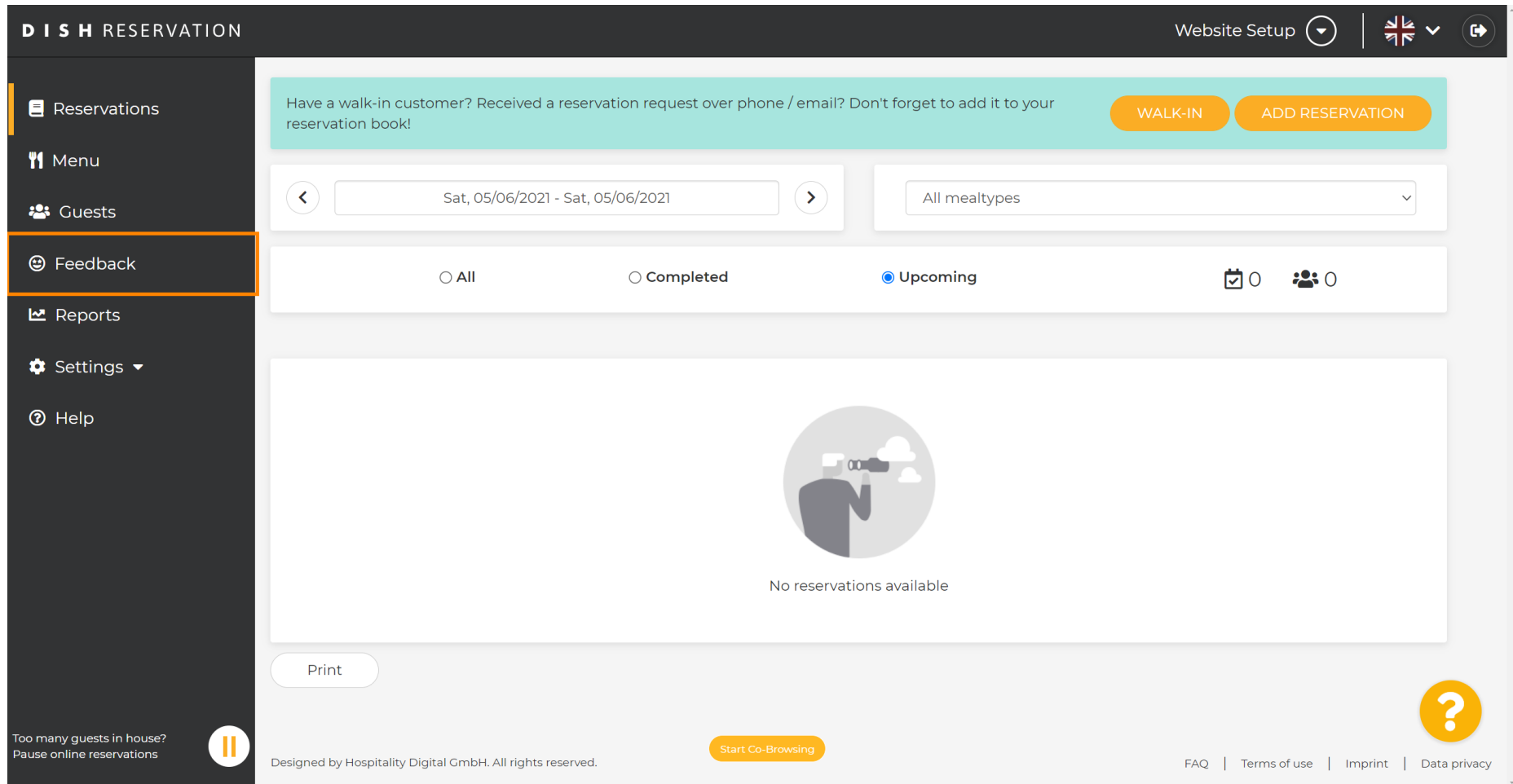




Starting on the DISH Reservation admin panel, click on **feedback** to manage your reviews.



The screenshot displays the DISH Reservation admin panel interface. The top navigation bar includes the 'DISH RESERVATION' logo, 'Website Setup' with a dropdown arrow, 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 shows three radio buttons: 'All', 'Completed', and 'Upcoming' (which is selected). To the right of the filter bar are two icons: a calendar with '0' and a group of people with '0'. The main content area is currently empty, displaying a large grey circle with a person using a telescope and the text 'No reservations available'. At the bottom left of the main area is a 'Print' button. The footer contains a 'Too many guests in house? Pause online reservations' message with a pause icon, a 'Designed by Hospitality Digital GmbH. All rights reserved.' notice, a 'Start Co-Browsing' button, and a help icon (question mark in a circle). On the far right of the footer are links for 'FAQ', 'Terms of use', 'Imprint', and 'Data privacy'.



All your various feedback will be displayed now. You can **publish** as well as **reply** to your reviews. **Note: Anonymous feedback can't be replied to.**

Website Setup ▼ | ▼ |
DISH RESERVATION

- 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

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Start Co-Browsing

?

[FAQ](#) | [Terms of use](#) | [Imprint](#) | [Data privacy](#)

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

The screenshot shows the DISH Reservation management interface. On the left is a dark sidebar with navigation options: Reservations, Menu, Guests, Feedback (highlighted), Reports, Settings, and Help. The main content area has a header with 'DISH RESERVATION' and 'Website Setup' with a dropdown arrow. Below the header is a text block explaining the feedback process. A table displays feedback entries with columns for Feedback date, Food, Service, Customer, and Comments. The second row shows a review from 'John D.' with a 5-star rating for both food and service. The 'Reply' button for this review is highlighted with an orange box. Other buttons for 'Unpublish' and 'Publish' are also visible. At the bottom of the interface, there is a footer with a 'Start Co-Browsing' button, a help icon, 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.	Unpublish
05/06/2021	5 ☆	5 ☆	John D.	It was a wonderful dinner! I would highly recommend a visit.	Reply Publish



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

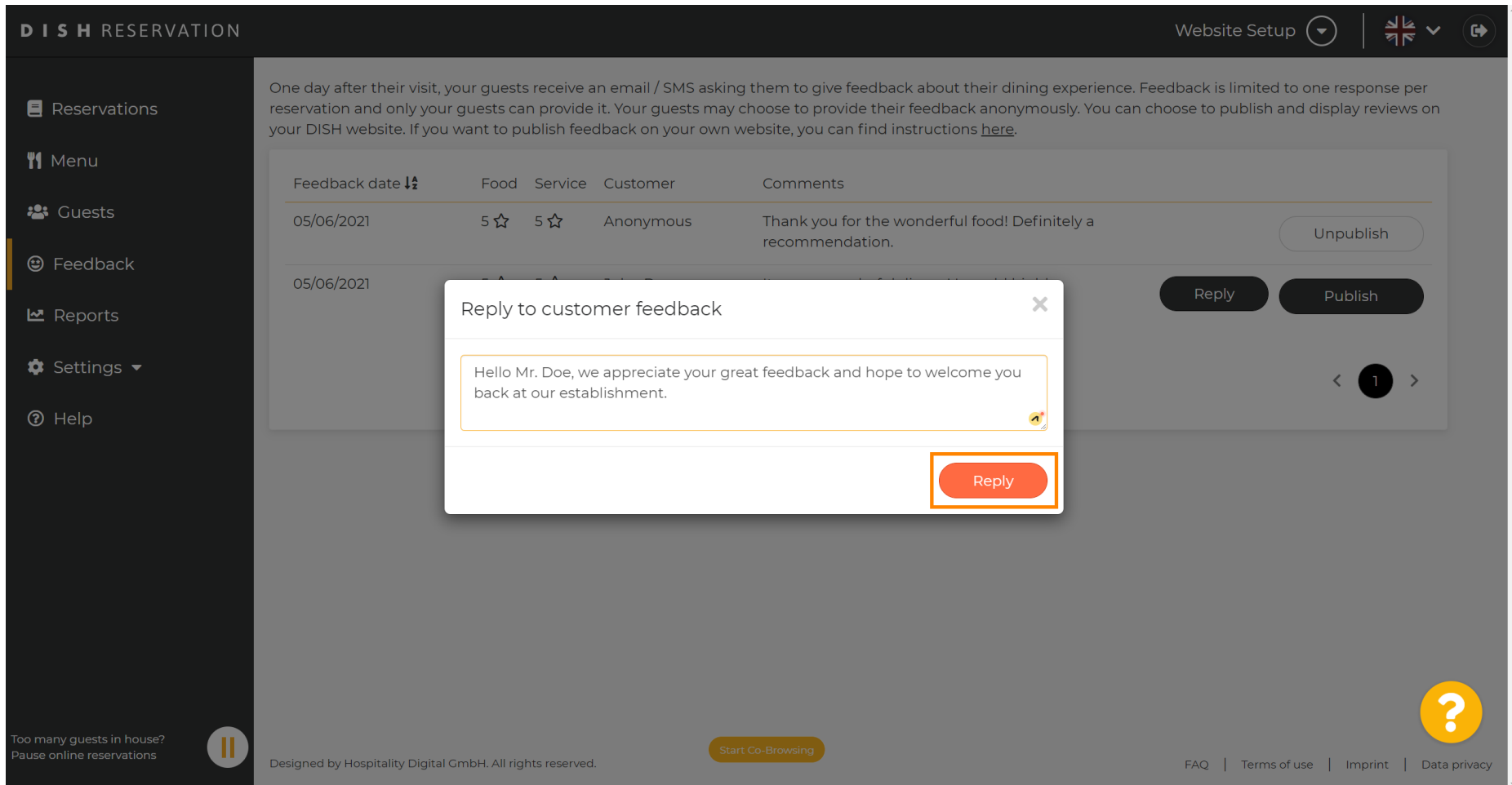
The screenshot shows the DISH Reservation management interface. On the left is a navigation menu with options: Reservations, Menu, Guests, Feedback, Reports, Settings, and Help. The main area displays a table of customer feedback. A modal window titled 'Reply to customer feedback' is open, featuring a text input field with a placeholder 'Required message (will be sent to the customer via email)' and a 'Reply' button. The background table has the following data:

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					Reply Publish

At the bottom of the interface, there is a status bar with a 'Too many guests in house? Pause online reservations' notification, a 'Start Co-Browsing' button, and footer links for 'FAQ', 'Terms of use', 'Imprint', and 'Data privacy'.



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















The screenshot displays the DISH Reservation management interface. On the left is a dark sidebar with navigation options: Reservations, Menu, Guests, Feedback, Reports, Settings, and Help. The main content area shows 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 "Reply" button. The background table has the following data:

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					Reply Publish


At the bottom of the interface, there is a status bar with a "Too many guests in house? Pause online reservations" notification, a "Start Co-Browsing" button, and footer links for FAQ, Terms of use, Imprint, and Data privacy.

 That's it. You've successfully replied 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](#).

Feedback date 	Food	Service	Customer	Comments	
05/06/2021	5 ☆	5 ☆	Anonymous	Thank you for the wonderful food! Definitely a recommendation.	<input type="button" value="Unpublish"/>
05/06/2021	5 ☆	5 ☆	John D.	It was a wonderful dinner! I would highly recommend a visit.	<input type="button" value="Replied"/> <input type="button" value="Publish"/>

< 1 >

Too many guests in house?
Pause online reservations 

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FAQ | Terms of use | Imprint | Data privacy