



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

The screenshot shows the DISH Reservation administration interface. The top navigation bar includes 'Website Setup', 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, and Help. At the bottom of the sidebar, there is a notification: 'Too many guests in house? Pause online reservations' with a pause icon.

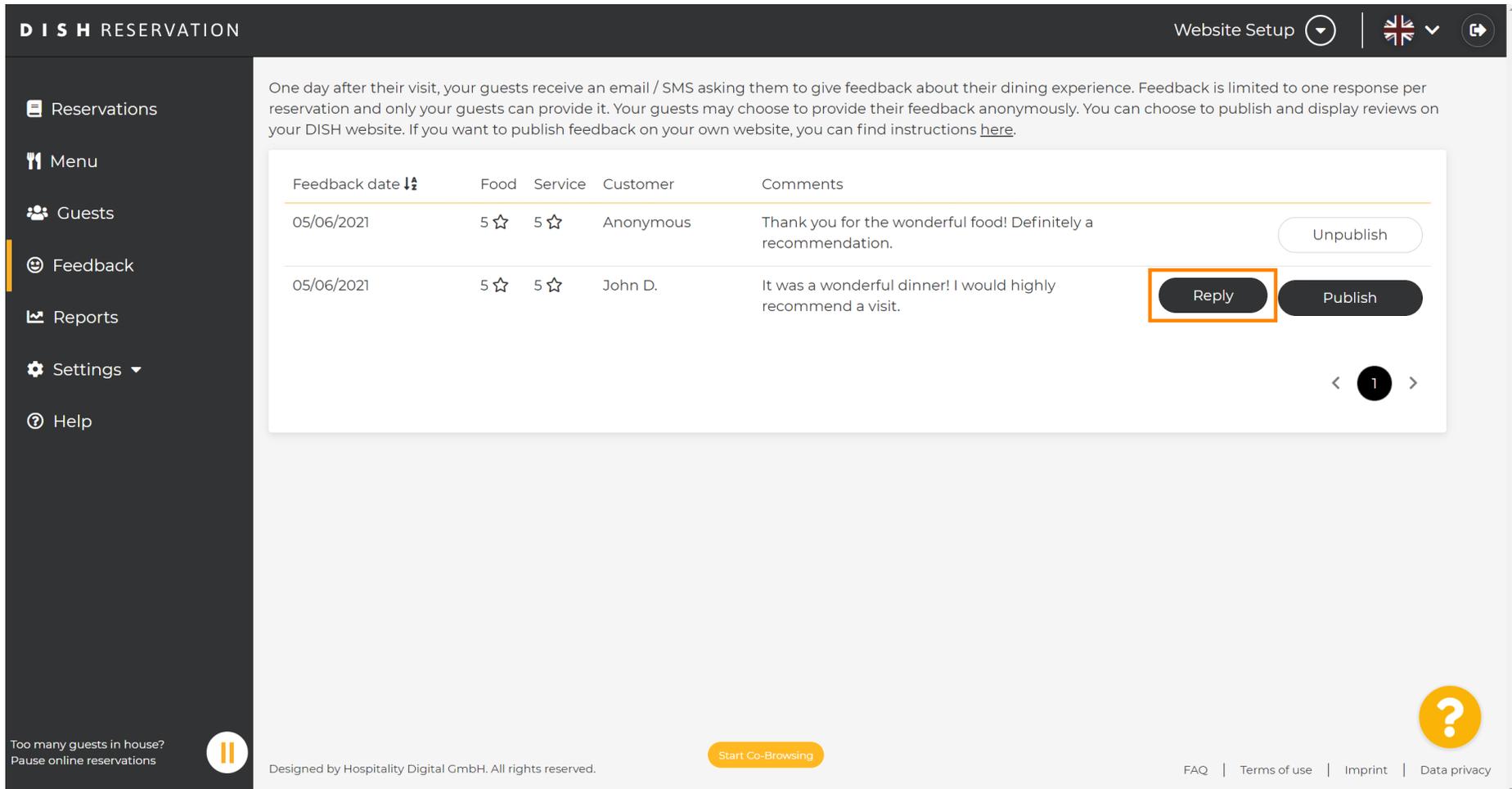
The main content area features a teal banner with the text: 'Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!' and two buttons: 'WALK-IN' and 'ADD RESERVATION'. Below the banner is a date range selector showing 'Sat, 05/06/2021 - Sat, 05/06/2021' and a dropdown menu for 'All mealtypes'. A filter bar shows 'Upcoming' selected, with 'All' and 'Completed' options. To the right of the filter bar are icons for a calendar and a group of people, both with a '0' count.

The central area displays a large white box with a circular icon of a person looking through binoculars and the text 'No reservations available'. A 'Print' button is located at the bottom left of this area.

The footer contains 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 right side of the footer, there 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**.



**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. | <button>Unpublish</button>                             |
| 05/06/2021       | 5 ☆  | 5 ☆     | John D.   | It was a wonderful dinner! I would highly recommend a visit.   | <b><button>Reply</button></b> <button>Publish</button> |

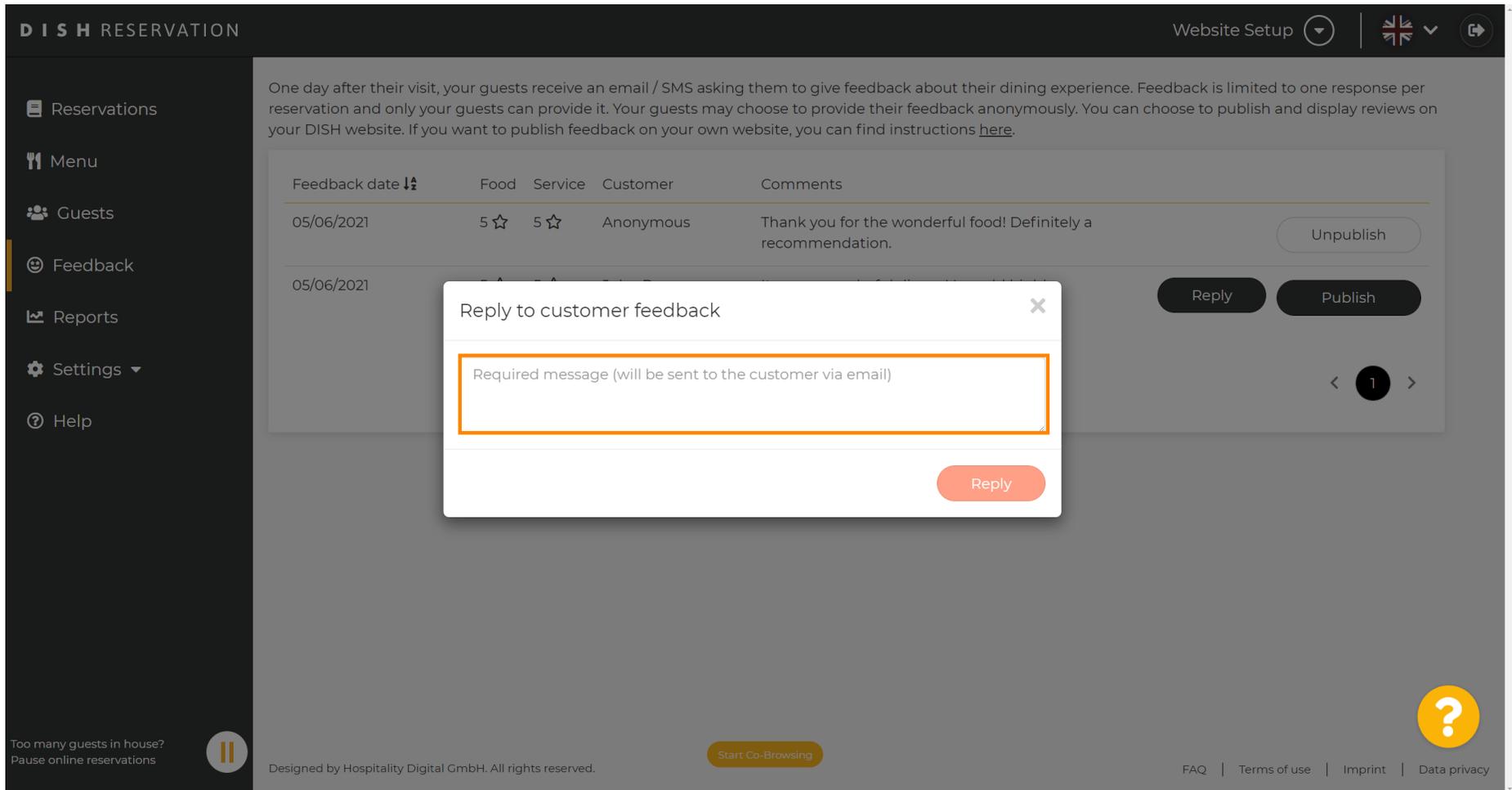
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Too many guests in house? Pause online reservations 

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FAQ | Terms of use | Imprint | Data privacy 

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

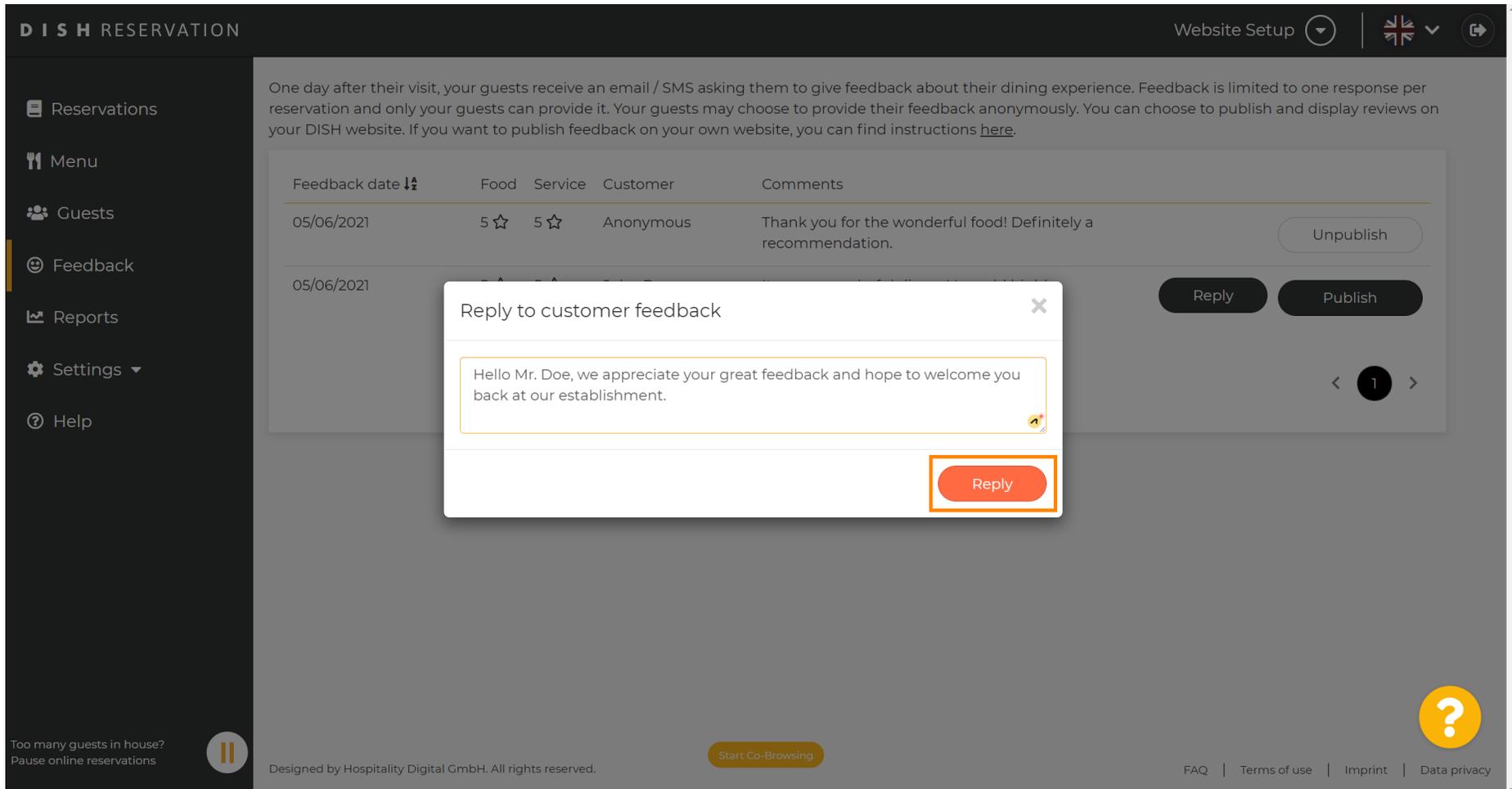


The screenshot displays the DISH Reservation management interface. On the left is a dark sidebar with navigation options: Reservations, Menu, Guests, Feedback (highlighted), Reports, Settings, and Help. The main content area shows a table of customer feedback with columns for Feedback date, Food, Service, 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.

| 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 (highlighted), 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:

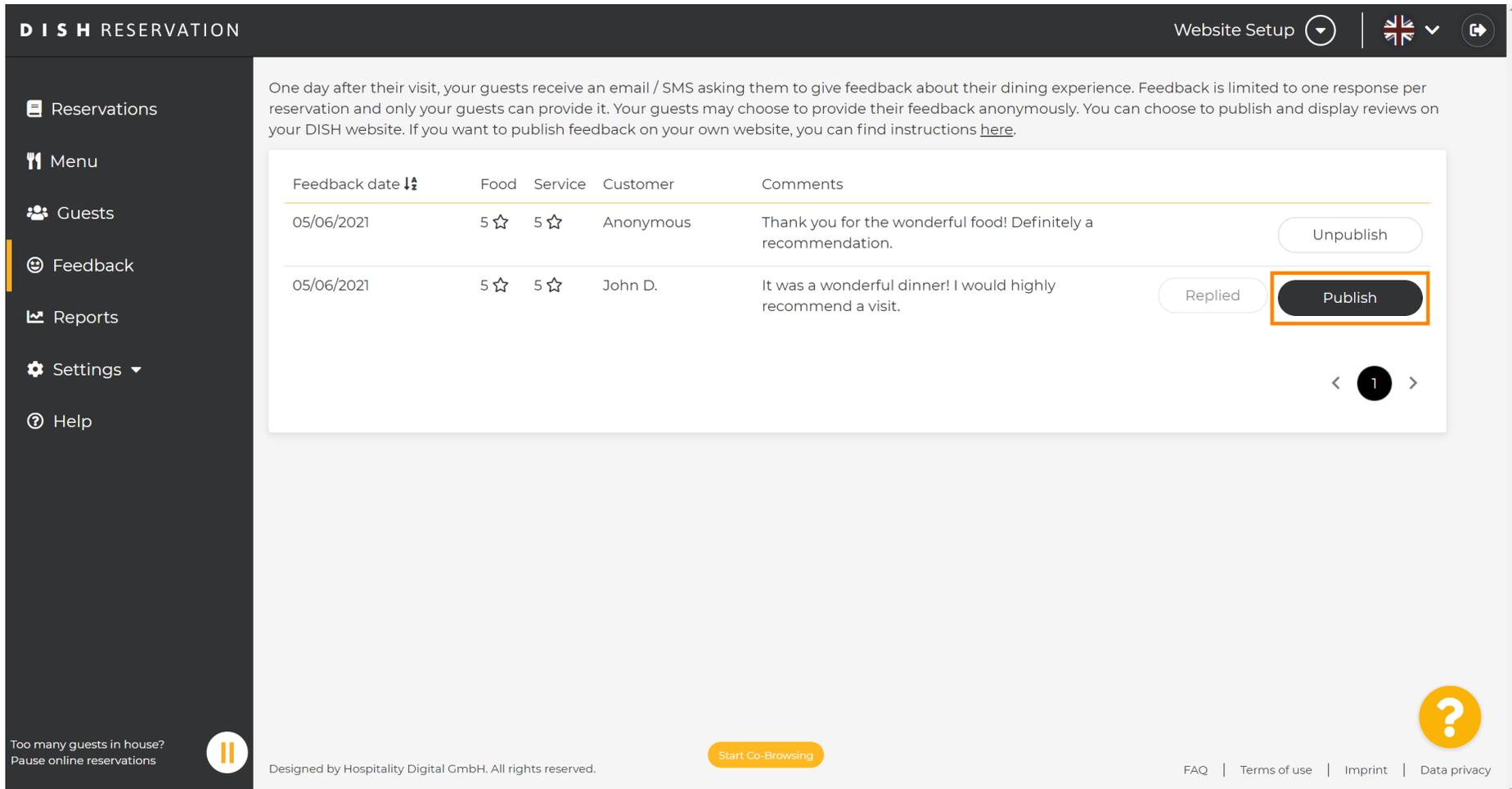
Hello Mr. Doe, we appreciate your great feedback and hope to welcome you back at our establishment.

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** .



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, 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 interface, there is a footer with: "Designed by Hospitality Digital GmbH. All rights reserved." in the center, a "Start Co-Browsing" button on the left, and a help icon (question mark in a circle) on the right. Below the help icon are links for "FAQ | Terms of use | Imprint | Data privacy".



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](#).

| 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="margin-left: 10px; background-color: #333; color: white; border-radius: 15px; padding: 5px 10px; font-weight: bold;">Publish</span> |

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Too many guests in house?  
Pause online reservations

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Scansiona per andare al lettore interattivo