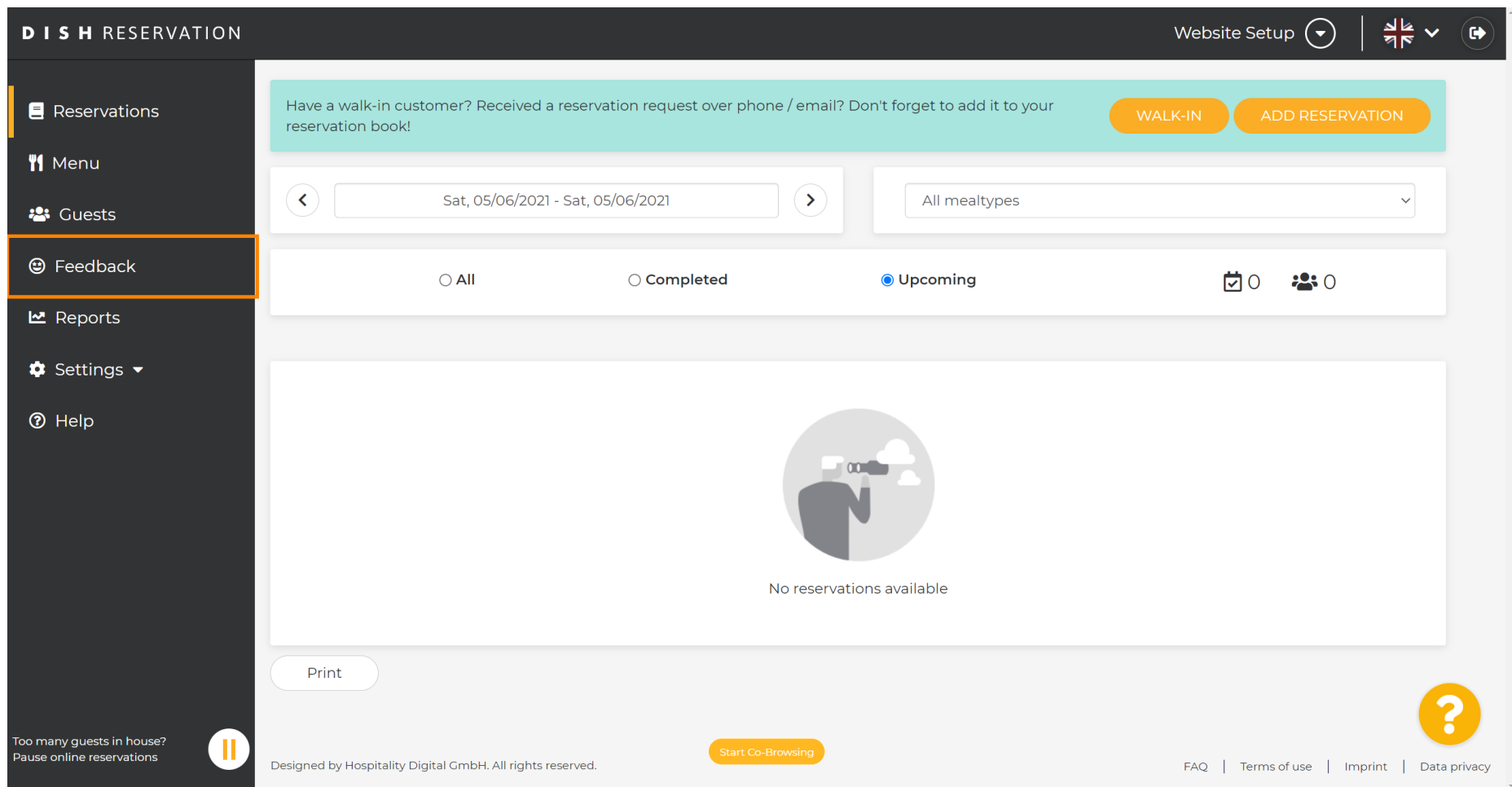




Начиная с панели администратора DISH Reservation, нажмите на **ОТЗЫВ**, чтобы управлять своими отзывами.



The screenshot displays the DISH Reservation admin 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 circular icon of a person with a magnifying glass 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, the text 'Designed by Hospitality Digital GmbH. All rights reserved.', 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'.



Теперь будут отображаться все ваши различные отзывы. Вы можете **публиковать**, а также **отвечать** на ваши отзывы. Примечание. На анонимные отзывы нельзя отвечать.

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

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Start Co-Browsing

?

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



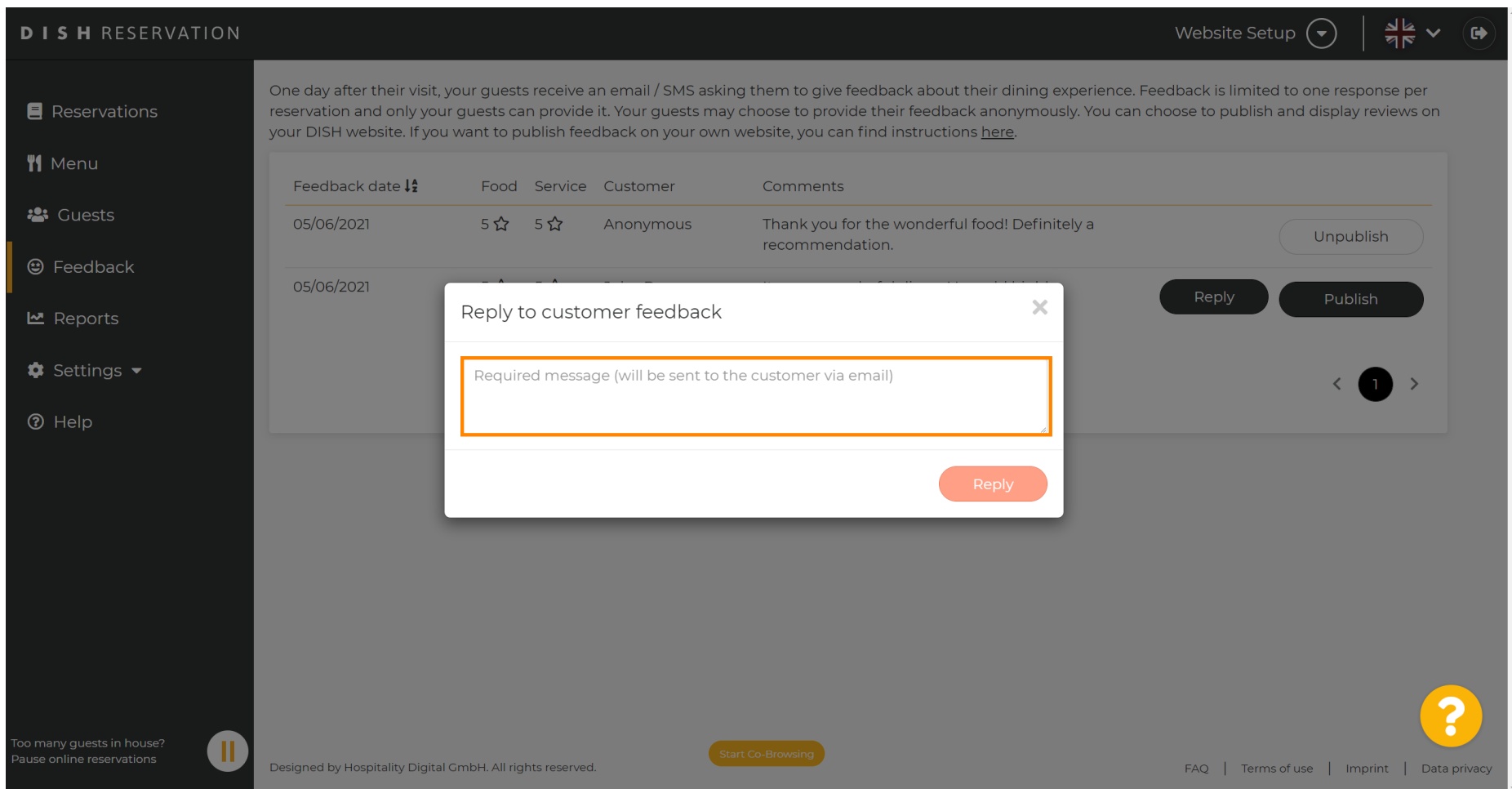
Чтобы написать сообщение покупателю, оставившему отзыв, нажмите « **Ответить** » .

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 displays a table of feedback entries. The first row shows a feedback from an anonymous customer on 05/06/2021 with 5 stars for both food and service, and a comment: "Thank you for the wonderful food! Definitely a recommendation." The second row shows a feedback from John D. on the same date with 5 stars for both food and service, and a comment: "It was a wonderful dinner! I would highly recommend a visit." The "Reply" button for the second entry is highlighted with an orange box. Other buttons visible include "Unpublish" and "Publish".

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



Теперь введите **сообщение**, которое вы хотите отправить своему клиенту. Примечание. Сообщение будет отправлено по электронной почте.



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 content area displays a table of customer feedback. A modal window titled 'Reply to customer feedback' is open, showing a text input field with a placeholder 'Required message (will be sent to the customer via email)' and a 'Reply' button.

Feedback table:

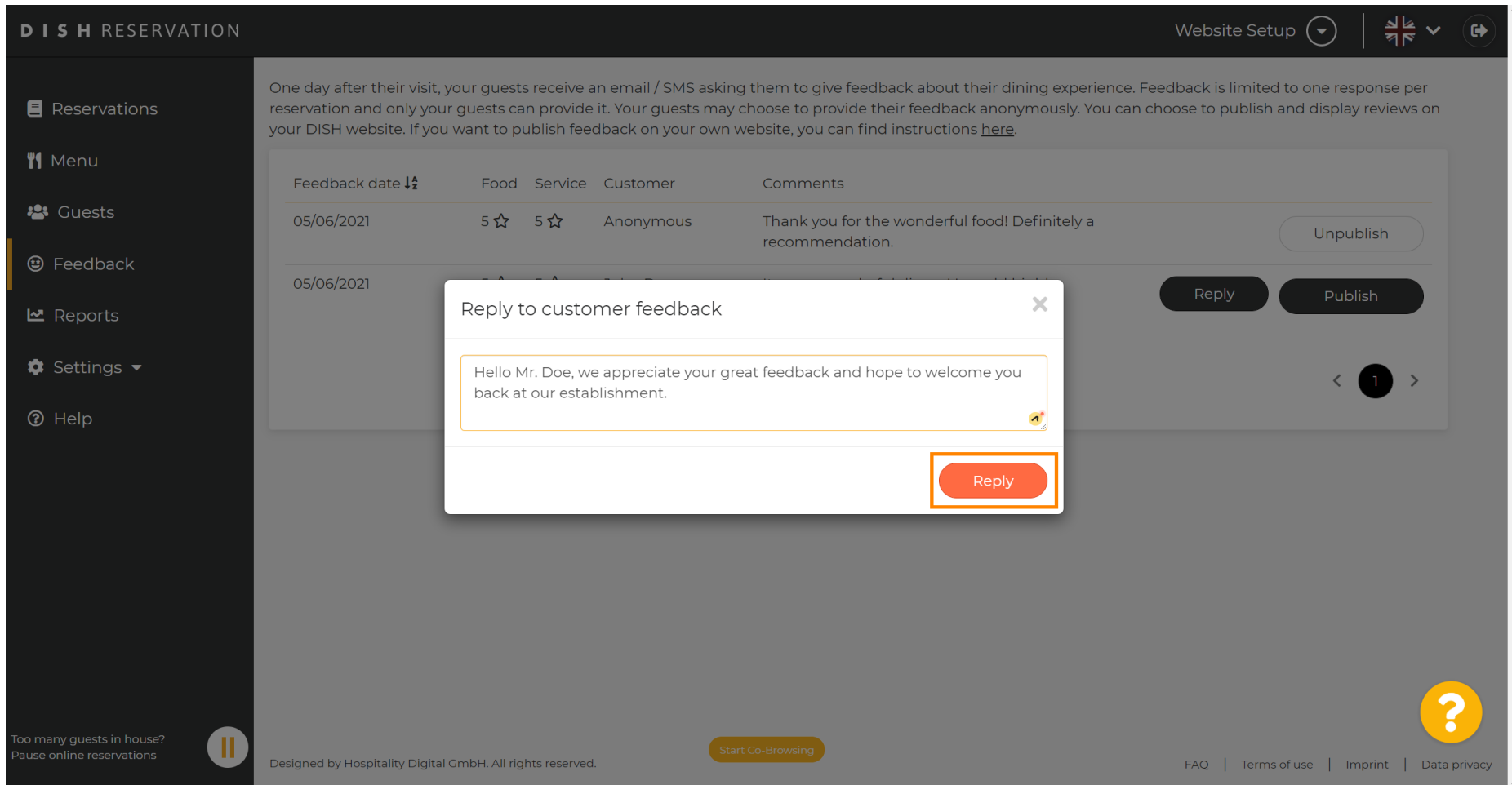
Feedback date	Food	Service	Customer	Comments	
05/06/2021	5 ☆	5 ☆	Anonymous	Thank you for the wonderful food! Definitely a recommendation.	Unpublish
05/06/2021					Reply Publish

Modal window: Reply to customer feedback

Required message (will be sent to the customer via email)

Reply

Нажмите на **ответ** , чтобы отправить сообщение.



The screenshot displays the DISH RESERVATION management interface. On the left is a navigation menu with options: Reservations, Menu, Guests, Feedback, Reports, Settings, and Help. The main content area shows a table of customer feedback with columns for Feedback date, Food, Service, Customer, and Comments. A modal dialog titled "Reply to customer feedback" is open, containing 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 shows two feedback entries from 05/06/2021, both with 5-star ratings for Food and Service, and an "Anonymous" customer. 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 bar with a "Too many guests in house? Pause online reservations" message, a "Start Co-Browsing" button, and footer text including "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



Вот и все. Вы успешно ответили на отзыв клиента.

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

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Too many guests in house?
Pause online reservations

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Start Co-Browsing

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