

## Your Google profile, **checked in 10 minutes.**

Open your Google Business Profile on your phone and tick each box. Anything unticked is a quick fix that helps customers find you, trust you and contact you.

**01 Your business name is your real name**

Exactly as on your signboard. Adding extra keywords (like "Best Nasi Lemak Kajang") is against Google's rules and can get your profile suspended.

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**02 The main category is specific**

"Malaysian restaurant" or "Car detailing service", not just "Restaurant" or "Shop". It decides which searches you appear in.

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**03 Opening hours are correct, including holidays**

Set special hours before every public holiday. Wrong hours mean a wasted trip, and customers remember it.

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**04 Phone and WhatsApp work**

Tap the call button yourself. Add a WhatsApp chat link if customers usually message you.

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**05 Your website link is there and loads**

No website yet? Link your Facebook page or menu for now, so people can see more than a pin on a map.

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**06 The description says who you serve**

What you do, where, and what makes you different, in plain words. You have up to 750 characters; the first lines matter most.

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**07 At least 10 real, recent photos**

Your shopfront (so people recognise it), inside, your products or work, and your team if they're happy to be shown.

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**08 Services or menu, with prices where you can**

List what you offer. Prices answer the first question before anyone has to ask.

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**09 Every review has a reply**

Thank the good ones, answer the bad ones calmly. Ask every customer for a review, not just the happy ones: that's Google's rule.

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**10 A post or update in the last month**

A short offer, photo or news post shows you're open and active. Nothing for months can make a shop look closed.

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