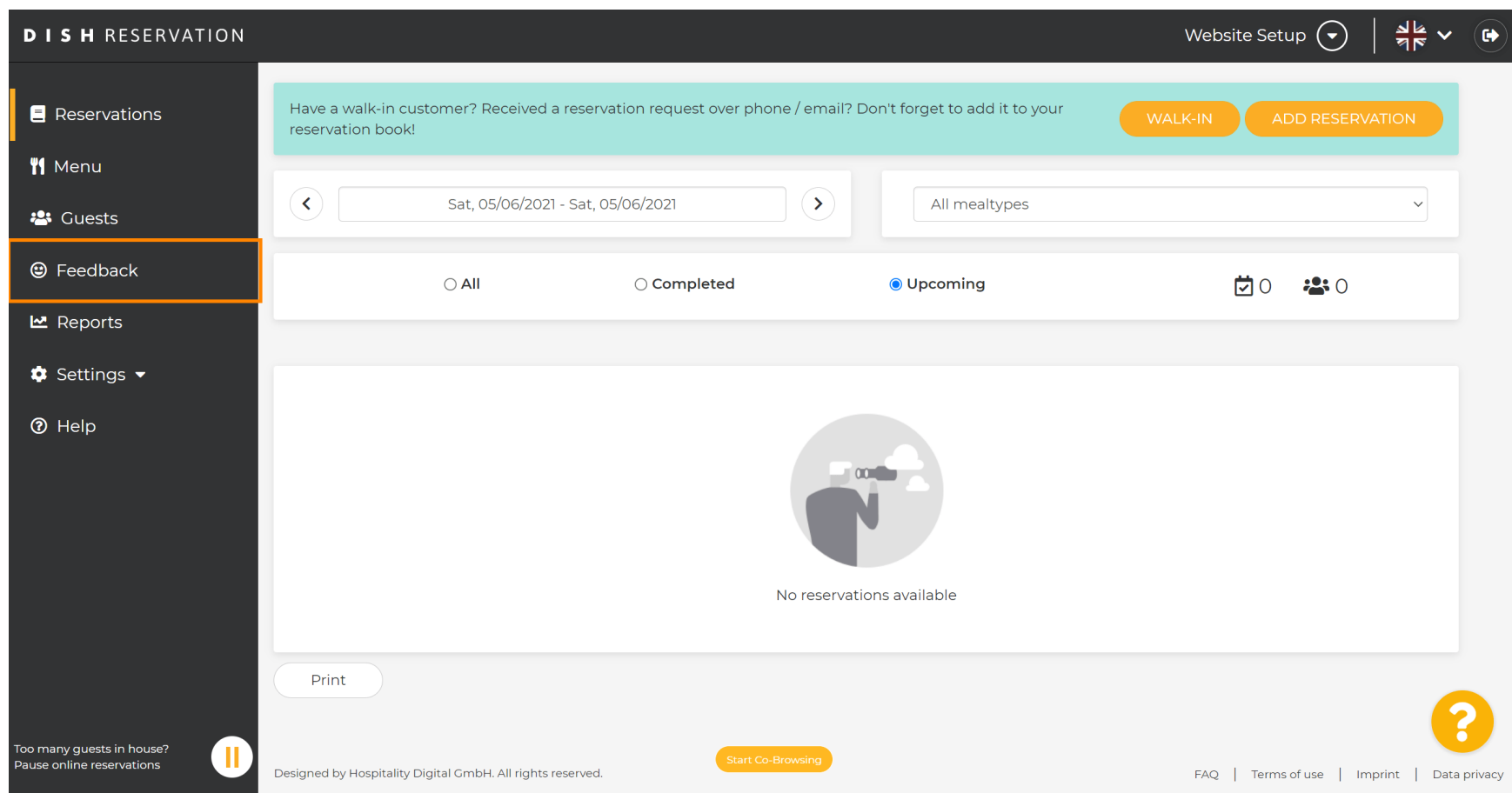




À partir du panneau d'administration de DISH Reservation, cliquez sur **Commentaires** pour gérer vos avis.



The screenshot shows 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 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 below this shows three radio buttons: "All", "Completed", and "Upcoming" (which is selected). To the right of the filter bar are two icons: a calendar icon with "0" and a group of people icon with "0". 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. At the bottom right, there is a yellow circular icon with a question mark. The footer contains the text "Designed by Hospitality Digital GmbH. All rights reserved.", a "Start Co-Browsing" button, and links for FAQ, Terms of use, Imprint, and Data privacy. A small notification at the bottom left of the sidebar reads "Too many guests in house? Pause online reservations" with a pause icon.



Pour écrire un message à votre client qui a laissé un avis, cliquez sur **répondre**.

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



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Start Co-Browsing

FAQ

Terms of use

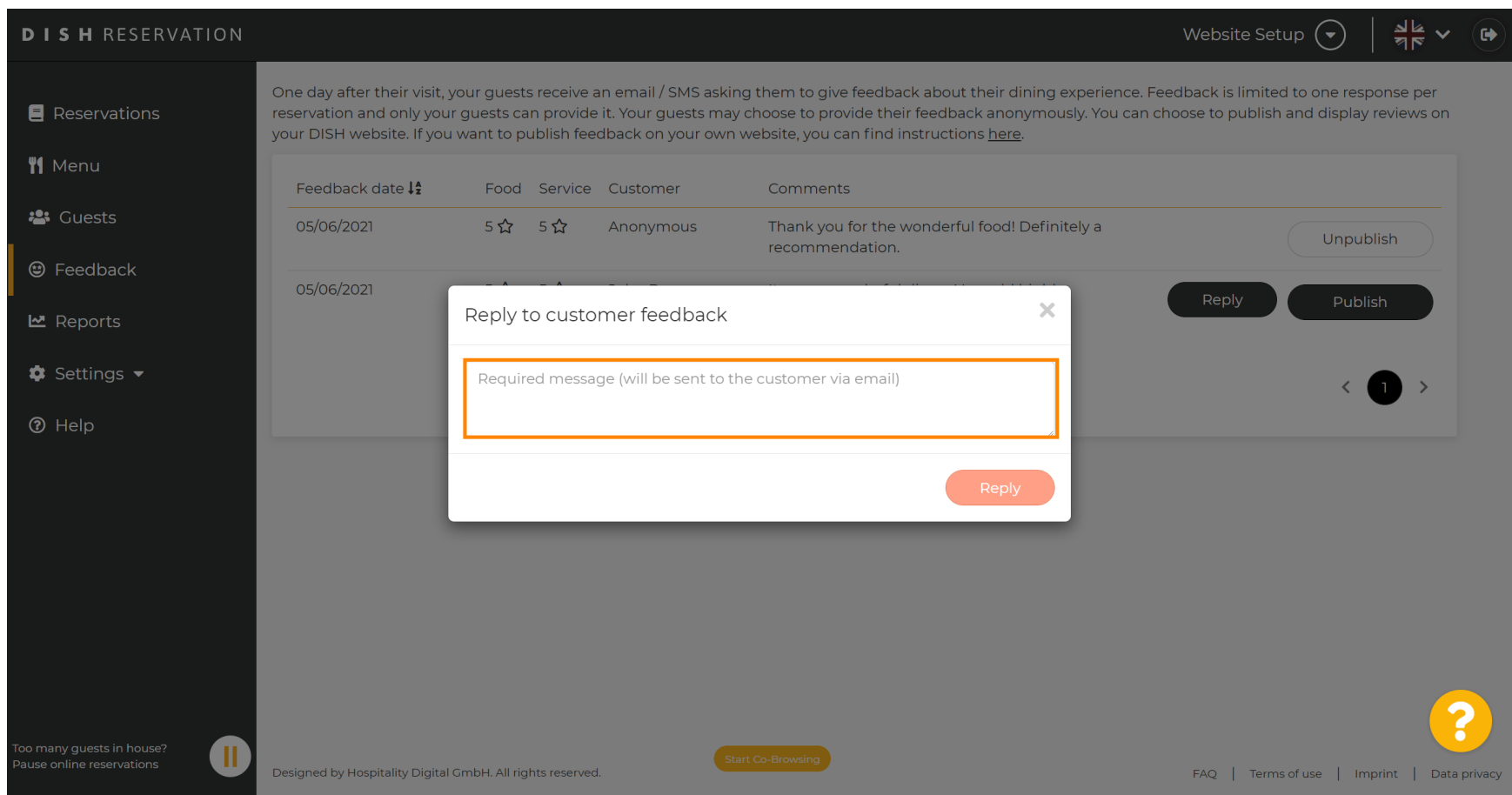
Imprint

Data privacy





Saisissez maintenant le **message** que vous souhaitez envoyer à votre client. **Remarque : le message sera envoyé par e-mail.**

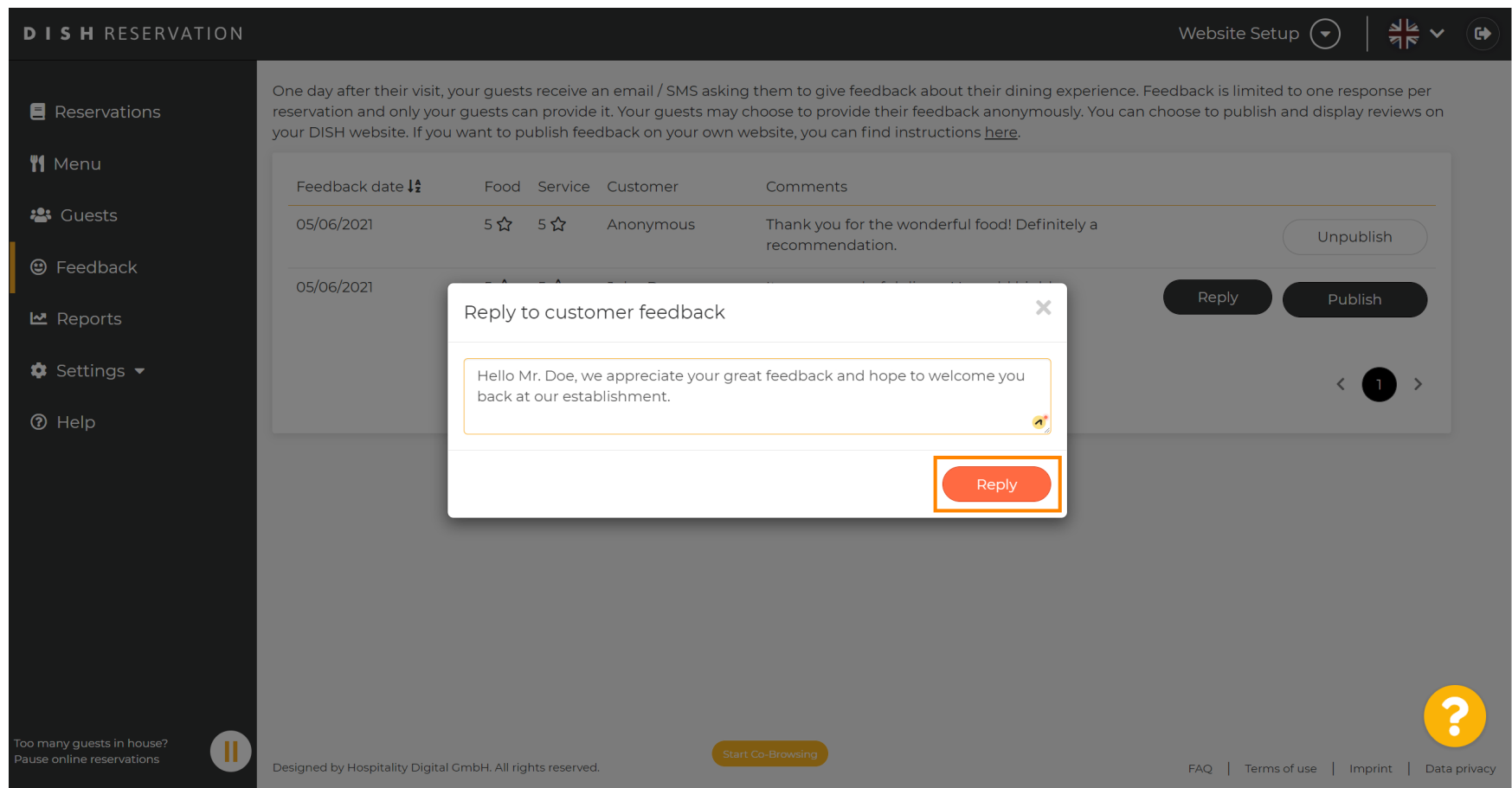


The screenshot shows the DISH RESERVATION management interface. On the left is a sidebar with navigation options: Reservations, Menu, Guests, Feedback (highlighted), Reports, Settings, and Help. The main content area displays a table of customer feedback. A modal window titled 'Reply to customer feedback' is open, 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 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's comment is 'Thank you for the wonderful food! Definitely a recommendation.' and it has an 'Unpublish' button. The second entry has 'Reply' and 'Publish' buttons. At the bottom of the interface, there is a status message '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	Actions
05/06/2021	5 ☆	5 ☆	Anonymous	Thank you for the wonderful food! Definitely a recommendation.	Unpublish
05/06/2021					Reply, Publish



Cliquez sur **répondre** pour envoyer le message.



The screenshot shows the DISH RESERVATION dashboard. On the left is a sidebar with navigation links: 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 pre-filled message: 'Hello Mr. Doe, we appreciate your great feedback and hope to welcome you back at our establishment.' Below the input field is 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 customers. The first entry's comment is 'Thank you for the wonderful food! Definitely a recommendation.' and it has an 'Unpublish' button. The second entry has 'Reply' and 'Publish' buttons. At the bottom of the dashboard, there is a status message '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	Actions
05/06/2021	5 ☆	5 ☆	Anonymous	Thank you for the wonderful food! Definitely a recommendation.	Unpublish
05/06/2021					Reply, Publish



Pour publier des commentaires sur votre site Web, cliquez simplement sur **Publier**.

DISH RESERVATION

Website Setup




Reservations

Menu

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Too many guests in house?
Pause online reservations



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Voilà. Vous avez terminé le tutoriel et savez maintenant comment répondre aux commentaires des clients.

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



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Too many guests in house? Pause online reservations



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Start Co-Browsing

FAQ

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Imprint

Data privacy





Scannez pour accéder au lecteur interactif