

# UPDATE YOUR CUSTOMERS USING



## WHAT YOU CAN DO



### ALL BUSINESSES:

**Update your business hours:** If your business is open but has adjusted operating hours during this time, set special hours rather than mark your business "Temporarily closed." Learn how to set special hours. [Learn How To Set Special Hours On Google](#)

### ADD A COVID-19 UPDATE

COVID-19 update posts appear prominently on your business profile. This is a great way to share Closures or reduced hours. Safety and hygiene practice. Availability of gift cards to support your business. [Learn how to add your COVID-19 update post.](#)

### USE THE APP TO CONNECT WITH CUSTOMERS

The Google My Business app offers messaging. It is a great way to help customers reach you, especially if you are not currently available via phone. [Learn how to use the app.](#)

### HOURS & SERVICES DISCLAIMER

You may notice a disclaimer on your business profile letting customers know that your information may be out of date. Verified businesses can remove this disclaimer when they update recent special hours. [Learn more here.](#)

### HIGHLIGHT NEW DINING AND SHOPPING OPTIONS

If you are offering curbside pickup, delivery, or online orders, you can ensure that this information is displayed prominently for customers to see on Google Maps or Google Search. [Learn how to highlight these services.](#)



### MEDICAL BUSINESSES:

**Update services offered:** if your practice is offering services such as telemedicine. You can update your services by visiting your Google My Business Profile. Choose from suggested types of services. If the type of service isn't listed, you can add your own custom services, like "telemedicine," "telehealth," "video visits," or "house calls."



### RETAIL BUSINESSES:

**Update delivery options:** Update your business listing to display options like "Pickup," "Delivery," and "Curbside pickup".

Tip: When customers search for your store, your Business Profile will prominently show which of these delivery modes you currently support: "Pickup," "Delivery," or "Curbside pickup." Supported modes will have a "✓" and non-supported modes will have an "x." [Learn how to edit these options on Google My Business.](#)



### FOOD BUSINESSES:

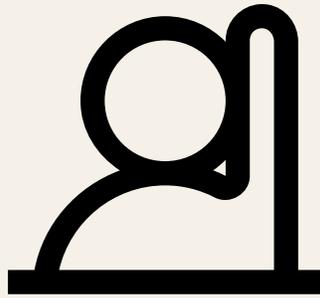
**Manage dining options:** Let customers know if they can order takeout for delivery or curbside pickup. You can also let them know if your location is temporarily closed. Add or edit the "Dine-in," "Takeout," "Delivery," and "Curbside pickup" attributes on Google My Business. [Learn how here.](#)

*\*Important Note:* If you have multiple locations and use the Google My Business API, you can also edit business attributes at scale. [Learn more about the API here.](#)



## UPDATE YOUR INFORMATION ON BING

Bing Places recently launched a new Temporarily Closed link that can be found on the bottom left of the business dashboard. Businesses with temporarily changed hours should update their Hours of Operation in the dashboard.



**NEED MORE HELP?**

**WE'RE HERE TO SUPPORT OUR FELLOW BUSINESS OWNERS DURING THIS TIME**

If we can be of assistance, please reach out to our CEO, Marty Martin

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