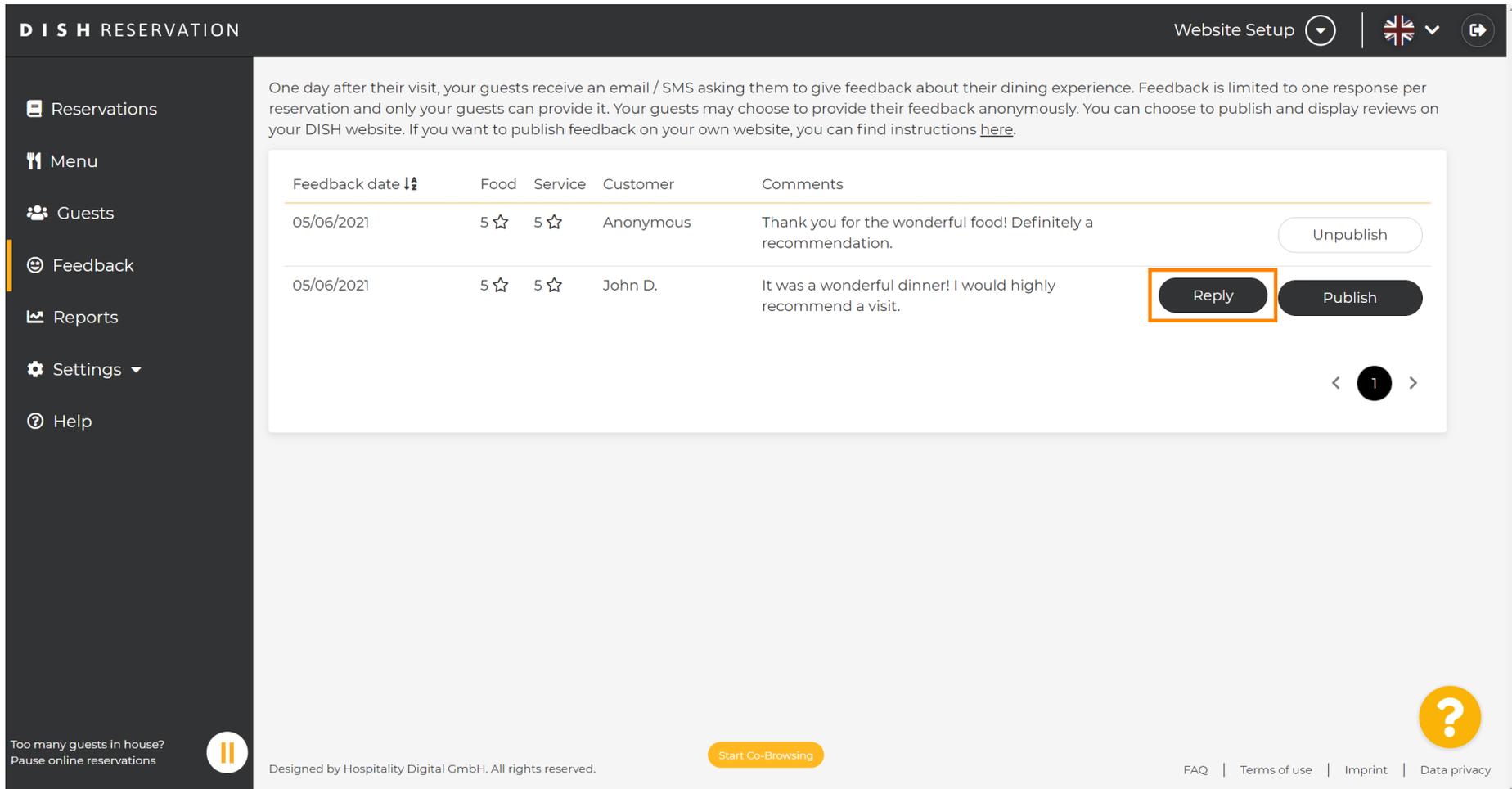




Starting on the DISH Reservation admin panel, click on **Feedback** to manage your reviews.

The screenshot displays the DISH Reservation admin interface. The top navigation bar includes 'Website Setup' and a language selector (UK flag). The left sidebar contains menu items: Reservations, Menu, Guests, Feedback (highlighted with an orange border), Reports, Settings, and Help. The main content area features a teal banner with a message and 'WALK-IN' and 'ADD RESERVATION' buttons. Below this is a date range selector set to 'Sat, 05/06/2021 - Sat, 05/06/2021' and a 'All mealtypes' dropdown. Filter buttons for 'All', 'Completed', and 'Upcoming' are visible, with 'Upcoming' selected. A 'Print' button is located at the bottom left. The main content area shows a large grey box with a magnifying glass icon and the text 'No reservations available'. The footer contains a 'Start Co-Browsing' button, copyright information, and a help icon.

To write a message to your customer who left a review, click on **reply**.



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 middle, and a UK flag with a dropdown arrow and a refresh icon 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](#)."

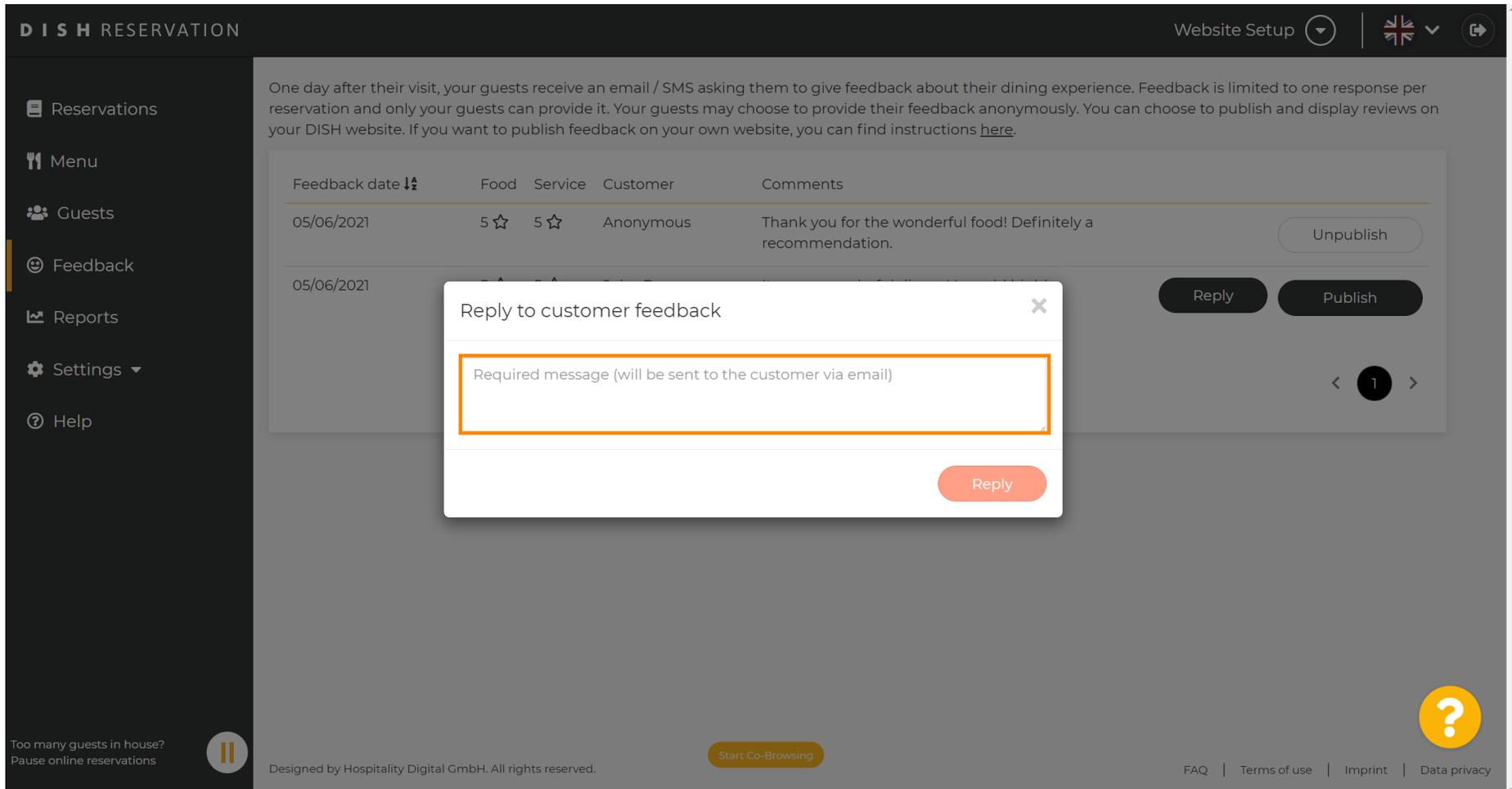
Below the text is a table of feedback entries:

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.	Reply Publish

The "Reply" button for the second entry is highlighted with an orange border. At the bottom right of the table, there are navigation arrows and a page number "1".

At the bottom of the interface, there is a footer with: "Designed by Hospitality Digital GmbH. All rights reserved." on the left, a "Start Co-Browsing" button in the center, and "FAQ | Terms of use | Imprint | Data privacy" on the right. A yellow question mark icon is also present in the bottom right corner.

Now enter the **message** you want to send to your customer. **Note: The message will be sent via email.**

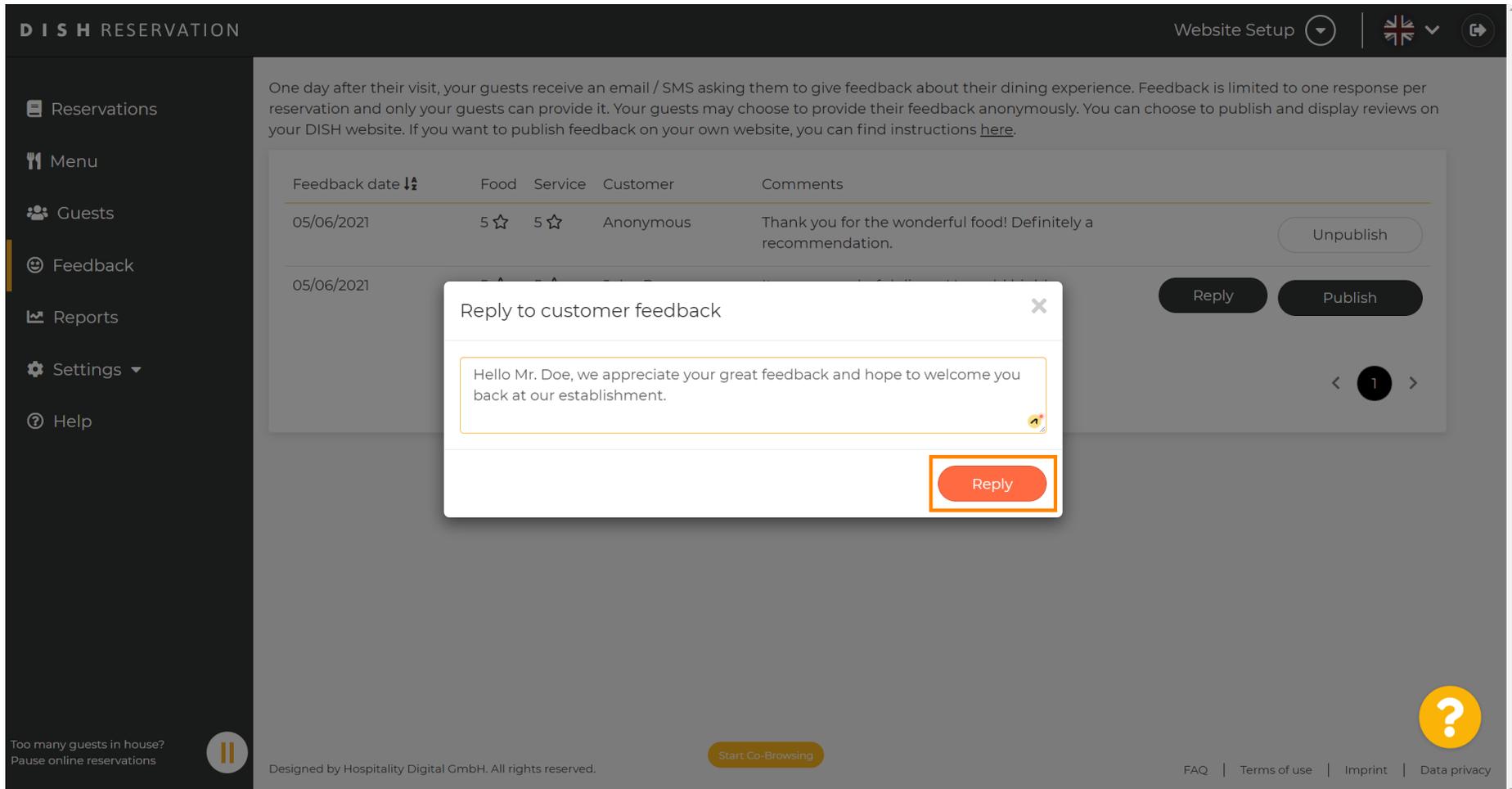


The screenshot displays the DISH Reservation management interface. On the left is a navigation menu with options: Reservations, Menu, Guests, Feedback, Reports, Settings, and Help. The main content area shows a table of customer feedback with columns for Feedback date, Food, Service, Customer, and Comments. A modal window titled "Reply to customer feedback" is open, featuring a text input field with a placeholder "Required message (will be sent to the customer via email)" and a "Reply" button. The background table shows a feedback entry from 05/06/2021 with 5 stars for both Food and Service, from an anonymous customer, with the comment "Thank you for the wonderful food! Definitely a recommendation." and buttons for "Unpublish", "Reply", and "Publish".

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



Click on **reply** to send the message.



The screenshot displays the DISH Reservation management interface. On the left is a dark sidebar with navigation options: Reservations, Menu, Guests, Feedback, Reports, Settings, and Help. The main content area features a table of customer feedback and a modal dialog for replying to it.

Feedback description: 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	
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05/06/2021					Reply Publish

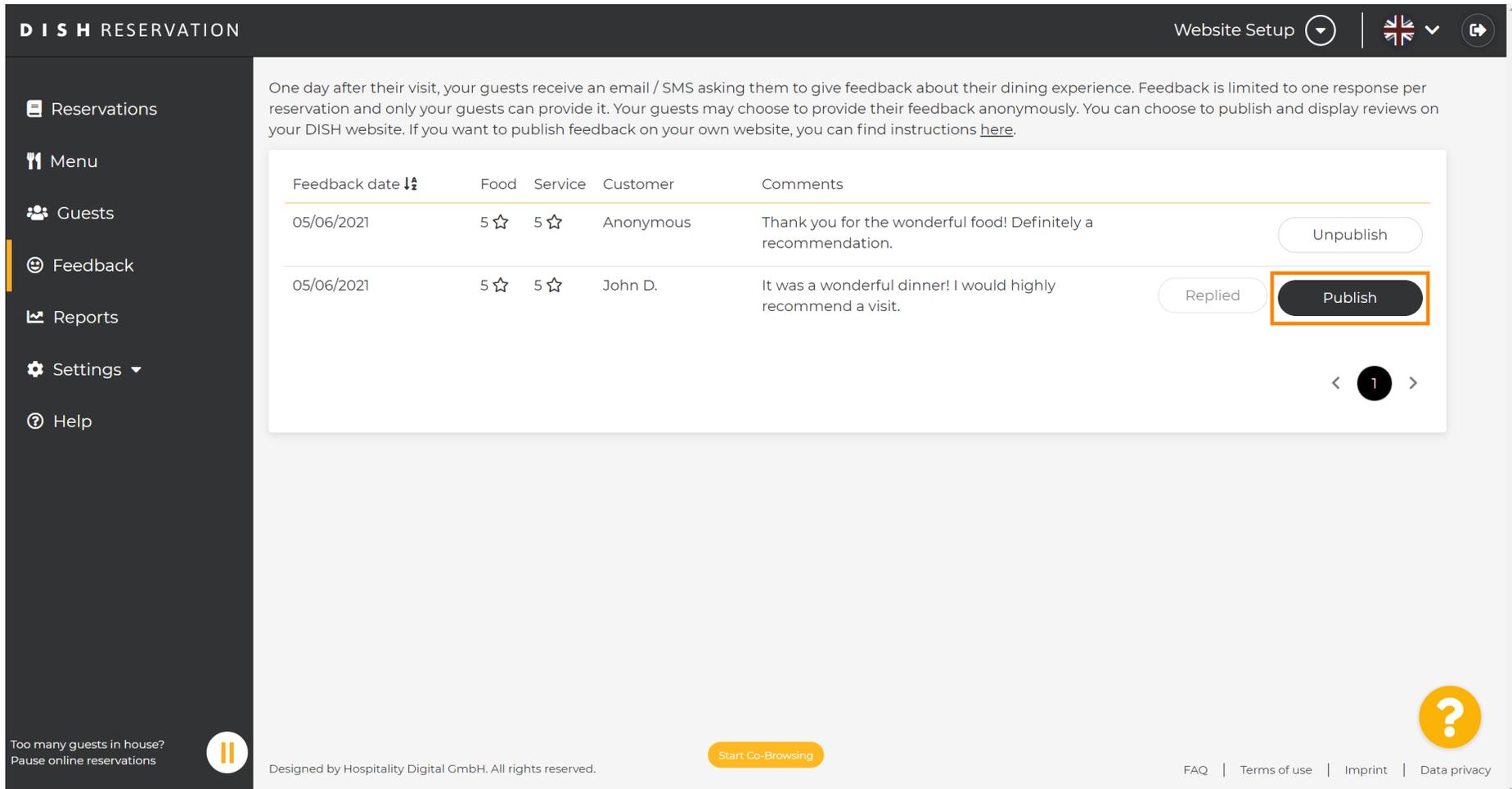
Reply to customer feedback

Hello Mr. Doe, we appreciate your great feedback and hope to welcome you back at our establishment.

Reply

Footer information: Too many guests in house? Pause online reservations. Designed by Hospitality Digital GmbH. All rights reserved. Start Co-Browsing. FAQ | Terms of use | Imprint | Data privacy.

To publish feedback to your website, simply click on **Publish**.



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. The main content area has a dark header with 'DISH RESERVATION' and 'Website Setup' with a dropdown arrow. Below the header is a text block explaining the feedback process. A table displays two feedback entries. The second entry, from 'John D.' with a 5-star rating for both food and service, has a 'Replied' button and a 'Publish' button highlighted with an orange border. A pagination control shows '1' in a circle. At the bottom, there is a footer with a 'Start Co-Browsing' button, a help icon, and links for FAQ, Terms of use, Imprint, and Data privacy.

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](#).

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Too many guests in house? Pause online reservations

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That's it. You have completed the tutorial and now know how to reply to customer feedback.

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](#).

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Too many guests in house?
Pause online reservations

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Scan to go to the interactive player