



Hotel Feedback

real time guest reviews

Hotel Feedback

- The smart way to protect hotel's reputation
- The smart way to proactively solve problems while the guests are still **in the hotel**

Guest's experience

The image shows a smartphone screen with a feedback form for FURAVERI Island Resort & Spa. The form is titled 'Welcome' and includes a sub-header 'Your opinion is valuable to us'. The form contains several input fields and a star rating system.

Form Fields:

- Full name
- Country
- Your email
- Your room
- Arrival (format: dd/MM/yyyy)
- Nights of stay

Star Rating System:

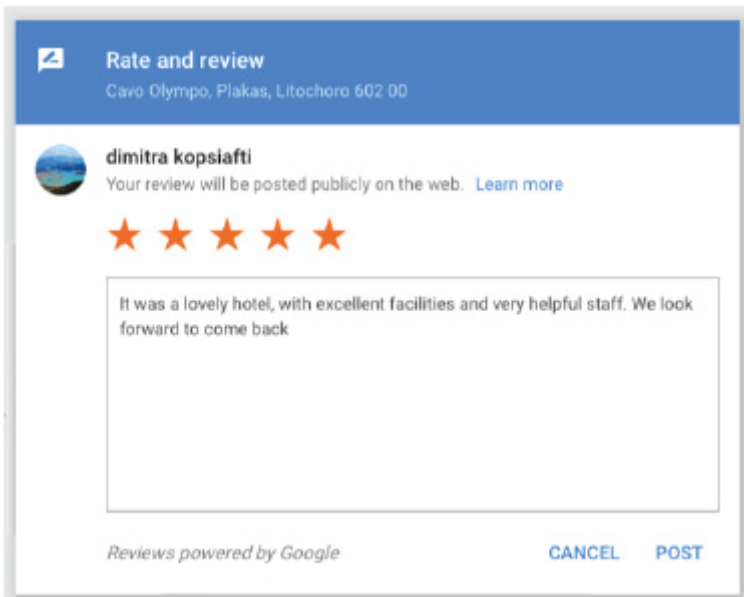
Service	☆☆☆☆☆	Cleanliness	☆☆☆☆☆
Location	☆☆☆☆☆	Rooms	☆☆☆☆☆
Value	☆☆☆☆☆	Sleep Quality	☆☆☆☆☆

Other Fields:

- Your comment

Google Connectivity

- Guest posts his review on Hotel Feedback in Google

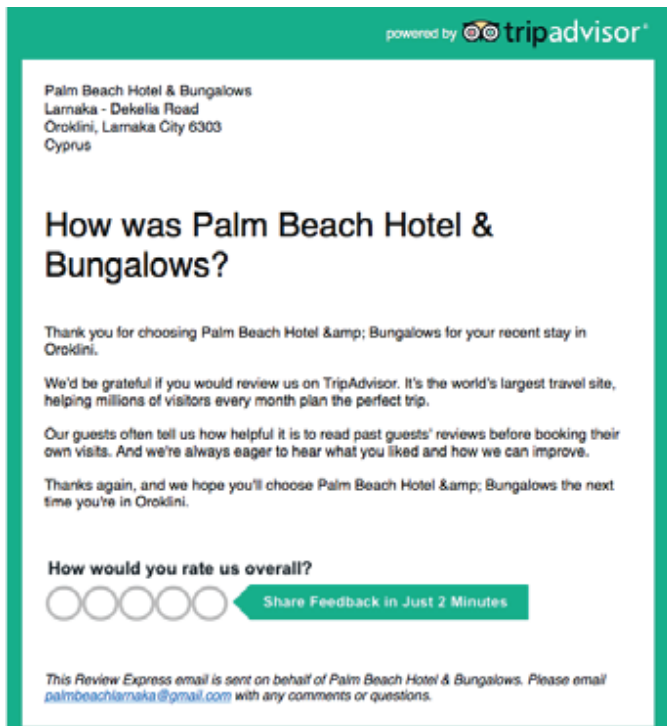


Benefits:

- ▶ Improve hotel's search ranking in Google search
- ▶ Increase hotel's visibility in Google maps & Google search results
- ▶ Play a significant role in traveler's booking behavior
- ▶ Provide significant SEO benefits

TripAdvisor Connectivity

Hotel chooses HotelFeedback as its connectivity partner in **TripAdvisor** and "Review Express" email runs automatically




Benefits:

- ▶ The best way to increase your published reviews in TripAdvisor
- ▶ Increase your hotel's reviews by 30%-80%

HolidayCheck Connectivity

- German speaking guests can directly post HotelFeedback reviews to **HolidayCheck**

 **Hello Tasos,**
Your review has an average score of 4.53

Travelled As:

Holiday Type:

Country:

Children:

Age:

City:

Would you recommend us to your friends and family?

Your review

Title

The title needs to be no more than 50 characters (spaces excluded)

This is a comment for my review

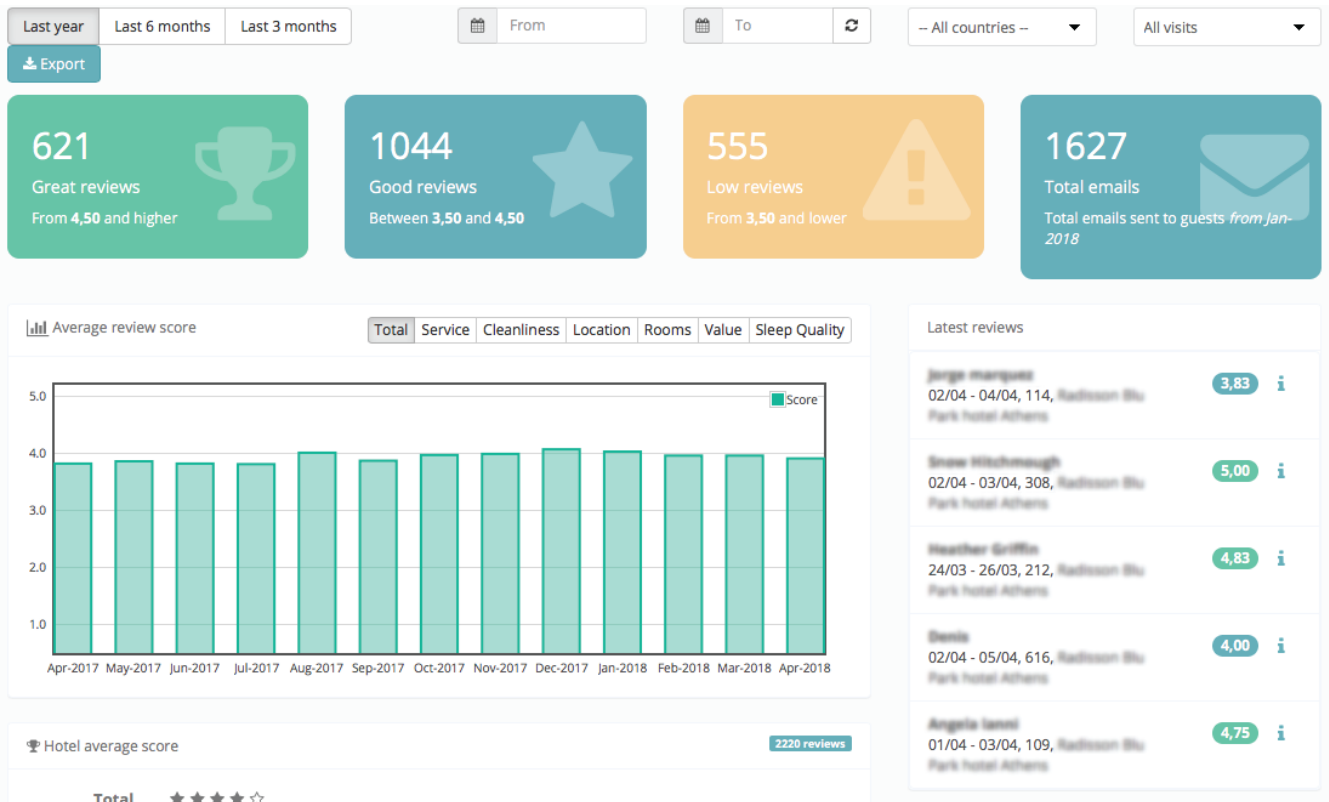
The comment needs to be at least 100 characters and more than 3000 characters (spaces excluded)

Benefits:

- ▶ The best way to increase your published reviews in HolidayCheck
- ▶ Increase your hotel's reviews up to 80%

Back office dashboard

- Get in a glance all your important updates:



Reviews database

- Get in a glance all your reviews:

The screenshot shows the 'Reviews' section of a management interface. At the top, there are statistics: 'REVIEWS 6176', 'FORM ENTRIES 551', 'NEED HELP?', and 'INTRO VIDEO'. Below this is a navigation bar with 'Reviews', 'Form entries', and 'Guests'. The main content area has a filter dropdown set to 'Great reviews, Good reviews, Low reviews', date range filters for '04/03/2018' and '04/04/2018', and an 'Export' button. A table below shows a list of reviews with columns: Guest, Hotel, Date, Score, Comment, and Follow-up review. The table contains four rows of review data.

Guest	Hotel	Date	Score	Comment	Follow-up review
WARRIA Guest 20/03/2018 - 23/03/2018, 614	Radisson Blu Park Hotel Athens	22-03-2018 19:44	3.58 ★★★★★	The temperatur...	✕
Marta Fernandez Guest 20/03/2018 - 22/03/2018, 307	Radisson Blu Park Hotel Athens	22-03-2018 14:08	2.91 ★★★★★	--	✕
Jenise Kallio Guest 21/03/2018 - 25/03/2018, 301	Radisson Blu Park Hotel Athens	22-03-2018 11:59	3.58 ★★★★★	Rooms small an...	✕
Sara K McWilliams Guest 20/03/2018 - 23/03/2018, 106	Radisson Blu Park Hotel Athens	22-03-2018 11:38	3.66 ★★★★★	Wonderful entr...	✕

Customized Questions

- Add your own questions and gather all the information you need:

The screenshot shows the 'Customized Questions' configuration page. It has a navigation bar with 'Details', 'Banners', 'Settings', and 'Statistics'. The page is divided into two main sections: 'General information' and 'Additional fields'. The 'General information' section includes fields for 'Title' (Food and Beverage), 'Description', 'Active' (checked), 'Language' (English), and 'Days offset' (0). The 'Additional fields' section shows a table of existing questions and a 'New field' input.

Title	Type	Required	Active
Food Quality	Rating	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Beverage Variety	Rating	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Service	Rating	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Value for Money	Rating	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overall Experience	Rating	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Comment	Text	<input type="checkbox"/>	<input checked="" type="checkbox"/>



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