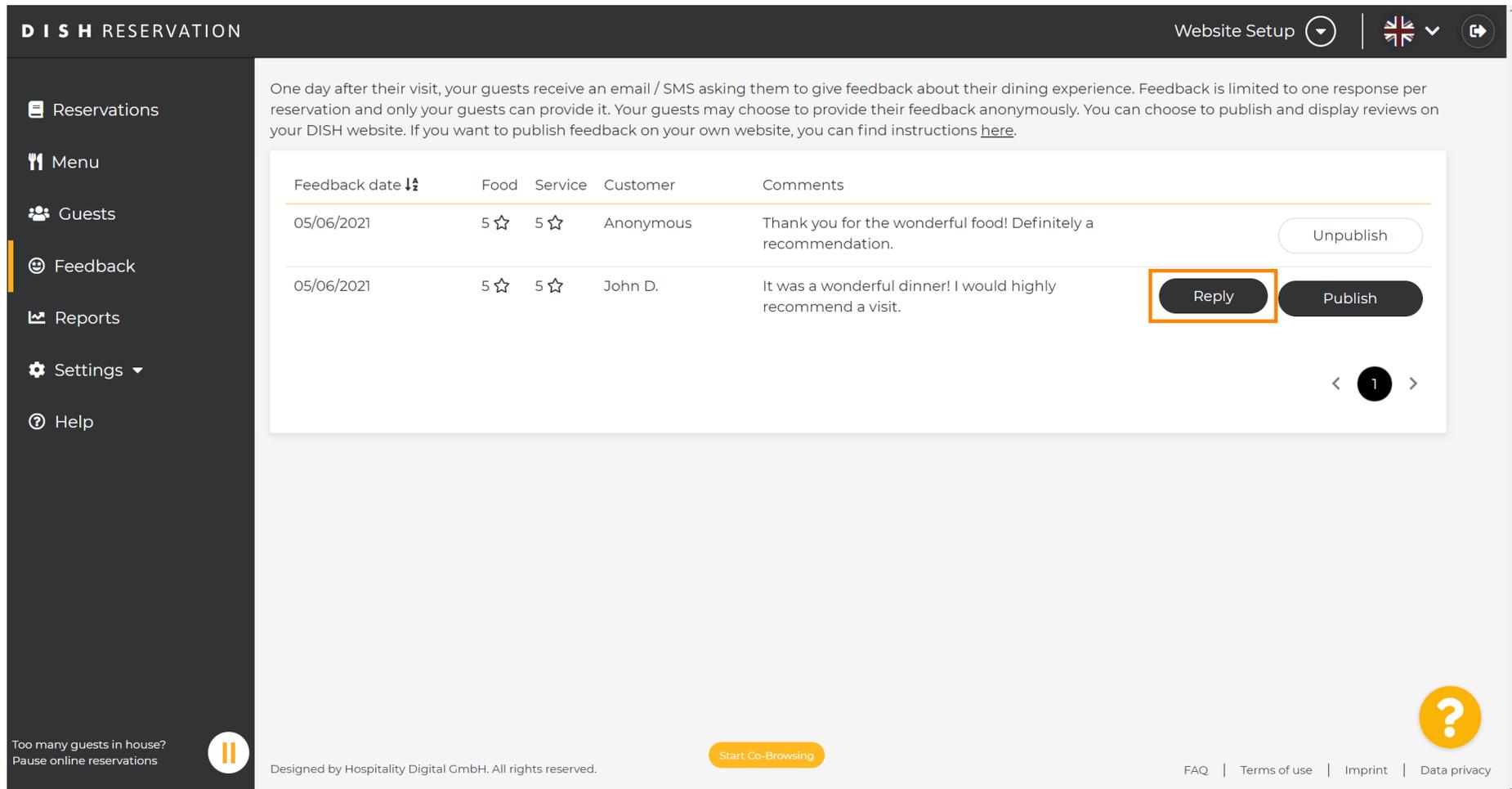




Klicken Sie im Admin-Bereich von DISH Reservation auf „Feedback“, um Ihre Bewertungen zu verwalten.

The screenshot displays the DISH Reservation Admin interface. The top navigation bar includes 'DISH RESERVATION' on the left, 'Website Setup' with a dropdown arrow, a language selector (UK flag), and a user profile icon. The left sidebar menu contains: Reservations, Menu, Guests, Feedback (highlighted with an orange border), Reports, Settings (with a dropdown arrow), and Help. The main content area features a teal banner with the text 'Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!' and two orange buttons: 'WALK-IN' and 'ADD RESERVATION'. Below the banner is a date range selector showing 'Sat, 05/06/2021 - Sat, 05/06/2021' and a dropdown menu for 'All mealtypes'. A filter bar shows three radio buttons: 'All', 'Completed', and 'Upcoming' (which is selected). To the right of the filter bar are two icons: a calendar with '0' and a group of people with '0'. The main content area is mostly empty, displaying a large circular icon of a person with a magnifying glass and the text 'No reservations available'. At the bottom left, there is a 'Print' button. At the bottom right, there is a yellow question mark icon. The footer contains the text 'Designed by Hospitality Digital GmbH. All rights reserved.', a 'Start Co-Browsing' button, and links for 'FAQ', 'Terms of use', 'Imprint', and 'Data privacy'. A status message at the bottom left reads 'Too many guests in house? Pause online reservations' next to a pause icon.

Um Ihrem Kunden, der eine Bewertung abgegeben hat, eine Nachricht zu schreiben, klicken Sie auf **Antworten**.



**DISH RESERVATION** Website Setup

One day after their visit, your guests receive an email / SMS asking them to give feedback about their dining experience. Feedback is limited to one response per reservation and only your guests can provide it. Your guests may choose to provide their feedback anonymously. You can choose to publish and display reviews on your DISH website. If you want to publish feedback on your own website, you can find instructions [here](#).

Feedback date ↓	Food	Service	Customer	Comments	
05/06/2021	5 ☆	5 ☆	Anonymous	Thank you for the wonderful food! Definitely a recommendation.	Unpublish
05/06/2021	5 ☆	5 ☆	John D.	It was a wonderful dinner! I would highly recommend a visit.	<span style="border: 2px solid orange; padding: 2px;">Reply</span> <span style="background-color: #333; color: white; padding: 2px;">Publish</span>

1

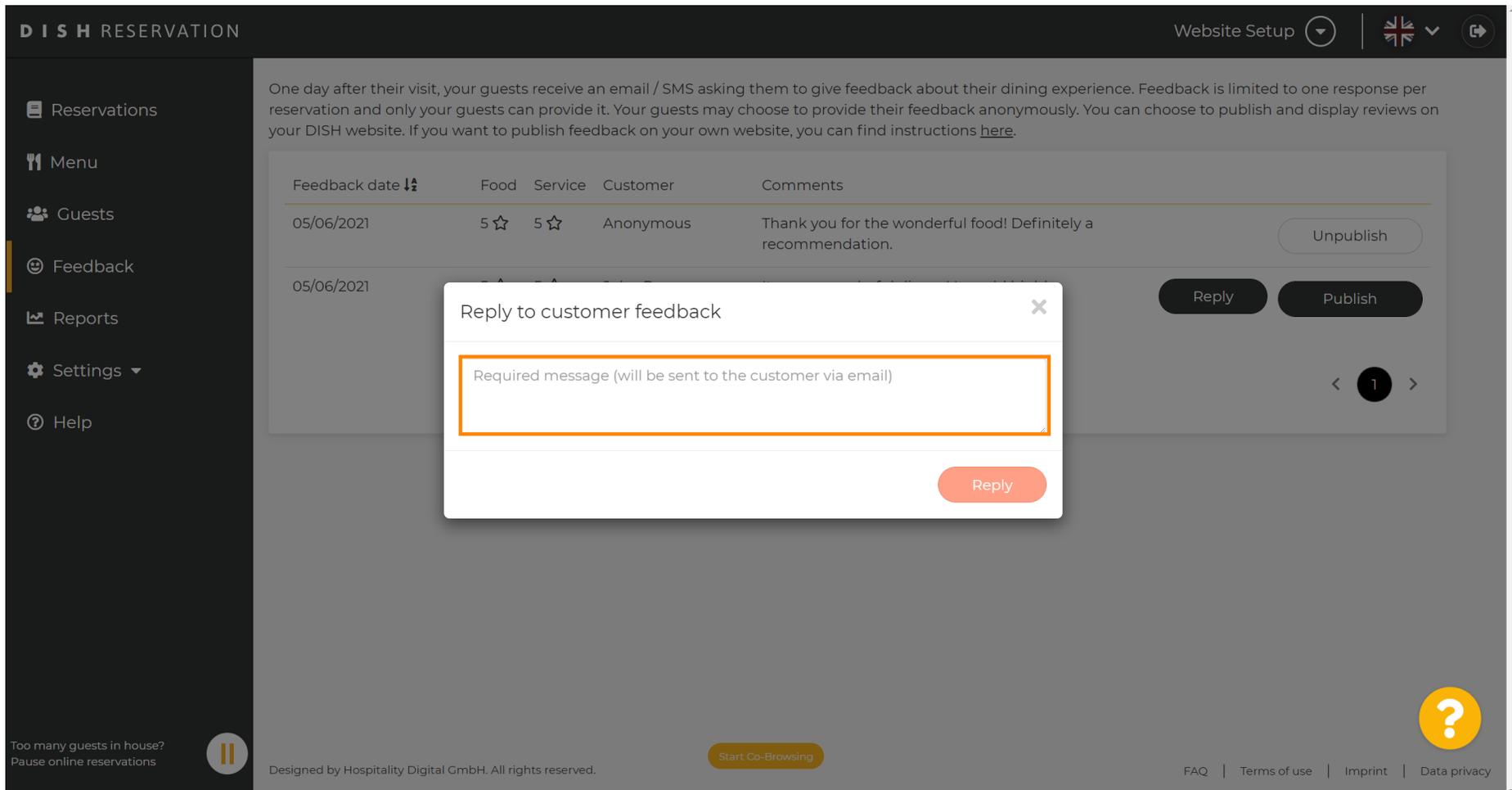
Too many guests in house? Pause online reservations

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FAQ | Terms of use | Imprint | Data privacy



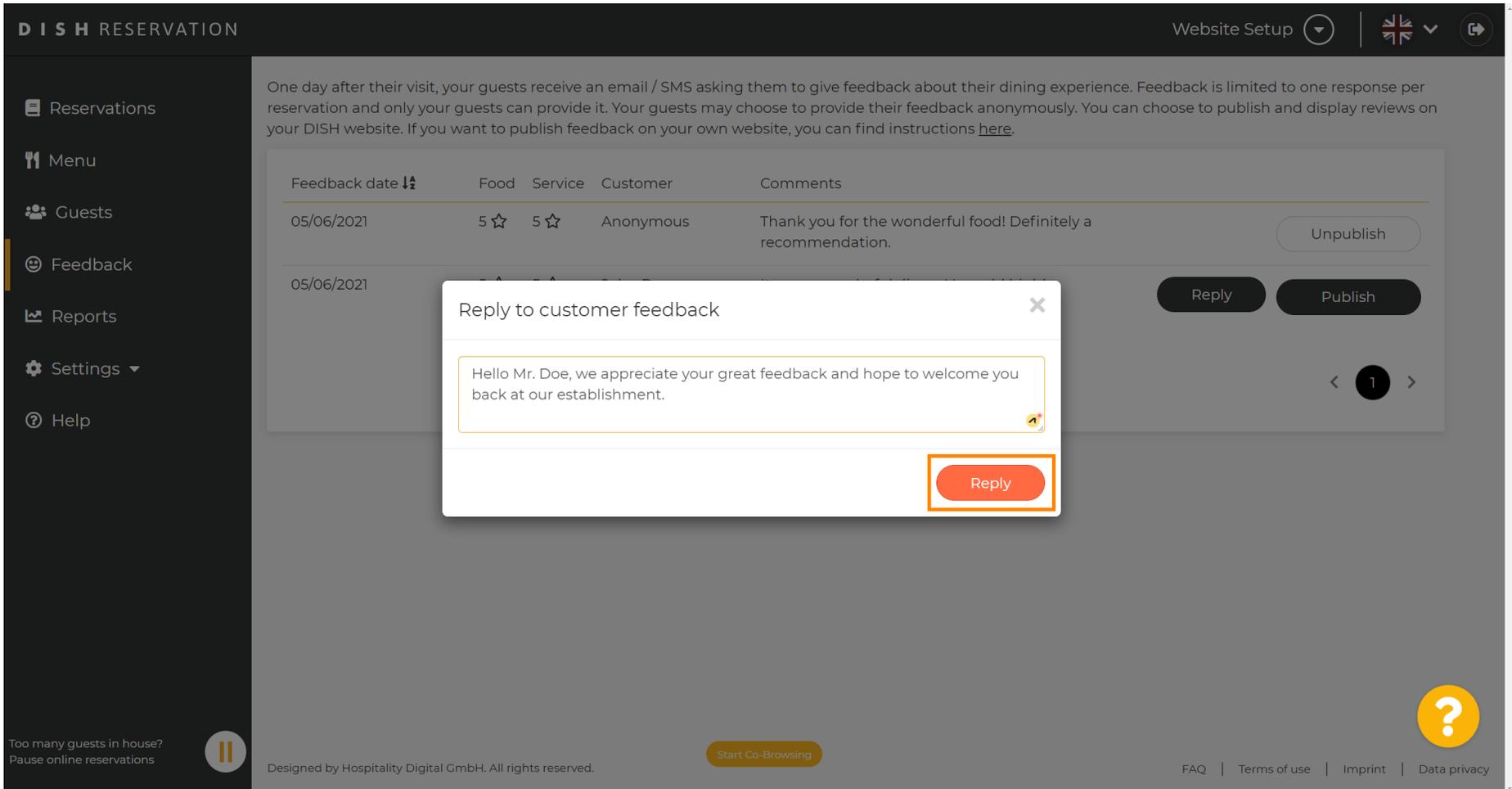
Geben Sie nun die **Nachricht** ein , die Sie Ihrem Kunden senden möchten. **Hinweis: Die Nachricht wird per E-Mail versendet.**



The screenshot shows the DISH Reservation management interface. On the left is a navigation menu with options: Reservations, Menu, Guests, Feedback, Reports, Settings, and Help. The main content area displays a table of customer feedback. A modal window titled 'Reply to customer feedback' is open, featuring a text input field with the placeholder 'Required message (will be sent to the customer via email)' and a 'Reply' button.

Feedback date	Food	Service	Customer	Comments	
05/06/2021	5 ☆	5 ☆	Anonymous	Thank you for the wonderful food! Definitely a recommendation.	Unpublish
05/06/2021					Reply Publish

 Klicken Sie auf „Antworten“ , um die Nachricht zu senden.



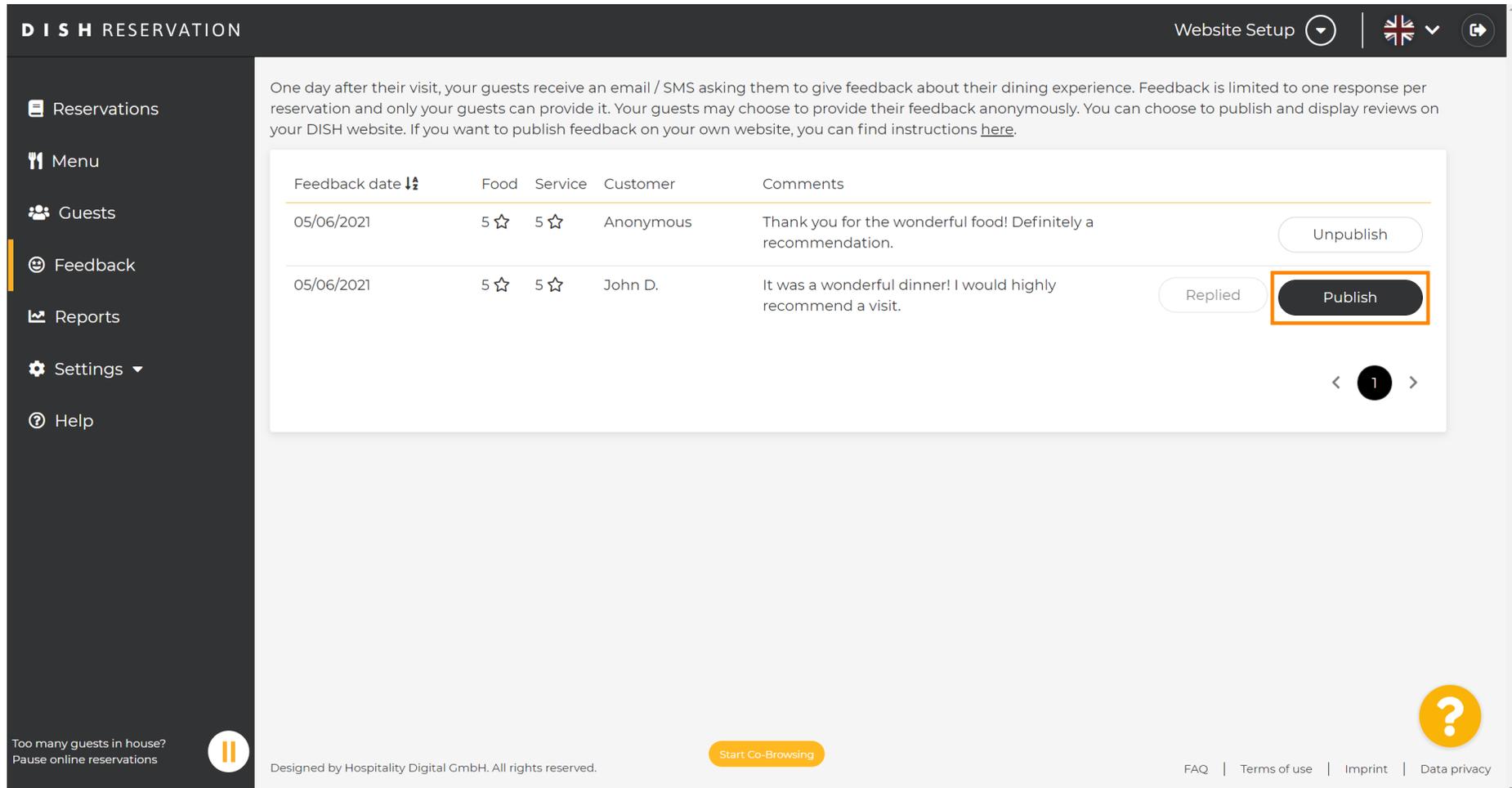
The screenshot shows the DISH Reservation management interface. On the left is a navigation menu with options: Reservations, Menu, Guests, Feedback, Reports, Settings, and Help. The main content area displays a table of customer feedback. A modal window titled 'Reply to customer feedback' is open, showing a text input field with the message: 'Hello Mr. Doe, we appreciate your great feedback and hope to welcome you back at our establishment.' Below the input field is a red 'Reply' button. The background table has the following data:

Feedback date	Food	Service	Customer	Comments	
05/06/2021	5 ☆	5 ☆	Anonymous	Thank you for the wonderful food! Definitely a recommendation.	Unpublish
05/06/2021					Reply Publish

At the bottom of the interface, there is a 'Start Co-Browsing' button, a 'Too many guests in house? Pause online reservations' notification, and footer links for FAQ, Terms of use, Imprint, and Data privacy.



Um Feedback auf Ihrer Website zu veröffentlichen, klicken Sie einfach auf **Veröffentlichen**.



The screenshot shows the DISH Reservation management interface. On the left is a dark sidebar with navigation options: Reservations, Menu, Guests, Feedback (highlighted), Reports, Settings, and Help. At the bottom of the sidebar, there is a notification: "Too many guests in house? Pause online reservations" with a pause icon.

The main content area has a dark header with "DISH RESERVATION" on the left, "Website Setup" with a dropdown arrow in the center, and a UK flag with a dropdown arrow on the right. Below the header, there is a text block: "One day after their visit, your guests receive an email / SMS asking them to give feedback about their dining experience. Feedback is limited to one response per reservation and only your guests can provide it. Your guests may choose to provide their feedback anonymously. You can choose to publish and display reviews on your DISH website. If you want to publish feedback on your own website, you can find instructions [here](#)."

Below the text is a table of feedback entries:

Feedback date	Food	Service	Customer	Comments	
05/06/2021	5 ☆	5 ☆	Anonymous	Thank you for the wonderful food! Definitely a recommendation.	Unpublish
05/06/2021	5 ☆	5 ☆	John D.	It was a wonderful dinner! I would highly recommend a visit.	Replied <b>Publish</b>

At the bottom right of the table, there is a pagination control showing "< 1 >".

At the bottom of the main content area, there is a "Start Co-Browsing" button and a help icon (question mark in a circle).

The footer contains the text "Designed by Hospitality Digital GmbH. All rights reserved." and links for "FAQ | Terms of use | Imprint | Data privacy".



Das war's. Sie haben das Tutorial abgeschlossen und wissen nun, wie Sie auf Kundenfeedback reagieren.

DISH RESERVATION
Website Setup ⌵ ⌵

- Reservations
- Menu
- Guests
- Feedback
- Reports
- Settings ⌵
- Help

One day after their visit, your guests receive an email / SMS asking them to give feedback about their dining experience. Feedback is limited to one response per reservation and only your guests can provide it. Your guests may choose to provide their feedback anonymously. You can choose to publish and display reviews on your DISH website. If you want to publish feedback on your own website, you can find instructions [here](#).

Feedback date <span style="font-size: 0.8em;">⌵</span>	Food	Service	Customer	Comments	
05/06/2021	5 ☆	5 ☆	Anonymous	Thank you for the wonderful food! Definitely a recommendation.	<span style="border: 1px solid #ccc; border-radius: 15px; padding: 5px 10px; background-color: #eee;">Unpublish</span>
05/06/2021	5 ☆	5 ☆	John D.	It was a wonderful dinner! I would highly recommend a visit.	<span style="border: 1px solid #ccc; border-radius: 15px; padding: 5px 10px; background-color: #eee;">Replied</span> <span style="background-color: #333; color: white; border-radius: 15px; padding: 5px 10px; margin-left: 10px;">Publish</span>

< 1 >

Too many guests in house?  
Pause online reservations

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Start Co-Browsing

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Scannen, um zum interaktiven Player zu gelangen