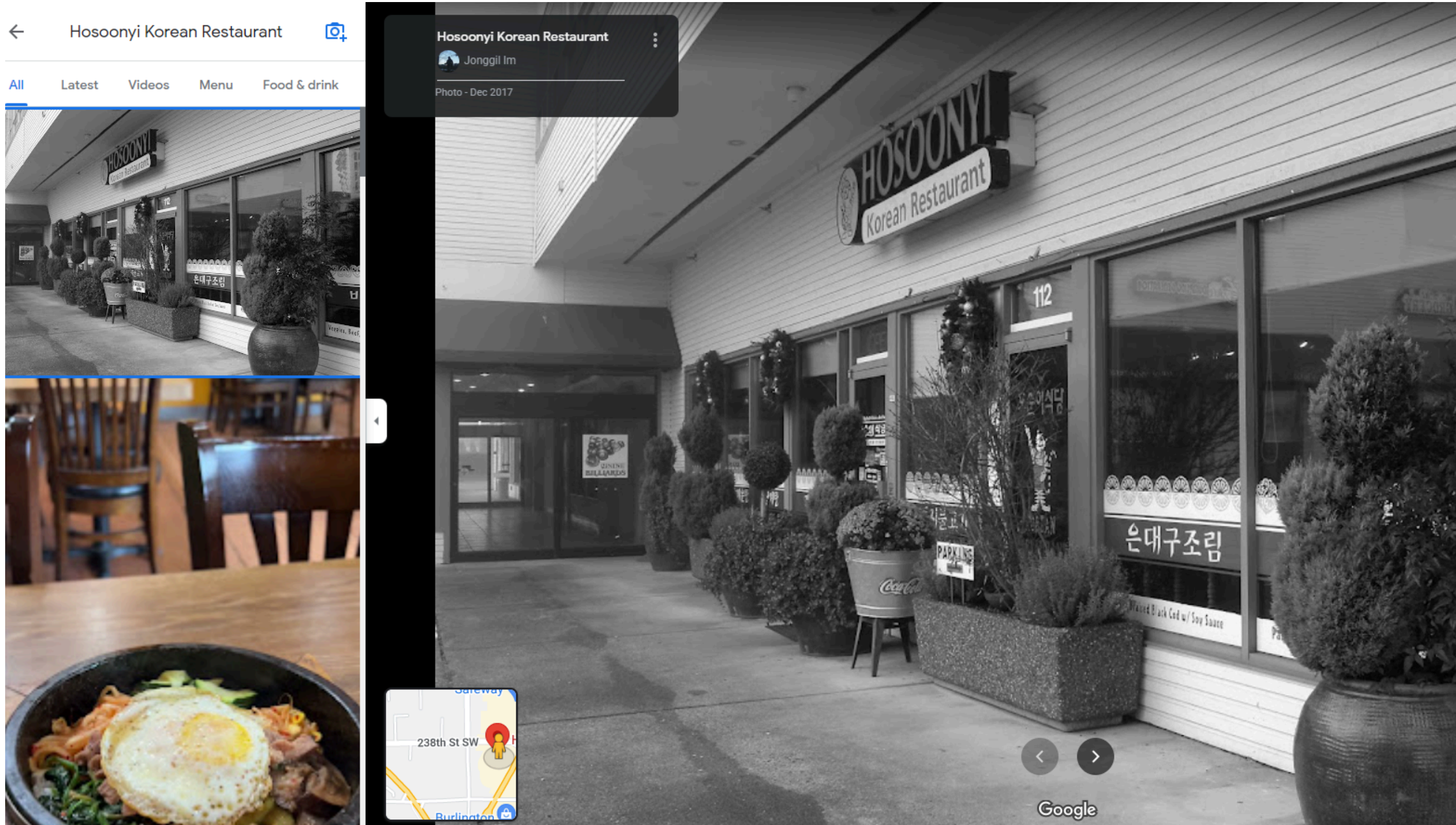


사진 예시



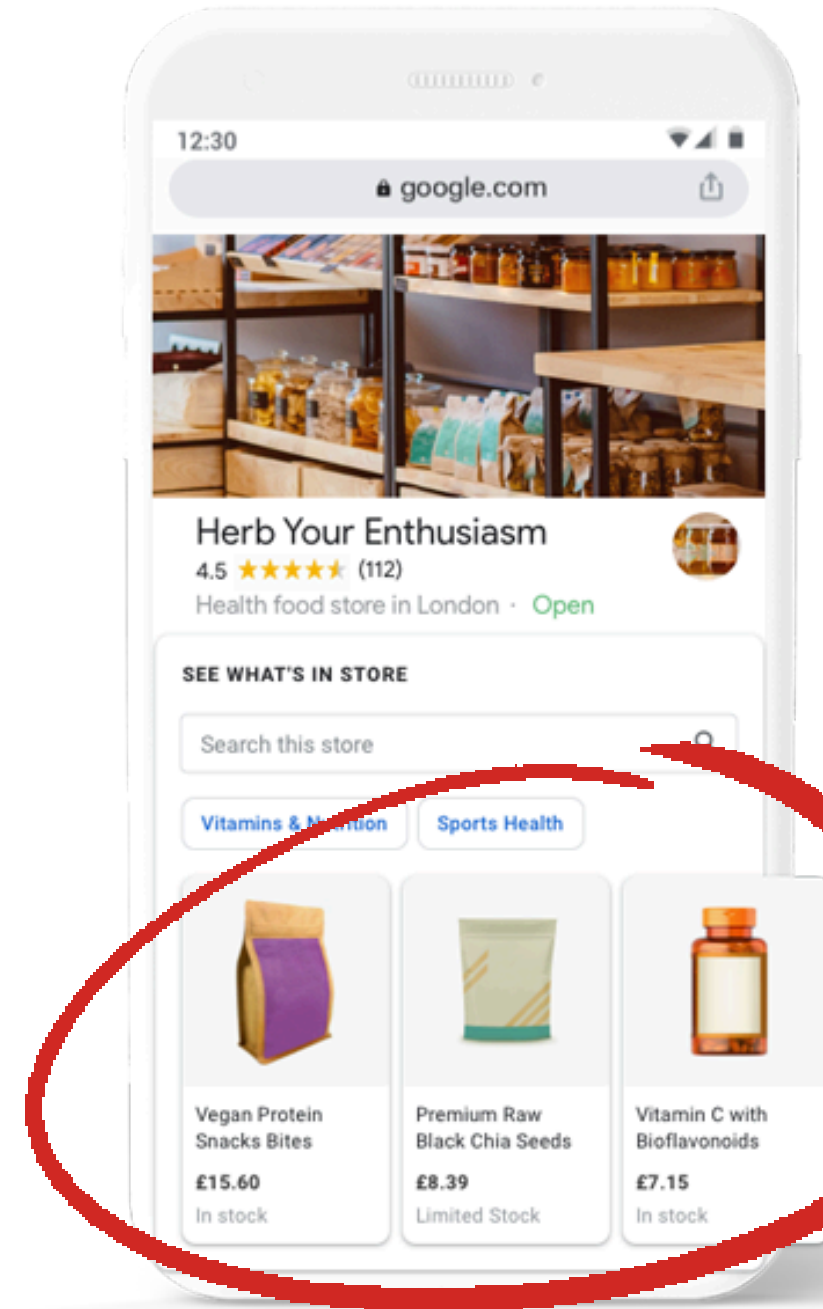
구글 비즈니스 프로필 상품 추가

FACT

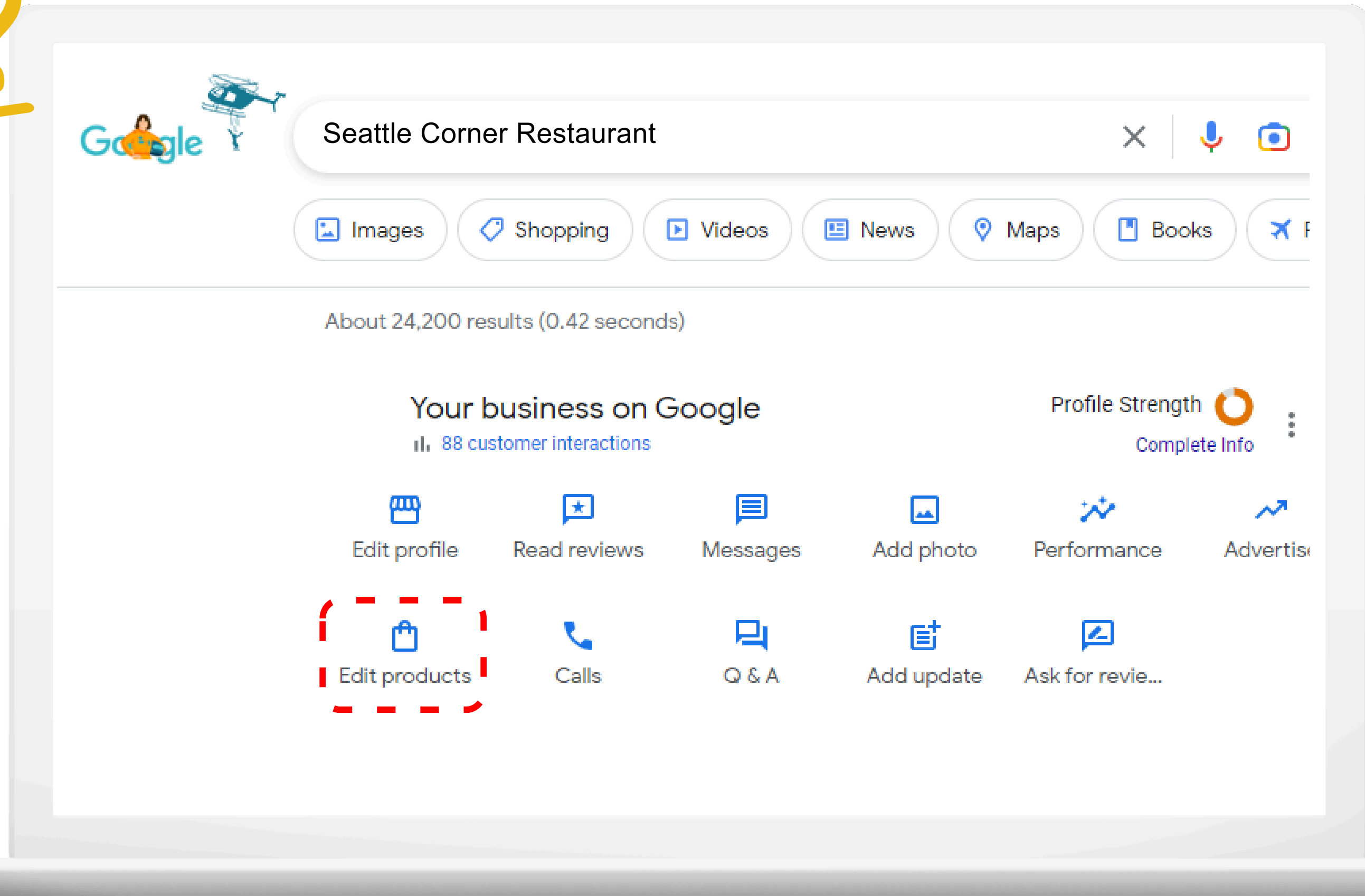
고객중 49%가 구글 통하여 새로운 상품을 접해

- **추가적인 온라인 상품 노출:**

제품과 서비스를 사용하여 고객에게 더 많은 정보를
제공하여 빠른 결정 도움

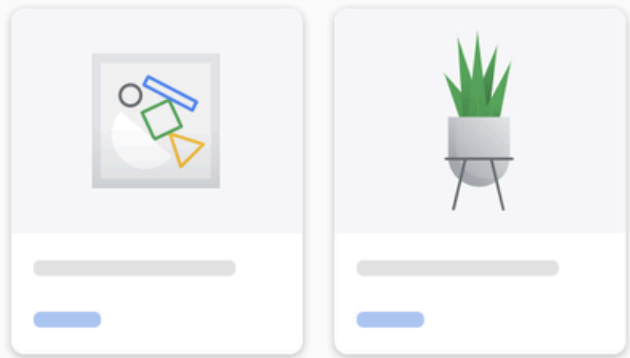


How?



Seattle Corner Store

OVERVIEW POSTS **PRODUCTS** REVIEWS



64,466 potential customers viewed your business on Google last month; showcase products to them for no charge!

[Get started](#)

← Add product



Product name
Purina Cat Food for Mature Cats
317 / 58

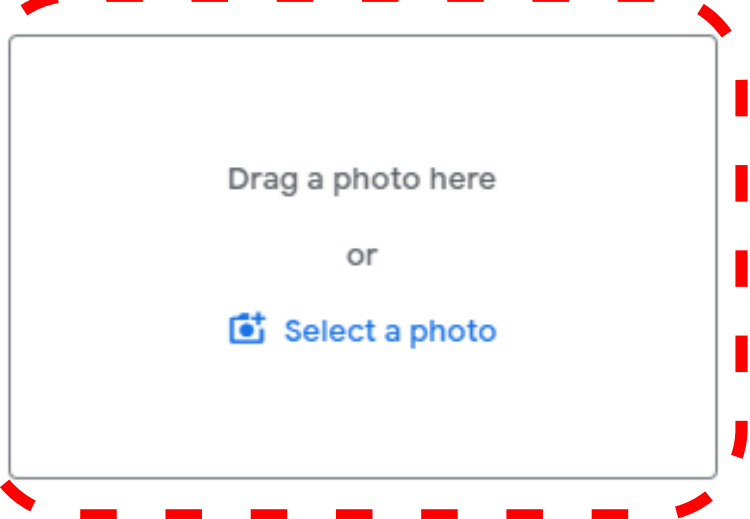
Select a category
Create a new category

Product category
Pet Food
Examples: Dining Tables, Headphones, Shoes
8 / 58

Product price (USD)
\$2.50
Optional

Product description
20 oz can of Purina brand cat food, seafood flavor for mature cats.
67 / 1000
Optional

Product landing page url (Optional)
0 / 1500



Publish

제품 예시

← Rating Hours

Sponsored gossypiumquilt.com
1000s of Fabrics

Gossypium Quilt Shop
4.7 ★★★★★ (130) · Quilt shop
Issaquah, WA
Open · Closes 6 PM · (425) 557-7878
In-store shopping · Curbside pickup · Delivery

Sponsored michaels.com/Yarn
Michaels® Knitting

Michaels
4.3 ★★★★★ (1.1K) · Craft store
Kirkland, WA
Open · Closes 9 PM · (425) 821-4444
In-store shopping · Curbside pickup

So Much Yarn
4.3 ★★★★★ (119) · Yarn store
1525 1st Ave #4 · In Pike Place Market
Closed · Opens 11 AM Wed · (206) 443-07...
Knitting essentials & classes

Tricoter
4.0 ★★★★★ (26) · Yarn store
3121 E Madison St STE 103
Closed · Opens 11 AM Wed · (206) 328-65...
Knitting shop with supplies & classes

Stitches
4.8 ★★★★★ (70) · \$\$ · Yarn store
711 E Pike St
Open · Closes 6 PM · (206) 709-0707
Petite fabric store with on-site classes

Acorn Street Shop
4.8 ★★★★★ (185) · Yarn store
2818 NE 55th St
Open · Closes 6 PM · (206) 525-1726
Needlework shop with supplies & classes

aaronbadkid LLC
5.0 ★★★★★ (1) · Yarn store
4004 Aurora Ave N
In-store shopping

Discover more places

Michaels
Fabric stores
Picture f

hazel knits
5.0 ★★★★★ (8) · Home goods store

Stitches

78+ Photos

Website Directions Save Call

Overview Reviews

Compact fabric shop for unusual fashion patterns plus threads, buttons, notions & yarn plus classes.

Service options: In-store shopping · In-store pickup · Delivery

Sponsored · Available products in store

Meadowmere... \$12.95
220 Superwash... \$13.95
Darlings 2 Panda... \$12.95
Cherub Chi... \$5.95

Address: 711 E Pike St, Seattle, WA 98122
Hours: Open · Closes 6 PM
Phone: (206) 709-0707
Products and Services: places.singleplatform.com

Suggest an edit · Own this business?

See what's in store

Search this store

Sewing Fasteners Craft Essentials Yarn & Needlecrafts Fabric Quilting

Lily Sugar'n Cream Cotton... \$3.99
Rit Dye DyeMore Synthetic... \$7.49
Clover Mini Iron \$32.49
Singer All Purpose Machine Oil \$5.99

Google art supply store

← Rating Hours

Sponsored michaels.com/Craft/Store
Shop Craft Supplies Online

Michaels
4.3 ★★★★★ (1.1K) · Craft store
Kirkland, WA
Open · Closes 9 PM · (425) 821-4444
In-store shopping · Curbside pickup

Blick Art Materials
4.6 ★★★★★ (1.2K) · Art supply store
1600 Broadway
Open · Closes 8 PM · (206) 324-0750
Paints, clay & other art supplies

Art Primo
4.6 ★★★★★ (189) · Art supply store
415 E Pine St · In Portofino
Open · Closes 7 PM · (206) 365-4083
In-store shopping · In-store pickup · Delivery

Artist & Craftsman Supply Seattle
4.9 ★★★★★ (949) · Art supply store
4350 8th Ave NE
Open · Closes 7 PM · (206) 545-0091
Store selling arts & crafts supplies

Metal Wall Art LLC
No reviews · Art supply store
800 5th Ave
Open · Closes 5 PM · (888) 236-8018
In-store shopping

Michaels
4.5 ★★★★★ (752) · Art supply store
1700 W Armory Way
Open · Closes 9 PM · (206) 279-1550
Store for arts & crafts supplies

Discover more places

Michaels
Picture frame shops
Yarn sto

Push/Pull
4.9 ★★★★★ (120) · Art supply store
2000 NW Market St
Open · Closes 7 PM · (206) 789-1710
Boutique for offbeat artwork & comics

Blick Art Materials
4.6 ★★★★★ (1.2K) · Art supply store in Seattle, Washington
355+ Photos

Website Directions Save Call

Overview Reviews

Retailer stocking a large assortment of art supplies, including paint, clay & canvases.

Service options: In-store shopping · Curbside pickup · Delivery
Address: 1600 Broadway, Seattle, WA 98122
Hours: Open · Closes 8 PM
Phone: (206) 324-0750
Suggest an edit

Questions & answers
Q: Hi there. Looks like there's only street parking in an "iffy" part of town. Concerned someone might break into the car. Can I bring my small dog...
(No answers)
See all questions (16)
Ask a question

Products

Search this store

Art Painting Supplies Craft Essentials Yarn & Needlecrafts Drawing & Sket

The Woobles Beginner... \$30.00
Sakura Pigma Micron Pens... \$10.97
Tombow Dual Brush Pens... \$20.25
Cricut Explore Mint \$199.00

View more

구글 비즈니스 프로필 관리하기

FACT

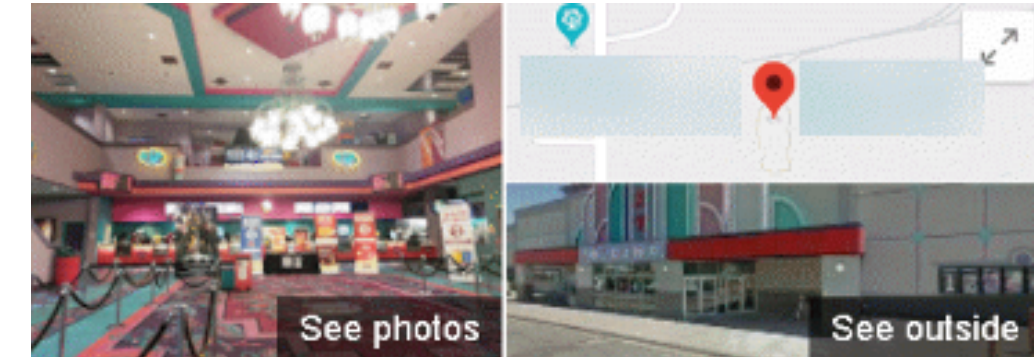
고객의 64%가 구글 비즈니스 프로필에 올린 정보를 보고 결정

- **고객과 상호작용의 기회:**

새로운 프로모션, 이벤트, 업데이트를 공유하고 고객의 자주묻는 질문에 답변하는 등 다양한 방법으로 관계를 강화

- **유용한 정보의 우선순위:**

사용자는 질문과 답변에 '좋아요'를 표시하여 찬성 투표를 할 수 있으며, 이는 가장 관련성이 높고 유용한 정보의 우선 순위를 정하는 데 도움



Website Directions Save

4.1 ★★★★★ 1,066 Google reviews

Established family-owned chain for new movies; some theaters offer IMAX & special event screenings.

Address:

Phone:

[Suggest an edit](#)

Know this place? [Answer quick questions](#)

Questions & answers

Q: What's playing this weekend

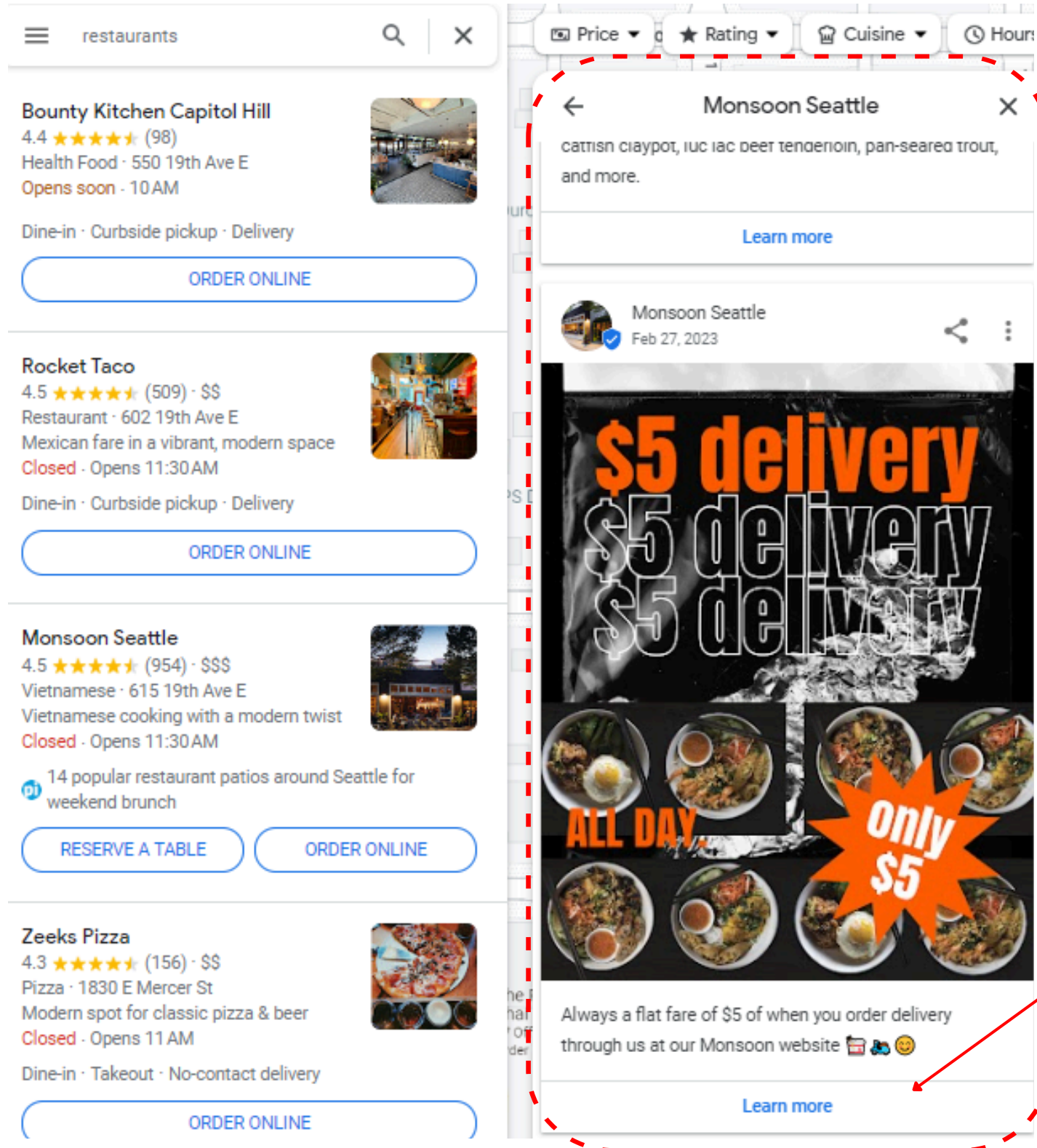
A: Movies playing

(3 more answers)

[See all questions \(48\)](#)

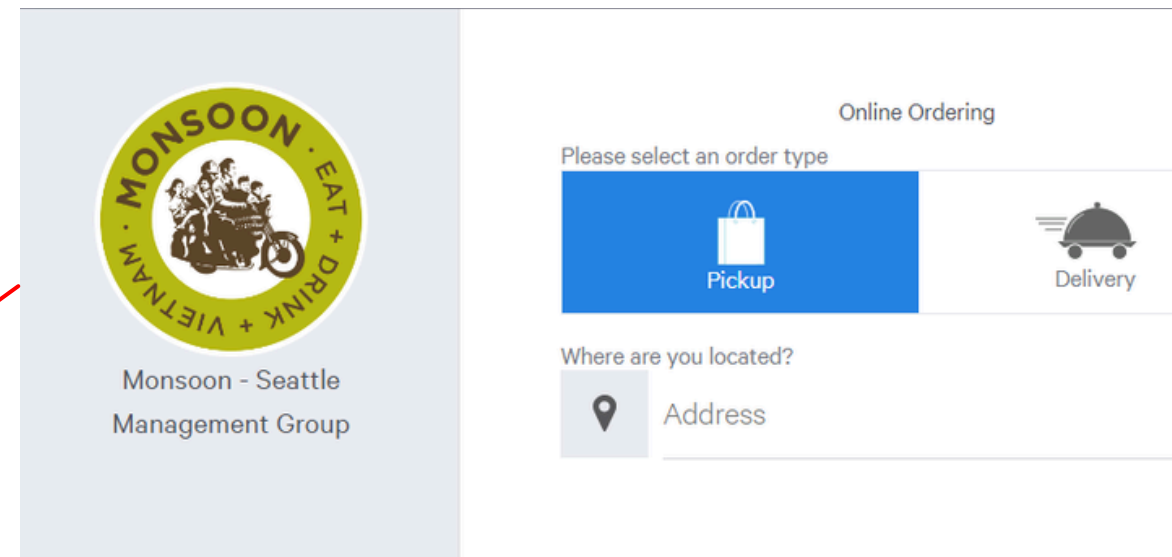
[Ask a question](#)

게시물 예시



게시글(posts)를 통해 다음과 같은 정보를 공유하여
고객과 소통하세요:

- 특가 및 할인 행사
- 새 소식 업데이트
- 다가오는 이벤트



게시물 예시

The image shows a Google Maps search for "martial arts school". The search results list several options, including Emerald City Aikido, RowdyBox, Midnight Jiu-Jitsu Club, Alpha Martial Arts, and The Queen's Dojo. A detailed view of Emerald City Aikido is shown, including its address (604 19th Ave E, Seattle, WA 98112), phone number ((206) 459-6296), and website (emeraldcityaikido.com). The business is currently closed and opens at 12 PM. A "From the owner" section features a post about an introductory class on March 3, 2023, with a "Call now" button. The "Photos" section shows images of the dojo and a video of a person.

The image shows a hotel listing for Mayflower Park Hotel, Olive Way. The listing includes a photo of the hotel, a rating of 4.4 stars (1,025 reviews), and a price of \$161 for a stay from April 8 to 9. The listing is categorized as a 3-star hotel. A "CHECK AVAILABILITY" button is prominently displayed. Below the button, there is a "Compare prices" section with a "Free cancellation only" checkbox. The "All options" section lists two options: Mayflower Park Hotel (Official site) for \$190 with taxes and fees, and Expedia.com for \$189 with taxes and fees. The Expedia.com option includes "Free cancellation until Apr 7" and "Free Wi-Fi".

Businesses

Reviews

Linked accounts

Settings

Support

Create group

2 businesses

50% verified

Businesses


All (2)

Store code

Business ↑

Status

07034610416871798022 Seattle Corner Restaurant
Redmond, WA 98052

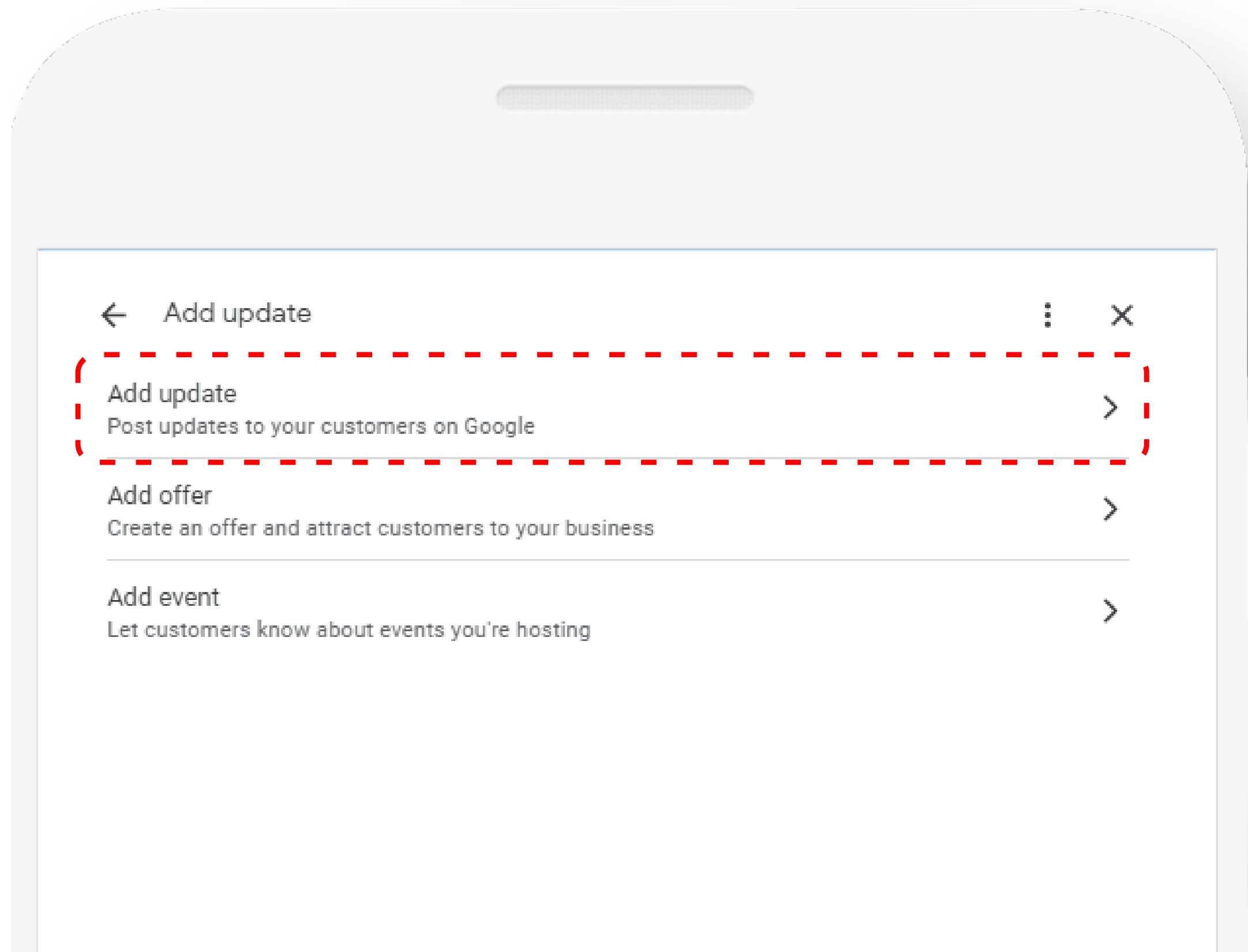
 Pending edits



Rev

How?

업데이트 추가



← Add update



Add a description

Seattle Corner Restaurant will be closed for the Fourth of July Holiday until July 5th. We look forward to seeing you soon!

90 / 1500



 Add photos

1 / 10

Add a button (optional)

None

Preview

Post

← Preview

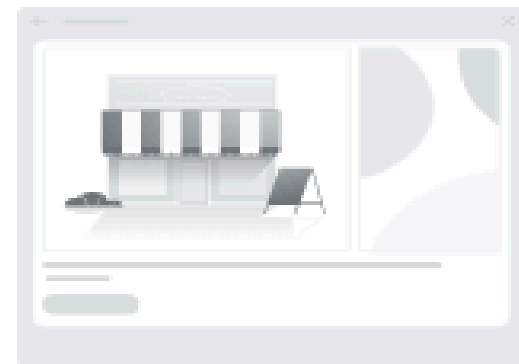


Seattle Corner Restaurant will be closed for the Fourth of July Holiday until July 5th. We look forward to seeing you soon!

Post



Update posted



Your update is being reviewed. If it isn't approved, you'll receive an email.

[Learn more](#)

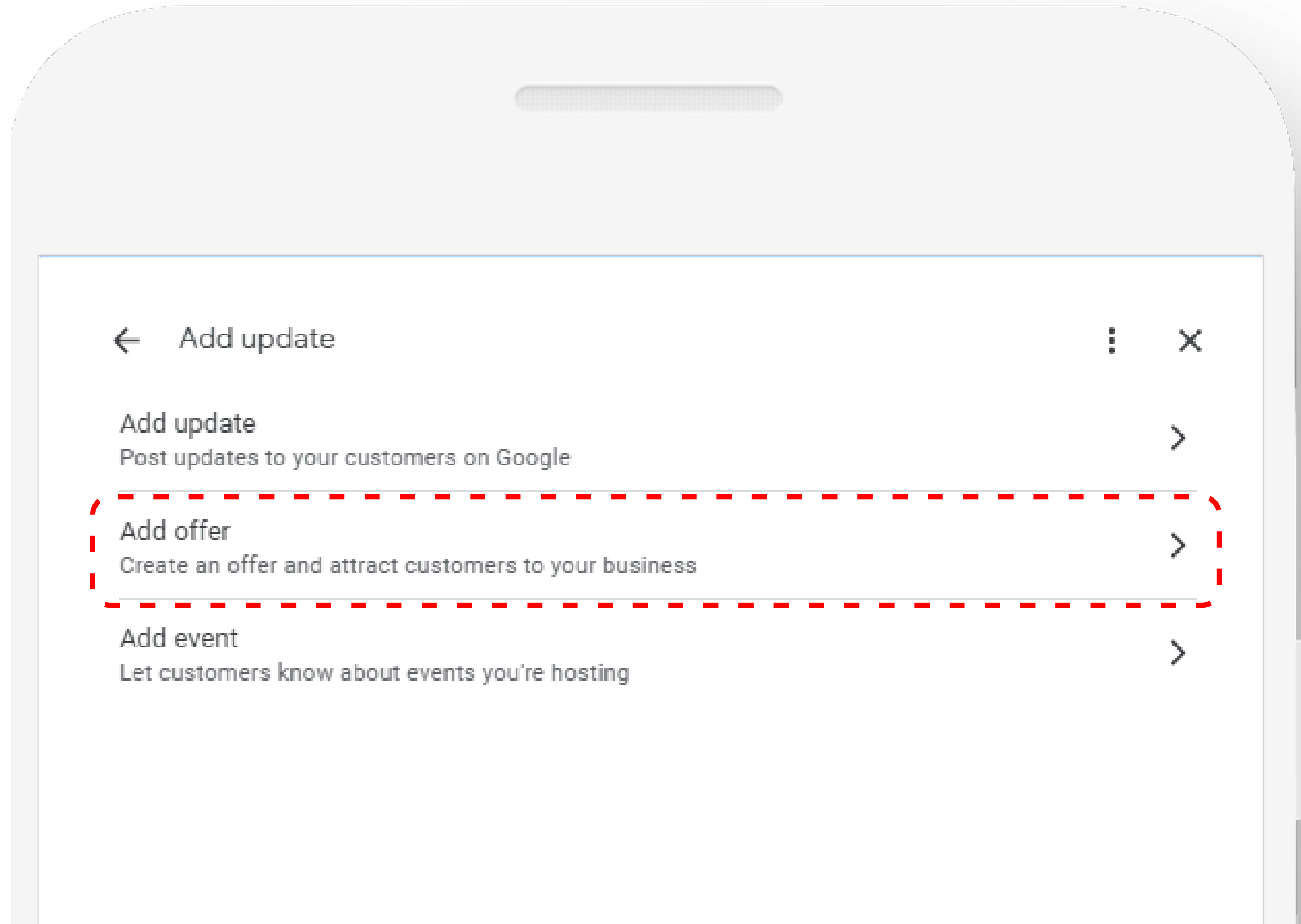


Want your update to reach more customers? Try Google Ads today.

[Start advertising](#)

How?

프로모션 추가



← Add offer

Offer title*

Spring forward!

(Example: 20% off in store or online)

Start date*

03/29/2023



MM/DD/YYYY

End date*

04/26/2023



MM/DD/YYYY

Add more details (optional) ▼

Enjoy 20% off all entrees from March 29 – April 26!



Preview

← Preview



Spring forward!
Mar 29 - Apr 26

Enjoy 20% off all lunch entrees!

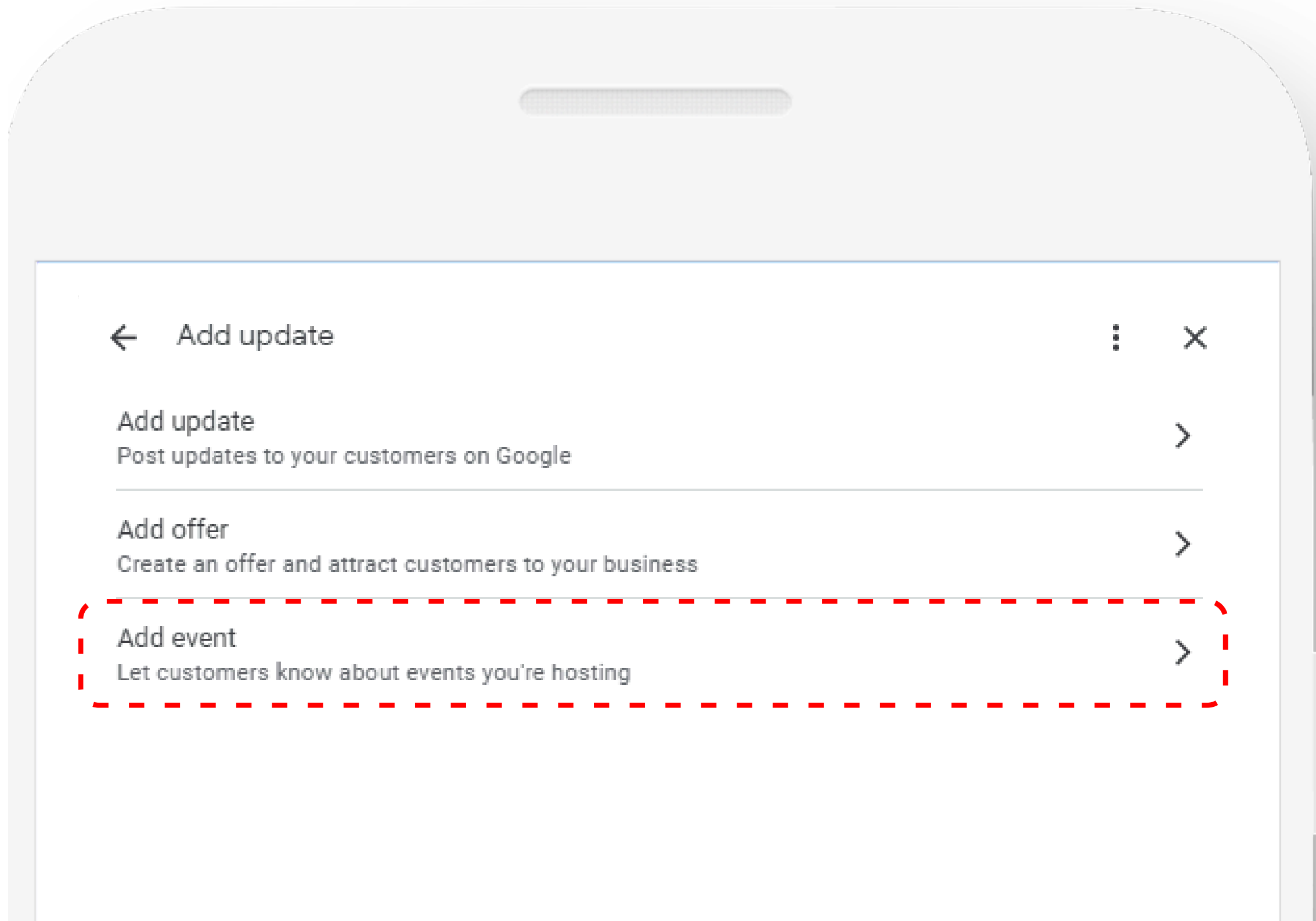
Valid 3/29 2023 - 4/26 2023

[Terms and Conditions](#)
Special offer cannot be combined with any other coupon or special offer.

Post

How?

이벤트 추가



← Add event



Event title*

Live Music!

(Example: Sale this week)

Start date*

03/28/2023 

MM/DD/YYYY

Start time (optional)

9:00 PM

End date*

03/28/2023 

MM/DD/YYYY

End time (optional)

11:00 PM

Event details

Join us for live music with Bebop and Destruction, greater Seattle's favorite jazz-funk band! Cost: \$10/per person.

115 / 1500

Add a button (optional)

Book 

Link for your button*

<https://www.eventbrite.com/waregister>

(Example: google.com)

 Add photos

Preview

Post

← Preview

Posted just now

Live Music!

Mar 28, 9:00 PM - Mar 28, 11:00 PM

Join us for live music with Bebop and Destruction, greater Seattle's favorite jazz-funk band! Cost: \$10/per person.

Book

구글 비즈니스 프로필 리뷰에 답변 달기

FACT

잠재고객 72% 다른 고객 리뷰를 먼저 읽고 구매결정

- **고객 리뷰에 적극 응답:** 고객 리뷰에 적극적으로 답변하고 소통 필요
- **고객과의 관계 강화:** 고객과의 상호작용은 관계를 강화하고 고객 의견을 존중하는 자세
- **피드백을 개선점으로:** 고객 리뷰와 평점을 주의 깊게 듣고, 제품 및 서비스 개선, 새로운 마케팅 전략에 반영



매출을 올리는 리뷰 답변 방법 1

- **고객을 기억하는 답변**

고객은 특별한 대우 선호
사장님이 리뷰 답글에 나를 기억해준다면
특별한 대우를 받은것같은 기분



매출을 올리는 리뷰 답변 방법 2

- **제공한 메뉴 또는 서비스에 대한 설명**

다시 한번 고객에게 제공한 메뉴 또는 서비스에 대해서 구체적으로 설명 해 준다면 만족스러웠던 고객은 **재방문 욕구 상승**



매출을 올리는 리뷰 답변 방법 3

- 다음 방문시 제품 또는 서비스 추천

단계적 추천은 사장님의 세심함 표현, 맞춤 서비스 제공
일회성 방문 손님은 다음번에 다시 올 가능성 높음



How?

my business



Videos

Images

Books

News

Maps

Shopping

Flights

Finance

About 12,110,000,000 results (0.42 seconds)



Edit profile



Read reviews



Messages



Add photo



Performance



Advertise



Edit menu



Food ordering



Waitlists



Bookings



Calls





Seattle Corner Restaurant

- Home
- Posts
- Info
- Insights
- Reviews**
- Messages
- Photos
- Products
- Services



All Replied Haven't replied



Chandu Uthuri

★★★★★ 3 hours ago

The user didn't write a review, and has left just a rating.

Reply



Lisa Butcher

★★★★★ 13 hours ago

The user didn't write a review, and has left just a rating.

Reply

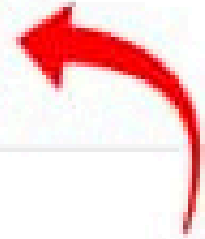


Amit Kumar

★★★★★ 4 days ago

Good

Reply

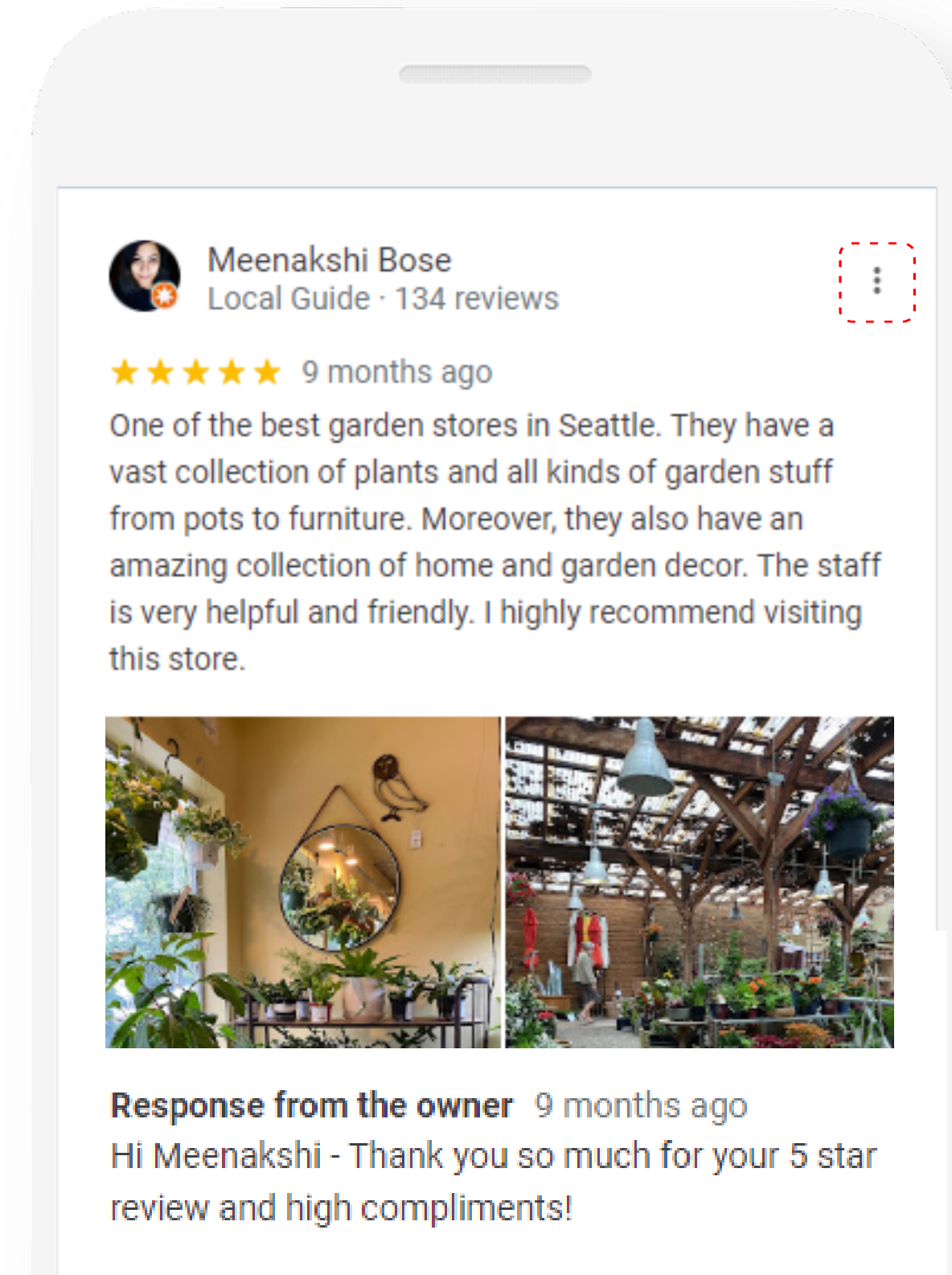


고객의 긍정적인 리뷰에 답변하는 방법

- 리뷰가 달리면 **빠른 시일내에** 답변
- 영업하는 느낌보다 **친근하게**
- 답변은 **간결하고, 전문적으로** 작성

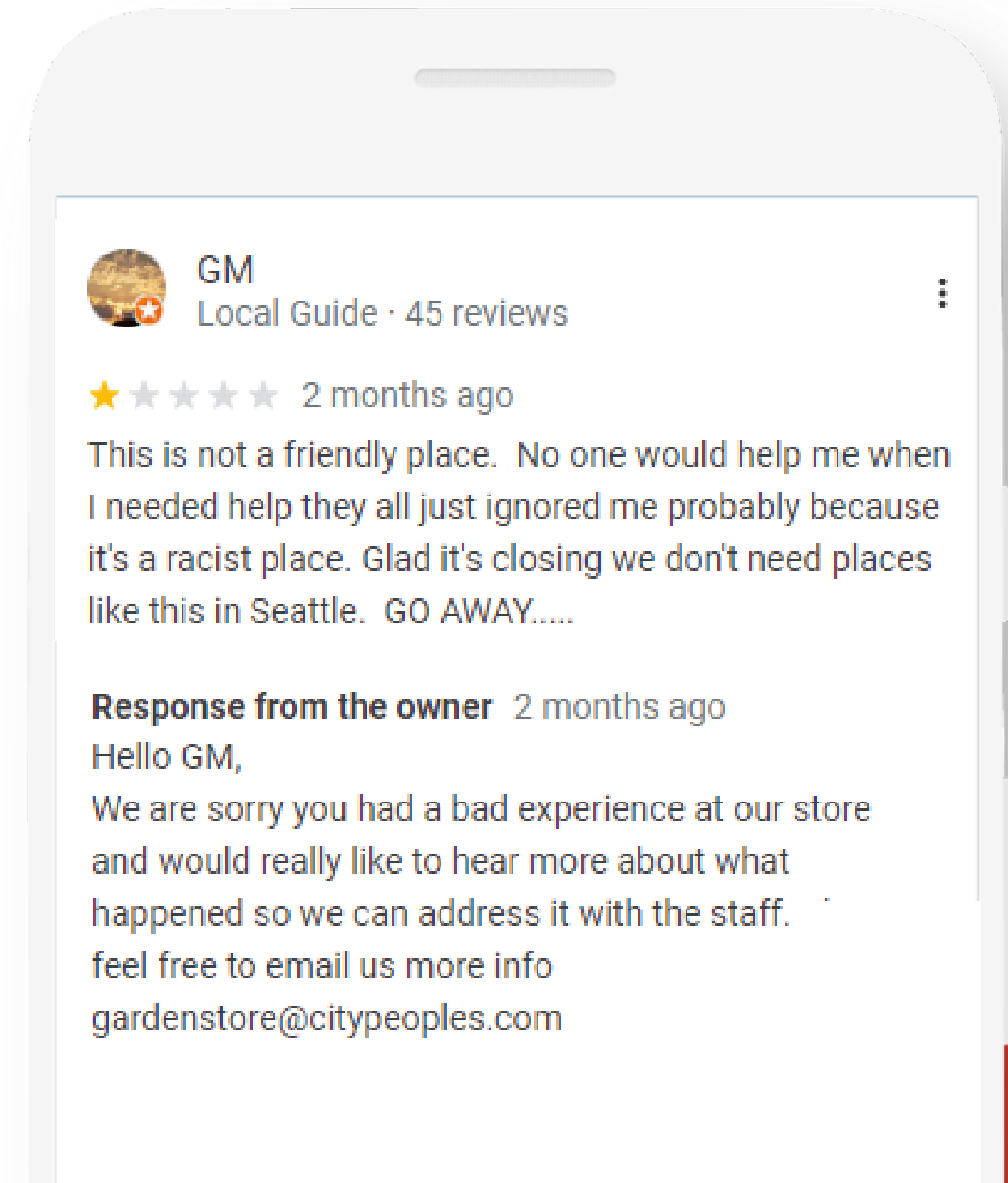
다음은 몇 가지 기본예시입니다.

- “감사합니다. 곧 다시 매장에서 보았으면 좋겠습니다!”
- "고객님의 소중한 경험을 공유해 주셔서 감사합니다."
- "고객님께서 좋은 경험을 하셨다고 해주시니 기쁩니다."



고객의 부정적인 리뷰에 답변하는 방법

- **응답하기 전에 고객의 경험을 파악:** 문제 해결을 위해 비즈니스가 취해야 할 조치 결정
- **적시에 응답:** 고객의 경험에 대한 관심 표현
- **전문적인 답변:** 감정적으로 비난, 사적인 감정 배제
- **필요한 경우 사과:** 해당 상황에서 바로 취할 수 있었던 조치와 취할 수 없었던 조치 설명
- **추가 논의를 방안을 제안:** 고객에게 이메일이나 전화를 통해 직접적으로 문의하도록 요청하여 문제 해결, 이후 리뷰 수정 또는 삭제 요청

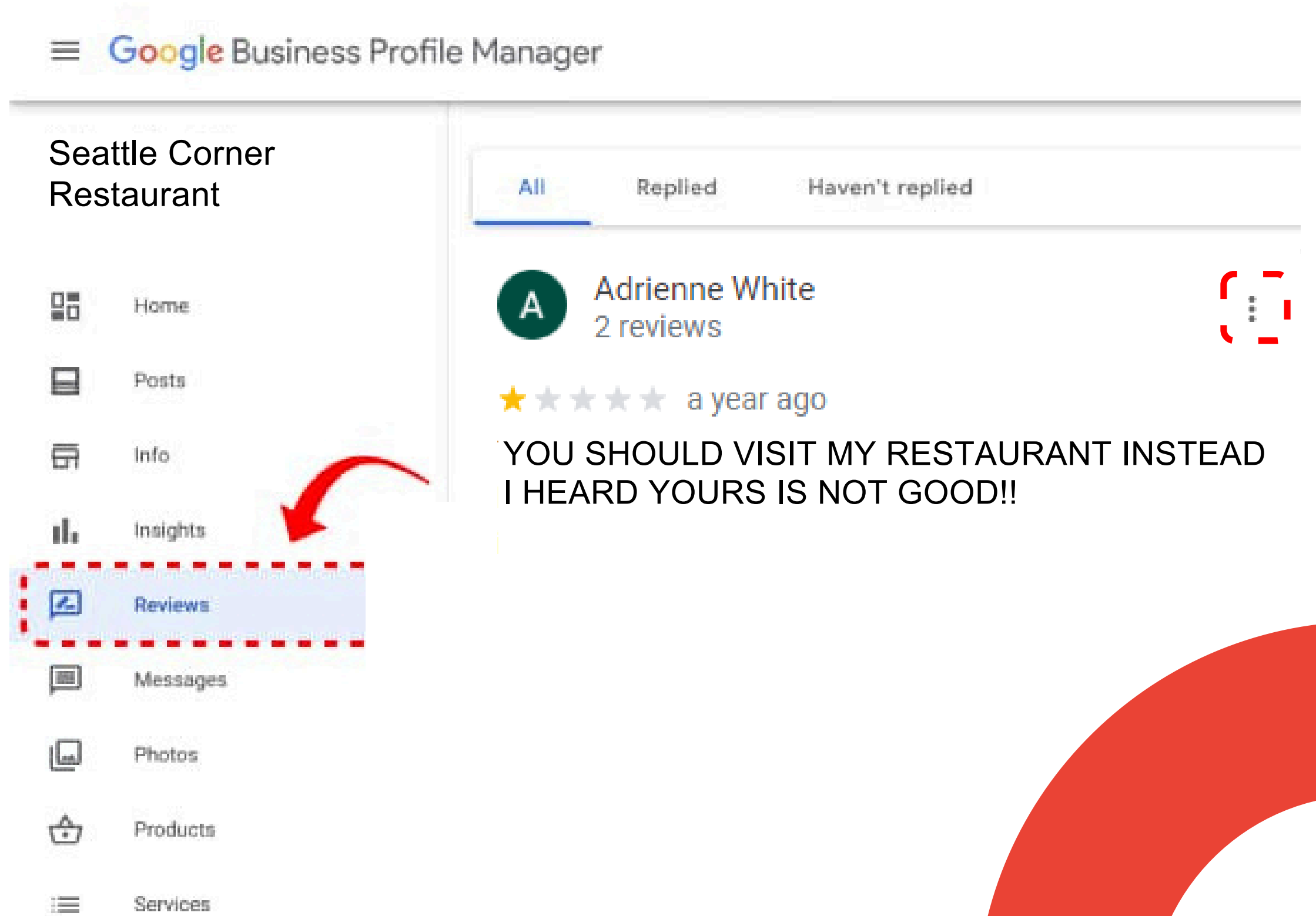


구글 가이드라인을 위반한 리뷰 신고

고객리뷰가 구글 가이드라인을 위반한다고 생각되는 경우, 하단에 제시된 순서에 따라 조치를 취하십시오.

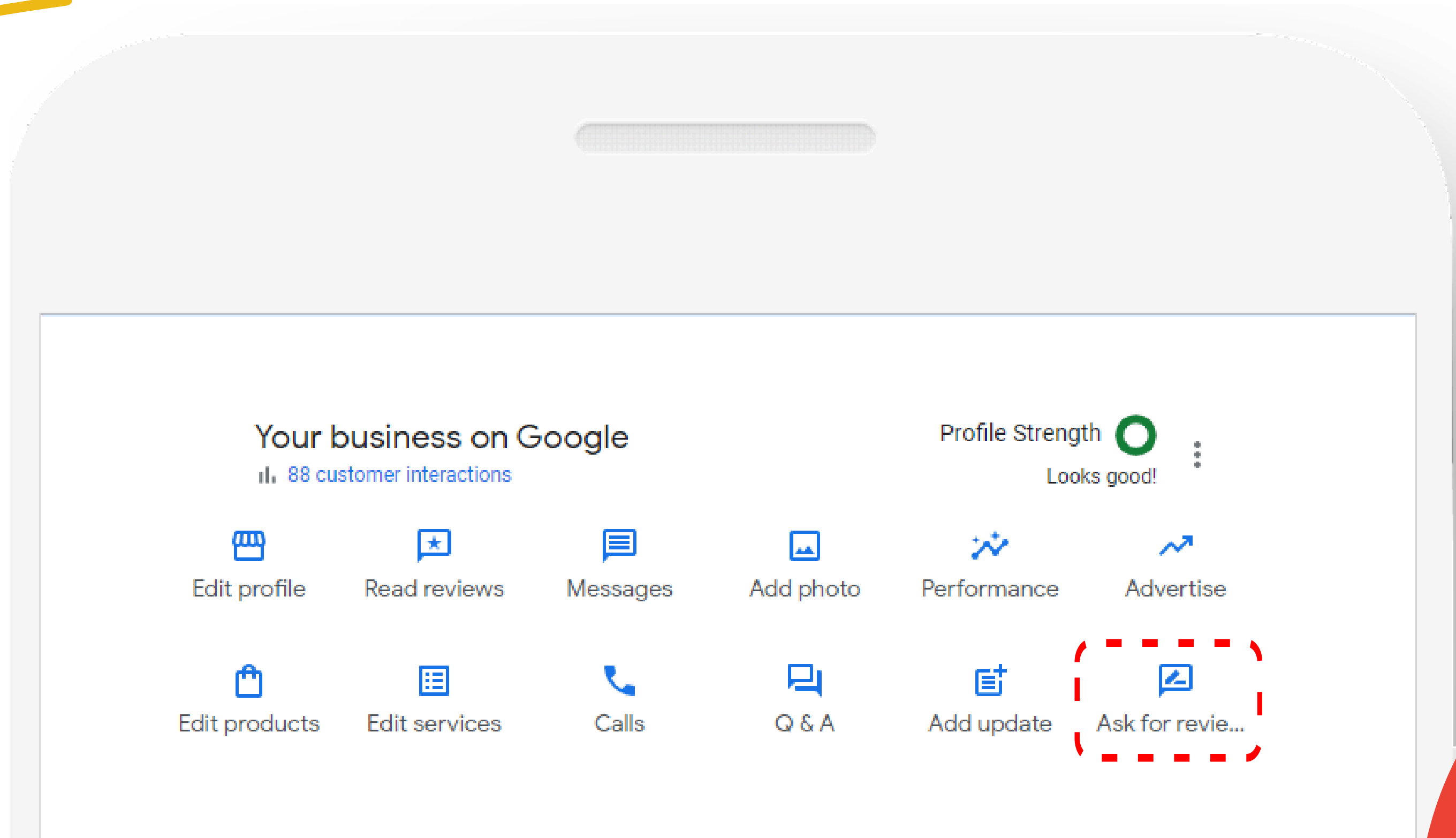
- 비즈니스 프로필로 이동
- 리뷰 읽기를 클릭
- 리뷰 오른쪽 상단에 있는 세 개의 점 클릭후 검토 신고를 선택

구글이 리뷰 가이드라인을 위반 여부를 검토후, 최종적으로 진위 여부 판단



How?

고객에게 리뷰 요청 방법



← Get more reviews



Give customers a link to review your business on Google

Reviews build trust and help your Business Profile stand out to customers on Search and Maps

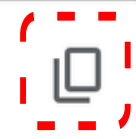
 Email

 Whatsapp

 Facebook

Review link

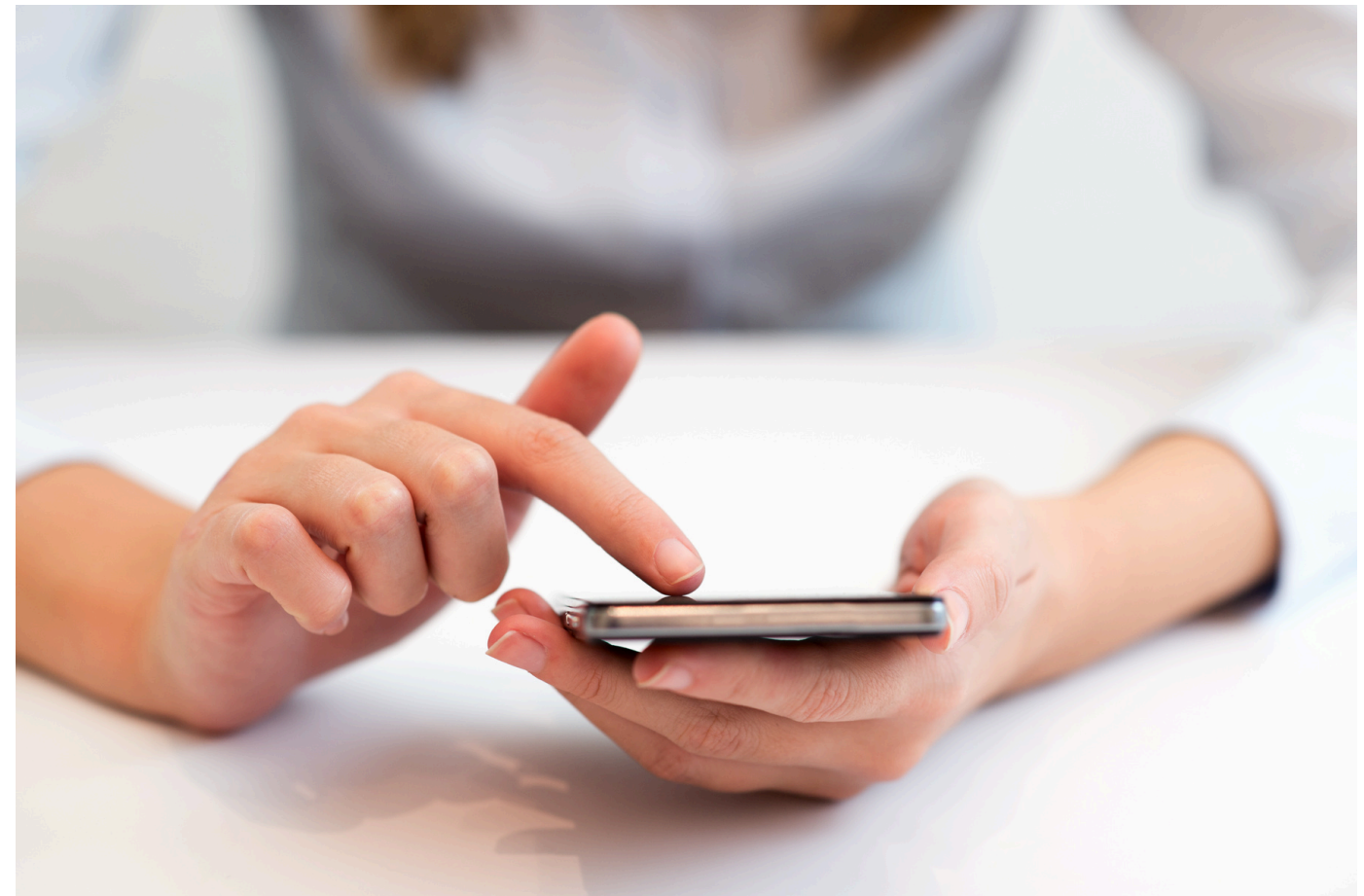
<https://g.page/r/CXA3t7gwn9xgEBM/review>



[Learn more](#) about best practices for asking for reviews, and what to do about negative reviews

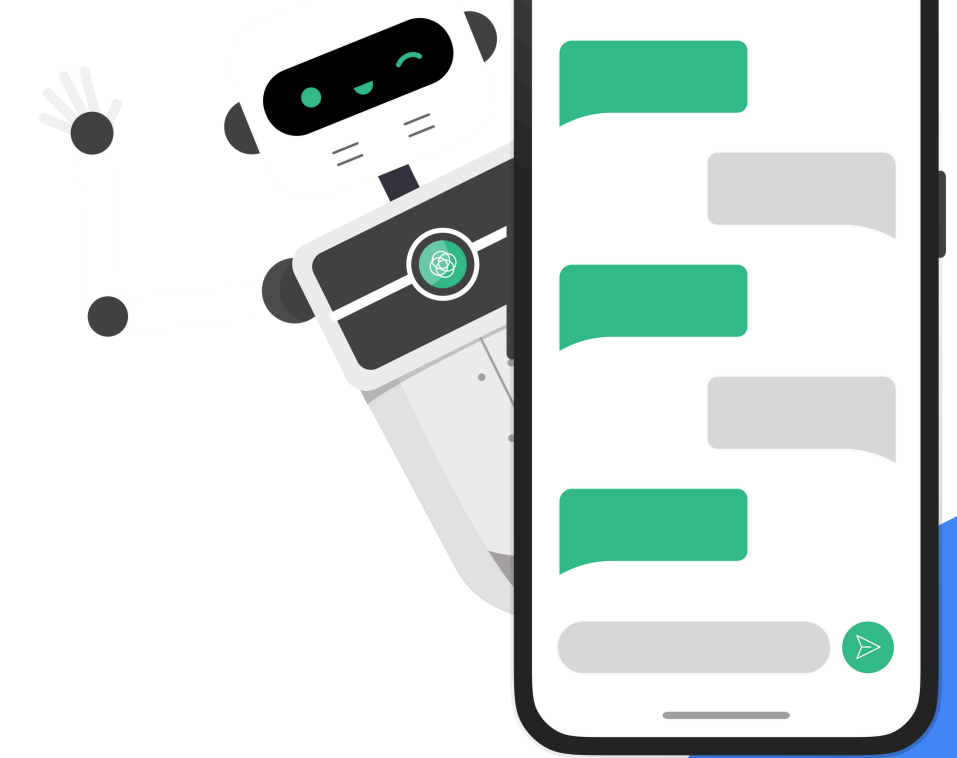
Hands-on activities

- 국가 공휴일 / 휴점일 특별 영업시간 업데이트 해보기 (ex. 5/27 Memorial Day)
- 휴대기기에서 사진 업로드 해보기
- 최신 고객 리뷰 순서로 답글 달아보기
- (선택) 자주 묻는 질문과 답변 작성 해보기



챗지피티

- 오픈AI가 개발한 챗봇이자 대화형 인공지능, 언어기술 기반
- Chat = 'chatting', GPT = 'generated pre-trained transformer'
- 대용량 데이터로 학습돼 기존 챗봇에 비해 훨씬 유연하고 효과적인 대화가 가능
- 업무, 코딩, 작곡, 자료 수집, 아이디어 제공 등 다방면으로 편의 제공



Free

WHY ChatGPT?

소상공인 관련 팩트와 장점

- 정형화 되지 않은 리뷰 답글 작성
개별 리뷰를 기반으로 답글을 작성, 가능한 최상의 맞춤형
답변 생성
- 짧은 시간내에 간편한 리뷰 관리
몇 초 안에 자동으로 응답을 생성하므로 답변이 마음에
들지 않더라도 다시 생성버튼을 클릭하면 또 다른 유형의
고유한 응답 제시
- 한/영, 영/한 번역
한국어 작성, 또는 영어로 “answer in Korean” 명령
파파고, 구글 번역 보다 매끄러운 문맥

You

A customer has left a negative review on your website saying that they found your delivery service to be slow and unprofessional. Please draft a response.



ChatGPT

Dear Customer,

We're extremely sorry to hear about your recent experience with our delivery service. We strive to offer prompt and professional service, and it's disappointing to hear we fell short in this case. Your feedback is invaluable, and we will ensure it's shared with our team to improve our services moving forward. Thank you for bringing this to our attention.

Sincerely,

[Your Company Name]

리뷰 답변 비교

다음은 실제 고객 리뷰, 사람의 답변과 ChatGPT가 제공한 답변의 몇 가지 예입니다.

- **고객 리뷰:** “훌륭한 사람들이고 짐을 보관할 수 있는 매우 안전한 장소입니다.”
- **사람 답변:** “시간을 내어 리뷰를 남겨주셔서 감사합니다.”
- **ChatGPT 답변:** “친절한 말씀에 감사드립니다! 손님께서 우리와 함께 긍정적인 경험을 했다는 소식을 듣고 매우 기쁩니다. 우리는 모든 고객에게 안전하고 안전한 환경을 제공하기 위해 노력합니다. 우리를 선택해 주셔서 감사하며 곧 다시 뵙기를 기대합니다!”

챗지피티 계정 만들기

<https://chat.openai.com/>

The image shows a screenshot of the ChatGPT web interface. On the left, there is a sidebar with a 'New chat' button and a 'Sign up or log in' section. The 'Sign up' button is highlighted with a red dashed box. The main area of the interface features the OpenAI logo and the text 'How can I help you today?'. Below this, there are four suggested prompts: 'Plan a trip to see the northern lights in Norway', 'Improve my essay writing ask me to outline my thoughts', 'Show me a code snippet of a website's sticky header', and 'Write a text message asking a friend to be my plus-one at a wedding'. At the bottom, there is a text input field with the placeholder 'Message ChatGPT...' and a send button. A footer note states: 'ChatGPT can make mistakes. Consider checking important information. Read our [Terms](#) and [Privacy Policy](#).'

New chat

ChatGPT 3.5

How can I help you today?

Plan a trip
to see the northern lights in Norway

Improve my essay writing
ask me to outline my thoughts

Show me a code snippet
of a website's sticky header

Write a text message
asking a friend to be my plus-one at a wedding

Message ChatGPT...

ChatGPT can make mistakes. Consider checking important information. Read our [Terms](#) and [Privacy Policy](#).

Sign up or log in
Save your chat history, share chats,
and personalize your experience.

Sign up

Log in



Create an account

Email address


Continue

Already have an account? [Login](#)

OR

 Continue with Google

 Continue with Microsoft Account

 Continue with Apple

 Sign in with Google



Choose an account

to continue to [OpenAI](#)



Jinny Park

jinny.park@bighug.org



Use another account

To continue, Google will share your name, email address, language preference, and profile picture with OpenAI. Before using this app, you can review OpenAI's [privacy policy](#) and [terms of service](#).

 Sign in with Google



Sign in to OpenAI

 jinny.park@bighug.org

By continuing, Google will share your name, email address, language preference, and profile picture with OpenAI. See OpenAI's [Privacy Policy](#) and [Terms of Service](#).

You can manage Sign in with Google in your [Google Account](#).

Cancel

Continue

챗지피티 사용시 주의사항

- 민감한 정보 (개인정보 / 기업비밀) 공유 유의
- 높은 정확도, 그러나 내용 검토 필수

ChatGPT

Tips for getting started

Ask away

ChatGPT can answer questions, help you learn, write code, brainstorm together, and much more.

Don't share sensitive info

Chat history may be reviewed or used to improve our services. Learn more about your choices in our [Help Center](#).

Check your facts

While we have safeguards, ChatGPT may give you inaccurate information. It's not intended to give advice.

Okay, let's go



New chat



ChatGPT 3.5 ▾

Today

Online Marketing: Keys to Success

Online Marketing Lecture

New chat



How can I help you today?

How to use ChatGPT
with these tips and tricks

Write a thank-you note
to my interviewer

Suggest some codenames
for a project introducing flexible work arrangements

Give me ideas
about how to plan my New Years resolutions

Message ChatGPT...



Upgrade plan

Get GPT-4, DALL-E, and more



J Jinny Park

ChatGPT can make mistakes. Consider checking important information.

다음 강의 안내

세미나 공지사항은 빅허그 뉴스레터를 주목해 주세요!

- **인공지능(AI)**
 - 인공지능의 역사
 - 인공지능의 종류
 - 인공지능 서비스 이용 방법
- **챗지피티(ChatGPT) 심화단계**
 - 챗지피티 시연



챗지피티, 오늘 강의 클로징 멘트를 알려줘!

J 너
오늘 저는 한인 소상공인분 들에게 온라인 마케팅의 중요성에 대해 강의를 했습니다. 이번 수업을 잘 마무리할 수 있도록 도와주실 수 있나요?



 ChatGPT

물론입니다! 다음은 오늘의 강의를 마무리하기 위한 제안입니다.

"오늘 세션을 마무리하면서 다음과 같은 생각을 드리고 싶습니다. 디지털 시대에 소상공업의 가능성은 무궁무진합니다. 온라인 마케팅의 힘을 활용하면 지역 사회를 넘어 고객에게 다가갈 수 있는 기회가 있습니다. 독특한 이야기를 전달하고 지속적인 관계를 구축하려면 온라인 마케팅의 성공은 단지 최신 트렌드를 따르는 것만이 아니라 고객을 이해하고 진정성을 갖고 지속적으로 가치를 제공하는 것입니다. 오늘 배운 내용을 잘 복습하시고 적용해보세요. 시간을 내어 참여해 주셔서 감사합니다."



세미나에 참여해주셔서
감사합니다!



문의 및 질문
jamie.kim@bighug.org
(425)-477-9279

유튜브 채널
BIGHUG

