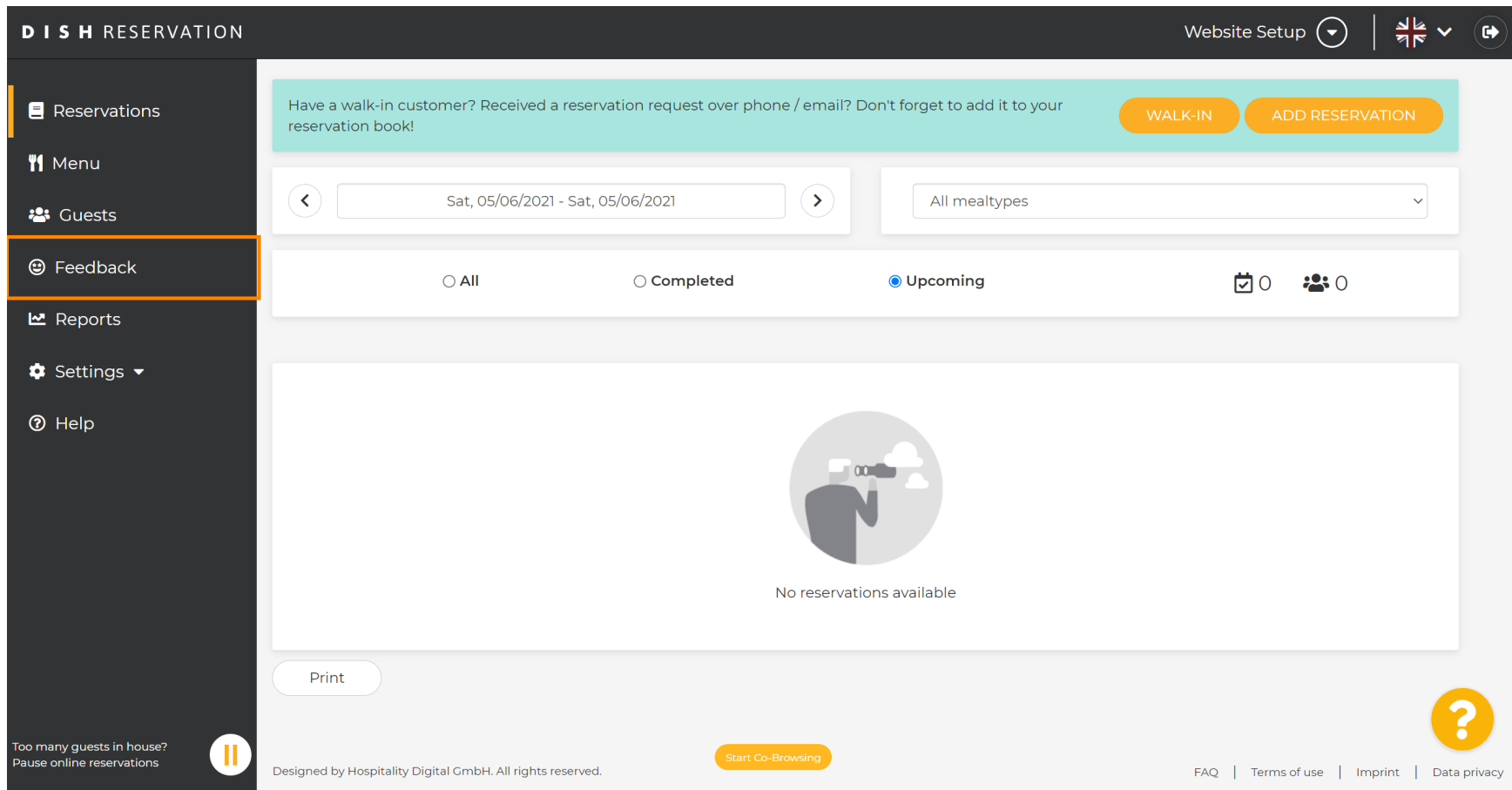




Dal pannello di amministrazione di DISH Reservation, clicca su **Feedback** per gestire le tue recensioni.





The screenshot shows the DISH Reservation admin interface. The left sidebar contains the following menu 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 three radio buttons: "All", "Completed", and "Upcoming" (selected). To the right of the filter bar are icons for a calendar and a group of people, both with a "0" next to them. The main content area displays a large circular icon of a person looking through binoculars and the text "No reservations available". At the bottom left, there is a "Print" button. At the bottom right, there is a yellow circle with a question mark icon. 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".



Per scrivere un messaggio al cliente che ha lasciato una recensione, clicca su **Rispondi**.

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.	<div> <div>Reply</div> <div>Publish</div> </div>

<

1

>

Start Co-Browsing

?

FAQ

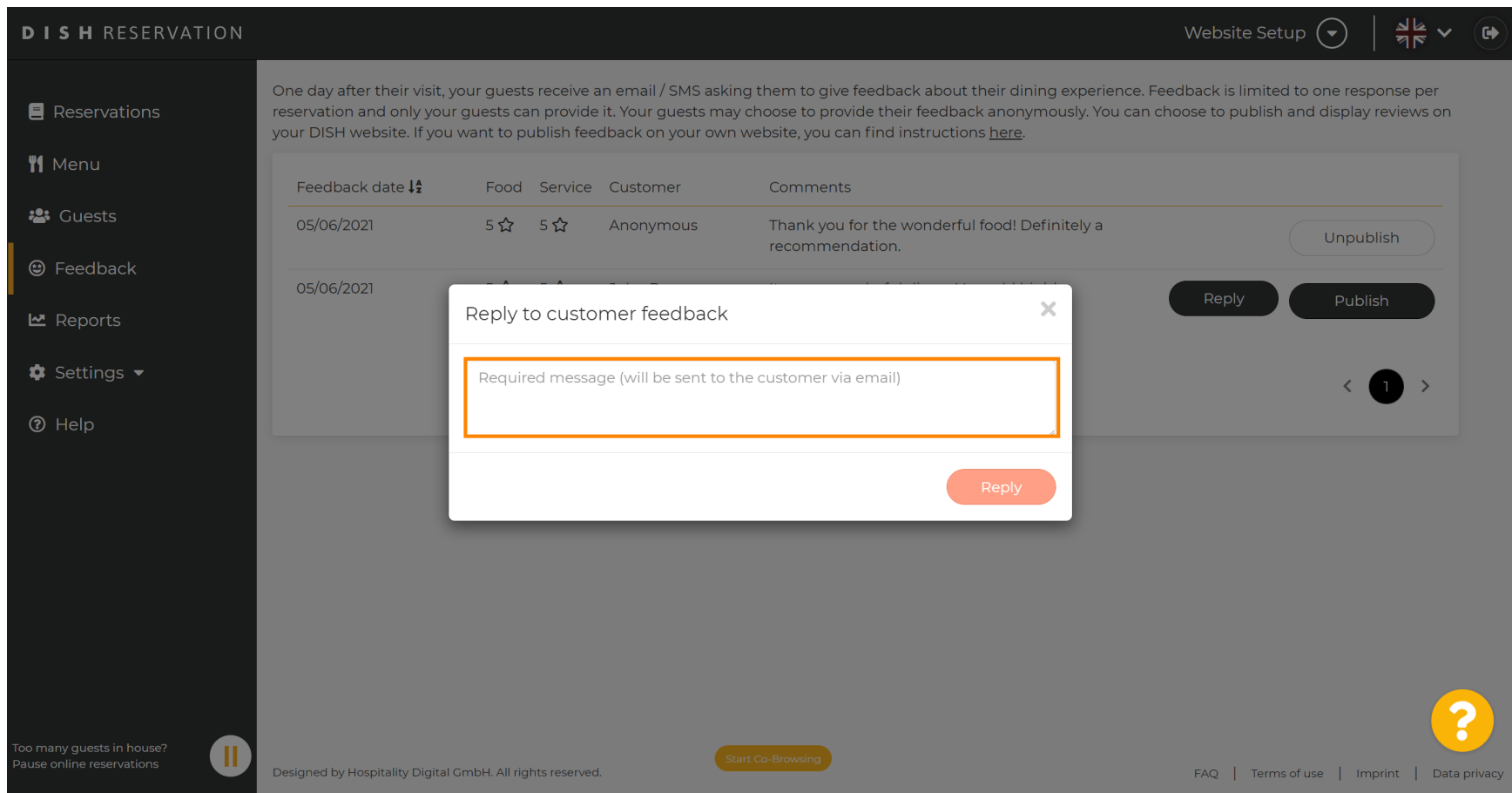
Terms of use

Imprint

Data privacy



Ora inserisci il **messaggio** che vuoi inviare al tuo cliente. **Nota: il messaggio verrà inviato via email.**

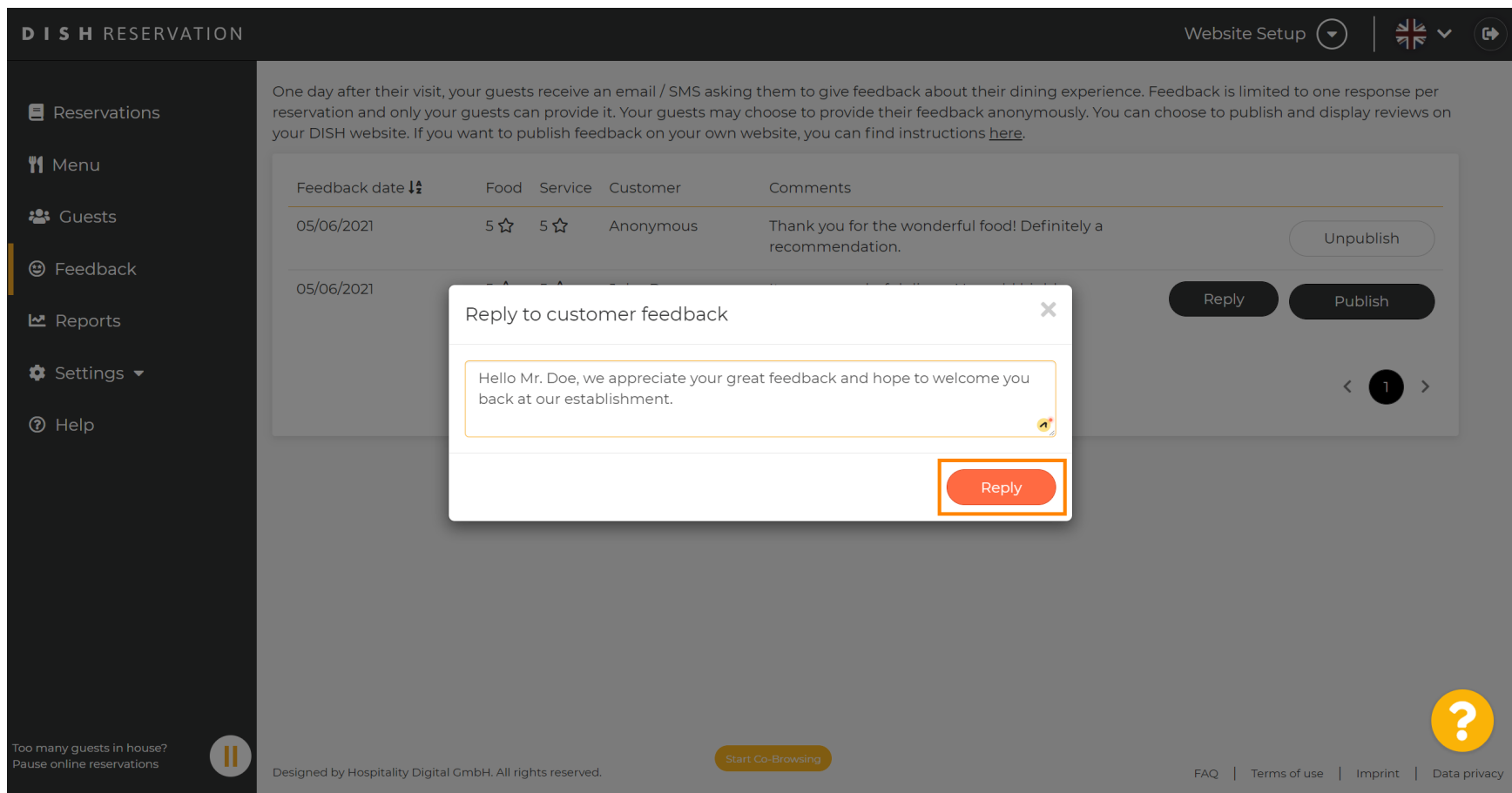


The screenshot shows the DISH RESERVATION management interface. On the left is a sidebar with navigation options: Reservations, Menu, Guests, Feedback (highlighted), Reports, Settings, and Help. The main content area displays a table of customer feedback. A modal window titled 'Reply to customer feedback' 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 an 'Unpublish' button. The second entry has a 'Reply' button and a 'Publish' button. At the bottom of the interface, there is a footer with a 'Start Co-Browsing' button, a 'Designed by Hospitality Digital GmbH. All rights reserved.' notice, 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				



Clicca su **Rispondi** per inviare il messaggio.



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 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 shows feedback entries with columns for date, food rating, service rating, customer name, and comments. The first entry is dated 05/06/2021, has 5-star ratings for food and service, is from an anonymous customer, and says "Thank you for the wonderful food! Definitely a recommendation." Buttons for "Unpublish", "Reply", and "Publish" are visible next to the feedback entries.

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					<div> <div>Reply</div> <div>Publish</div> </div>

Reply to customer feedback

Hello Mr. Doe, we appreciate your great feedback and hope to welcome you back at our establishment.

Reply

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



Per pubblicare un feedback sul tuo sito web, clicca semplicemente su **Pubblica**.

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 <div>Publish</div>

< 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



Ecco fatto. Hai completato il tutorial e ora sai come rispondere al feedback dei clienti.

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



Scansiona per andare al lettore interattivo