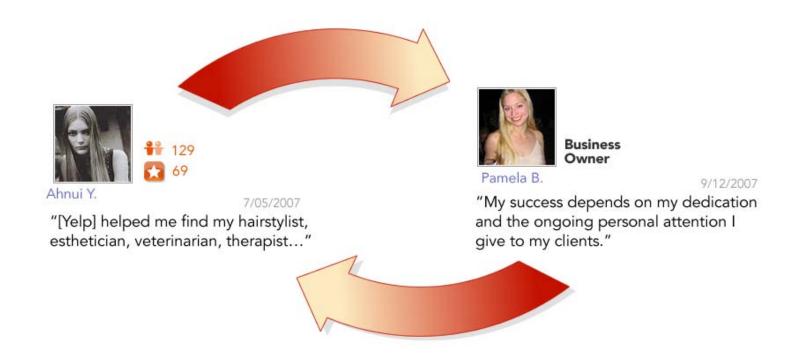


Real People. Real Reviews.™



to connect people with great local businesses



We started with user reviews in 2005

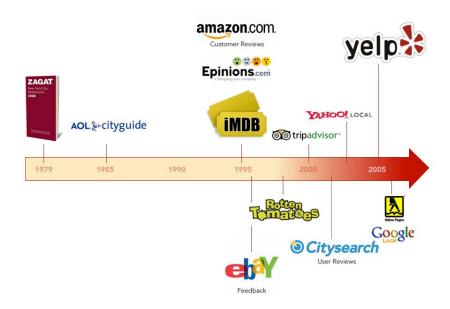


Consumers value online reviews...

Types of Advertising Trusted by Internet Users

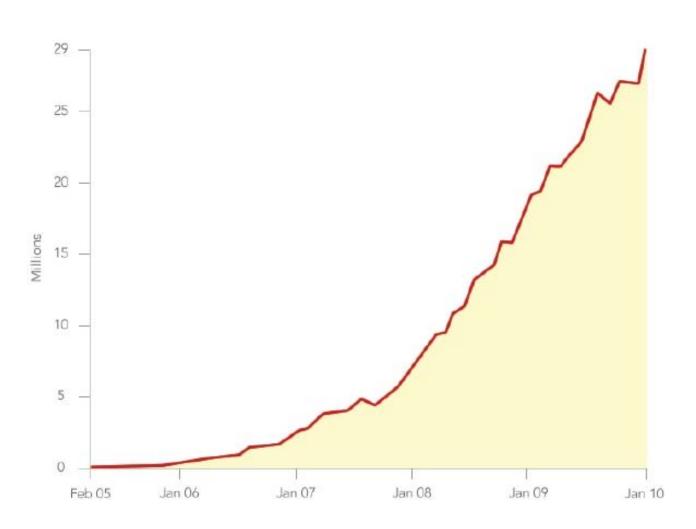
Worldwide, April 2007 (Source: eMarketer) Recommendations from consumers 78% Newspapers 63% Consumer opinions posted online 61% Brand web sites 60% TV 56% Magazines 56% Radio 54% 49% Brand sponsorship Email signed up for 49% Ads before movies 38% Search engine ads 34% Online banner ads 26% Mobile phone ads 18%

... which is why every major site and local guide has them.





30 Million Monthly Unique Visitors



Source: Google Analytics

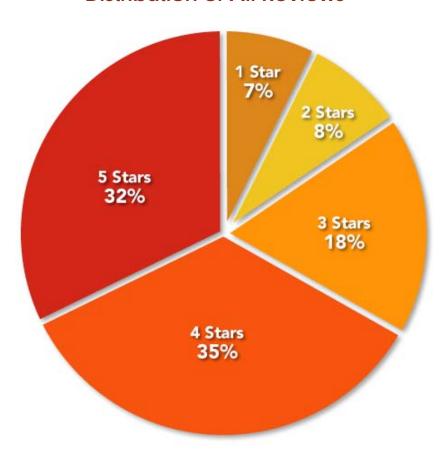
Consumers on Yelp are affluent, educated adults







Distribution of All Reviews



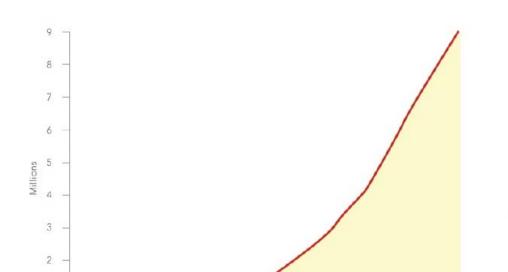
Negative reviews play an important role too

- A variety of experiences is consistent with real life
- You can't please 100% of your customers 100% of the time

9 million local reviews and counting



Local Reviews (9 million)



Jan 07

Jan 08

Jan 09

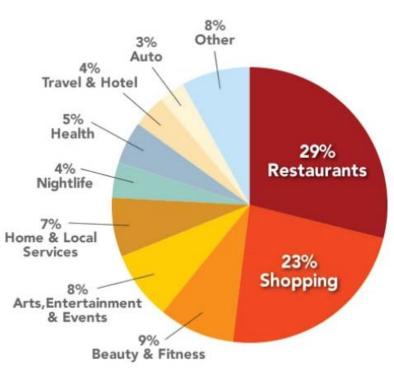
Jan 10

1 -

Feb 05

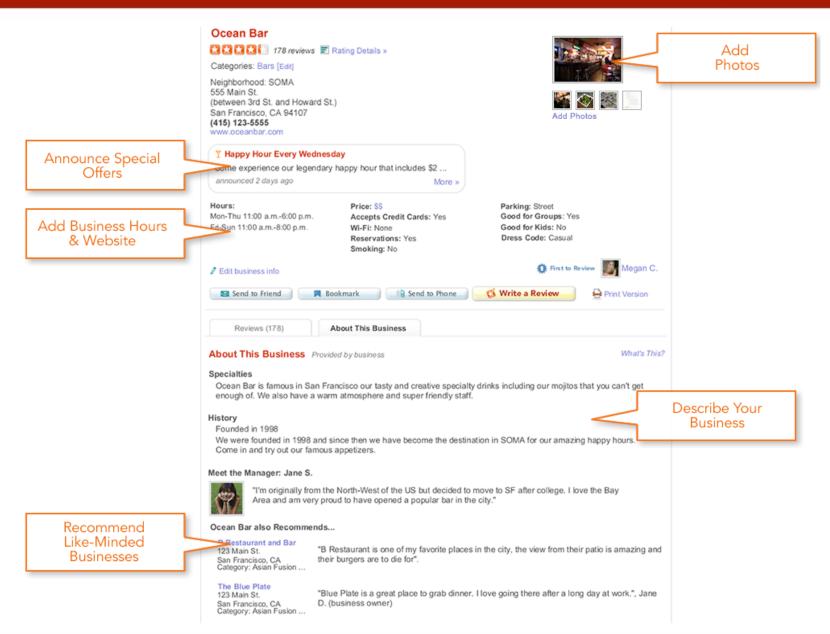
Jan 06

Business Categories



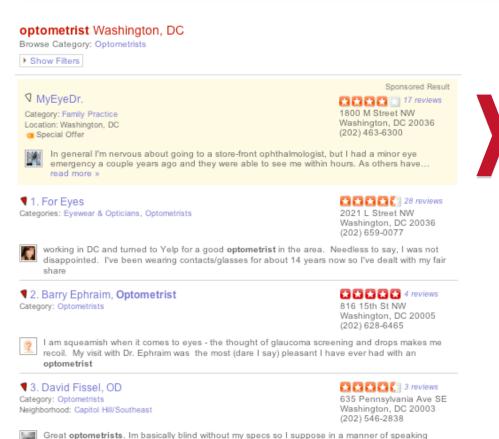
Unlock your free tools at biz.yelp.com





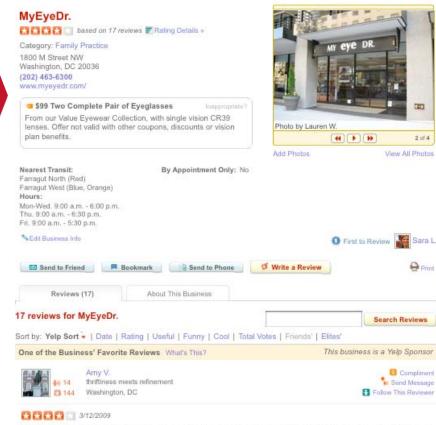
We also offer search advertising in some cities





these guys save my life every single day. That theyre decent kind people and give great customer

service



In general I'm nervous about going to a store-front ophthalmologist, but I had a minor eye emergency a couple years ago

Visitors from Yelp spend twice as much time at MyEyeDr.com than visitors coming from Google.

Show off your reputation across platforms











★★★★ 9/29/2009

I can't believe I am just now writing this review! I went to Park Slope Eye about a year ago after looking them up on Yelp.

Dr. Bazan is an extremely patient, charismatic and informative doctor and I can't imagine going to a different eye doctor as long as I live in New York.





We love Yelpers because they are such a positive force in our community! We are going!

Customer service is the new marketing





Oh, Zizi, you came and you gave without taking....

One of the Business' Favorite Reviews What's This?

Santa Monica, CA

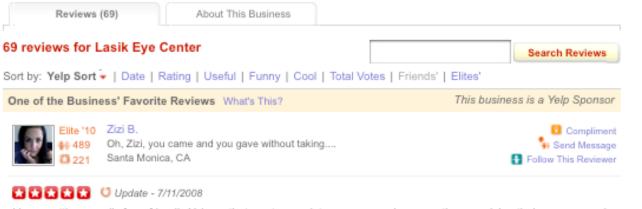
Elite '10 Zizi B.

📆 🚼 📆 🛣 💢 🔘 Update - 7/11/2008



First to Review

Dr. Lee estimates that 95% of his Yelp inquiries go through with the surgery, which beats word of mouth referrals.



View All Photos

I keep getting e-mails from friendly Yelpers that want an update on my experience, as they are doing their own research

 The most successful businesses on Yelp focus on providing great customer service, not soliciting reviews. Word of mouth will take care of itself.

 Start using Yelp's free tools today at http://biz.yelp.com. Your page will look better, and this can drive new business.

(feel free to email me at paul@yelp.com)



Questions?