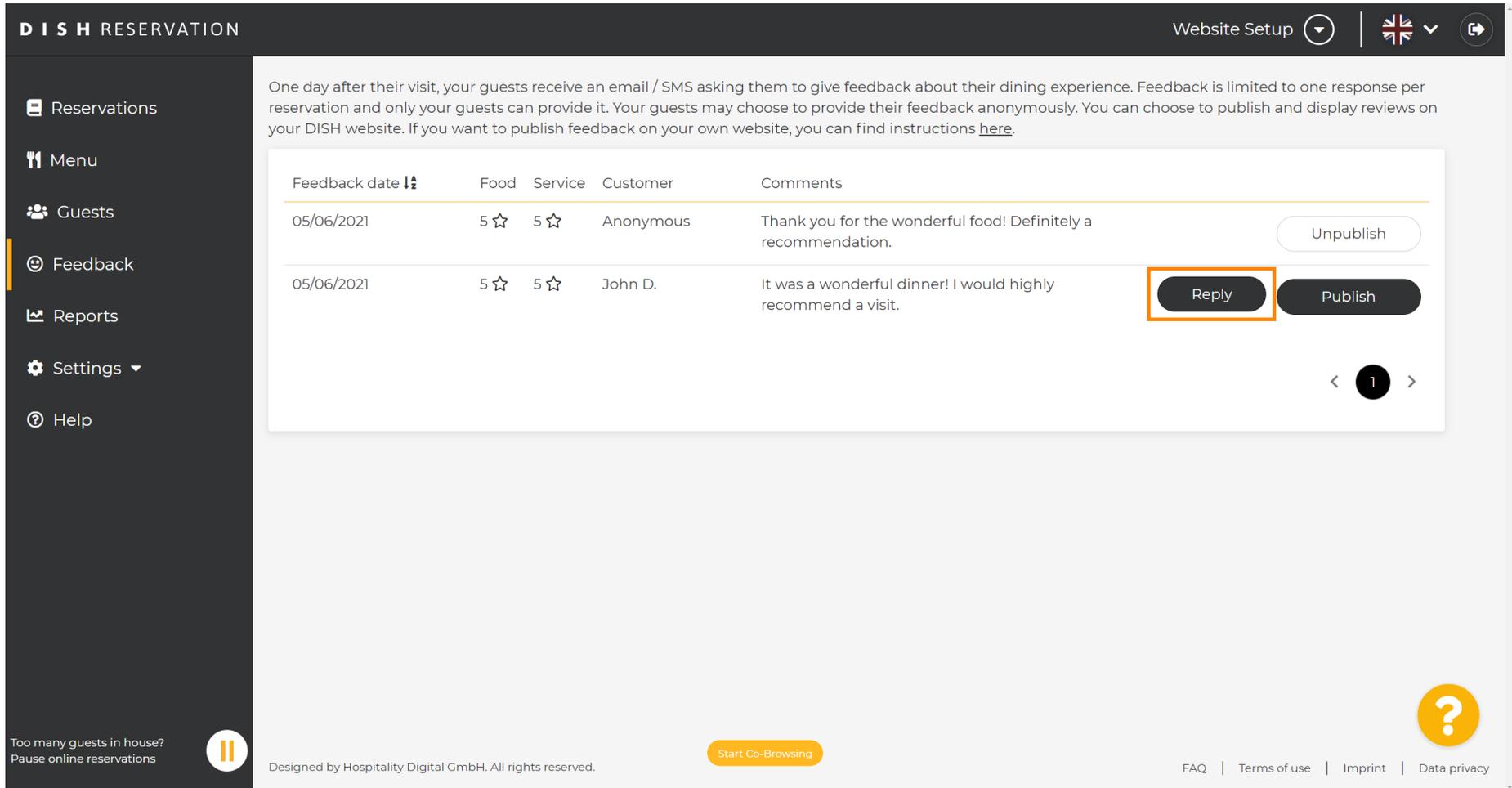


No painel de administração do DISH Reservation, clique em **Feedback** para gerenciar suas avaliações.

The screenshot displays the DISH Reservation admin 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', 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 'All', 'Completed', and 'Upcoming' (selected) with corresponding counts: '0' for a calendar icon and '0' for a people icon. The central area is 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 and a notification: 'Too many guests in house? Pause online reservations'. At the bottom center, there is a 'Start Co-Browsing' button. At the bottom right, there is a help icon (question mark) and a footer with links for 'FAQ', 'Terms of use', 'Imprint', and 'Data privacy'. The footer also includes the text 'Designed by Hospitality Digital GmbH. All rights reserved.'



Para escrever uma mensagem ao seu cliente que deixou uma avaliação, clique em **responder**.



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.	Reply Publish

1

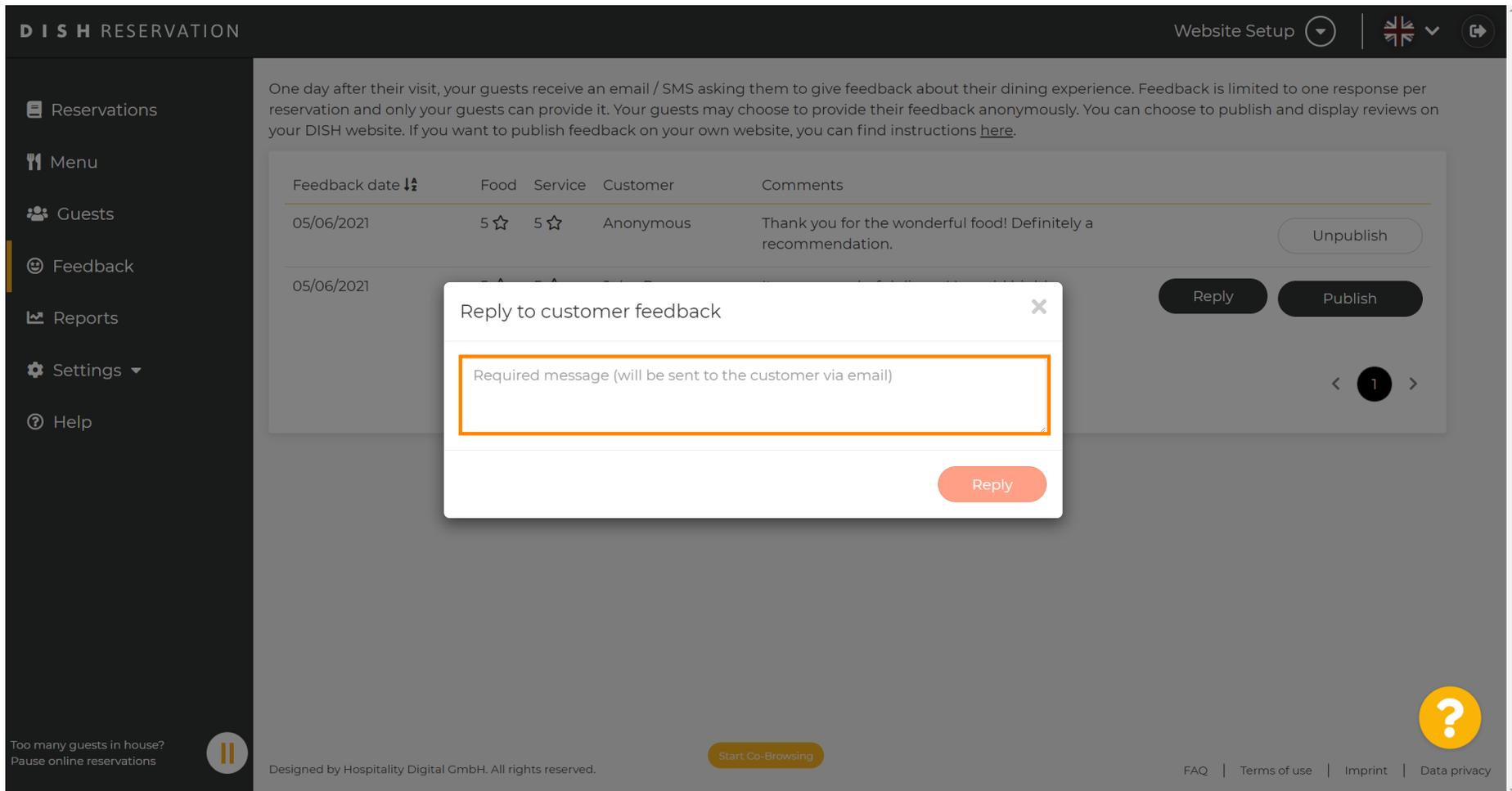
Too many guests in house? Pause online reservations

Start Co-Browsing

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 Agora insira a **mensagem** que você quer enviar ao seu cliente. **Nota: A mensagem será enviada por e-mail.**

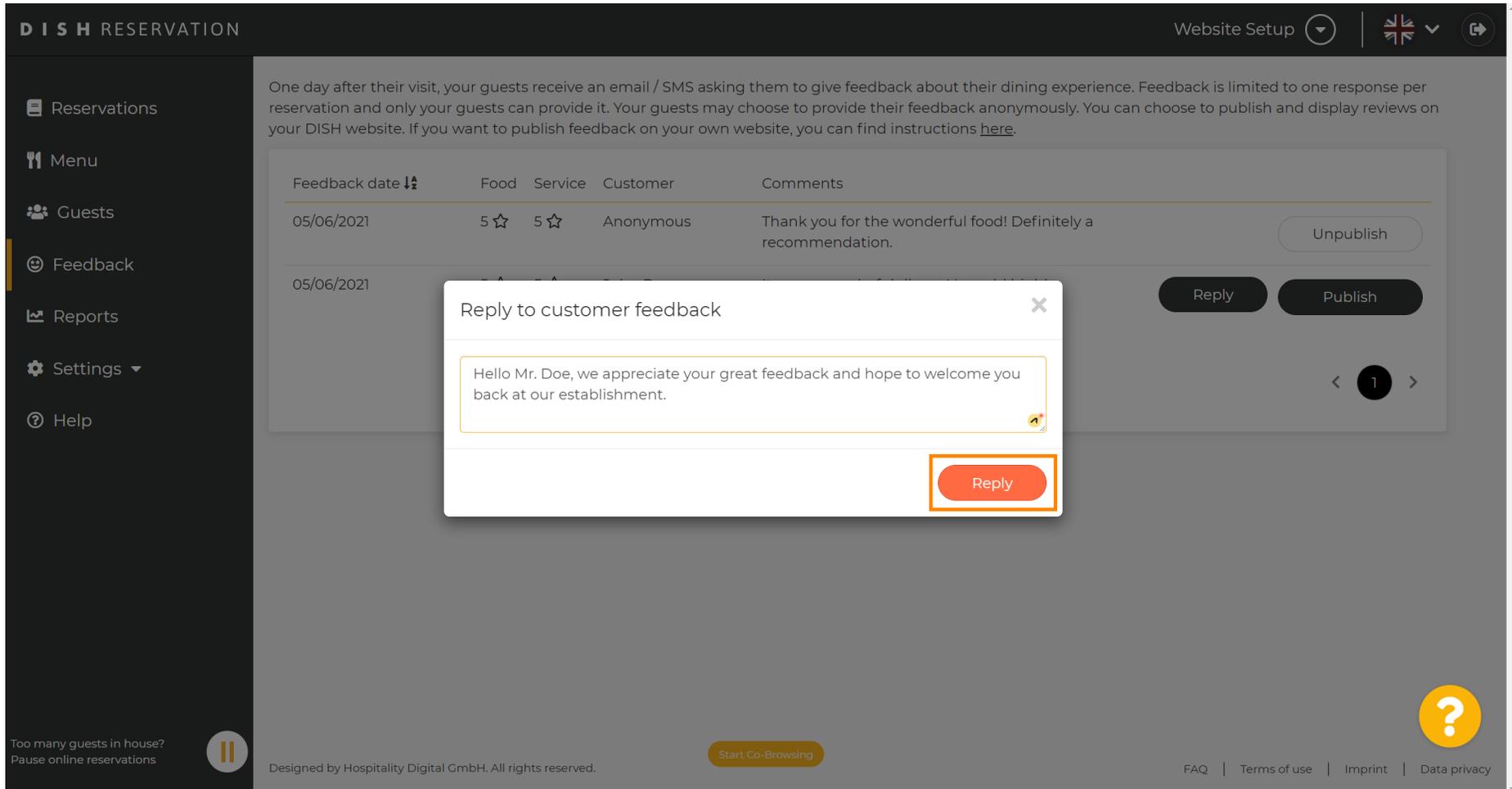


The screenshot displays the DISH RESERVATION management interface. On the left is a navigation menu with options: Reservations, Menu, Guests, Feedback, Reports, Settings, and Help. The main content area shows a table of customer feedback with columns for Feedback date, Food, Service, Customer, and Comments. A modal window titled "Reply to customer feedback" is open, featuring a text input field with the 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." The interface also includes a "Website Setup" dropdown, a language selector (UK flag), and a "Start Co-Browsing" button at the bottom.

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



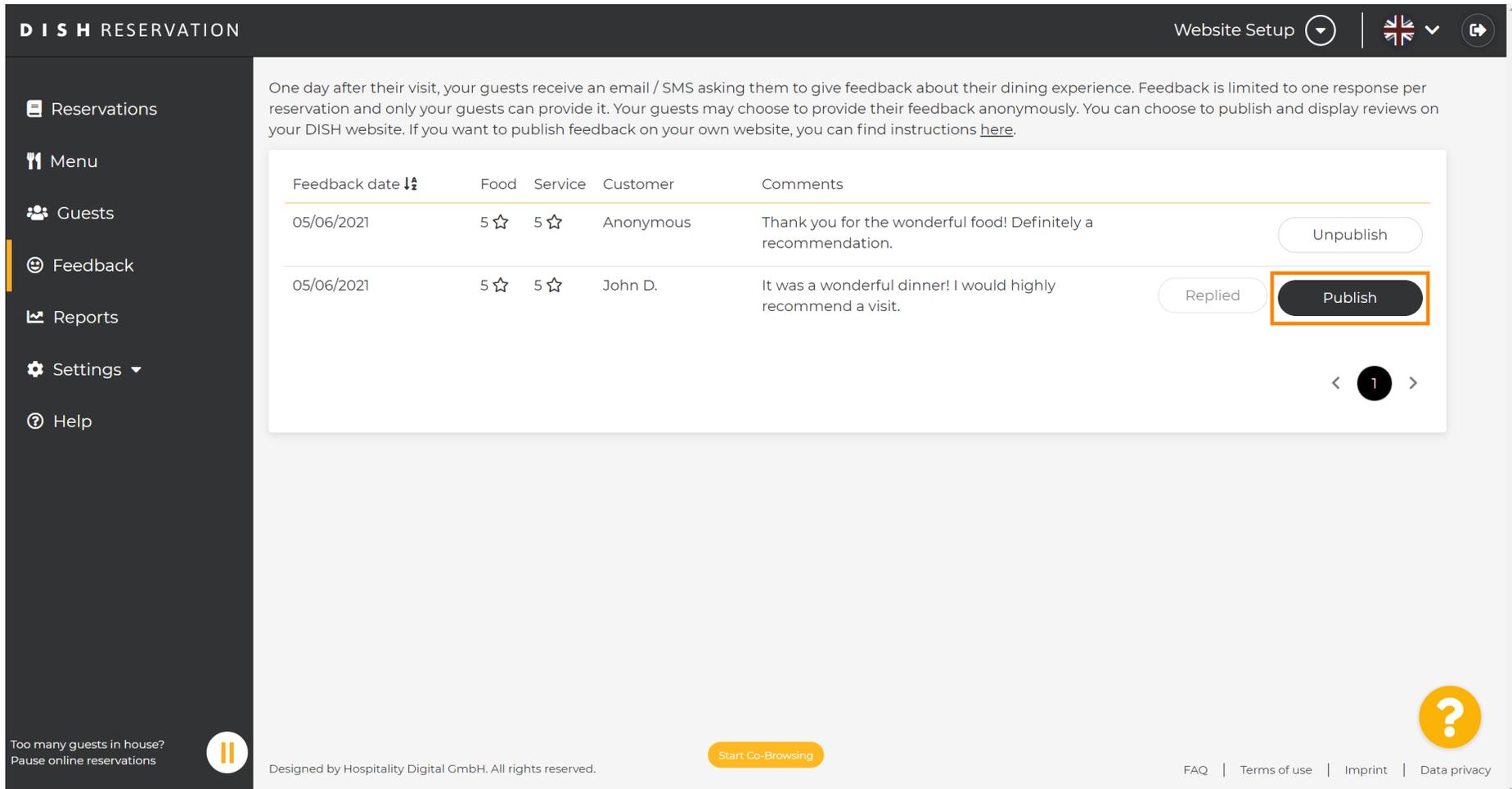
Clique em **responder** para enviar a mensagem.



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

Para publicar feedback no seu site, basta clicar em **Publicar**.



DISH RESERVATION Website Setup

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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 Publish

1

Too many guests in house? Pause online reservations

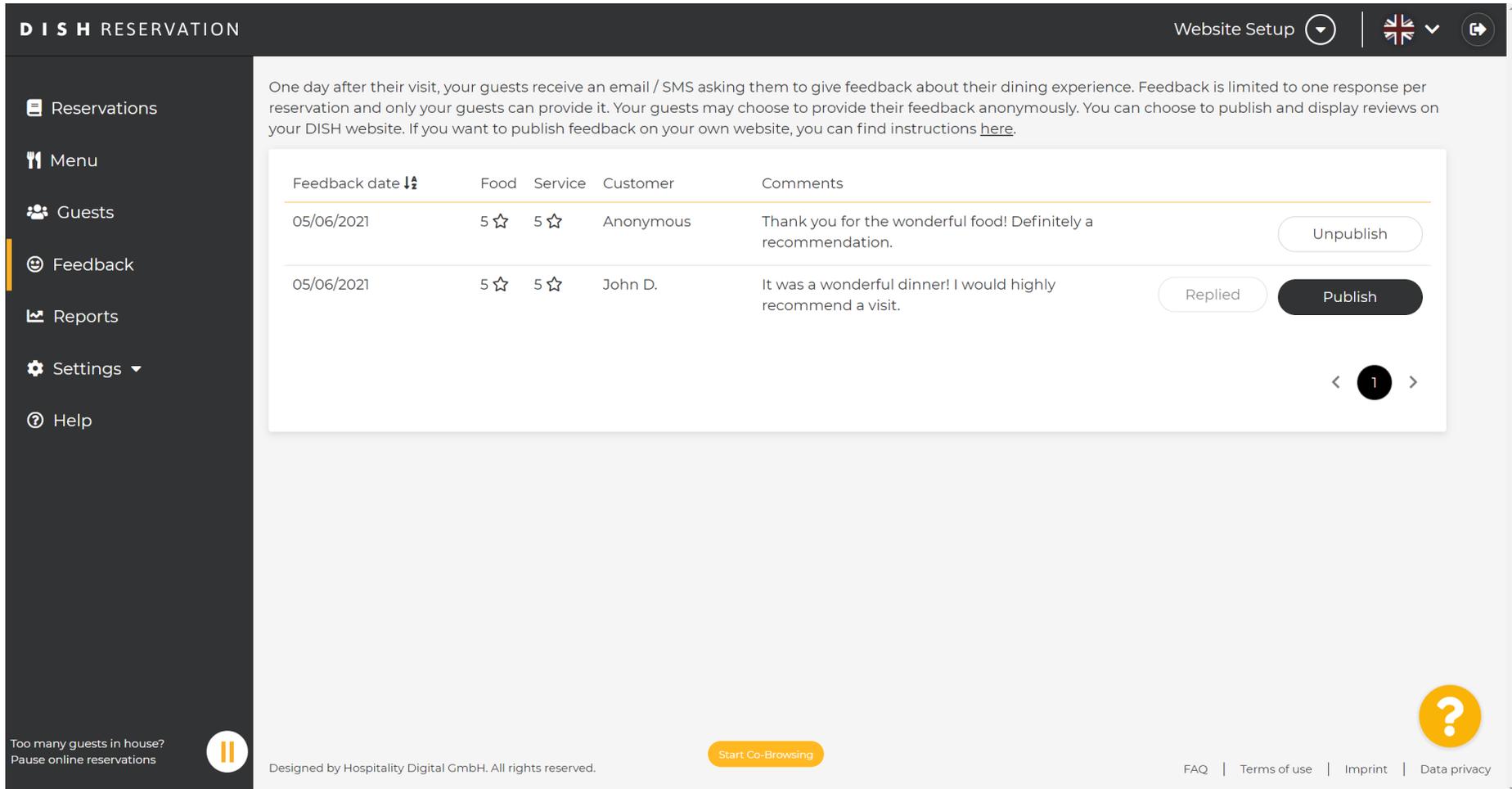
Start Co-Browsing

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Pronto. Você concluiu o tutorial e agora sabe como responder ao feedback do cliente.



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.	<button>Replied</button> <button>Publish</button>

< 1 >

Too many guests in house?
Pause online reservations 

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