



Klicken Sie im Admin-Bereich von DISH Reservation auf „Feedback“, um Ihre Bewertungen zu verwalten.

The screenshot displays the DISH Reservation Admin interface. The top navigation bar includes the DISH RESERVATION logo, a 'Website Setup' dropdown, 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 this is a date range selector showing 'Sat, 05/06/2021 - Sat, 05/06/2021' and a dropdown for 'All mealtypes'. A filter bar shows three radio buttons: 'All', 'Completed', and 'Upcoming' (which is selected). To the right of these buttons are icons for a calendar and a group of people, both with a '0' next to them. The main content area is mostly 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. The footer contains a 'Start Co-Browsing' button, a copyright notice 'Designed by Hospitality Digital GmbH. All rights reserved.', and a row of links: 'FAQ', 'Terms of use', 'Imprint', and 'Data privacy'. A yellow circular help icon with a question mark is located in the bottom right corner.



Um Ihrem Kunden, der eine Bewertung abgegeben hat, eine Nachricht zu schreiben, klicken Sie auf **Antworten**.

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.	Unpublish
05/06/2021	5 ☆	5 ☆	John D.	It was a wonderful dinner! I would highly recommend a visit.	Reply Publish

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Too many guests in house? Pause online reservations

Start Co-Browsing

FAQ

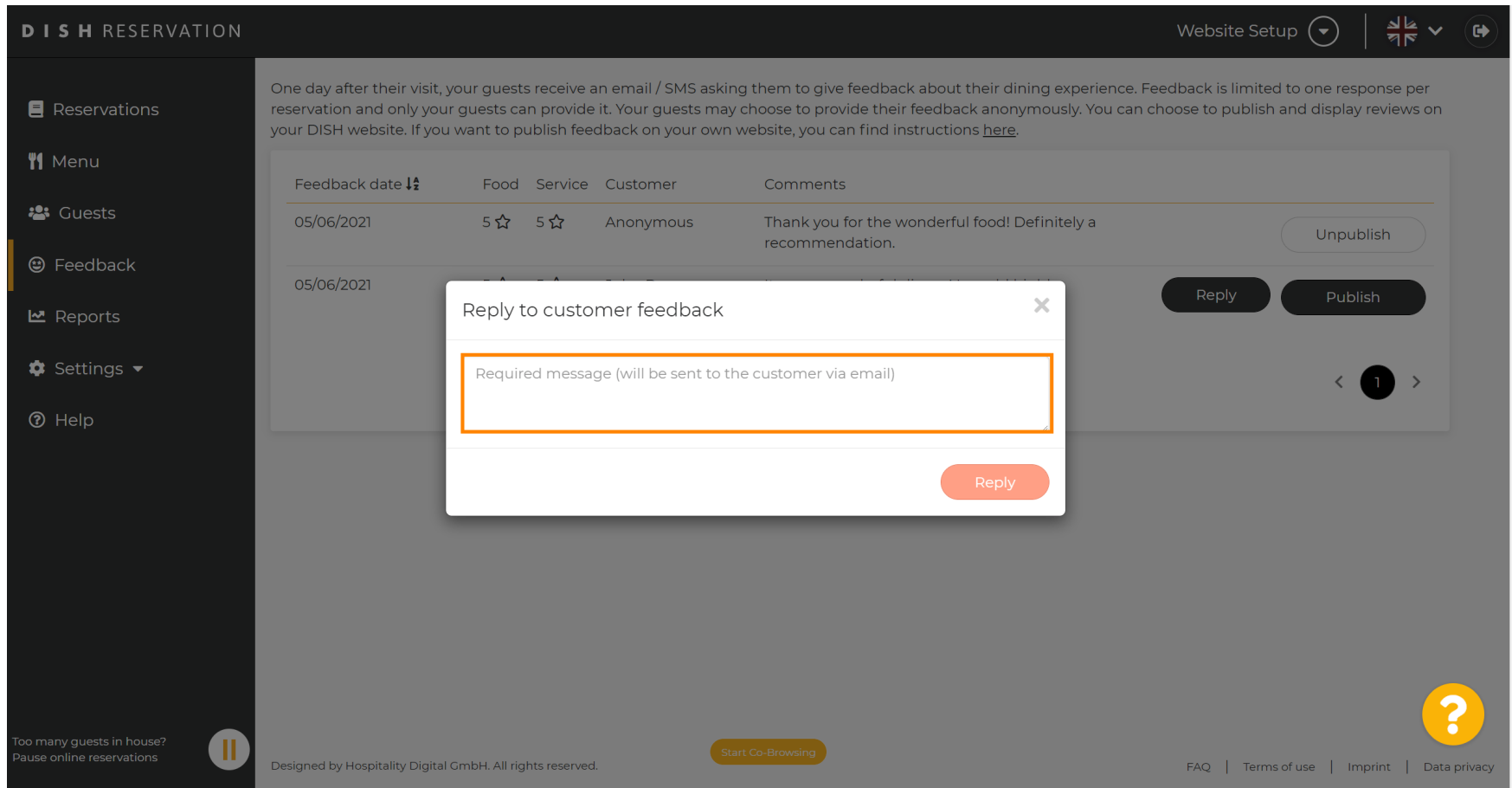
Terms of use

Imprint

Data privacy



Geben Sie nun die **Nachricht** ein , die Sie Ihrem Kunden senden möchten. **Hinweis: Die Nachricht wird per E-Mail versendet.**



The screenshot shows the DISH Reservation management interface. On the left is a sidebar with navigation options: Reservations, Menu, Guests, Feedback (highlighted), Reports, Settings, and Help. The main content area displays a table of customer feedback. A modal window titled 'Reply to customer feedback' is open, prompting the user to enter a required message that will be sent to the customer via email. The modal includes a text input field and a 'Reply' button.

Feedback details:

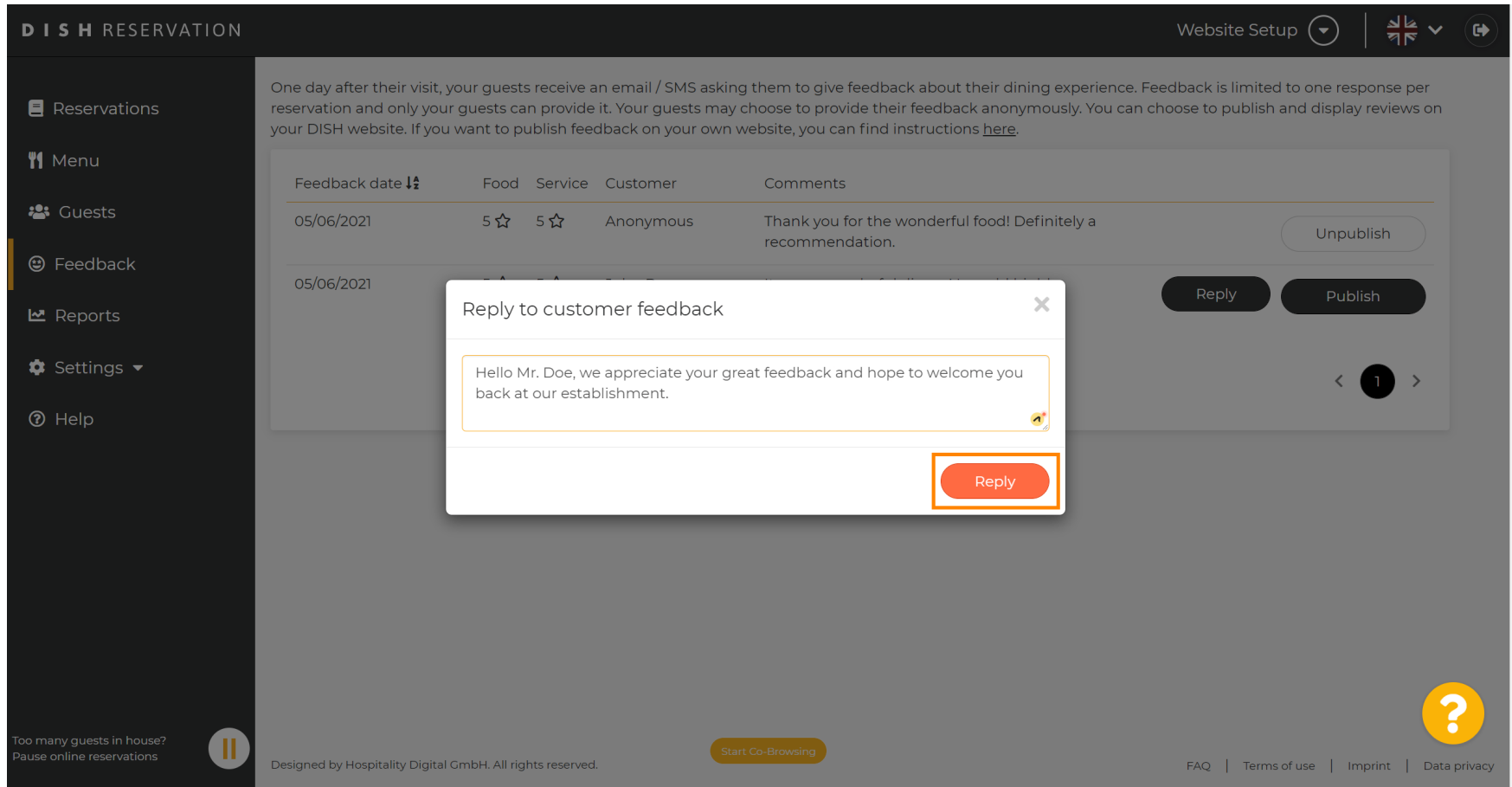
Feedback date	Food	Service	Customer	Comments	Actions
05/06/2021	5 ☆	5 ☆	Anonymous	Thank you for the wonderful food! Definitely a recommendation.	Unpublish
05/06/2021					Reply Publish

Modal: Reply to customer feedback

Required message (will be sent to the customer via email)

Reply

 Klicken Sie auf „Antworten“, um die Nachricht zu senden.



The screenshot displays the DISH Reservation management interface. On the left is a dark sidebar with navigation links: Reservations, Menu, Guests, Feedback (highlighted), Reports, Settings, and Help. The main content area has a dark header with 'DISH RESERVATION' and 'Website Setup'. Below the header is a text block explaining the feedback process. A table lists feedback entries with columns for Feedback date, Food, Service, Customer, and Comments. Two entries are visible, both dated 05/06/2021, with 5-star ratings and anonymous customers. A modal window titled 'Reply to customer feedback' is open, showing a text input field with the pre-filled 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 'Unpublish', 'Reply', and 'Publish' buttons for each entry. At the bottom of the interface, there are status messages, a 'Start Co-Browsing' button, and footer links for FAQ, Terms of use, Imprint, and Data privacy.

Feedback date	Food	Service	Customer	Comments
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05/06/2021				



Um Feedback auf Ihrer Website zu veröffentlichen, klicken Sie einfach auf **Veröffentlichen**.

DISH RESERVATION

Website Setup




Reservations

Menu

Guests

Feedback

Reports

Settings

Help

Too many guests in house?
Pause online reservations



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Start Co-Browsing

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[Imprint](#) |
[Data privacy](#)



Das war's. Sie haben das Tutorial abgeschlossen und wissen nun, wie Sie auf Kundenfeedback antworten.

DISH RESERVATION

Website Setup




Reservations

Menu

Guests

Feedback

Reports

Settings

Help

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Too many guests in house? Pause online reservations



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FAQ

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Scannen, um zum interaktiven Player zu gelangen