

Customer_ID

Cust2024-001

Cust2024-002

Cust2024-003

Cust2024-004

Cust2024-005

Cust2024-006

Cust2024-007

Cust2024-008

Cust2024-009

Cust2024-010

Review

The food at this restaurant is absolutely amazing! The flavors are rich and vibrant, and every dish is a culinary deli

I had a mixed experience at this restaurant. While some dishes were enjoyable, others fell short of expectations. 1

I had a fantastic experience dining at this restaurant. The food was exquisite, with each dish beautifully presented

I had a negative experience at this restaurant. The food was below average, and the flavors were bland. The appe

This restaurant exceeded my expectations. The food was outstanding, and the portion sizes were generous. The a

Not Applicable, what is this iudbidsub

I am a regular customer at this restaurant, and I am never disappointed. The food is consistently delicious. The sig

The restaurant has a decent menu with a variety of options. The food was satisfactory, but nothing stood out as e

The service was poor, with rude and inattentive staff. The atmosphere was noisy and crowded. The food was aver

The food was disappointing, and the service was slow and inattentive. The appetizer of stuffed mushrooms lackec

Category	Tags	Priority
Positive	Food Quality, Ambiance, Overall Experience	Low
Neutral	Food Quality, Service, Overall Experience	Normal
Positive	Food Quality, Service, Ambiance, Overall Experience	Low
Negative	Food Quality, Service, Overall Experience	High
Positive	Food Quality, Service, Ambiance, Overall Experience	Low
Neutral	Overall Experience	Low
Positive	Food Quality, Service, Ambiance, Overall Experience	Low
Neutral	Food Quality, Service, Ambiance	Normal
Negative	Food Quality, Service, Ambiance, Overall Experience	High
Negative	Food Quality, Service, Overall Experience	High

Suggested Actions

Share compliment with kitchen team; promote tiramisu on social channels

Review recipe for chicken piccata; brief kitchen on consistency; offer guest a follow-up tasting

Commend staff for excellent service; feature review in newsletter

Investigate kitchen processes; reach out with apology and offer replacement meal

Celebrate team; highlight dessert in upcoming promo

Request clarification from guest; monitor for spam

Add guest to loyalty appreciation list

Chef to adjust seasoning protocols; service refresher training

Escalate to GM; offer refund or complimentary meal; retrain staff

Quality audit on chicken marsala; address staffing levels to reduce delays

Generated 1st Reply

Thank you so much for the wonderful feedback! We're thrilled you loved the flavors and our tiramisu. We
Thank you for your honest feedback. We're glad some dishes stood out, and we're sorry others missed th
We're delighted to hear you had a fantastic experience! Your kind words motivate our team to keep up th
I'm sorry your experience fell short. We take this seriously and would like to make it right. Please message
Thank you for the glowing review! We're so happy you enjoyed everything, including the chocolate lava c
Thank you for reaching out. Could you provide more details about your experience so we can assist?
We're honored to have your continued support! See you again soon.
Thank you for your feedback. We'll work on improving flavor depth and ensuring attentive service.
We sincerely apologize for the poor experience. We'd like to discuss how we can make this right for you.
I'm sorry we disappointed you. Please allow us another chance to provide the quality you expect.

☺ can't wait to welcome you back for another great meal.