

## Lawrence Marketplace Reviews - summary


- Reviews have been active on Lawrence Marketplace for about 7 weeks.
- There have been around 152 user submitted reviews to the site, that's an average of 3 a day
  - \* 89% of the reviews are 4-5 star ratings
  - \* 10% of the reviews are 1-2 star ratings
- The most reviewed business to-date has been Dempsey's Burger pub, with 6 reviews and an average rating of 4 stars
- Reviews that are 1-2 star ratings have thus far been on topic and generally a fair assessment of the reviewers personal experience.
- An individual who leaves a bad review will often leave a positive review on another business as well.
- Regardless of the rating, most reviews are still take a positive and cite specific examples of what went right (or wrong).

 **★★★★★ daniellindsley** Free State Doors Inc  
Friendly service, flexible and a job well done the first time. I thought the rates were reasonable as well.  
September 29, 2010 [Remove](#) [Reply](#)


 **★★★★★ jpwendell** Thai House  
Fantastic atmosphere and real authentic cuisine, Thai House is the best place in L to introduce yourself to Thai food. Their menu contains a huge variety of dishes, all come super fast and in generous portions. The service there is great too, highly recommended!  
September 28, 2010 [Remove](#) [Reply](#)


 **★★★★★ napalmbalm** Richard's Music  
Great, great music instrument store, been going here for years. Always fun to see what new "used" stuff they have, and always a pleasure to talk to Jim or Austin. Great prices on repair work, too. Thanks, guys! Keep it up.  
September 27, 2010 [Remove](#) [Reply](#)

 **★★★★★ inspire** ALL-N-1 Landscape  
All-N-1 Landscape just finished the first phase of a large landscaping plan and we are delighted with their professionalism, quality of work, timeliness and price. We've worked with other landscape companies before and those companies have always over promised and under delivered. All-N-1 has already exceeded our expectations with the quality of the work and their willingness to work with us instead of being pushy. We can't wait to proceed with the next phase of our plan and would highly recommend All-N-1 Landscape.  
September 27, 2010 [Remove](#) [Reply](#)

 **★★★★★ kaw7987** Plato's Closet  
My entire wardrobe is from this place. They have amazing deals and sales often! I can't wait to see their extended shop opening coming soon..  
September 21, 2010 [Remove](#) [Reply](#)

 **★★★★★ VirginiaRatz** Green Pastures Preschool  
The teachers and the director of Green Pastures Preschool are excellent. Mrs. Hird, the pre-K teacher received an award for excellence from the Douglas County Child Development Association last spring. My grandson is attending his second year at the preschool and we are all so pleased with his experience. I would highly recommend this school.  
September 20, 2010 [Remove](#) [Reply](#)

 **★★★★★ black\_butterfly** Chipotle Mexican Grill  
I am addicted to Chipotle and I really can't say anything negative about the place. Employees are friendly and food is always hot and fresh. The restaurant is always clean. The dining room decor is industrial and cold which is why we don't dine in. the ONLY complaint I have is that every once in a while I will bite into what I think is chicken and it is a big lump of fat. I will continue have Chipotle once a week!  
September 11, 2010 [Remove](#) [Reply](#)

 **★★★★★ ksroadliner** McLaughlin Roofing  
If you need a roof these are the people to call. It's a big job and a substantial investment. Dave brought out several samples and spent some time going over what would be done. Communication was excellent and they showed up when they said they would. Great job on the cleanup and the roof looks great. Give them a call. You won't be sorry!  
September 12, 2010 [Remove](#) [Reply](#)

## Great Example of a business responding to both a positive and a negative review

### Reviews



★★★★★ LarryNative

I have been to 715 over 20 times. The food has progressed over time and the last 5 meals I have eaten at 715 have been very good. 715 is the best restaurant in Lawrence right now. The pricing is good, the cocktails are the most inspired in Lawrence, the wine list is has bargains if you know much about wine and the food is now hitting the mark. My only complaint at times is the food is under seasoned for Americans. If I'm in Florence, it is seasoned properly but I am in Lawrence, Ks. Food needs salt. The decor is amazing. Once inside, you feel like you could be in a New York restaurant. The service has been outstanding on all of my visits. Keep it up guys and somehow let the public know what exactly you guys are doing at 715. I don't believe the public realizes what Michael is doing in the kitchen and it is quite amazing.

September 30, 2010 [Remove](#) [Reply](#)



matthyde replies...

Business reply

Thanks so very much for your kind words. Glad to have your input about seasoning. I think my biggest complaint with most restaurant food is that it is too salty, but I realize there is a middleground for sure. We really appreciate your support!  
Thanks,  
Matt Hyde

September 30, 2010 [Remove](#)



jkealing replies...

For what it's worth, I vote for not adding more salt. Too often I encounter food in local restaurants that has too much salt. It doesn't taste good and it's really not super healthy, either.

October 1, 2010 [Remove](#)



★★★★☆ hail2oldku

Came in for lunch with some co-workers today. We were all quite impressed. Great attention and knowledge by the staff. Very good food. I ordered one of the pizzas, and all I can say is wow. Excellent crust, maybe a little too heavy on the sauce since it soaked the center of the pie, but very good flavor. I will definitely be back.

September 2, 2010 [Remove](#) [Reply](#)



matthyde replies...

Business reply

Glad you liked it! Thanks for giving us a try and getting us your feedback. Look forward to you coming back.  
Matt Hyde

September 2, 2010 [Remove](#)



★★★★★ lwhite

This is one of my favorite restaurants, especially for dinner. The pasta is all made in-house and most of their food is local. My favorite dinner last winter was the chestnut ravioli, I was so sad when it went out of season! Their vegetable sides would make anyone into a veggie lover and the sipping chocolate is about the most indulgent thing on the planet! I love the kitchen seating, you can watch your meal being cooked and interact with the kitchen, all the staff is always wonderful and friendly!

August 17, 2010 [Remove](#) [Reply](#)



matthyde replies...

Business reply

So glad you enjoy 715. The cooks love it when people sit at the counter! Thanks for your patience re the seasonality of things-we can't wait for the chestnuts to return. We really appreciate your feedback.

August 19, 2010 [Remove](#)



★★☆☆☆ kaw7987

I was really looking forward to trying 715. Unfortunately when I did I received poor service and was not at all impressed with the food. Perhaps I made a poor choice from the menu (I had the cheese pizza) but the others that I dined with didn't enjoy their meals either.

August 17, 2010 [Remove](#) [Reply](#)



matthyde replies...

Business reply

We appreciate the feedback and would love for you to give us another try sometime. If you're not thrilled with your experience here than we've failed. We do this work to make people happy! Please say hi the next time you're in-would love to make it up to you. Thanks, Matt Hyde 550-2521

August 19, 2010 [Remove](#)

### Reviews



★★★★★

I have been to

**Another good example of a business responding to a negative review and also the self-correcting nature of reviews. Not only did the business respond effectively to the “bad” review, but another reviewer chimed in with their take of the situation.**

## Reviews



★★★★☆ **FieldTested**

Just bought my 4th car from Laird Noller. I keep going back because they have always dealt with me in good faith. I first came there 20 years ago after being yanked around severely at a dealership in Johnson County. I've never walked out of Laird Noller and felt I had been taken advantage of.

August 31, 2010 [Remove](#) [Reply](#)



★☆☆☆☆ **gabrielle1031**

Our experience with the Laird Noller Collision Center (body shop) was awful. We took it in for repair of some damage to the left front bumper and fender. They ordered the parts, we took it in, left it and were supposed to pick it up 3 days later. The body shop manager called the afternoon before I was supposed to pick it up to say that someone on their staff had backed my car into a truck inside their shop and smashed my back bumper. She apologized, but was full of excuses about how they work in tight quarters and cars these days are so big (my car is about a 6 foot long Honda Insight) and how the technician couldn't see where he was going as he backed up because he had taken the left rear-view mirror off in the process of installing the new parts. They acted like I should be so grateful that they were covering the cost of repairing the damage that they caused and paying for my rental car for the rest of the week. This was the absolute LEAST they could do-- it's what they had darn well better do when they smash up my car in their shop!-- and they never offered anything else for the huge inconvenience and frustration. We won't be going back here or recommending them!

August 30, 2010 [Remove](#) [Reply](#)



**lairdnoller replies...**

Business reply

I am Gary Bennett president of Laird Noller Automotive and I am sorry about the accident that happened with your car in our collision repair center. Accidents rarely happen in our shops but but when they do we take full responsibility and cover the repair with a lifetime warranty on the body repair we do to fix the problem. Once again I am sorry for the inconvenience this has caused. If you would like to discuss this further my email address is [gbennett@lairdnoller.com](mailto:gbennett@lairdnoller.com) and my phone number is 785-843-3500.

August 31, 2010 [Remove](#)



**ylime3499 replies...**

Just curious what more did you want from them? Paying for their accident, yes accidents happen just like the reason you were in there, they put a lifetime warranty on their work for the damage they caused, paid for a rental car, and after you gave them a bad review they commented and offered to talk about it further with you. I can't see what else they could have done. I've never used Laird Noller, for anything, but I'm impressed with their responses to their mistake.

September 16, 2010 [Remove](#)