



À partir du panneau d'administration de réservation DISH, cliquez sur **Commentaires** pour gérer vos avis.

**DISH RESERVATION** Website Setup

Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book! [WALK-IN](#) [ADD RESERVATION](#)

Sat, 05/06/2021 - Sat, 05/06/2021 All mealtypes

All  Completed  Upcoming 0 0

No reservations available

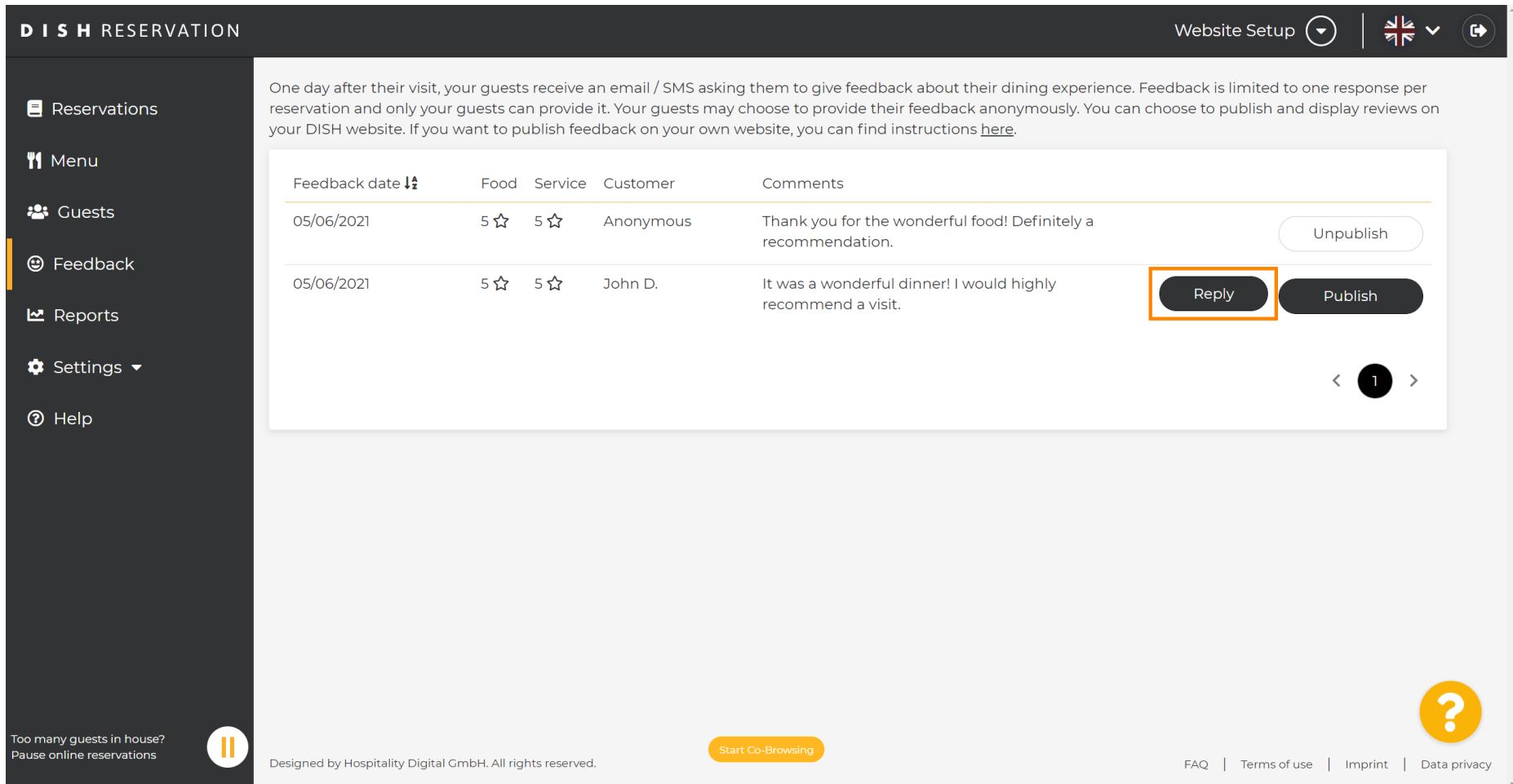
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Too many guests in house? Pause online reservations

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Pour écrire un message à votre client qui a laissé un avis, cliquez sur **répondre** .



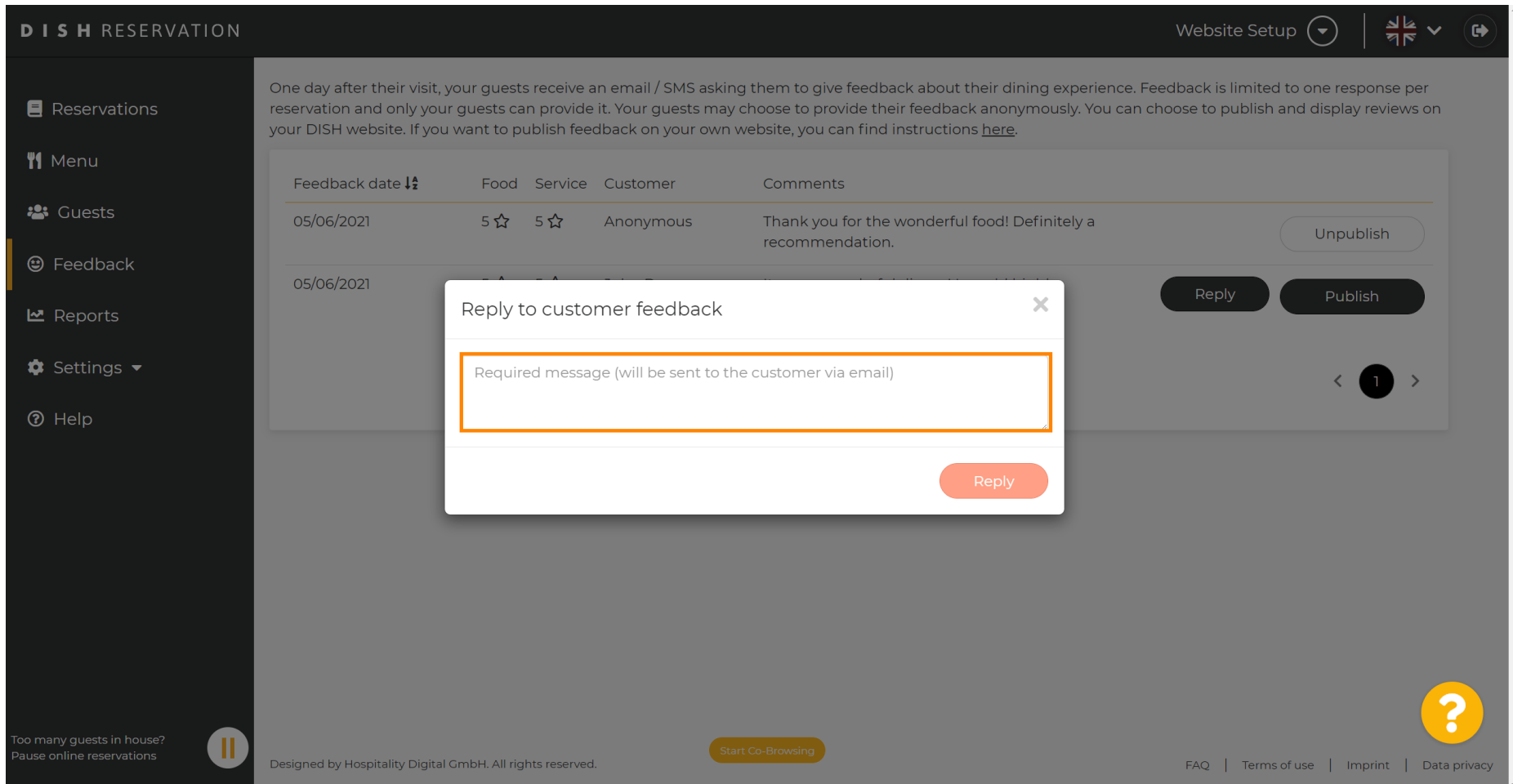
The screenshot shows the DISH RESERVATION management interface. On the left is a dark sidebar with navigation options: Reservations, Menu, Guests, Feedback (highlighted), Reports, Settings, and Help. At the bottom of the sidebar, there is a notification: "Too many guests in house? Pause online reservations"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



Saisissez maintenant le **message** que vous souhaitez envoyer à votre client. **Remarque : le message sera envoyé par e-mail.**

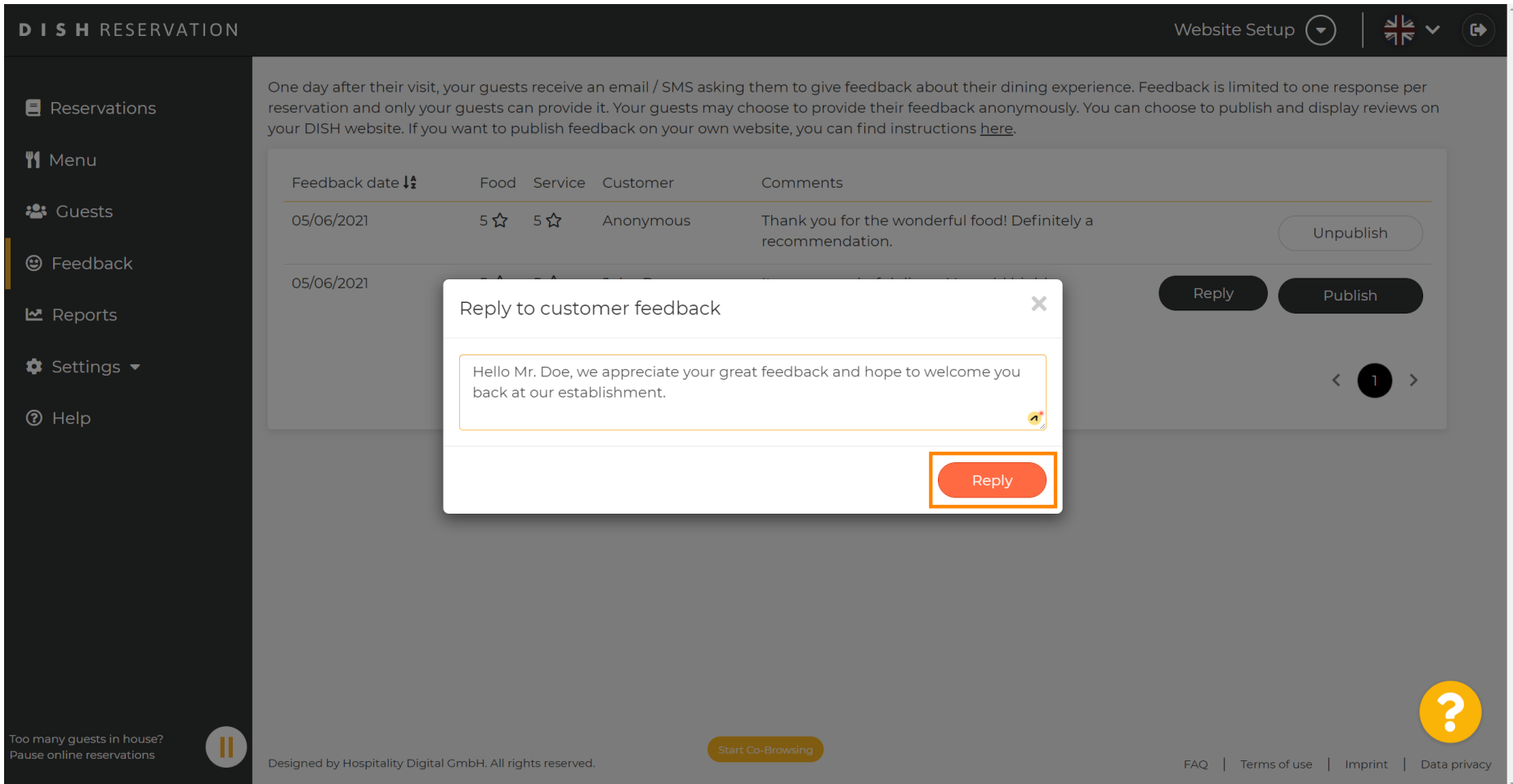


The screenshot displays the DISH RESERVATION management interface. On the left is a navigation menu with options: Reservations, Menu, Guests, Feedback, Reports, Settings, and Help. The main content area shows a table of customer feedback with columns for Feedback date, Food, Service, Customer, and Comments. 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-star ratings for Food and Service, and a comment: "Thank you for the wonderful food! Definitely a recommendation." Buttons for "Unpublish", "Reply", and "Publish" are visible next to the feedback entry.

| 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 |



Cliquez sur **répondre** pour envoyer le message.







The screenshot displays 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 shows a table of customer feedback with columns for Feedback date, Food, Service, Customer, and Comments. A modal dialog titled "Reply to customer feedback" is open, containing a text input field with the message "Hello Mr. Doe, we appreciate your great feedback and hope to welcome you back at our establishment." and a red "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 |






Pour publier des commentaires sur votre site Web, cliquez simplement sur **Publier**.

**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. | <input type="button" value="Unpublish"/>                                      |
| 05/06/2021  | 5  | 5  | John D.   | It was a wonderful dinner! I would highly recommend a visit.   | <input type="button" value="Replied"/> <input type="button" value="Publish"/> |

 **1** 

Too many guests in house?  
Pause online reservations 

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Voilà, vous avez terminé le tutoriel et savez maintenant comment répondre aux commentaires des clients.

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 | 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: 2px 10px; font-size: 0.9em;">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: 2px 10px; font-size: 0.9em; margin-right: 10px;">Replied</span> <span style="background-color: #333; color: white; border-radius: 15px; padding: 2px 10px; font-size: 0.9em;">Publish</span> |

< 1 >

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Scannez pour accéder au lecteur interactif