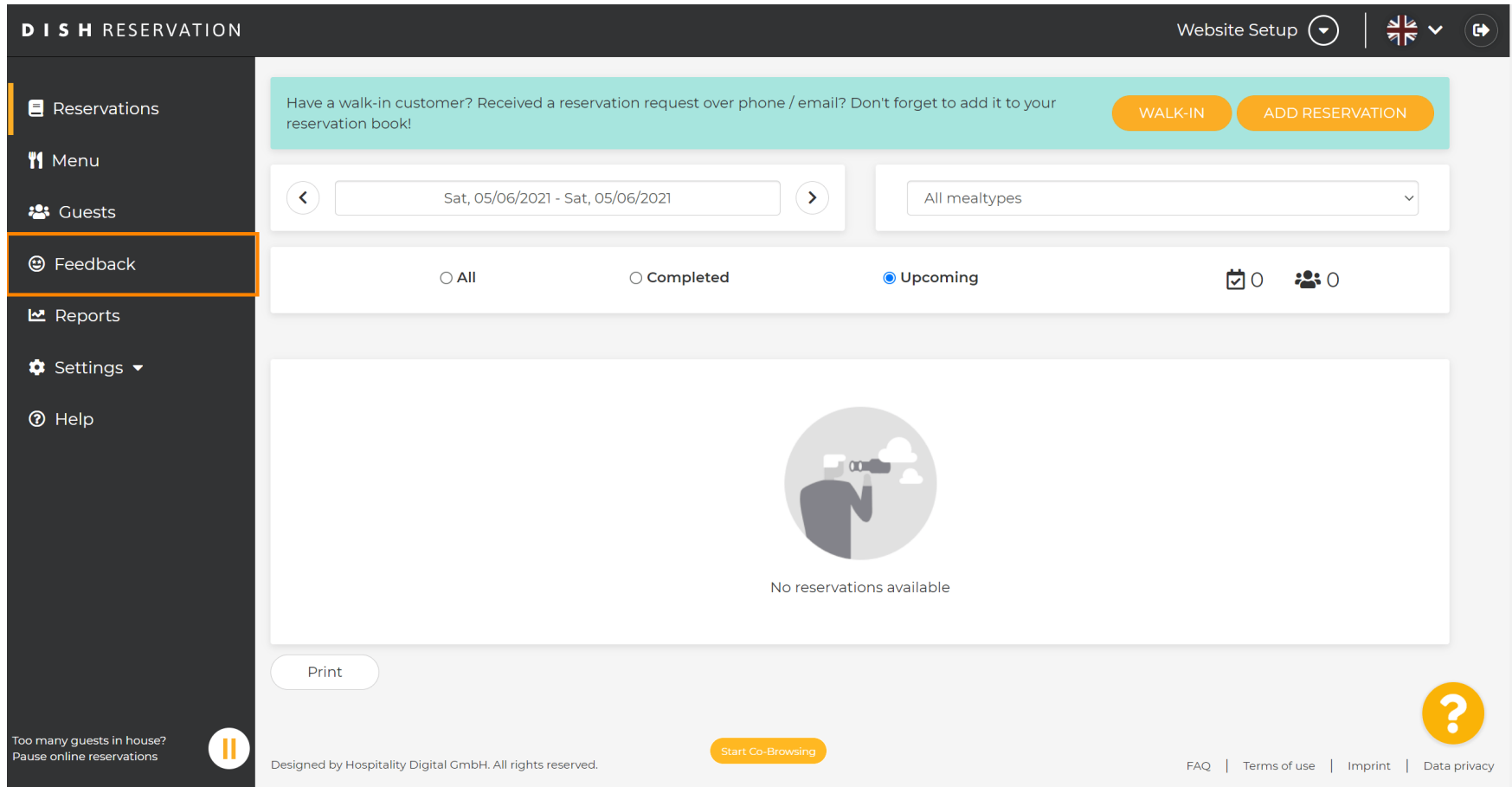




Starting on the DISH Reservation admin panel, click on **Feedback** to manage your reviews.



The screenshot displays the DISH Reservation admin panel. 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 at the top 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, there is a date range selector showing "Sat, 05/06/2021 - Sat, 05/06/2021" and a dropdown menu for "All mealtypes". A filter bar below this shows three radio buttons: "All", "Completed", and "Upcoming" (which is selected). To the right of the filter bar, there are icons for a calendar and a group of people, both with a "0" next to them. The main content area is currently empty, displaying a large circular icon of 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 "Start Co-Browsing" button, a copyright notice "Designed by Hospitality Digital GmbH. All rights reserved.", and links for "FAQ", "Terms of use", "Imprint", and "Data privacy". A yellow circular help icon with a question mark is located in the bottom right corner.

To write a message to your customer who left a review, click on **reply**.

DISH RESERVATION

Website Setup




Reservations

Menu

Guests

Feedback

Reports

Settings

Help

Too many guests in house?

Pause online reservations



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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Start Co-Browsing

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FAQ

Terms of use

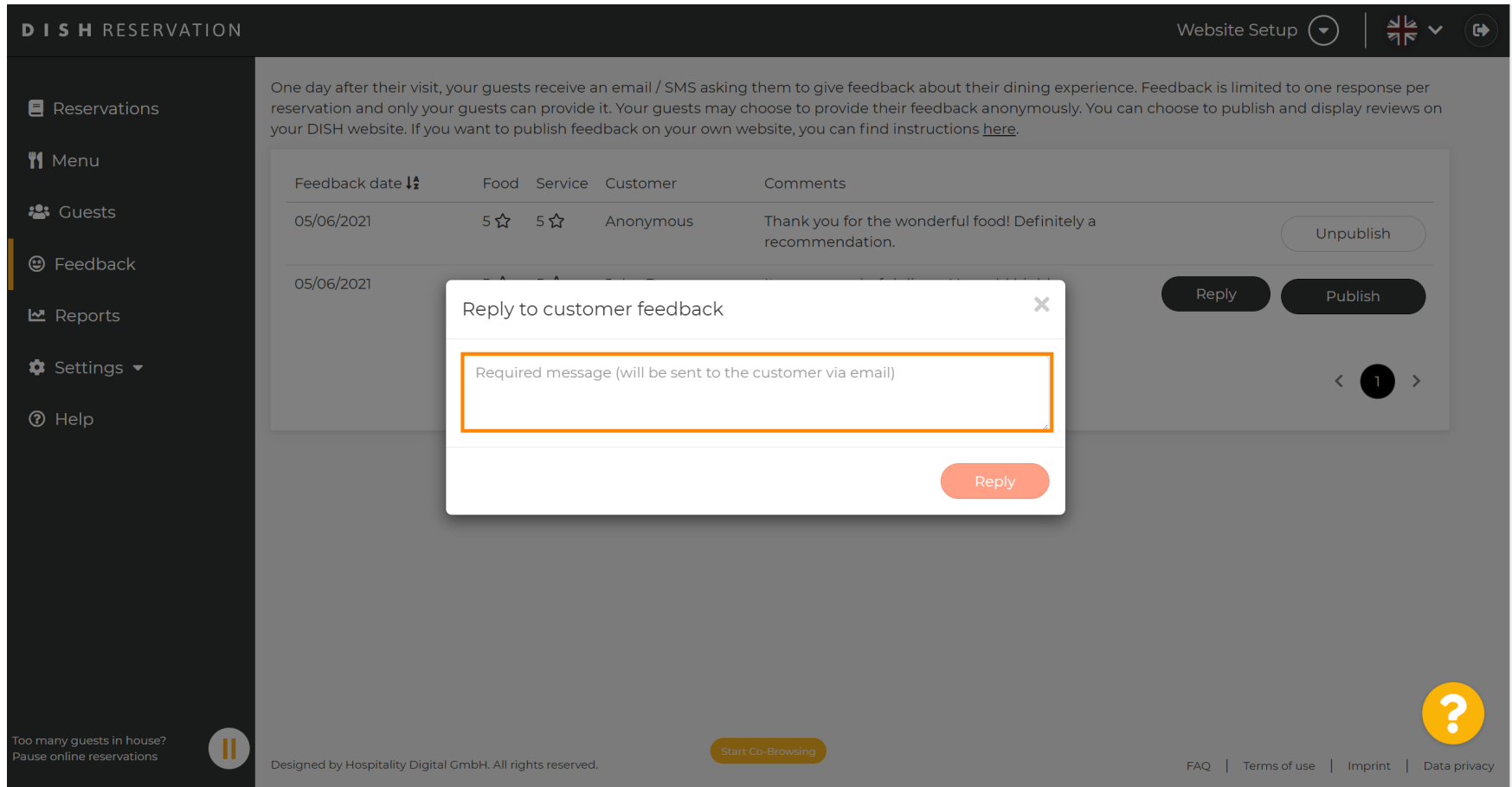
Imprint

Data privacy

2 of 7



Now enter the **message** you want to send to your customer. **Note: The message will be sent via email.**

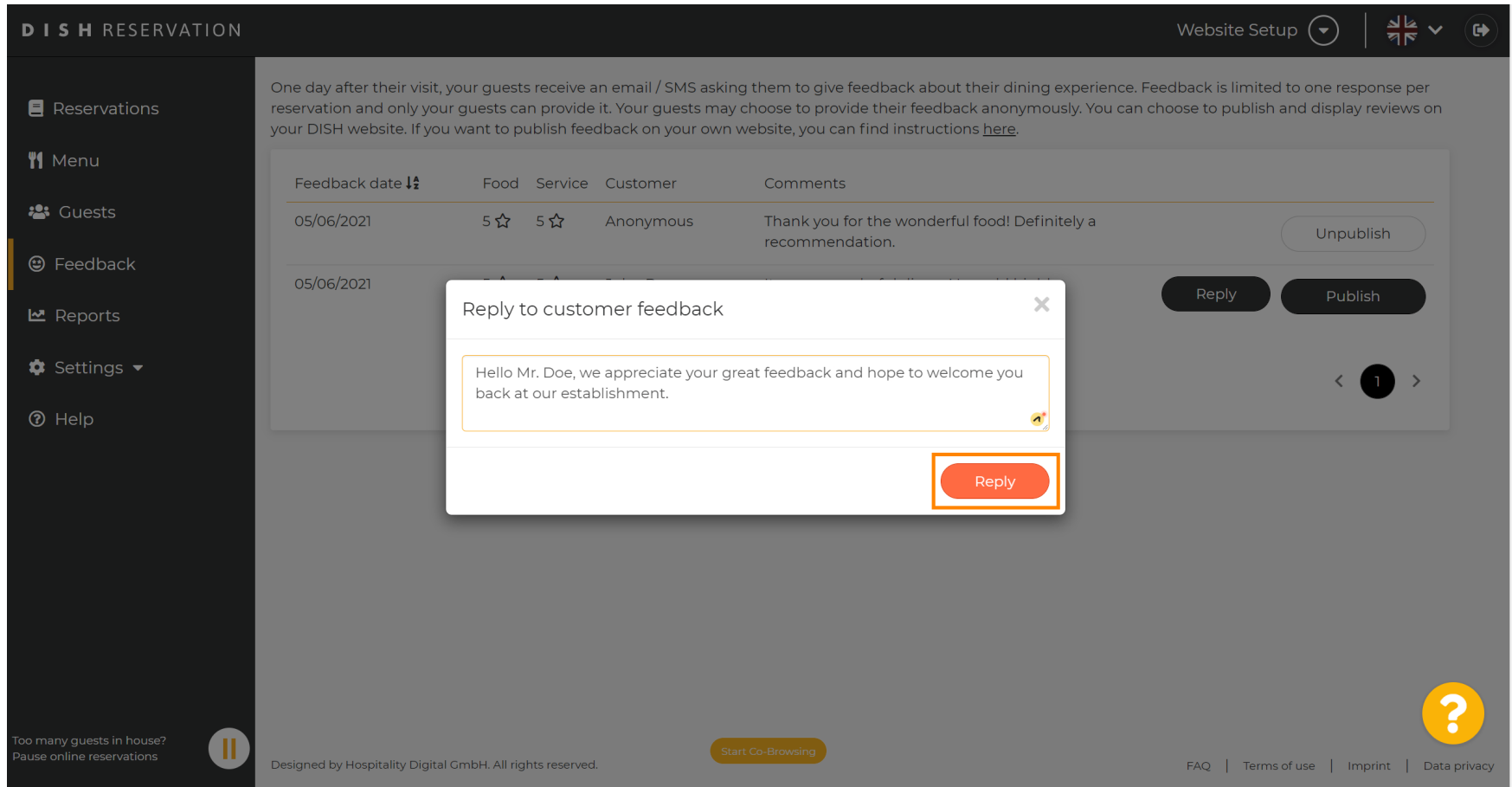


The screenshot shows the DISH RESERVATION dashboard. On the left is a sidebar with navigation links: Reservations, Menu, Guests, Feedback (highlighted), Reports, Settings, and Help. The main content area has a header with 'Website Setup' and a dropdown menu. Below the header is a text block explaining the feedback process. A table displays feedback entries with columns: 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 titled 'Reply to customer feedback' is open in the foreground, 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 also shows 'Unpublish', 'Reply', and 'Publish' buttons for each feedback entry.

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



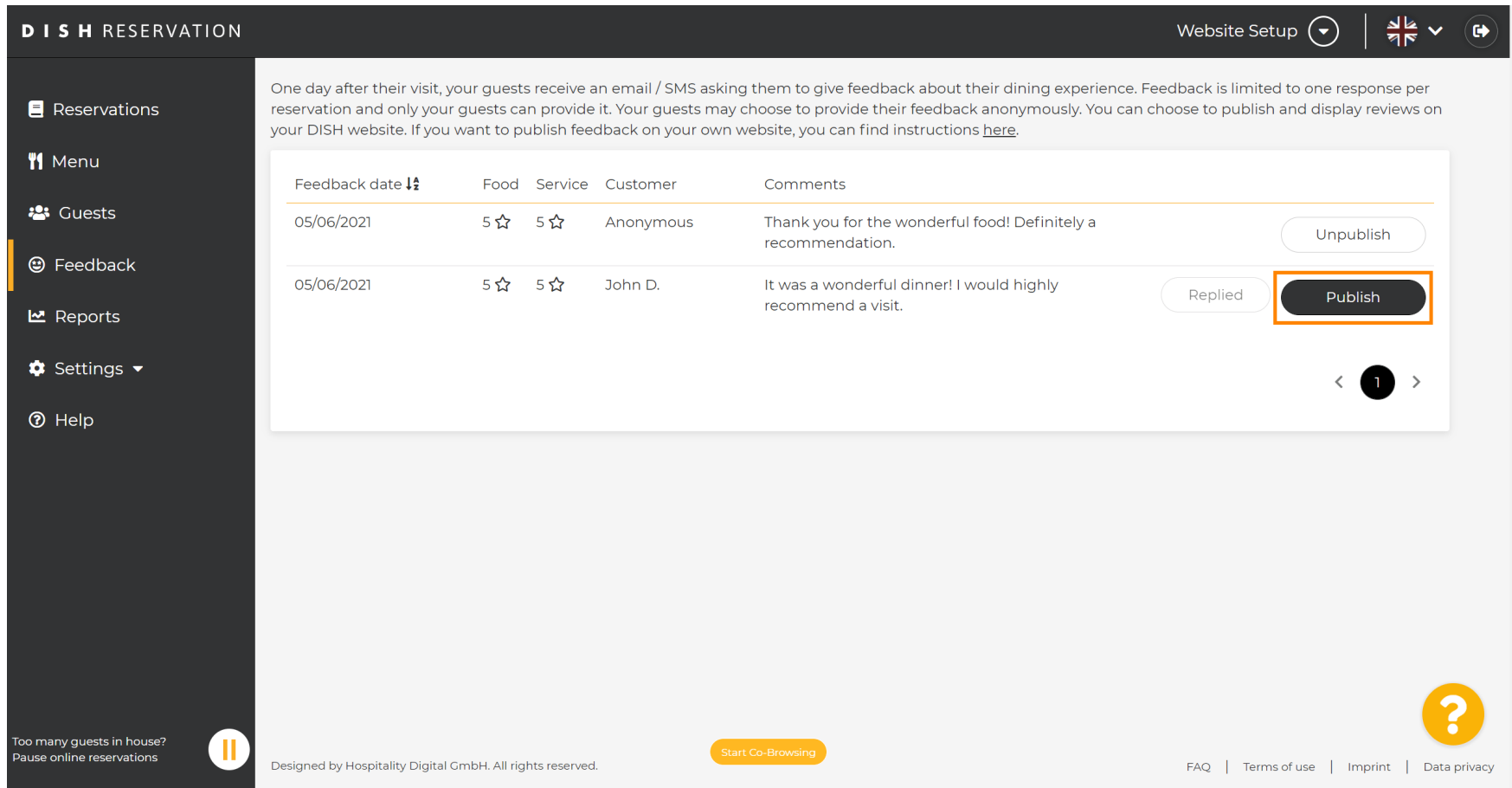
Click on **reply** to send the message.



The screenshot shows 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 header with 'DISH RESERVATION' and 'Website Setup'. Below the header is a text block explaining the feedback process. A table displays customer feedback with columns for Feedback date, Food, Service, Customer, and Comments. Two feedback entries are visible, both dated 05/06/2021. The first entry has 5-star ratings for Food and Service, is from an anonymous customer, and says 'Thank you for the wonderful food! Definitely a recommendation.' The second entry is partially obscured by a modal. A 'Reply to customer feedback' modal 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.' An orange 'Reply' button is highlighted at the bottom right of the modal. In the background, there are 'Unpublish', 'Reply', and 'Publish' buttons for the feedback entries. The bottom of the interface includes a status bar with a 'Too many guests in house? Pause online reservations' message, a 'Start Co-Browsing' button, and a footer with 'Designed by Hospitality Digital GmbH. All rights reserved.' 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.
05/06/2021				

 To publish feedback to your website, simply click on **Publish**.



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' with a dropdown arrow. Below the header, a text block explains the feedback process. A table lists feedback entries with columns for date, food, service, customer, and comments. The second entry, dated 05/06/2021, shows a 5-star rating for both food and service, from a customer named John D., with the comment 'It was a wonderful dinner! I would highly recommend a visit.' This entry has 'Replied' and 'Publish' buttons. The 'Publish' button is highlighted with an orange border. At the bottom right of the table is a pagination control showing '< 1 >'. The footer contains a status message 'Too many guests in house? Pause online reservations' with a pause icon, a 'Start Co-Browsing' button, and links for FAQ, Terms of use, Imprint, and Data privacy.

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	
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Too many guests in house?
Pause online reservations

Start Co-Browsing

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That's it. You have completed the tutorial and now know how to reply to customer feedback.

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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Too many guests in house?
Pause online reservations



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