



We've pulled together a helpful set of questions to get you started responding to local Google My Business Listing inquiries.

Click below to see a list of questions tailored to your industry:

- Grocery
- Convenience Store
- Banking/Finance
- Cash Advance
- Coffee
- Juice
- Retail
- Entertainment
- Real Estate
- Home Furnishing
- Transportation (Auto Rental)
- Automotive
- Insurance (Auto)
- Agriculture
- Pizza
- Subs / Sandwiches
- Restaurant
- Chicken Restaurant
- Fitness
- Healthcare (Urgent Care)
- Healthcare (Dentist)
- Healthcare (Optician / Eye Care Center)



# Grocery

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Questions	
Where can I park?	Does this location offer organic produce and products?
How much is parking?	How is the selection of gluten-free products?
Does this location validate parking?	Does this location accept ATM cards?
Does this location accept food stamps (also known as CalFresh, SNAP or EBT)?	Does this location offer curbside pickup?
Will I need a rewards card to shop at this location?	What are the deli hours?
Does this location offer delivery?	What are the bakery hours?
Does this location have vegan products?	What are the senior hours?
Does this location have a pharmacy?	Can I bring my own reusable bags?
Does senior hours apply to other at-risk populations?	What is your grocery store known for?
Does this location offer motorized shopping carts?	What safety precautions is this store taking to prevent the spread of Covid-19?

# Convenience Store

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Questions	
Does this location deliver?	Does this location accept food stamps (also known as CalFresh, SNAP or EBT)?
Does this location offer organic produce and products?	Does this location have E85 fuel?
Does this location take ATM cards?	Is there a rewards program?
Does this location offer curbside pickup?	Is truck parking available at this location?
Does this location have a deli?	Is an app available?
Does this location sell liquor?	Does this location have a car wash?
Does this location sell lotto tickets?	What safety precautions is this store taking to prevent the spread of Covid-19?

# Banking / Finance

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Questions	
Does this location have outside ATMs?	How can I add a joint owner to my account?
Does this location have a coin counter?	How do I update my contact information?
How can I access my account online?	How do I check my account balance?
How do I activate my debit card?	How do I change my legal name or legal title?
How do I find my account and routing numbers?	How do I link my account?
How do I order checks?	Can I open a savings account in person or online?
When will my debit card arrive?	Can I open a retirement account in person or online?
Why is my deposit on hold?	Can you help me with tax questions?
Does this location have a drive thru ATM?	Is there a notary at the bank?
What safety precautions is this location taking to prevent the spread of Covid-19?	

# Cash Advance

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Questions	
How can I get started?	Do I need insurance for a title loan?
What do I need to apply for a payday loan?	Where do you offer title loans?
What is a payday loan?	What type of online loans are offered?
Are payday loans available in my state?	How do I apply?
How can I get a payday loan?	When will I receive the money?
What is an installment loan?	How can I check the status of my account?
How much money can I get?	How can I make a payment?
Does this location check my credit when I apply?	Can I skip or defer payment?
Are installment loans available in my state?	Can I refinance my loan?
Do I need to be employed to apply for a loan?	Is my personal information safe?
What is a title loan?	Does this location offer check cashing?

# Coffee

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Questions	
Does this location have a drive-thru?	Does this location supply ground coffee?
Does this location have power outlets to plug a laptop or phone charger?	Does this location have wifi?
Is there a parking lot?	Is whole bean coffee available at this location?
Where do I park?	Is this location dog friendly?
Does this location accept mobile payments?	Does this location offer delivery?
Is there a public bathroom?	Does this location have a rewards program?
Does this location sell gift cards?	Is an app available?
Can I order ahead and pickup?	What safety precautions is this location taking to prevent the spread of Covid-19?

# Juice

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Questions	
Does this location deliver?	Is this location dog-friendly?
How much is delivery?	Does this location accept Apple Pay?
Is parking available at this location?	Does this location have a restroom?
What payment types are accepted?	Does this location use organic produce?
Is there a loyalty program?	Does this location have sugar-free options?
Which delivery providers do you offer delivery through?	What safety precautions is this location taking to prevent the spread of Covid-19?

# Retail

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Questions	
Where is parking available?	Can I ship an order to this store?
Does this location offer returns?	Does this location offer curbside pickup?
Can I return an online order to this store?	Are there eateries nearby?
How can I make a return?	Can a gift card be used at this location?
When can I return items?	Does this location have a loyalty program?
Can I make a return without a receipt?	Does this location price match?
Is this location located in a mall?	What safety precautions is this location taking to prevent the spread of Covid-19?

# Entertainment

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Questions	
What time is happy hour?	Does this location have an arcade?
How do I pay for the games?	Does this location sell gift cards?
Can I make a reservation at this location?	What are the prices for drinks?
Does this location allow birthday reservations?	What age groups are allowed at this location?
How much does it cost to have a birthday at this location?	Is this location a good place for children?
What event packages does this location offer?	What's the entry fee per person?
What do I need to do to gain entry during Covid-19?	What safety precautions is this location taking to prevent the spread of Covid-19?

# Real Estate

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Questions	
What can I expect when I visit a design studio?	How do my selections stay within budget?
What finance options are available?	Do I need an appointment to visit a design studio?
What do I need to prepare for my design studio appointment?	What design options are available for me to choose from?
What brands names are available?	What safety precautions is this location taking to prevent the spread of Covid-19?

# Home Furnishing

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Questions	
Does this store buy used furniture?	Does this store have wheelchairs available for use?
Can I purchase over the phone?	Does this store allow pets?
Does this location deliver?	Does this location sell gift cards?
How much is shipping?	Does this store offer delivery and assembly?
Can I pick the delivery date and time?	Does delivery include removal of old furniture?
What is the return policy?	Is online purchasing available?
Is assembly free?	Is outdoor furniture available?
How do I track my order?	Does this store have wheelchairs available for use?

# Transportation (Auto Rental)

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Questions	
Can I get a quote at this location?	Can I rent a car if I'm under 25?
How can I get a quote?	Does this location offer one way rentals?
Does this location offer airport pickup?	Does this location offer cross border rentals?
Is there overnight drop-off?	What are the age requirements for renting?
Can I extend my rental online?	Does this location offer insurance?
Where can I find this location?	Do I need a shuttle or bus to get to this location?
Does this location offer senior discounts?	Does this location offer veteran or military discounts?
What safety precautions is this location taking to prevent the spread of Covid-19?	What is this location doing to sanitize the vehicles?

# Automotive

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Questions	
How much does a smog check cost?	Does this location offer tire checks?
Does this location offer smog checks or emissions testing?	Does this location do oil changes?
What services are offered at this location?	Does this location do auto body work?
Do I need an appointment to get an estimate?	What payment types are accepted?
What repairs does this location offer?	Does this location offer free estimates?
Does this location sell tires?	Does this location offer financing for repair work?
Does this location offer towing?	What safety precautions is this location taking to prevent the spread of Covid-19?

# Insurance (Auto)

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Questions	
Can I get a quote at this location?	What are the requirements for getting auto insurance?
Is this location open on weekends?	Can I renew my insurance online?
Is there parking available at this location?	Does my policy cover other drivers?
Can I make payments online?	Can I get auto insurance with a poor driving record?
What premium payment options does this location offer?	

# Agriculture

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Questions	
What is the return process?	Can this location order products for me that are not available online?
Who can I contact for questions about my order?	How can I become a retailer for Licensed Products?
Does this store ship outside the United States?	Who can I contact about equipment or parts?
Can I have an order shipped to a P.O. box or APO military address?	What safety precautions is this location taking to prevent the spread of Covid-19?
Is there a printed catalog available for customers to reference?	



# Pizza

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Questions	
Does this location deliver?	Does this location accept Apple Pay?
How much is delivery?	Does this location offer thin crust?
Does this location carry gluten-free pizza dough?	Does this location offer deep dish?
Is parking available at this location?	Does this location have a restroom?
What payment types are accepted?	Does this location take reservations?
Does this location offer senior discounts?	Can I call in my order?
Is there a loyalty program?	Does this location offer contactless delivery?
Does this location accept EBT?	Does this location have contactless pickup?
Is this location dog-friendly?	What safety precautions is this location taking to prevent the spread of Covid-19?

# Subs / Sandwiches

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Questions	
Does this location have gluten-free subs?	Is there a loyalty program?
Does this location carry gluten-free bread?	Does this location accept EBT?
Is parking available at this location?	Is this location dog-friendly?
What payment types are accepted?	Does this location accept Apple Pay?
Does this location deliver?	Does this location have a restroom?
Does this location offer senior discounts?	Can I call in my order?
Does this location offer contactless delivery?	Does this location offer military and/or student discounts?
Does this location offer contactless pickup?	What safety precautions is this location taking to prevent the spread of Covid-19?

# Restaurant

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Questions	
Does this location deliver?	Does this location accept Apple Pay?
How much is delivery?	Does this location have a public restroom?
Is parking available at this location?	Does this location take reservations?
Does this location have vegetarian or vegan options?	Does this location have gluten-free options?
What payment types are accepted?	Can I call in my order?
Does this location offer senior discounts?	Does this location offer contactless delivery?
Is there a loyalty program?	Does this location have contactless pickup?
Does this location accept EBT?	Which delivery providers do you offer delivery through?
Is this location dog-friendly?	Does this location have a drive thru?
Does this location cater?	What safety precautions is this location taking to prevent the spread of Covid-19?

# Chicken Restaurant

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Questions	
Does this location deliver?	Does this location accept Apple Pay?
How much is delivery?	Does this location have a public restroom?
Is parking available at this location?	Does this location have a drive thru?
Does this location have vegetarian or vegan options?	Does this location have gluten-free options?
Do you serve cage-free chicken?	Does your chicken contain hormones?
What payment types are accepted?	Can I call in my order?
Does this location offer senior discounts?	Does this location offer contactless delivery?
Is there a loyalty program?	Does this location have contactless pickup?
Does this location accept EBT?	Which delivery providers do you offer delivery through?
Is this location dog-friendly?	What safety precautions is this location taking to prevent the spread of Covid-19?

# Fitness

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Questions	
How much does a day pass cost?	Is there a swimming pool at this location?
How can I cancel my membership?	Where can I park at this location?
How much for an annual membership?	Is parking available at this location?
How much for a monthly membership?	Are classes offered at this location?
Are there showers at this location?	Is there a senior rate?
Does this location have a steam room?	How much are classes?
Is an app available?	Can I register for classes on your app?
Are online classes available?	What safety precautions is this gym taking to prevent the spread of Covid-19?
What do I need to do to workout during Covid-19?	

# Healthcare (Urgent Care)

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Questions	
What tests are available for Covid-19?	How long is the wait time to see a doctor at this location?
What should I do if I think I have Covid-19?	What type of doctors will be treating me in urgent care?
How should I seek care at this location during the Covid-19 outbreak?	Who can I contact for billing related questions?
Do I need an appointment?	Does this location have offer Teladoc or virtual appointments?
Do I need my insurance card?	What safety precautions is this location taking to prevent the spread of Covid-19?
Does this location take insurance?	Is this location open Saturdays?
What forms of payment do you accept?	Is parking available at this location?
Does this location provide X-rays?	Does this location accept CareCredit?
What safety precautions is this location taking to prevent the spread of Covid-19?	

# Healthcare (Dentist)

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Questions	
What procedures do you offer at this location?	Does this location take Medicaid?
What types of insurance are accepted?	Is this location accepting new patients?
Is parking available at this location?	Does this location have spanish speaking dentists?
What payment types are accepted?	How much for a consultation?
Does this location take walk ins?	Does this location offer payment plans?
Does this location take Medi-Cal? (California Only)	How can I make an appointment?
Is this location open Saturdays?	Does this location offer Teladoc or virtual appointments?
Does this location accept CareCredit?	Does this location offer senior hours?
What safety precautions is this location taking to prevent the spread of Covid-19?	

# Healthcare (Optician / Eye Care Center)

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Questions	
What types of insurance are accepted?	Does this location take walk ins?
Is parking available at this location?	How can I make an appointment?
What payment types are accepted?	Can I get glasses fixed at this location?
What procedures do you offer at this location?	Can I buy new frames at this location?
How much for prescription sunglasses?	How much are eye exams?
How much for prescription glasses?	Is this location open Saturdays?
How much for a consultation?	Does this location offer Teladoc or virtual appointments?
Does this location accept CareCredit?	Are there senior hours offered?
What safety precautions is this location taking to prevent the spread of Covid-19?	