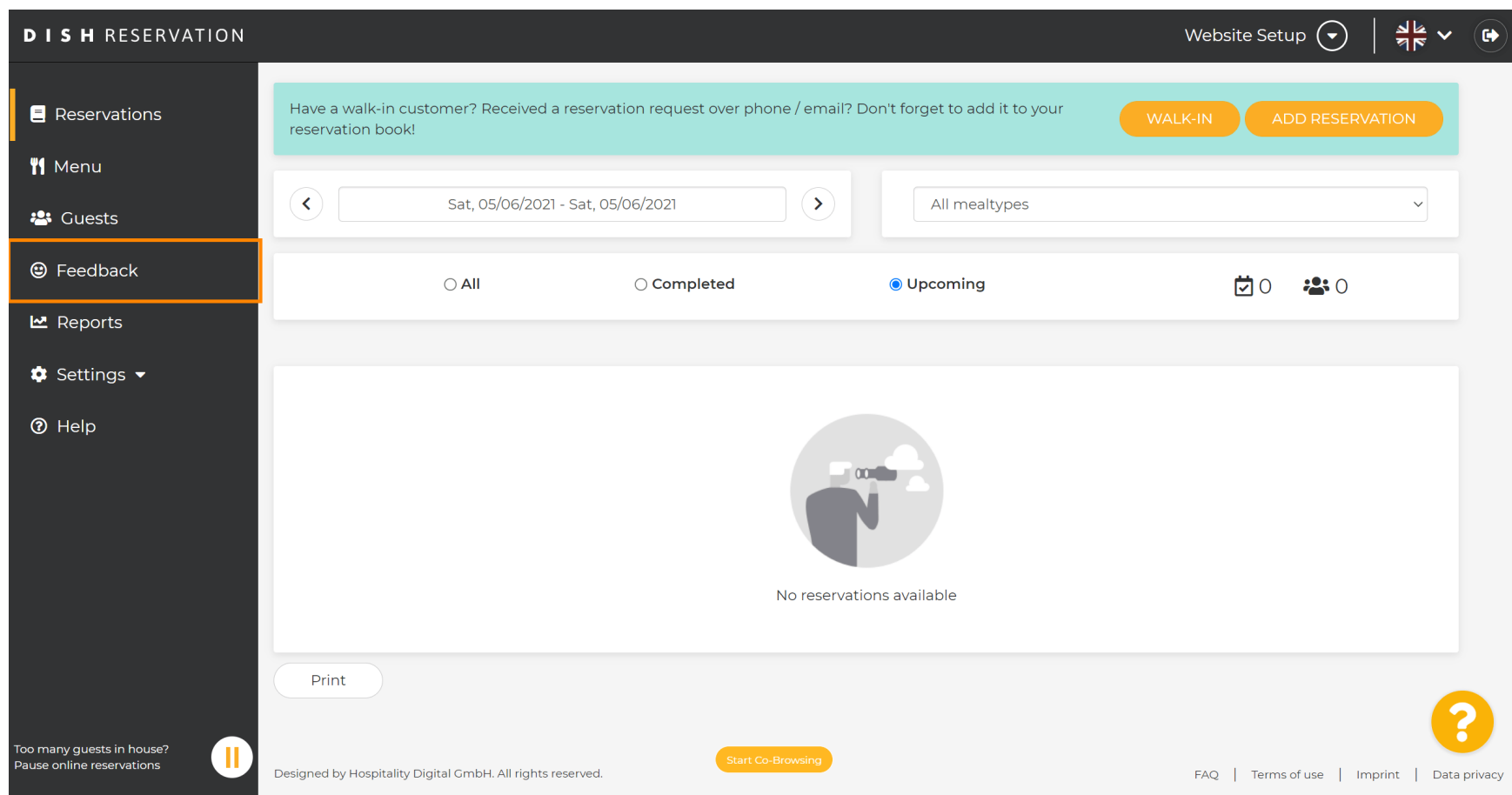




Desde el panel de administración de DISH Reservation, haga clic en **Comentarios** para administrar sus reseñas.



The screenshot shows the DISH Reservation admin interface. On the left is a dark sidebar with a menu: Reservations, Menu, Guests, Feedback (highlighted with an orange border), Reports, Settings, and Help. At the bottom of the sidebar, there is a warning: "Too many guests in house? Pause online reservations" with a pause icon. The main content area has a top 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 "All", "Completed", and "Upcoming" (selected) with counts: 0 for completed and 0 for upcoming. The main content area displays a large white box with a circular icon of a person looking through binoculars and the text "No reservations available". At the bottom, there is a "Print" button, 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. A yellow question mark icon is also present in the bottom right corner.



Para escribir un mensaje a su cliente que dejó una reseña, haga clic en **responder**.

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

<

1

>

Too many guests in house?

Pause online reservations



Designed by Hospitality Digital GmbH. All rights reserved.

Start Co-Browsing

FAQ

Terms of use

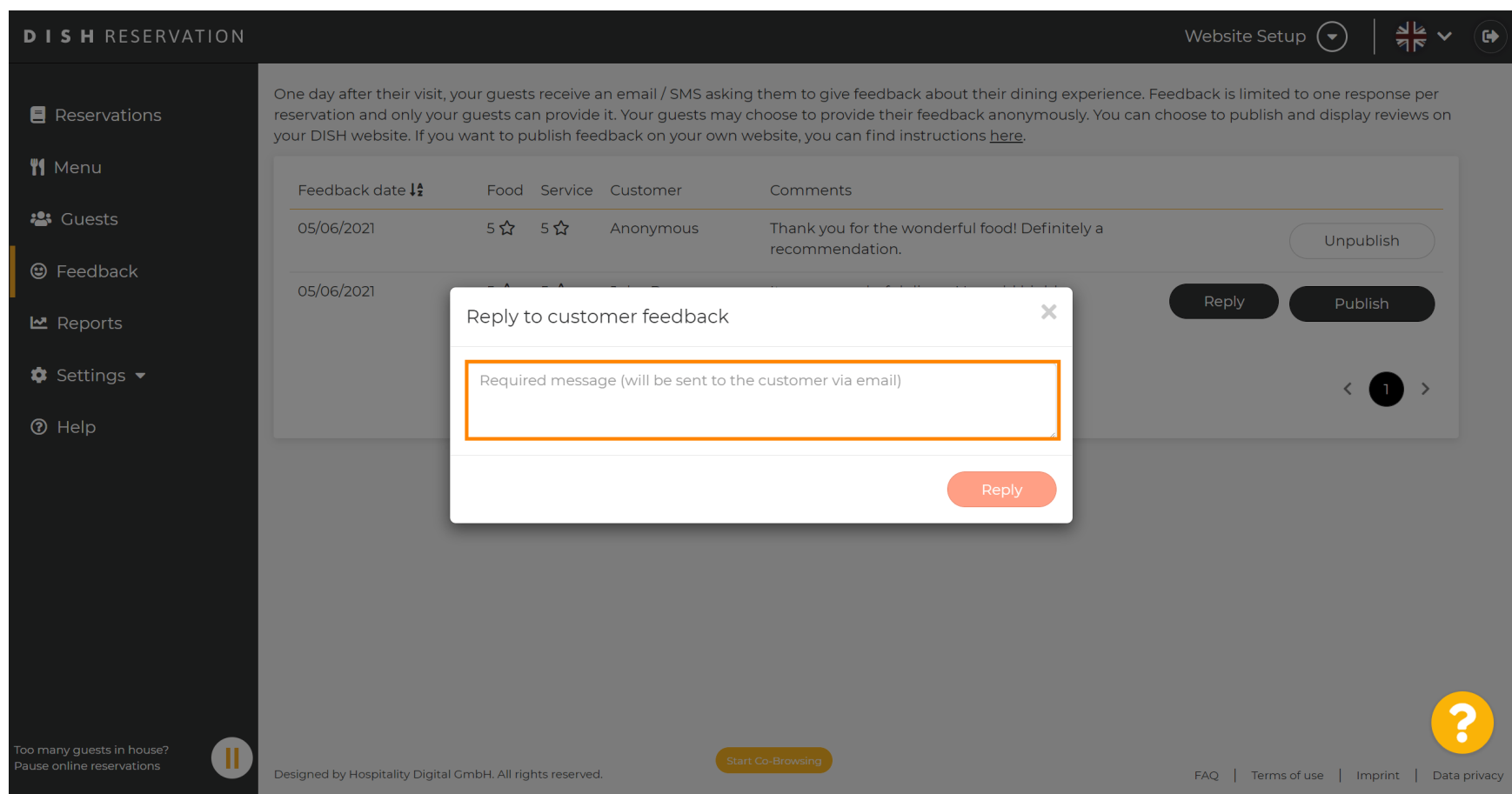
Imprint

Data privacy





Ahora, introduce el **mensaje** que quieres enviar a tu cliente. **Nota: El mensaje se enviará por correo electrónico.**

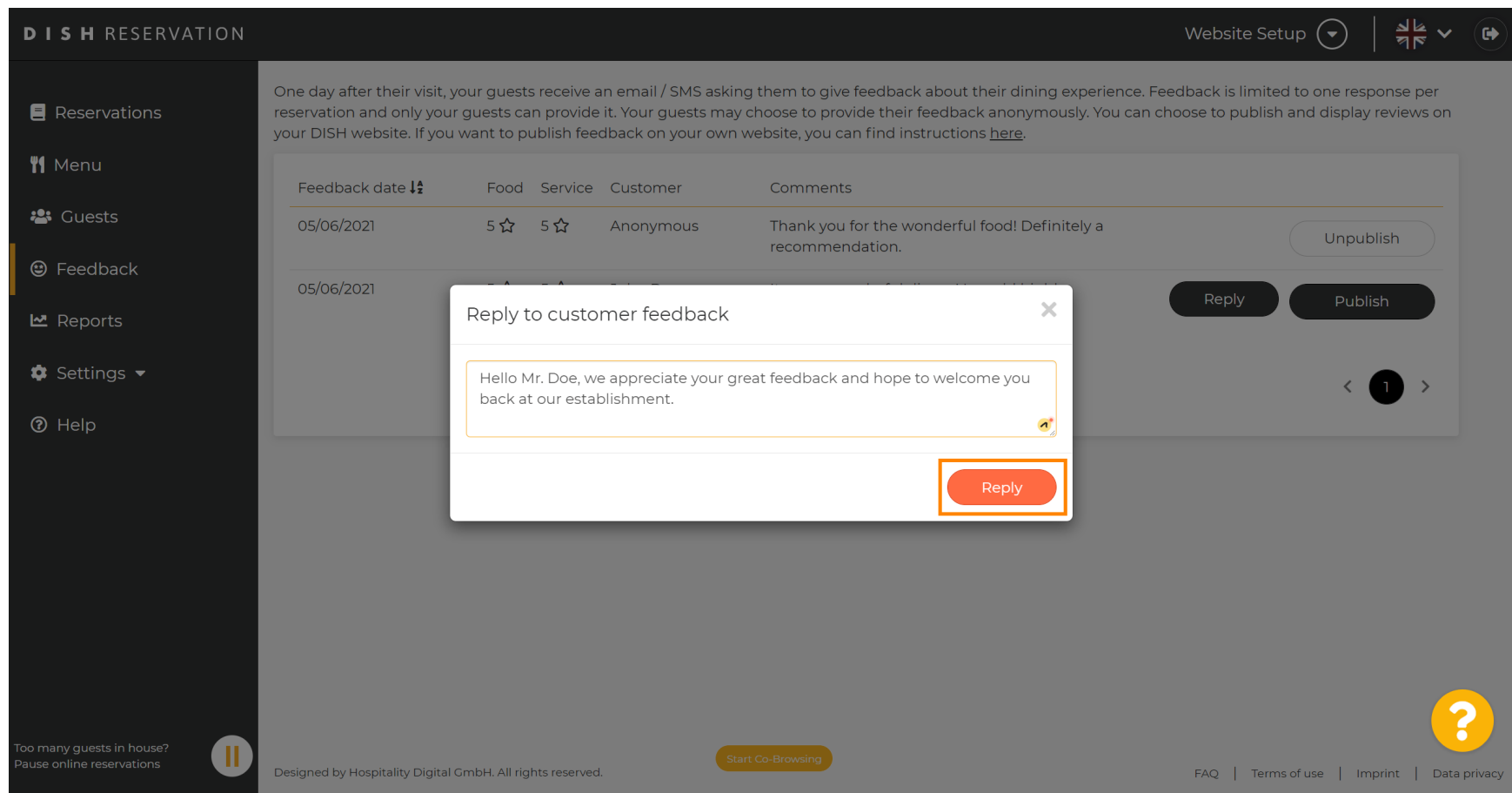


The screenshot shows the DISH RESERVATION management interface. On the left is a sidebar with navigation options: Reservations, Menu, Guests, Feedback (highlighted), Reports, Settings, and Help. The main content area displays a table of customer feedback. A modal window titled 'Reply to customer feedback' is open, showing a text input field with the placeholder 'Required message (will be sent to the customer via email)' and a 'Reply' button. The background table has columns for Feedback date, Food, Service, Customer, and Comments. It shows two entries for 05/06/2021, both with 5-star ratings and anonymous customers. The first entry has a comment 'Thank you for the wonderful food! Definitely a recommendation.' and buttons for 'Unpublish', 'Reply', and 'Publish'. The second entry is partially obscured by the modal. At the bottom of the interface, there is a status bar with a warning 'Too many guests in house? Pause online reservations', 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				



Haga clic en **responder** para enviar el mensaje.



The screenshot shows the DISH RESERVATION management interface. On the left is a sidebar with navigation options: Reservations, Menu, Guests, Feedback, Reports, Settings, and Help. The main content area displays a table of customer feedback. A modal window titled 'Reply to customer feedback' is open, showing 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 has columns for Feedback date, Food, Service, Customer, and Comments. It shows two entries from 05/06/2021, both with 5-star ratings and anonymous comments. The interface also includes a 'Website Setup' dropdown, a language selector, and a help icon in the bottom right corner.

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



Para publicar comentarios en su sitio web, simplemente haga clic en **Publicar**.

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.	Replied Publish

<

1

>

Too many guests in house?

Pause online reservations



Designed by Hospitality Digital GmbH. All rights reserved.

Start Co-Browsing

FAQ

Terms of use

Imprint

Data privacy





Listo. Has completado el tutorial y ahora sabes cómo responder a los comentarios de los clientes.

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.	Replied Publish

<
1
>

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



Escanee para ir al reproductor interactivo