

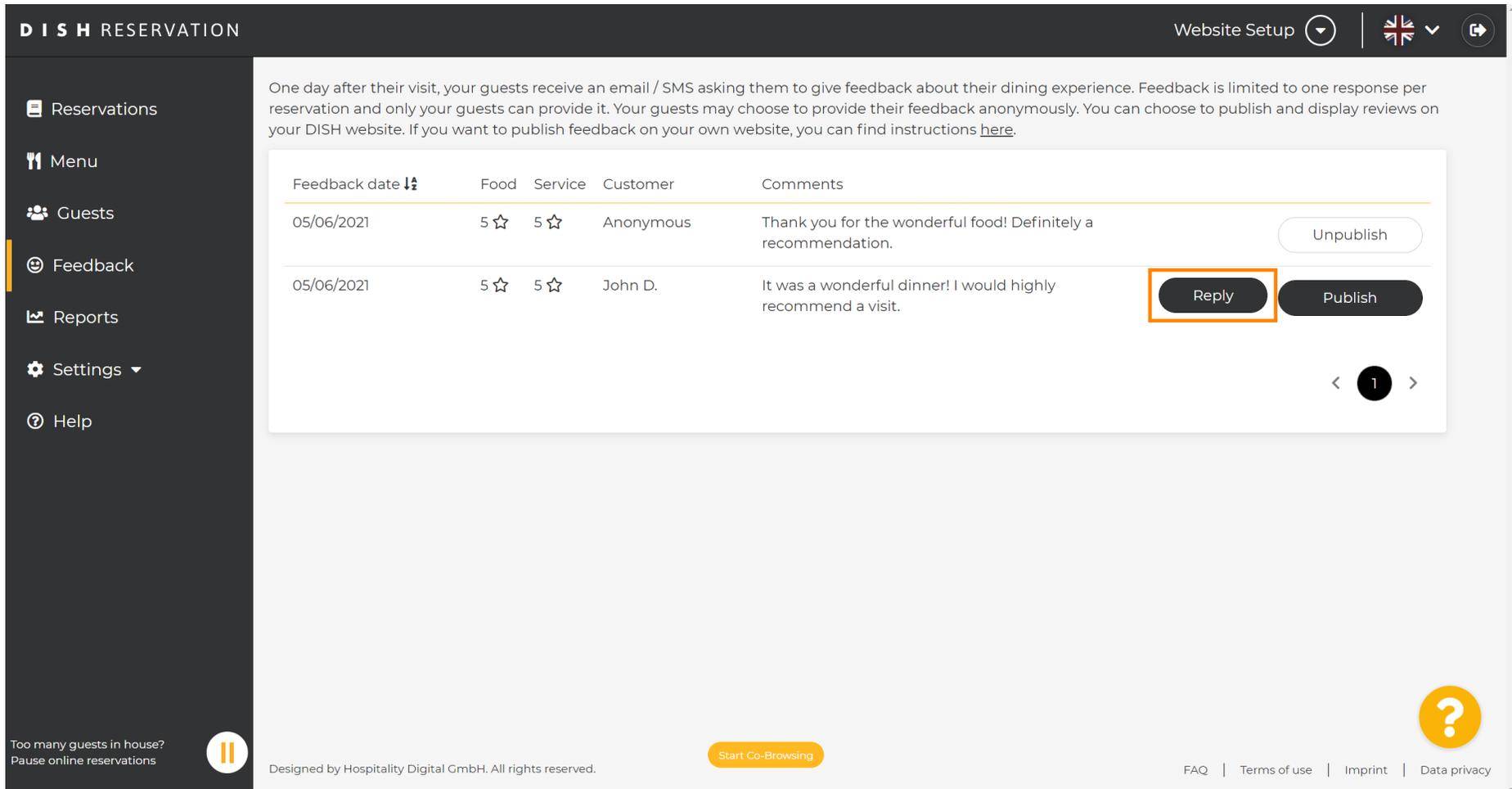


Dal pannello di amministrazione di DISH Reservation, clicca su **Feedback** per gestire le tue recensioni.

The screenshot displays the DISH Reservation administration interface. The top navigation bar includes the 'DISH RESERVATION' logo, 'Website Setup' with a dropdown arrow, a language selector (UK flag), and a refresh icon. The left sidebar contains a menu with the following items: 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 currently empty, displaying a large grey circle with a person looking through binoculars and the text 'No reservations available'. At the bottom left of the main area is a 'Print' button. The footer contains a status message 'Too many guests in house? Pause online reservations' with a pause icon, the text 'Designed by Hospitality Digital GmbH. All rights reserved.', a 'Start Co-Browsing' button, and a help icon (question mark in a circle). On the far right of the footer are links for 'FAQ', 'Terms of use', 'Imprint', and 'Data privacy'.



Per scrivere un messaggio al cliente che ha lasciato una recensione, clicca su **Rispondi**.



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 flag icon with a dropdown arrow on the right. Below the header 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:

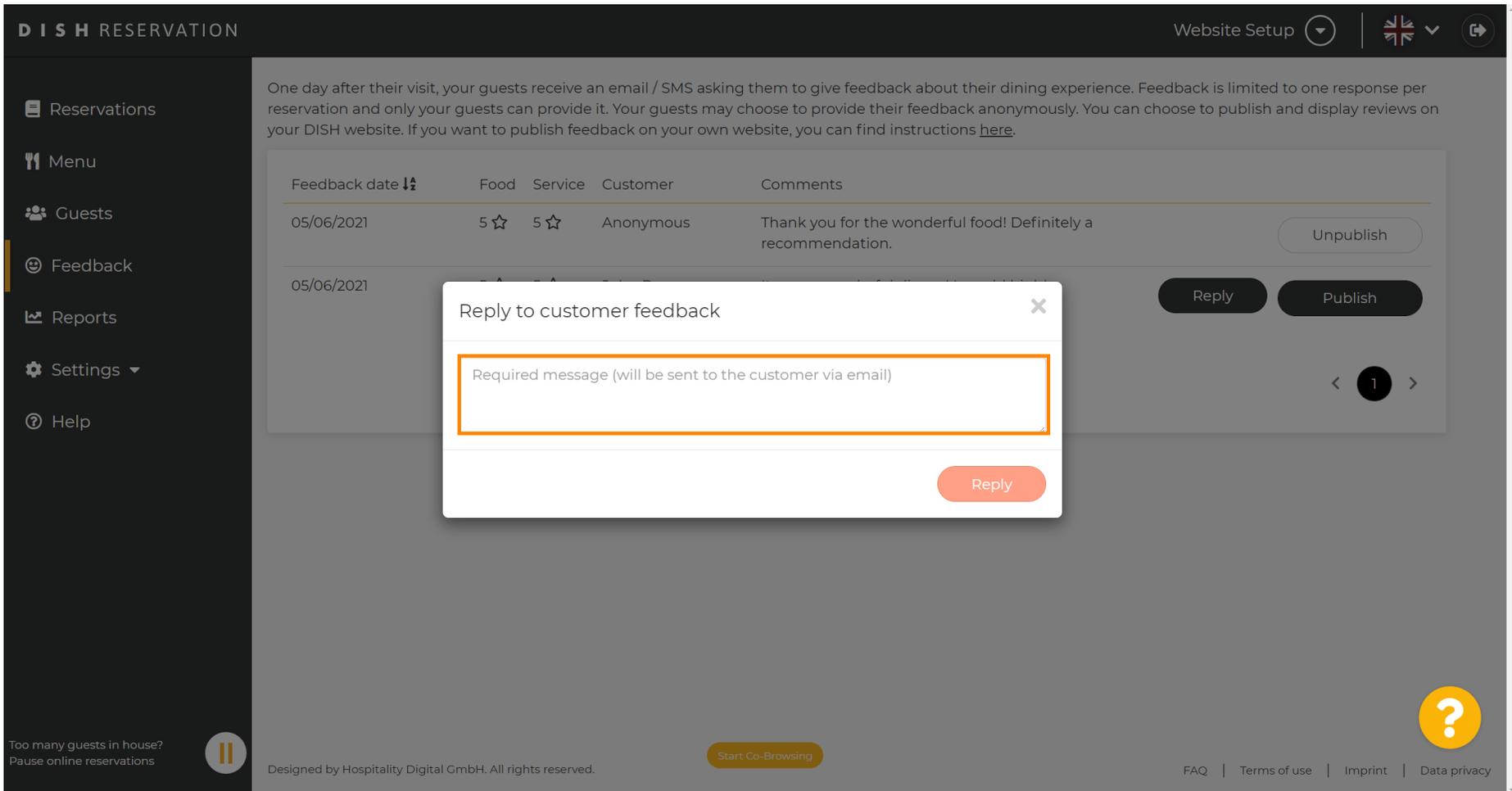
Feedback date ↓↑	Food	Service	Customer	Comments	
05/06/2021	5 ☆	5 ☆	Anonymous	Thank you for the wonderful food! Definitely a recommendation.	Unpublish
05/06/2021	5 ☆	5 ☆	John D.	It was a wonderful dinner! I would highly recommend a visit.	Reply Publish

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 indicator "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.



Ora inserisci il **messaggio** che vuoi inviare al tuo cliente. **Nota: il messaggio verrà inviato tramite e-mail.**

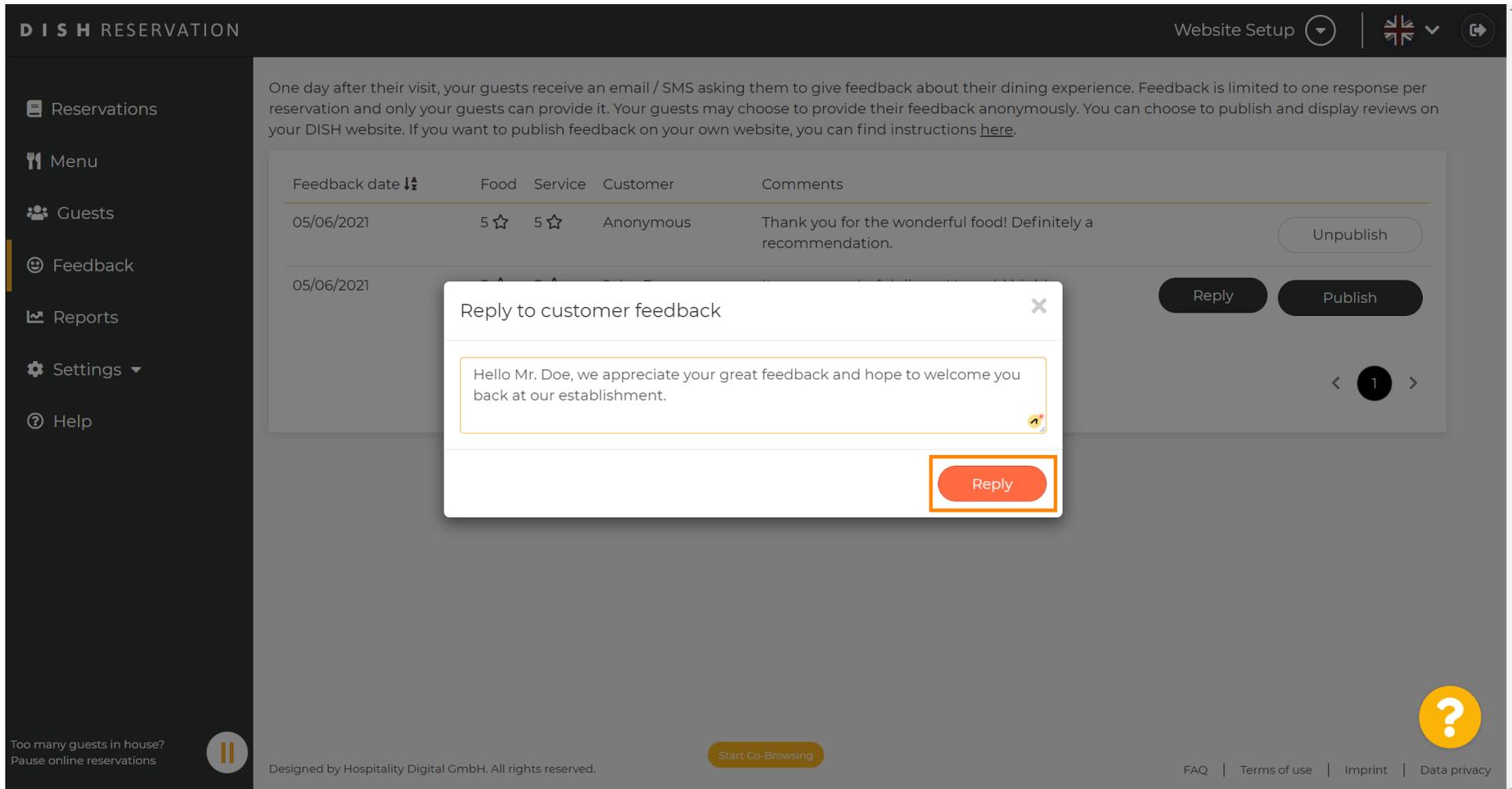


The screenshot displays the DISH Reservation management interface. On the left is a dark sidebar with navigation options: Reservations, Menu, Guests, Feedback (highlighted), Reports, Settings, and Help. The main content area shows a table of customer feedback with columns for Feedback date, Food, Service, Customer, and Comments. A modal 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, an anonymous customer, 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. The footer contains a "Start Co-Browsing" button, a "Pause online reservations" notification, and links for FAQ, Terms of use, Imprint, and Data privacy.

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



Clicca su **"Rispondi"** per inviare il messaggio.



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 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	
05/06/2021	5 ☆	5 ☆	Anonymous	Thank you for the wonderful food! Definitely a recommendation.	Unpublish
05/06/2021					Reply Publish

Reply to customer feedback modal:

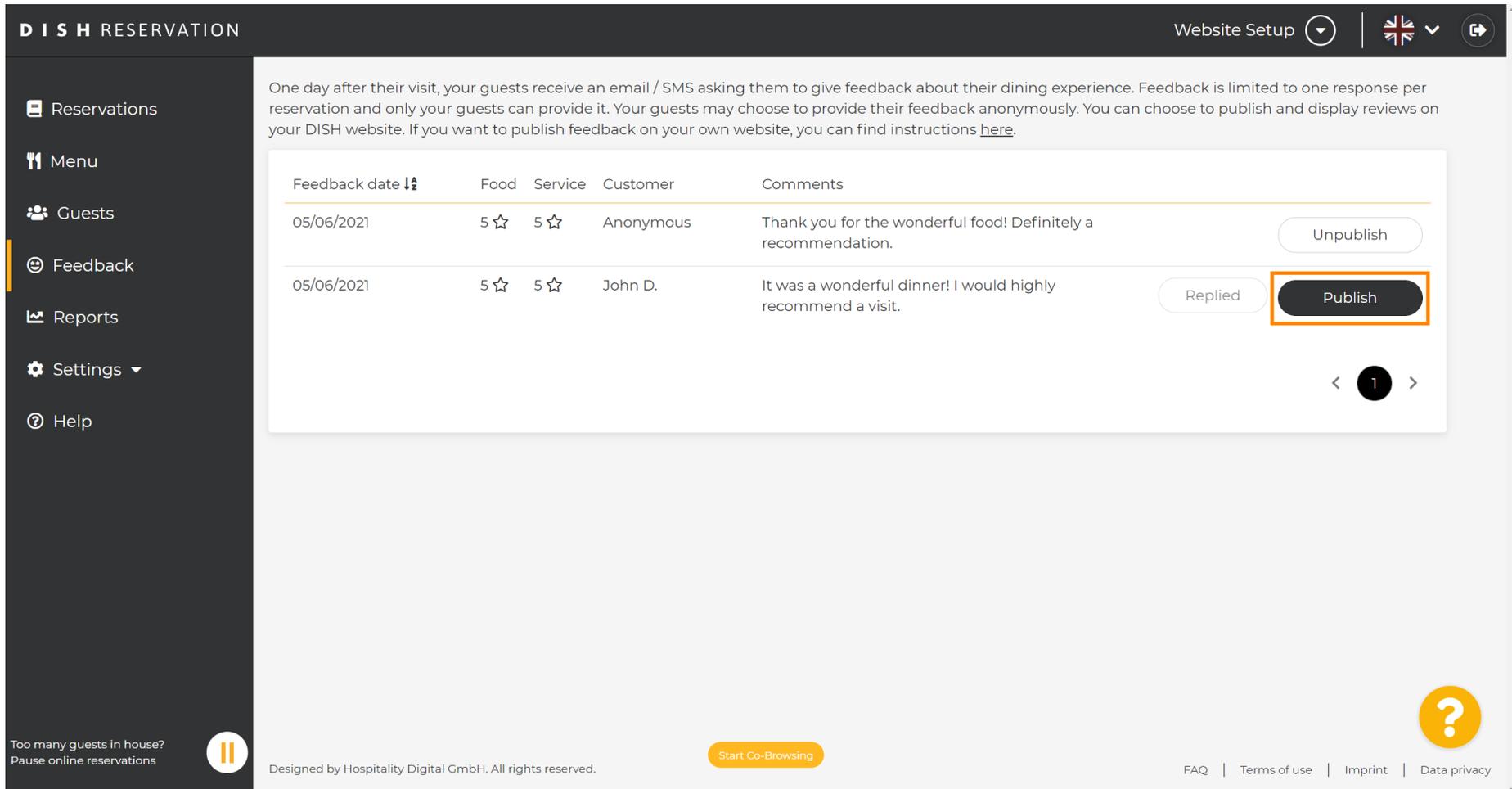
Hello Mr. Doe, we appreciate your great feedback and hope to welcome you back at our establishment.

Buttons: Reply (highlighted), Publish

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



Per pubblicare un feedback sul tuo sito web, clicca semplicemente su **Pubblica** .



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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Ecco fatto. Hai completato il tutorial e ora sai come rispondere al feedback dei clienti.

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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< 1 >

Too many guests in house?
Pause online reservations

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Start Co-Browsing

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Scansiona per andare al lettore interattivo