

RESPONDING TO ALL YOUR REVIEWS IS KEY TO MAKING YOUR GUESTS FEEL HEARD, GETTING PLACED HIGHER IN "NEAR ME" SEARCH RESULTS, AND SHOWING POTENTIAL GUESTS THAT YOU CARE ABOUT THEIR EXPERIENCE.

We've written a few template responses to help you get started.

REVIEW TYPE

Response

5 Stars

We're glad you had such an enjoyable visit, <NAME>! Thanks so much for joining us, and for sharing your feedback about our <include specific item from their review>. We hope to see you back again soon! :)

5 Stars, no specifics

Thank you so much for joining us <NAME>, and for the kind words! We hope to see you back again soon. :)

4 Stars

<NAME>, we appreciate you taking a moment to share your great experience with us. Your support is truly valued, and please know that we will review your feedback with our team. It's our hope that we can earn that extra star at your next visit!

1, 2, or 3 Stars

<NAME>, we're sorry you didn't have the five-star experience our team works so hard to provide. Please know that what you've described is not in line with our high standards. We'd like to address these concerns, so please send us an email at <manager's email>

<NAME>, we want to maintain our title of serving one of your favorite <insert dish from review>, and we're sorry our service wasn't up to par on your last visit. Your feedback is truly valued, and we will be sure to review it with our team. We plan on working hard to regain your full confidence.

<NAME>, we're disappointed that your recent visit fell so short of your expectations. Complete guest satisfaction is what we strive for every time, as we always want you and your family to leave us feeling full and happy. We'd love to discuss your experience with you in the hopes of inviting you back, so please reach out to us at <manager's email>.

While we appreciate you mentioning that you received great service, we're sorry you weren't impressed with the food or drink you received. Our team would like to learn more and have the opportunity to make things right. Please send us an email at <manager's email>.