

Grow with **Google**

Connect with Customers and Manage Your Business Remotely

There are many tools to help you and your team stay connected and productive from afar. You can collaborate on docs; easily store and access them on the cloud; and have safe, secure video conferences with customers, no matter where you are. We've gathered some of Google's resources to support your small business.



Google Business Profile

allows you to take charge of the way your business appears on Google Search and Maps. Share updates, respond to reviews, see call history, and more.

google.com/business



Google Meet

lets you have a video conference call from anywhere. Use Meet to schedule client meetings, host online classes, and keep in touch with your team.

meet.google.com



Google Drive

allows you to access your documents and files from any device. You can securely store and share them with your team and collaborate in real time.

drive.google.com

Additional resources from Grow with Google

Google Career Certificates

grow.google/certificates

Prepare for a new career in six months or less with professional training designed by Google. Learn at your own pace and get a certificate to help you stand out to employers.

YouTube Channel

YouTube.com/GrowWithGoogle

Subscribe to the Grow with Google YouTube Channel for expert tips to grow your skills, career, or business.

Connect with Customers with Your Google Business Profile

1. Read and respond to customer reviews. Replying to public reviews builds trust with new and returning customers.
2. Add posts to your Business Profile to highlight special offers, promote events, and share updates to keep customers in the loop.
3. Use messaging to communicate with customers in real time. You can pause messaging or create automated responses at any time.

Checklist for Managing Your Business Remotely:

- Use Google Meet to host secure, high-quality video meetings.
- Add Google Meet to Google Calendar events.
- Try Gmail's smart features and controls to manage your inbox.
- Store, access, and share your files in one secure place: Google Drive.
- Control who has access to your files.
- Open 40+ different file types with Drive, including PDFs and MPEG-4 files, and work on Microsoft Word files straight from Drive.

What's your action plan?

Write down one thing you will do after this workshop to connect with customers and manage your business remotely:
