

How to deal with Online Reviews: On HolidayCheck & Co

for internal use only © Tourismuspartner



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eTourism-Specialist
University Lecturer



Holger
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Tour Operator



TOURISMUSPARTNER

for intern

© TourismusPartner

14:00 – 16:30

- The psychology behind why guests give online feedback
- Methods and tips to motivate guests to leave feedback
- How successful hotels use ratings & reviews for quality management
- Legal questions: how to handle wrong/unfair feedback
- How do you write the perfect answer?
- How do you handle reviews in German?
- Practical exercises focusing on HolidayCheck and Tripadvisor

16:30-17:00

- "How to work with HolidayCheck and its' Business Center"

Reviews are everywhere

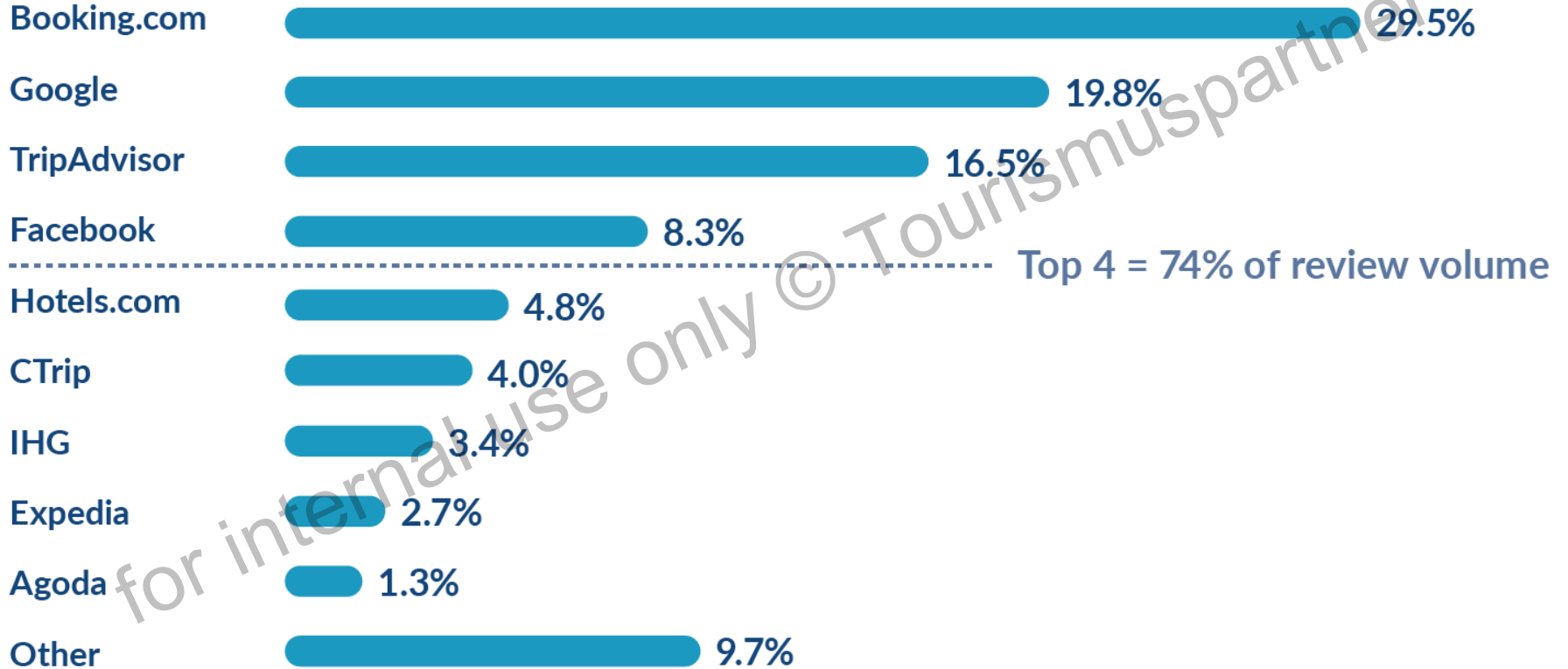


What are the most important portals for your hotel?



for internal use only © Tourismuspartner

Review Sources - globally



Reminder: Germany as a special market



- Over 70 million vacation trips per year
- 50% packaged holidays
- 46% travel by car
- HolidayCheck is the travel portal with the highest reach and especially relevant for vacationers
- Portals like Booking, Google, Facebook and TripAdvisor are also relevant (depending on type of vacation, target group)

Why HolidayCheck



HolidayCheck 0800 240 4455
Kostenlos und täglich von 08:00-22:00 Uhr

Hilfe Login Registrierung

Reiseziel, Hotel oder Vorliebe eingeben

Award 2019 Reiseangebote Bewertung abgeben Reiseforum Kreuzfahrten Magazin Favoriten

Aktuelle Informationen zu Flügen mit Germania

Jetzt Hotel und Urlaub buchen mit HolidayCheck!

BUCH DEIN DING

Pauschalreisen Nur Hotel Reiseziele

Alle Reiseziele

Alle Flughäfen

Mo., 25.02.19 - Mi., 21.08.19

1 Woche 2 Erw, 0 Kinder

Angebote suchen

Neueste Bewertung

2 Sterne Hotel. Es war alles sauber und strandnah.
Thomas, 2 Wochen, Hotel Amazonas

Neueste Bewertungen lesen

8.625.052
Hotelbewertungen

Jetzt Bewertung schreiben

Entdecken Sie Hotels, die zu Ihren Vorlieben passen.

Tauchen Yoga Strand Familie Wasserpark Wandern

Göteborg und Umgebung

Beliebte Urlaubsorte
Göteborg Surte Molndal Billdal Marstrand Kungälv Kungälv Torstlanda

Beliebte Urlaubsregionen
Südschweden Mittelschweden Nordschweden

Informationen zu Göteborg Urlaub

Durchschnittliche Hotelbewertung: 5,0/6 313 Bewertungen

Der Durchschnitt ergibt sich aus den Bewertungen der einzelnen Hotels in Göteborg auf HolidayCheck.

Reisetipps
Sehenswürdigkeiten Sport & Freizeit Essen & Trinken Nightlife Shopping

Wissenswertes
Wetter und Klima

Hotelcharts
Die 5 Top-Bewerteten Hotels Die 5 aufsteigenden Hotels Die 5 Preisknüller Hotels

Reiseangebote
Last Minute Göteborg Frühbucher Göteborg Pauschalreisen Göteborg Mietwagen Göteborg

Verwandte Beiträge im Reiseforum

Göteborg Göteborg Landausflüge Göteborg, Oslo, Kopenhagen Tageskarte Göteborg

FlyMe DUS-Göteborg Ausflugsmöglichkeiten Göteborg stena line göteborg kurztrip Liegeplatz AIDALuna in Göteborg bzw. Kopenhagen ?


HolidayCheck: Good to know about the Ranking



- Mathematical formula
- 3 Factors: Number of reviews, average rating, recommendation rate
- Only reviews not older than 25 months are used for the calculation of the average rating

Hotel Gothia Towers ★★★★★

Ort: Göteborg

91%  5,0 / 6 110 Bewertungen

ab **252 €**
ab 126 € pro Person
2 Tage, Frühstück

[Angebote ansehen >](#)

201

Search

Destination/property name:

Check-in date

Check-out date

2-night stay

No children

I'm travelling for work

[Search](#)

- Filter by:**
- Your budget**
- € 0 - € 50 per night 6
 - € 50 - € 100 per night 49
 - € 100 - € 150 per night 65
 - € 150 - € 200 per night 42
 - € 200 + per night 22
- Popular filters**
- Breakfast included 62
 - Centrum 51
 - Hotels 57
 - Parking 80
 - Spa and wellness centre 11
 - Double bed 51
 - Very good: 8+ 58
 - Pets allowed 40
- Recommended for you**

Gothenburg: 85 properties found – including 63 with great value today!

3 reasons to visit: shopping, restaurants and food

[Map view](#)

Our top picks | Price (lowest first) | Review score and price | Stars | Star rating and price | **Top reviewed** | ...

Properties are sorted by review score and number of reviews.

Breakfast included

Hotel Royal ★★★

Centrum, Gothenburg – Show on map (350 m from centre)

1 person is looking right now
 Booked 7 times in the last 12 hours

Great Value Today

97% of guest reviewers had their expectations of this property met or exceeded

Superb **9.2**
 2,420 reviews
 Location **9.7**
 Guest Favourite

Price for 2 nights
~~€ 270~~ **€ 215**
 Includes taxes and charges
Breakfast included
FREE cancellation

Standard Double or Twin Room
In high demand!
 Risk free: You can cancel later, so lock in this great price today.

[See our last available rooms >](#)

Breakfast included

Dorsia Hotel & Restaurant ★★★★★

Centrum, Gothenburg – Show on map (450 m from centre)

Booked 2 times in the last 12 hours

95% of guest reviewers had their expectations of this property met or exceeded

Exceptional **9.5**
 763 reviews
 Location **9.8**
 Guest Favourite

Price for 2 nights
€ 714
 Includes taxes and charges
Breakfast included
FREE cancellation
No prepayment needed

Medium Premium Double Room
Only 3 rooms left on our site!
 Risk free: You can cancel later, so lock in this great price today.

[See our last available rooms >](#)

Review score

<input type="checkbox"/> Superb: 9+	176
<input checked="" type="checkbox"/> Very good: 8+	343
<input type="checkbox"/> Good: 7+	391
<input type="checkbox"/> Pleasant: 6+	413
<input type="checkbox"/> No rating	54



Vart vill du åka? ▾



Hotell



Saker att göra



Restauranger



Flygresor



Semester-bostäder



Mer



Spara upp till 30 % på hotell.

Vi jämför priser från över 200 bokningswebbplatser för att hitta det lägsta priset på det rätta hotellet för dig.



Gå med i vårt reseforum

Logga in för att hitta fantastiska hotellerbjudanden, spara reseidéer och mer därtill.

Här kan du se coola grottor

Se alla



Google

quality hotel view malmo



quality hotel view **malmö**

quality hotel view malmo **tripadvisor**

quality hotel view malmo **parking**

quality hotel view malmo **email**

quality hotel view malmo **gym**

quality view hotel malmo **hyllie**

quality hotel view **hyllie stationstorg 29** malmo

quality hotel view **malmö restaurang**

quality hotel view **malmö arena**

quality hotel view **malmö sverige**

Google Search

I'm Feeling Lucky

About 467,000 results (0.56 seconds)

Quality Hotel View Malmö | Små och stora begivenheter

www.nordicchoicehotels.se/Malmo/QualityHotel

Quality Hotel View är ett komplett konferenshotell i Hyllie. Boka boende idag! Avbokning tills 16.00. Våra destinationer · Få erbjudanden · Lag och idrottsföreningar · Hotell & destinationer

Quality Hotel View Malmö | Book Rooms Now For Best Prices

www.hotels.com/Quality-Hotel/View

Quality Hotel View Malmö Price Guarantee, No Booking Fee. Budget Hotels. Last Minute Hotel Deals.

Quality Hotel View, Malmö | Best Price Guarantee | booking.com

www.booking.com

★★★★★ Rating for booking.com: 4.5 - 250 reviews

Book at Quality Hotel View, Malmö. No Reservation Costs. Great Rates. Recent guest reviews. Secret Deals. 24/7 Customer Service. Great choice. Save money. Amenities: Free Wifi, Parking, 24 Hour Front Desk, Restaurant.

Malmö Arena Hotel | Quality Hotel View - Nordic Choice Hotels

<https://www.nordicchoicehotels.com/hotels/sweden/malmo/quality-hotel-view>

★★★★★ Rating: 4.5 - 1,155 votes

Quality Hotel View in Malmö is a modern conference hotel, right next door to Malmö Arena and its wide range of events. Guaranteed best price here!

Services | Quality Hotel View · Rooms & room types · Facilities · Special offers

QUALITY HOTEL VIEW (Malmo, Sweden) - Reviews, Photos & Price ...

<https://www.tripadvisor.co.uk> > ... > Sweden > Skåne County > Malmö > Malmö Hotels

★★★★★ Rating: 4.5 - 1,155 reviews - Price range: £67 - £148 (Based on Average Rates for a Standard Room)

Now £71 (Was £85) on TripAdvisor. Quality Hotel View, Malmö. See 248 traveller reviews, 321 candid photos, and great deals for Quality Hotel View, ...

Quality Hotel View, Malmö – Updated 2018 Prices - Booking.com

<https://www.booking.com> > Sweden > Gotaland > Skåne > Malmö hotels > Vaster

★★★★★ Rating: 8.8/10 - 3,607 reviews - Price range: Prices for upcoming dates start at £62 per night (We Price Match)

Located within a few minutes' walk of Malmö Arena and Hyllie Train Station, Quality Hotel View offers accommodation in Malmö.

Quality Hotel View Malmö - Hotel-Ds.Com

quality-hotel-view-malmo.hotel-ds.com/en/

Quality Hotel View Malmö - 4 star hotel. Situated near a stadium and restaurants, the 4-star Quality Hotel View comprises 302 rooms with a view over the street.

Quality Hotel View Malmö - Hotels in Malmö

quality-hotel-view.hotelsinmalmo.com/en/



Quality Hotel View

Website Directions Save

4.3 ★★★★★ 870 Google reviews

3-star hotel

BOOK A ROOM

Address: Hyllie stationsväg 29, 215 32 Malmö, Sweden

Phone: +46 40 37 41 00

Check availability

Fri 19 Oct Sat 20 Oct 2

Booking.com Read Real Guest Reviews - Get Instant Confirmation £71 >

Expedia.co.uk £71 >

Hotels.com £71 >

Quality Hotel View Official website £67 >

View more rates from £67

Hotel details

A minute's walk from Hyllie train station, this modern hotel with a sleek facade is 6 km from the 15th-century Malmö Castle, and 7 km from the iconic Turning Torso skyscraper. ... MORE >

Free Wi-Fi Free breakfast Paid parking

Air-conditioned Laundry service Business centre

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Remember: Ratings give orientation...



How vacationers do their research



Imagine you plan a family vacation to Germany, Island of Rügen located in the Baltic sea

- Where would you start your research?
- How would you find the perfect accommodation?
- Where would you book?



Rügen: 3,791 properties found
3 reasons to visit: tranquility, nature and relaxation

1. Information Search

in early decision process

2. More selective perception

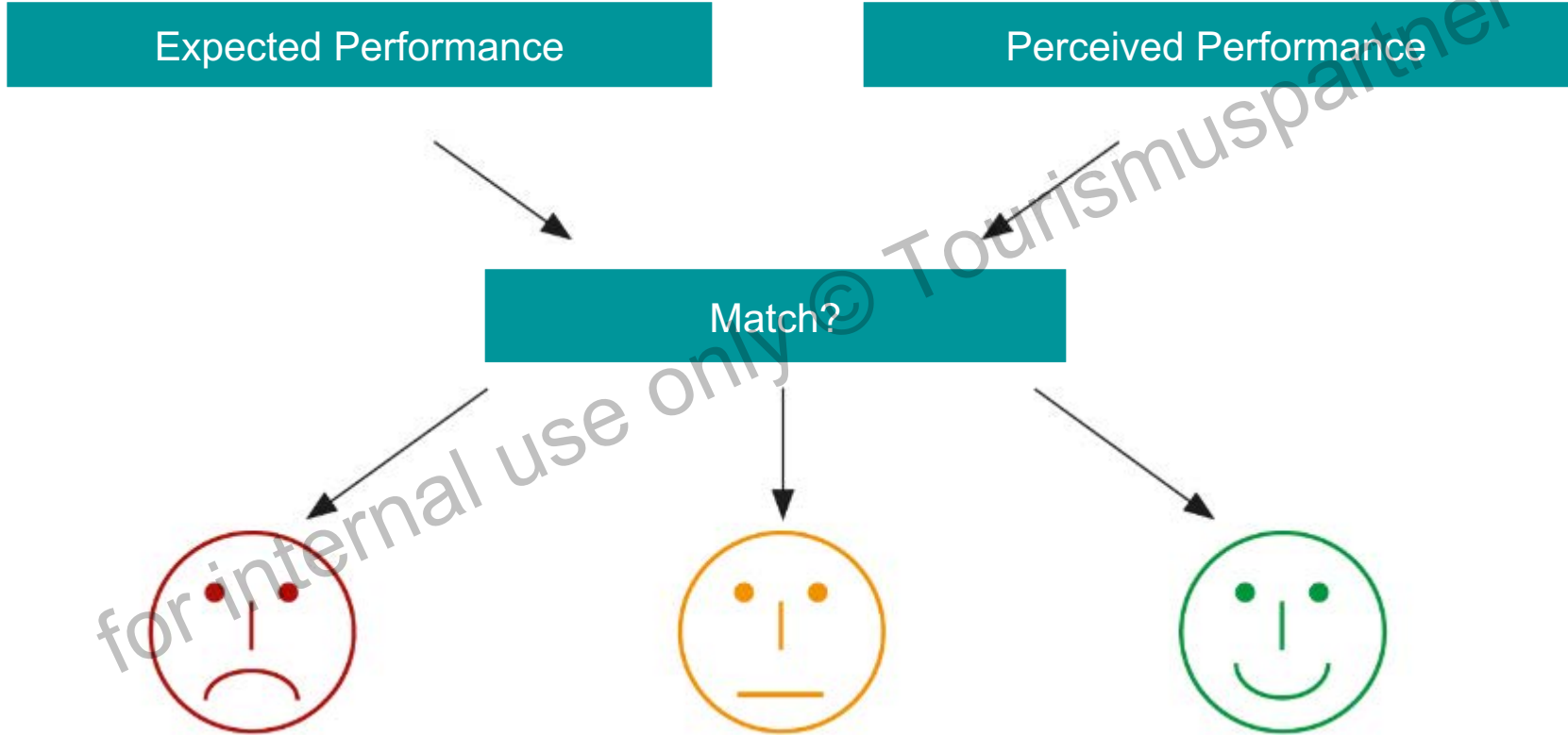
in advanced decision process



How do people decide if they like your hotel?

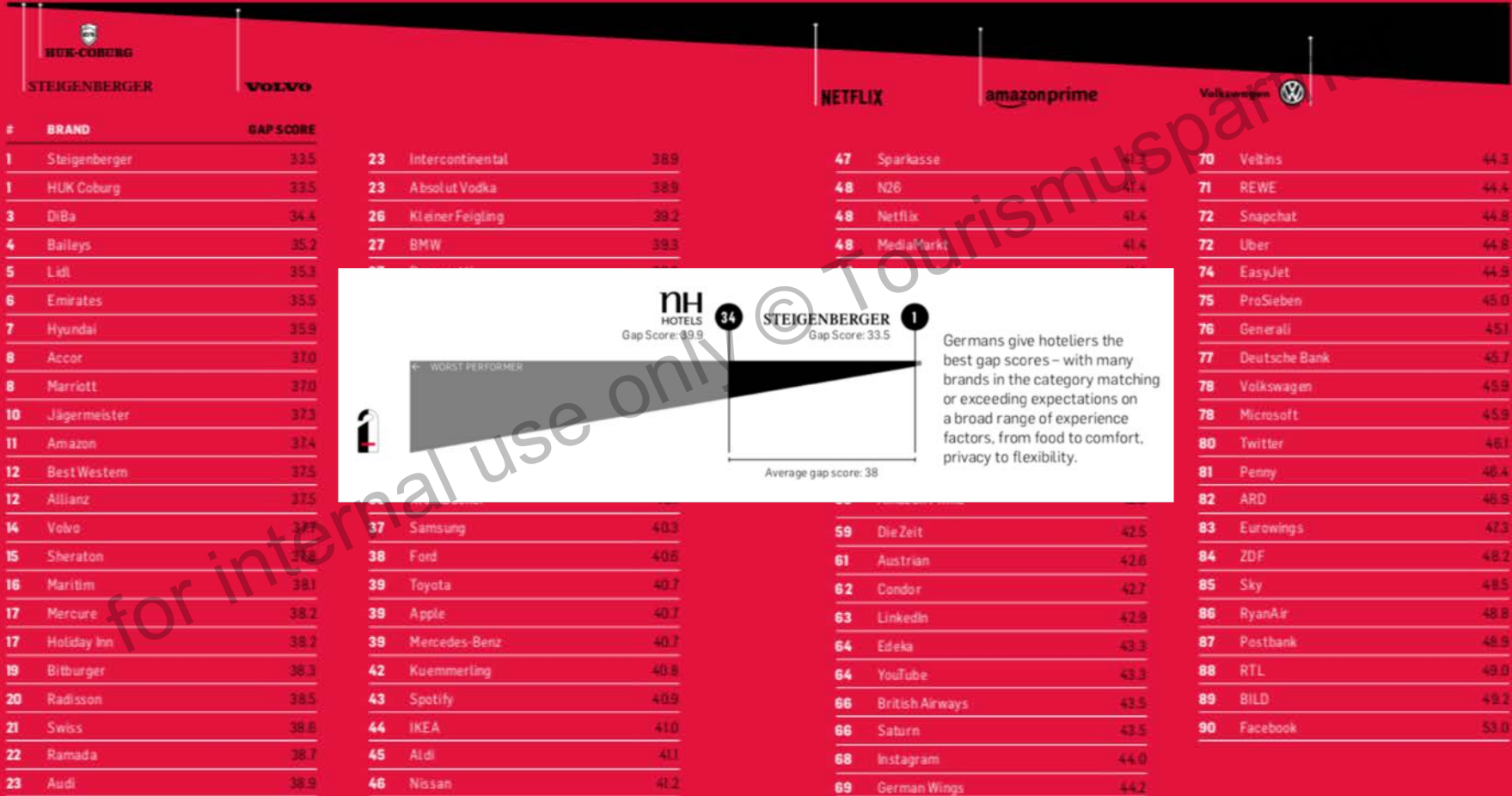


„Expectation Principle“



Congratulations!

GERMANY RANKING



But still: Expectation vs. Performance



Website Hotel



On Location

Expectation vs. Performance



Website



Reality

Expectation vs. Performance



Website Hotel Chain



My Try



for internal

uspartner

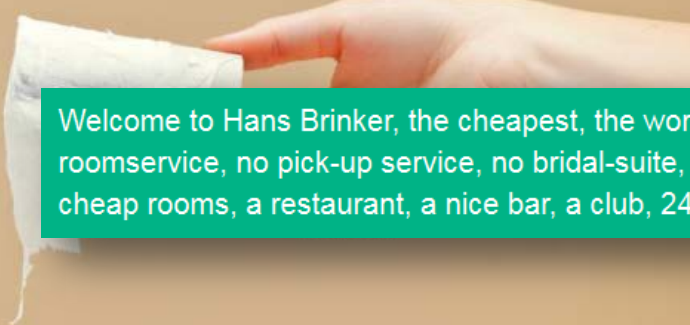
No complaining here...



APOLOGIES AFTER 40 YEARS

SORRY

FOR BEING
THE BEST IN
IGNORING YOUR
COMPLAINTS



Welcome to Hans Brinker, the cheapest, the worst, the best..no swimming pool, no roomservice, no pick-up service, no bridal-suite, no gym, no spa, no bellboy, but cheap rooms, a restaurant, a nice bar, a club, 24 hour reception and 500 beds.

Users decide about relevancy



- Negative reviews are clicked more
- Positive reviews are considered more „helpful“



Aleksandar

Serbia



11 reviews
2 helpful votes

★ Featured review · Reviewed: 10 July 2017

9.2

“Second time in this hotel and I will for sure book it next time too”



Generally everything was OK. Perhaps free wifi could have a little stronger signal or be faster. I liked to use outdoor gym but at the time I have visited hotel it was under reconstruction and not possible to use. So perhaps it would be a good idea to inform guests through booking.com if some of the facilities are not in the offer.



Hotel is on the excellent location if you have a car. Also the city center is easily approachable by public transport. On the walking distance there are all facilities you might need, for example one of the largest shopping malls in Scandinavia, excellent sport centre and swimming pool, car rental office, restaurants ... Hotel also have free gym and sauna to use. Breakfast was excellent with several very healthy options to choose.

Stayed in June 2017

Helpful 1 person found this review helpful.

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Some reviewers behave strange



"Magical , Wonderful Hotel, Exceptional service."

●●●○○○ Reviewed October 4, 2015

Just got back from ██████████ after 2 weeks of being pampered and a wonderful relaxing time . Nothing was too much for the lads and lasses who made us feel as though we were their most precious family members coming to stay in their house. Myself and my wife are regular

"5 star treatment in a 3 star hotel"

●●●○○○ Reviewed September 13, 2015

"Wonderful"

●●●○○○ Reviewed October 11, 2014



✓ Your overall rating of this property

Draft saved at 4:27 PM.

●●●○○○ Average

Title of your review

Summarize your visit or highlight an interesting detail

Your review

[Tips for writing a great review](#)

Tell people about your experience: your room, location, amenities?

(200 character minimum)

Why guests rate & review



**What do you think:
Why do guests write a hotel review?**



Why guests rate & review



- Helping the hotel
- Helping other guests
- Feels good when I can tell others / self motivation
- Not important: Venting negative feelings



How can I motivate guests?



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Email after departure



Dear Smith-Family

We hope that you have returned savely home with wonderful memories of your vacation. May we ask you to share your experiences in our hotels with other guests?

We would be delighted if you could take the time to describe your impressions in HolidayCheck:

<DIRECT LINK>

*Many thanks and best regards,
The team of Hotel Something & SPA*

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Direct Contact



"I don't know if you consulted online reviews in planning your stay, but they are very important these days. We would be grateful if you would take the time to posting one to let others know the thoughts you just shared."



HolidayCheck's new Code of Conduct (valid from 15th April 2019)



- Use of any „Post-stay email system“ or HolidayCheck's Review-Tool
- Dispatch of newsletters or notes in the in-house mail/guest magazine
- Use of review cards or a note on the invoice
- No provision of devices for writing reviews in the hotel (e.g. review terminals and tablets)
- No Review days and campaigns in the hotel (“Promo Days”)
- No Reviews by hotel employees or their family members

HolidayCheck

HolidayCheck Code of Conduct

This Code of Conduct is a framework for hotel managers that specifies the options and restrictions in handling hotel reviews.

Permitted:

- Use of the **free HolidayCheck Review-Tool** with the help of which guests will be reminded to provide a review after their departure – [Get more information >](#)
- Use of a **post-travel email system**
- Dispatch of **newsletters or notes in the in-house mail/guest magazine**
- Use of **review cards or a note on the invoice**

Not permitted:

- **Provision of devices** for writing reviews in the hotel (e.g. review terminals and tablets)
- **Review days and campaigns** in the hotel (“Promo Days”)
- Use of systems that control **publication** of reviews **depending on satisfaction**
- Use of paper questionnaires and manual input of the **review in the names of the guests**
- **Reviews by hotel employees or their family members** (even if they used hotel services)
- Reviews by people who did **not use any services in the hotel**
- **Offering benefits** for providing a positive review (e.g. lottery participation, free meals)
- **Exerting pressure** or urging to submit, change or delete a review
- **Buying reviews**

Violations of the Code of Conduct will lead to direct consequences, from warning notes on the hotel profile, to legal steps, to exclusion from the HolidayCheck Award and “Recommended on HolidayCheck” as well as loss of existing awards.

If you are not certain that your procedure is in compliance with the rules, contact us at service@holidaycheck.com

Updated on 11 February 2019
Valid as of 15 April 2019

HolidayCheck AG | Bahnhof 8 | 8598 Battighofen | Schweiz | T +41 (0) 71 686 9000 | F +41 (0) 71 686 9009
service@holidaycheck.com | www.holidaycheck.de | Mgmt. board: Christoph Ludmann | VAT: Schweiz 590 738

HolidayCheck's new Review Tool



HolidayCheck
★★★★★

Testdummy for HolidayCheck Training

Möchten Sie dieses Hotel bei HolidayCheck bewerten?
E-Mail Adresse eintragen und nach dem Urlaub erinnert werden:

E-Mail

ABSCHICKEN

Ja, ich willige ein, dass mich die HolidayCheck AG mit einer E-Mail erinnert eine Hotelbewertung zu schreiben. HolidayCheck verwendet diese E-Mail Adresse nur für diese Erinnerung und gibt sie nicht an Dritte weiter. Die Informationen zum Datenschutz gemäß Art. 13 & 14 finden Sie [hier](#).

HolidayCheck's new Review Tool – Set up the link



- Login to <https://business.holidaycheck.com>
- Choose the property you want to generate the link for
- Copy the “Hotel ID” which is shown in your browser’s address field
- Add the Hotel ID to the link that connects to the Review Tool:
<https://review.holidaycheck.com/?q=de/atm/review-service/HOTELID>
- Tipp: Save your link in your browser’s bookmarks



<https://review.holidaycheck.com/?q=de/atm/review-service/c47efe9b-a888-3c8d-b315-53271cd00530>

HolidayCheck's new Review Tool – my suggestion



- Talk to your German guests personally during their stay and let them know that you appreciate their opinion very much and would be pleased about a review on HolidayCheck.
- Let the guest leave his/her e-mail address in the Review-Tool (e.g. on a tablet) and thus declares his/her interest in submitting a review.
- After the stay, the guest receives an automatic e-mail reminding him/her of your personal request for an evaluation.
- At the moment the e-mail will be sent 7 days after submitting (subject to changes made by HolidayCheck)

The e-mail that is then sent to your guest



HolidayCheck

Erinnerung

Ihre Hotelbewertung ist wichtig!

Hallo liebe Urlauberin oder Urlauber,

wir freuen uns sehr, dass Sie Ihre Erfahrungen mit dem Hotel Testdummy for HolidayCheck Training mit anderen Urlaubern teilen möchten und sich hierzu für unseren Erinnerungsservice eingetragen haben!

Klicken Sie zum Fortfahren einfach auf den [Link](#) und erzählen Sie in Ruhe, von zu Hause aus, ob Sie dieses Hotel weiterempfehlen können und warum.

Freundliche Grüße und bis gleich auf [HolidayCheck.de](https://www.holidaycheck.de).
Ihr HolidayCheck-Team

[Jetzt Hotel bewerten >](#)

Wie geht's danach weiter?

Wenn Sie nicht eingeloggt bewerten, senden wir Ihnen anschließend eine E-Mail, in der Sie durch einen Klick Ihre Bewertung bestätigen. Danach geht Ihre Bewertung in unsere Prüfung – was in der Hochsaison bis zu sieben Tage dauern kann. Sobald Ihre Bewertung online ist, benachrichtigen wir Sie per E-Mail.

Warum erhalte ich diese E-Mail?



Sie erhalten diese Erinnerungsmail, weil Sie diesen Service im Hotel unter Angabe Ihrer E-Mail-Adresse in Auftrag gegeben haben. Sollten Sie Ihre E-Mail-Adresse nicht im Hotel eingetragen haben, brauchen Sie nichts weiter zu tun – Sie erhalten dann keine weiteren E-Mails von uns.

E-Mails abbestellen

HolidayCheck AG, Bahnweg 8, CH-8598 Bottighofen, Geschäftsführer: Christoph Ludmann
Vorsitzender Verwaltungsrat: Dr. Philipp Goos
Handelsregister/Firmennummer: CHE-110.298.267, UID: CHE-110.298.267 MwSt.
[Datenschutz](#)



[< Zurück](#)

Erzählen Sie anderen Reisenden von Ihrem Hotel!


	<p>Testdummy for HolidayCheck Training</p> <p> Test-Ort, Antarktis</p>
---	---

[Ist das nicht das richtige Hotel? Hotel ändern](#)

Empfehlen Sie das Hotel weiter? *

	
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Wie bewerten Sie das Hotel? *

	<p>Sonnen antippen, um zu bewerten</p>
---	--

Beschreiben Sie das Hotel ganz allgemein *

Bitte schreiben Sie mindestens 100 Zeichen ...

Beschreiben Sie in 2-3 Sätzen Ihren ersten Eindruck vom Hotel. War es z.B. für Ihren Reisegrund geeignet?

Creative feedback card



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25h

TWENTY FIVE HOURS

A MEMBER OF DESIGN HOTELS

Hat alles gepasst? Wir freuen uns über Lob und Tadel (natürlich auch anonym). Fragebogen einfach an der Rezeption abgeben. Wenn die Zeit jetzt fehlt, hilft eine online Bewertung auf tripadvisor.com oder holidaycheck.com zukünftigen Gästen. Für Verbesserungsvorschläge und Feedbacks hat zudem unser General Manager eine offene Mailbox!

Your answers help us to improve our product. Busy right now? Contact the General Manager directly.

[mailto:GEM@HAFEMCITY@25HOURS-HOTELS.COM]

Wie sind Sie auf 25hours aufmerksam geworden? *How did you become aware of 25hours?*

Ihre Anregungen, Bemerkungen und Vorschläge. *Your Feedback, remarks and suggestions for improvement.*

HOTEL				
Atmosphäre / <i>Ambiance</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mitarbeiter / <i>Staff</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Angebot / <i>Facilities</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nachbarschaft / <i>Neighbourhood</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preis-Leistung / <i>Pricing</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Erwartungen erfüllt? / <i>Meets expectations?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ZIMMER / GUESTROOM				
Ausstattung / <i>Equipment</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bad / <i>Bathroom</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sauberkeit / <i>Cleanliness</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gut geschlafen? / <i>Slept well?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GASTRONOMIE / CATERING				
Frühstück / <i>Breakfast</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mittagessen / <i>Lunch</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Abendessen / <i>Dinner</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mitarbeiter / <i>Restaurant staff</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Satt & zufrieden? / <i>Full & satisfied?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Name (optional) _____ Zimmer / Room _____

WWW.25HOURS-HOTELS.COM

Illustration: Alfredo Häberli, alfredo-haerberli.com. Designer of 25hours Hotel Zürich. Opening 2012.

Also here in the Scandic



Welcome Letter



Dear guest,

welcome to Hotel Indigo Berlin – Alexanderplatz. We wish you a great time in Berlin and a pleasant stay at Hotel Indigo.

If we were able to fulfil your expectations please let other travellers know on www.tripadvisor.com/indigo_alexanderplatz. If there is something we can do better please contact me on dirk.dreyer@hotelindigoberlin.com.

Every month we raffle among all tripadvisor comments a voucher for a complimentary night at Hotel Indigo Berlin – Alexanderplatz for two persons incl breakfast.

Enjoy your stay !!

Dirk Dreyer
General Manager Hotel Indigo Berlin – Alexanderplatz






Shortcomings find their way...



...but first and foremost good quality!



- 87 % of reviews in HolidayCheck are positive
- 80 % of reviews in TripAdvisor are positive
- Average rating: 4.13 bubbles (from 5)



2014	4.12
2013	4.11
2012	4.09
2011	4.07
2010	4.02



What's to do?



You get positive reviews, when...

- you deliver good quality
- exceed the guest's expectations
- the guest is positively surprised
- the guest has the feeling of having a special experience worth telling others

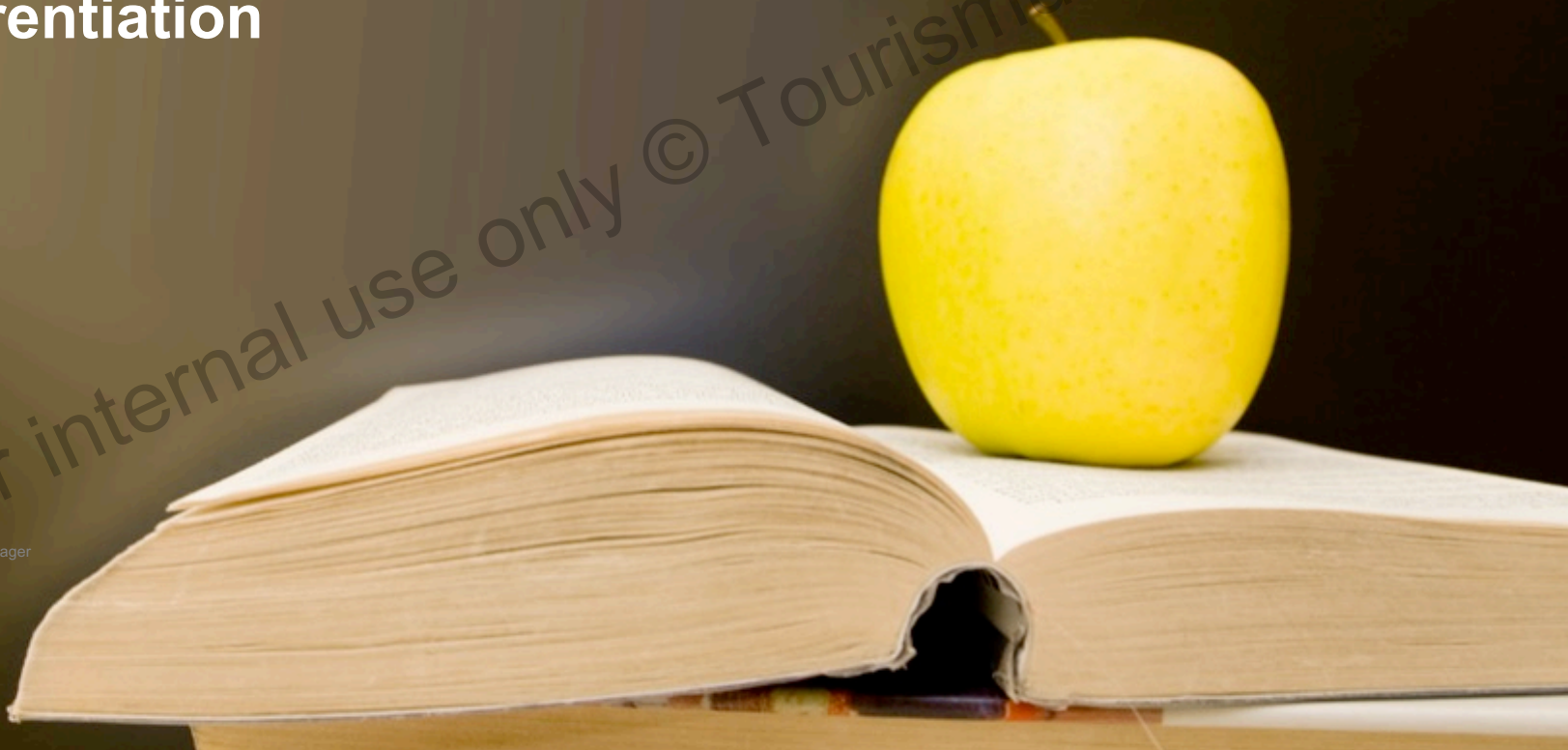


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Exceed Expectations

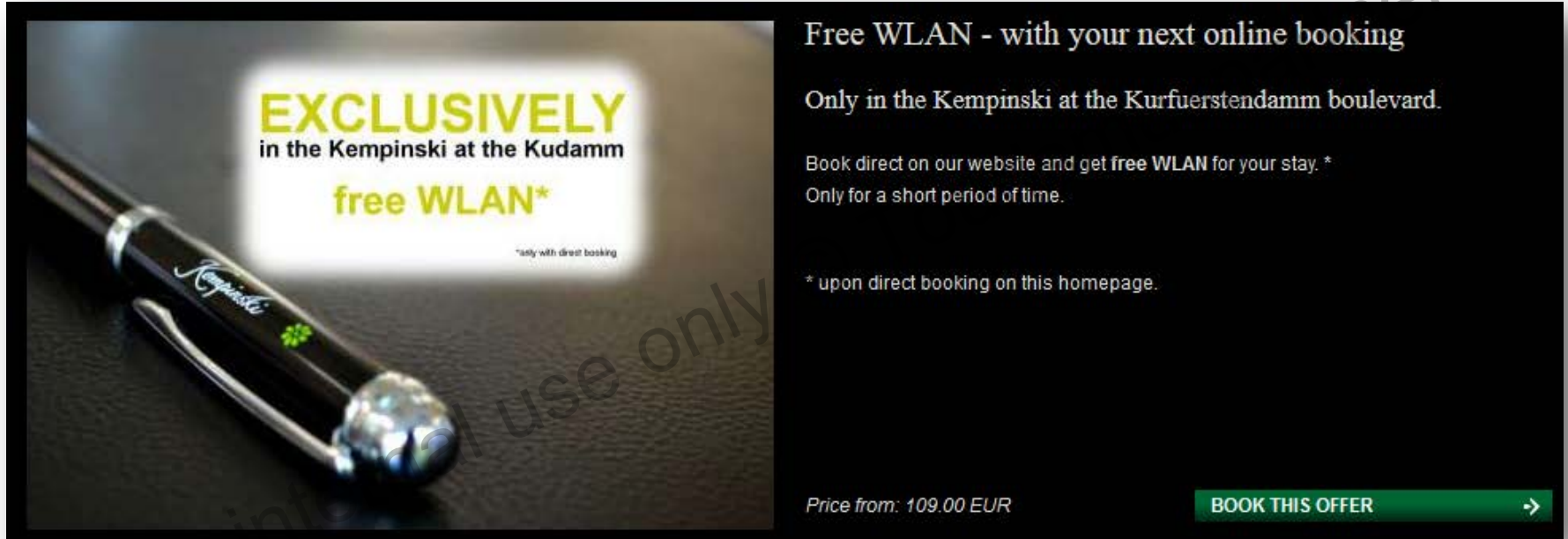


Guest Satisfaction
= Standard Performance
+ Differentiation



Source: Harvard Business Manager

Standard or Differentiation?



EXCLUSIVELY
in the Kempinski at the Kudamm
free WLAN*

*only with direct booking

Free WLAN - with your next online booking

Only in the Kempinski at the Kurfuerstendamm boulevard.

Book direct on our website and get free WLAN for your stay. *
Only for a short period of time.

* upon direct booking on this homepage.

Price from: 109.00 EUR

BOOK THIS OFFER →

Differentiation: Moxy



IT'S NO PLACE
LIKE HOME

Moxy is a budget hotel with the soul of a boutique hotel. Marrying smart service and technology with contemporary style, Moxy is do-it-yourself made easy. Our DIY facilities include meeting areas with 56-inch displays for your presentations, snacks & drinks available 24/7, free use of our computers, a bar with local spirit, furiously-fast Wi-Fi – free all over the place!



moxy
HOTELS

I AM FREE
TO USE

NO BOOKING OR PAYMENT NEEDED

JUST CHILL, PARTY OR WORK IN
YOUR OWN LITTLE MOXY HUB!

ENJOY

#ATTHEMOXY



Differentiation: Staff



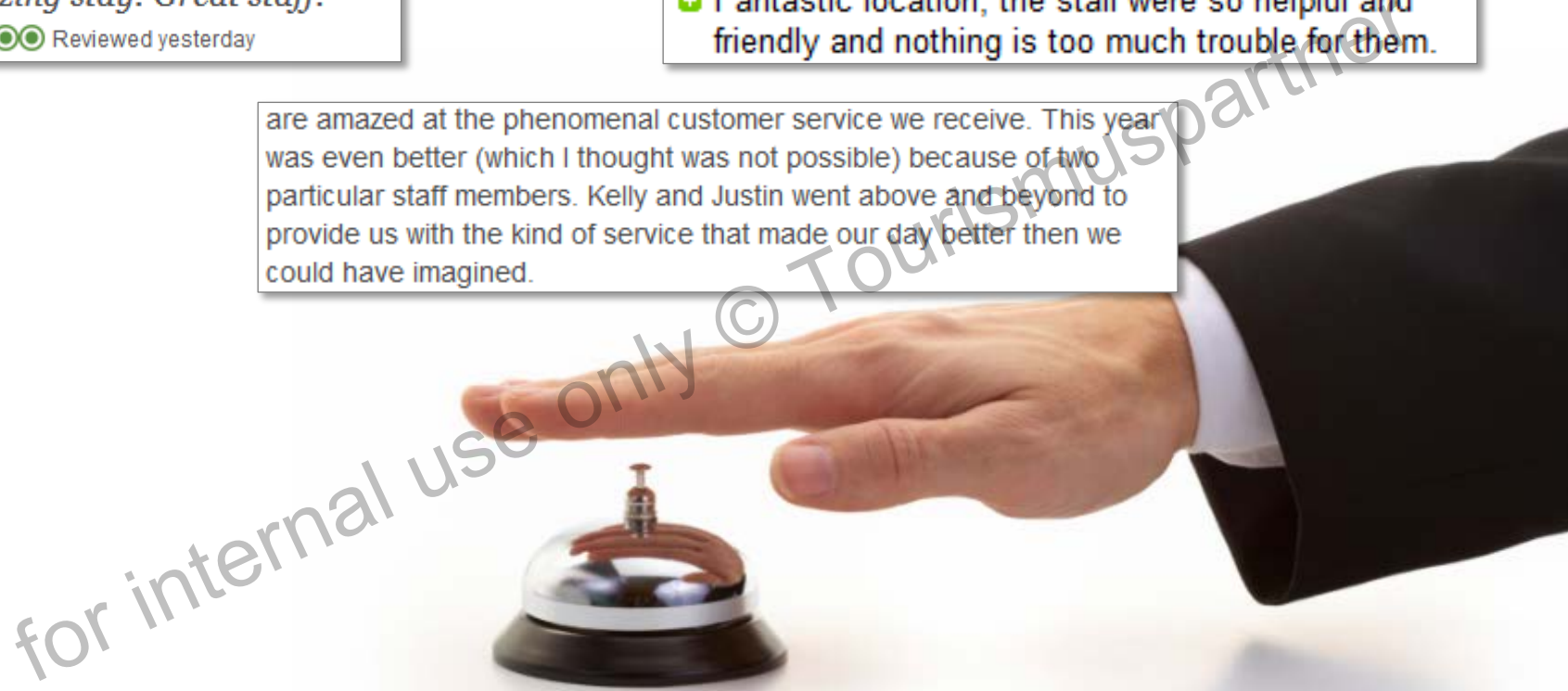
"Amazing stay! Great staff!"

★★★★★ Reviewed yesterday

+ Fantastic location, the staff were so helpful and friendly and nothing is too much trouble for them.

are amazed at the phenomenal customer service we receive. This year was even better (which I thought was not possible) because of two particular staff members. Kelly and Justin went above and beyond to provide us with the kind of service that made our day better than we could have imagined.

At breakfast, a young employee gives advice and directions to make sure we enjoy our stay. She was of great help planning our visits.



Differentiation: So by Sofitel



"Funky and fun"

★★★★★ Reviewed 2 days ago

view, I highly appreciate the staff with their trendy costumes and gentle caring, I loved my earth element room facing the Lumpini park, All in all

"Amazing staff, chic interior design, cool vibe"

★★★★★ Reviewed 3 weeks ago

effortless. We met Paul, who organised everything for us. A great character, and certainly the best dressed employee hotel, although all

😊 I travel internationally for work, so I know my hotels. So-Sofitel-BKK is one of the most luxurious (and affordable!) That I have stayed in a long time. My stay with Paul and Audrey was extraordinary. GO TEAM SO !



Example: Library Hotel Collection



USA › New York (NY) › New York City › Hotels New York City

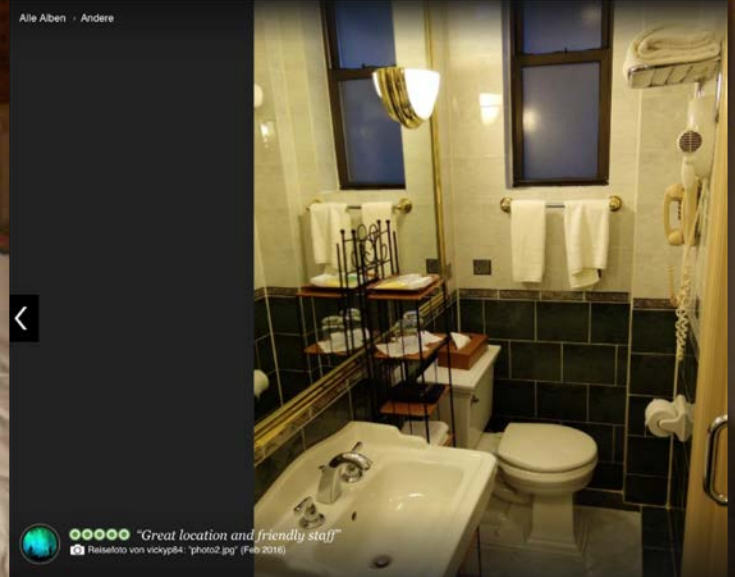
Casablanca Hotel Times Square

5.139 Bewertungen | Nr. 3 von 477 Hotels in New York City

00 1 646-846-7642 | [Hotel-Homepage](#) | [Hotelangebote](#)

147 West 43rd Street, (Just East of Broadway), New York City, NY 10036-6575

[Aktionsangebot](#) [Pauschalangebot](#)





- **Culture:** “Hire happy people”
- **Analyze** reviews for guests’ likes & dislike
- **Share** guest feedback with staff

“Every time you make a guest truly feel cared for, respected and appreciated, you create an opportunity for another positive review. Every employee must do this at every touch point, for every guest.”

Example: Library Hotel Collection



Petite Queen Room with 1 Petite Queen size bed

The Petite room is the **smallest room option** at the Casablanca Hotel but it is very comfortably laid out. These eight Petite rooms **do not offer a view**, but because they face our courtyard, they **seem to be quieter**. For **couples on long stays**, we still recommend a Deluxe or Premium sized Room

They have modified bed with the width of a Queen Bed but the length of a full-sized bed to accommodate 2 people maximum. It measures 60" x 75" (inches). This is the only room type **without a bathtub**, but the shower stall is excellent.

Example: Hoxton Hotels



Shoebbox *from* £119

Small and compact (the clue is in the name!), our Shoebbox rooms are perfect for short stays and solo trips. Each Shoebbox has a walk-in shower and a comfy Queen bed to guarantee a good night's sleep.

 Room size
12 sq m

 Mattress size
150x200 cm

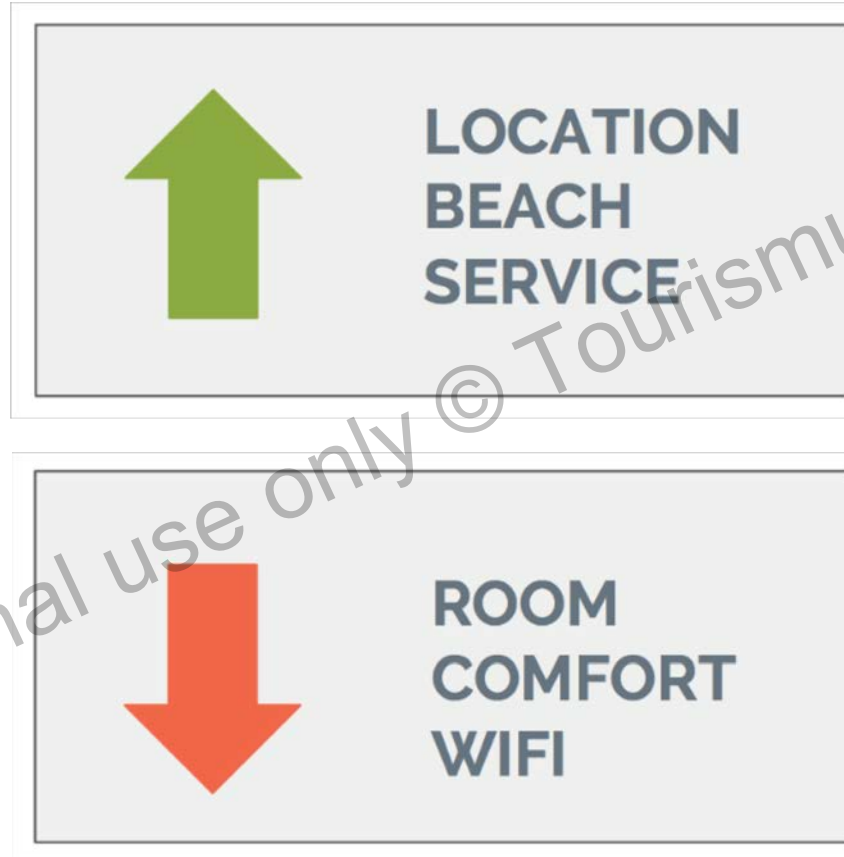
 Room capacity
Up to 2 adults

What are people talking about in reviews?



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Frequency = Importance



Quality of service is the main factor in returning guests

The staff always treated us like family, especially Joshna, Anunto, Arvesh, Gael, Joy, Brigitte, Shano, Megna, Cheena and the Hostess from their main restaurant, Zai. She was very warm and treated us very well. Zai is always smiling and was always very helpful not only to us but to her fellow co-workers as well. I could see her serving coffee or tea during the breakfast service when it gets too busy. The restaurant gives a stunning view of the sea and the beach.





IBIS GUARANTEES YOU A SMOOTH STAY

We put a premium on good service to keep you feeling right at home. So turn to us anytime there's a problem, whatever it may be.

We'll take care of it immediately.

Within 15 minutes we'll solve every problem for which we're responsible.

If not, the corresponding service will naturally be on us.

* The 15 minutes satisfaction guarantee covers breakfast, your room, snacks, restaurant and bar, within the scope of ibis standard services. Only the weather is beyond our influence ...



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Active Feedback Management



responding reactively → managing feedback actively

„How did you like our new Early Bird breakfast? “

„Which services should we improve in our hotel from your point of view? “



„Courtesy Call“



Example Cruise Line - Feedback



Celebrity
ReflectionSM
Attention to Detail

Dear Guest,

I would like to invite you to participate in an invaluable and important guest feedback card. Our goal this cruise is to ensure a memorable and wonderful experience. I encourage you to use the space provided to specify any details that you would like us to further focus on. I would greatly appreciate if you would provide the crew the chance to act now versus learning at the end of the cruise of a missed opportunity.

Sincerely,

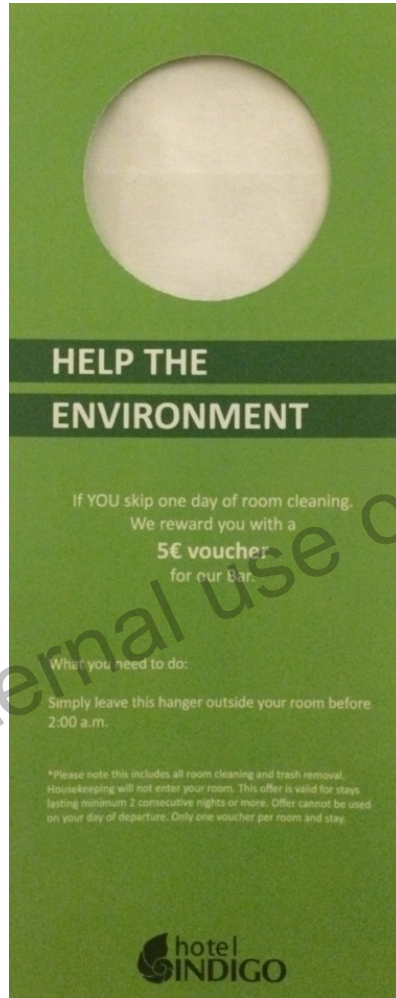
Hotel Director

Stateroom Number: _____ Date: _____

Please return this form to Guest Relations at anytime.

Celebrity X Cruises[®]

Feedback for process optimisation



for internal use only © Tourismuspartner





„Online Reputation Manager“

Monitoring tools offered by HolidayCheck



HolidayCheck
Business Center

Testdummy for Holid...
Testort 2, Antarcica

+ Connect hotel ? ⚙️ 🔌

👍 87% ⭐⭐⭐⭐☆ 4.4 / 6 [How is the recommendation rate calculated?](#)

Food	⭐⭐⭐⭐☆	General rating	⭐⭐⭐⭐☆
Location	⭐⭐⭐⭐	Room	⭐⭐⭐⭐
Service	⭐⭐⭐⭐	Sports & Entertainment	⭐⭐⭐⭐

30 Reviews Sort by: Travel Date – Recent First

All	Recommended: 26	Not recommended: 4	All	Responded: 9	Not responded: 21
-----	-----------------	--------------------	-----	--------------	-------------------

Show also archived ?

All reviews Last month Last week Last 48 hours

Charlotte (26-30)
1 week in February 2017, travelled with a partner (beach holiday)

API Testbewertung kurz

👍 ⭐⭐⭐⭐☆ 4.0 / 6

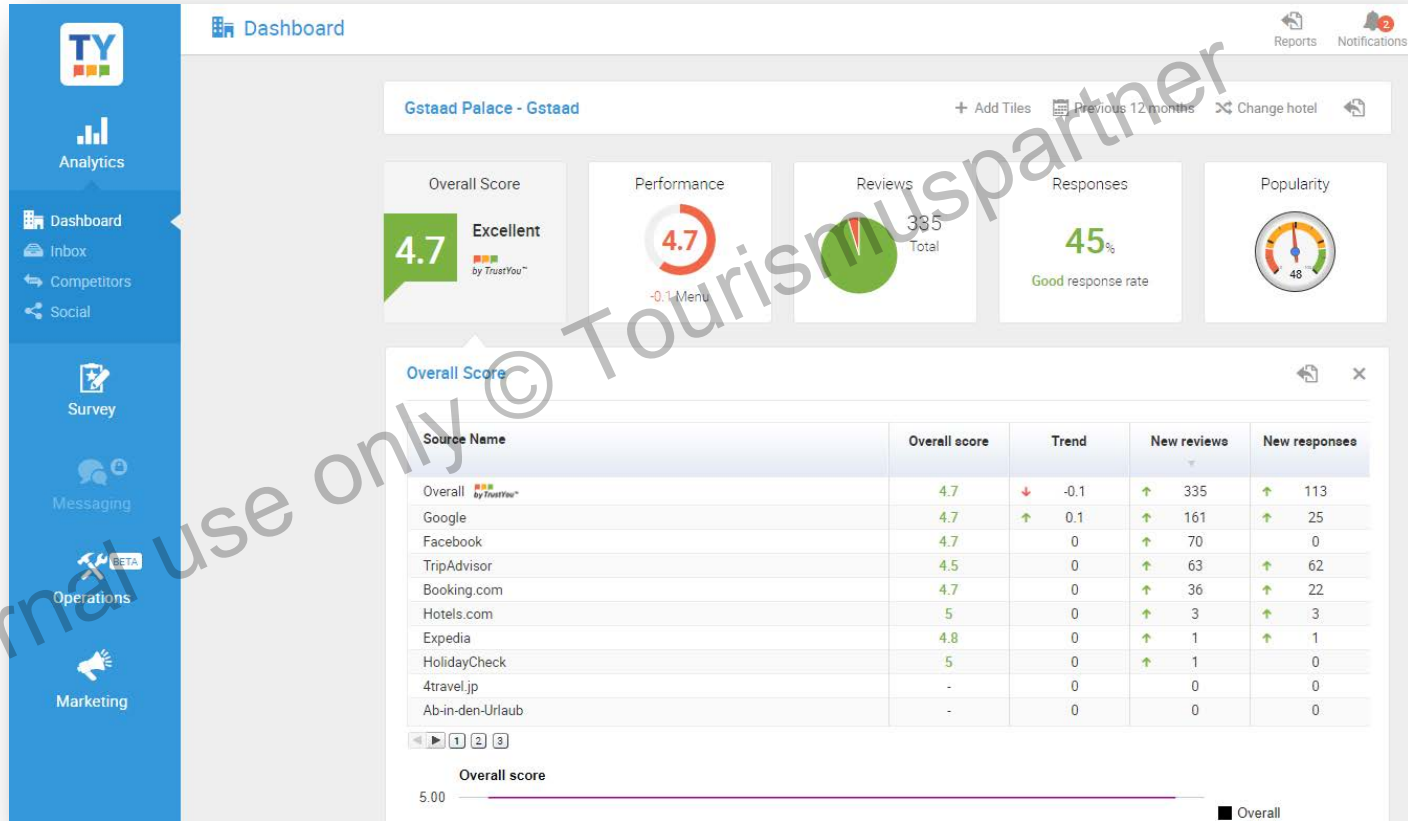
Testbewertung für Testdummy Hotel. Testbewertung für Testdummy Hotel. Testbewertung für Testdummy Hotel. Testbewertung für Testdummy Hotel.

[Read & Respond >](#)

Specialised Instruments



- Trust You
- Review Pro
- Revinate



Meta review



4.1 Very Good Summary of 4,165 verified reviews

All languages 100% | All 100% | Families 90% | Couples 10%

Rated **4.1/5** based on reviews from **all travelers**.
"Very good family hotel. Close to the city center and train stations."

Category	Score	Reviews	Summary
Breakfast	4.6/5	740	"Tasty breakfast."
Location	4.5/5	495	"Great location, close to the train station." Accessible by car, but parking is costly. Near downtown with great sightseeing and shopping.
Service	4.0/5	590	"Wonderful and professional service, especially waitstaff." Reception is OK but housekeeping is substandard. Booking process should be better organized.
WiFi	3.5/5	8	"Good internet service. Wifi quality could be improved."
Room	2.8/5	859	"Poorly maintained and old, but decent, rooms, and so-so beds." Rooms are unclean and small, with subpar A/C and minibars. Some guests complained about bathroom cleanliness; kitchenettes, furniture and TV's are not great. Shower can be a problem.
Cleanliness	2.7/5	228	"Dining area is relatively clean. Bathrooms and rooms are untidy." Clean hotel facilities.
Comfort	2.4/5	430	"Rooms with complaints about size, comfort, and A/C." Okay beds and quiet enough rooms.

- EXCELLENT Family Hotel**
Top 2% in city
- EXCELLENT Business Hotel**
Top 5% in city
- EXCELLENT Shopping**
Top 4% in city

Good to know

- ✓ Train station is close
- ✗ Rooms could be cleaner
- ✗ Rooms need regular maintenance
- ✓ Nice building

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Integration with Google



Hurawalhi Island Resort

All Maps Images Videos News More

Settings Tools

About 106,000 results (0.70 seconds)

Hurawalhi Island Resort - Best Price Guarantee
www.booking.com/HurawalhiIsland/ResortMaldives
4.5 ★★★★★ rating for booking.com
Book at Hurawalhi Island Resort, Maldives: No Reservation Secret Deals - Recent guest reviews - No booking fees - Save
World's Leading Online Travel Agency - 2015 - World Travel Awards
Book Now Book for Tonight
Secure Booking Book for Tomorrow

Hurawalhi Island Resort - Official Site - Hurawalhi.com
www.hurawalhi.com/
Find Exclusive Offers on Hurawalhi Island Resort Official Site
Dining · Gallery · Offers · Recreation

Hurawalhi island resort - Never Pay Full Price
www.tripadvisor.com/
Detailed Reviews and Recent Photos. Know What To Expect
Amenities: Wi-Fi, TV, Coffee Maker
Travel planning and booking site - Huffingtonpost
Find Hotels - Cheap Flights - Plan Your Trip - Area Map - Local
Hotel Rates - from \$658.00/day - View Deal - More

Hurawalhi Island Resort
www.hurawalhi.com/
The luxurious and adults-only, all inclusive Hurawalhi Island Resort is the perfect wedding, or beach holiday in the Maldives
Our Villas · Dining · 5.8 Undersea Restaurant · Recreation and Leisure Activities

Hurawalhi Island Resort - UPDATED 2017 Prices & Reviews ...
<https://www.tripadvisor.com/> · Lhaviyani Atoll · Hurawalhi · Hurawalhi Hotels
★★★★★ Rating: 4.7 reviews - Price range: \$568 - \$1,754 (Based on Average Rates for a Standard Room)
Book Hurawalhi Island Resort, Hurawalhi on TripAdvisor: See 426 traveler reviews, 879 candid photos, and great deals for Hurawalhi Island Resort, ranked #1...

Hurawalhi Island Resort, Kuredu, Maldives - Booking.com
<https://www.booking.com/> · Northern Atolls · Lhaviyani Atoll · Kuredu Hotels
★★★★★ Rating: 9.4/10 - 204 reviews
Hurawalhi Island Resort offers accommodation in Hurawalhi. The resort has an outdoor pool and spa centre.

Best Price on Hurawalhi Island Resort in Maldives Islands + Reviews
<https://www.agoda.com/> · Maldives Hotels · Maldives Hotels · Maldives Islands Hotels
★★★★★ Rating: 9.3/10 - 185 reviews - Price range: from USD 565 per night - We Price Match!

Review summary

Write a review

Add a photo

Rooms · 4.4 ★★★★★

Rooms had views · Guests liked the large, updated rooms · Guests liked the quiet rooms & comfortable beds

Location · 4.7 ★★★★★

Service & facilities · 4.4 ★★★★★

Guests enjoyed the pool · Guests appreciated the professional staff · Guests spoke highly of the reception staff

[View Google reviews](#)

Hotel details

This lavish adults-only resort on a lush private island in the Lhaviyani Atoll is a 40-minute seaplane ride from Velana International Airport. ...
[MORE](#)

Review summary

Write a review Add a photo

Rooms · 4.4 ★★★★★

Rooms had views · Guests liked the large, updated rooms · Guests liked the quiet rooms & comfortable beds

Location · 4.7 ★★★★★

Service & facilities · 4.4 ★★★★★

Guests enjoyed the pool · Guests appreciated the professional staff · Guests spoke highly of the reception staff

[View Google reviews](#)

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Use widgets for your own website



Testdummy for HolidayCheck Training | HolidayCheck Training

Gut

4.4 Gesamtbewertung

"Erzählen Sie anderen Reisenden von Ihrem Hotel!"
Sandra, 26-30, Oktober 2018

"Testdummy for HolidayCheck Training Testdummy for"
Sandra, 26-30, Oktober 2018

"Testdummy for HolidayCheck Training Testdummy for"
Sandra, 26-30, Oktober 2018

Jetzt bewerten

tripadvisor
Know better. Book better. Go better.

Schneekristall Chalet

TripAdvisor Traveller Rating
 Based on 11 traveller reviews

[Read reviews](#)

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EXCELLENT

3.5
 1,375 verified reviews

TRUSTYOU

Remember?

- 1) Increase trust for their own booking decision
- 2) Get impression of how it will look on location
- 3) Reduce risk / uncertainty

What is allowed?



What is allowed?



- Expression of opinion vs. untrue statements
- Abusive criticism, personal attacks or insults are not acceptable

„I didn't like the breakfast.“

„No one likes this breakfast.“

„The breakfast tasted like shit!“

„I'll never eat breakfast again with these idiots!“

„Complete rip-off!“

Publishing photos

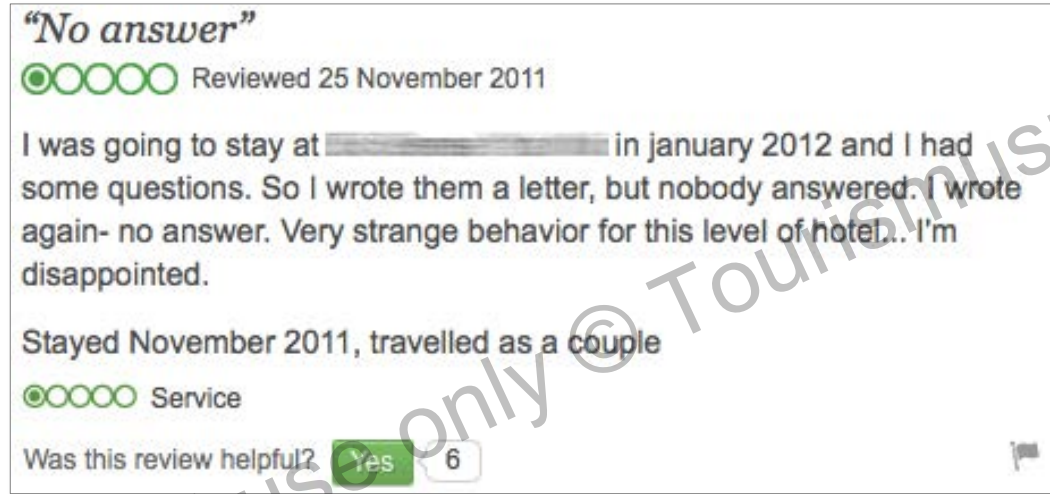


- Photos do not violate the "house rules" - "journalistic freedom"
- Defects or imperfections in the hotel's infrastructure may be photographed
- If people are photographed and published without their prior permission, "personal rights" may be violated



Source: TripAdvisor

Is this allowed?




„No ratings or comments about aspects of a business you did not experience. For instance, it is acceptable to write a review of an experience with the front desk of a hotel if you then chose not to stay overnight, but you may not rate the sleep quality. “



It's about the 'how'



Anonym

 Dänemark
17. März 2014

+ Central location, nice views, in particular from the breakfast room. OK comfort for the money.

5,8

- no soap and shampoo in rooms - no renewal of towels over a 5 night stay - cold coffee and out of juice for several breakfasts - very little staff on duty even in departure and arrival periods - only cash payment is possible, and this was a big surprise on the morning of departure. - the ski boot dryer was not really emitting sufficient heat to dry the boots.

Die Unterkunft Park Hotel Gastein hat auf diese Bewertung geantwortet

Hello, no soap no shampoo..... we are no Stern!!!! More Money, More Shampoo:-)

Fanden Sie diese Bewertung hilfreich?

Response on online reviews ≠ Feedback on a complaint

- With an online response you should not aim to satisfy the reviewer
- Instead it is a good way to communicate with potential guests
- Take the chance to explain your product – but don't overdo it

We love to welcome visitors to [REDACTED] Resort & Spa to experience the untouched beauty of the East coast, our fantastic leisure facilities, delicious food and exclusive private island paradise, [REDACTED]. Our utmost priority is making guests feel they are in a luxury home-away-from-home with our warm Mauritian hospitality and five star service, so we will certainly be addressing your comments. Meanwhile, should you need anything further, at anytime, please feel free to contact me directly.

7 Steps to a perfect response



- 1) Thank the guest for the review
- 2) Reassure the guest that you understand him and take him seriously
- 3) Apologize honestly if the described negative aspects are true
- 4) Offer a simple, short explanation (if possible)
- 5) Reassure the guest that all steps have been taken to solve the problem
- 6) Optional: Offer a direct contact between the guest and the hotel
- 7) Close your response by focusing on one of the constructive / positive aspects of the review - so that your comment ends positively

„We didn't like the room and the furniture ...“

- **Poor response:**

“Too bad that our rooms did not please you - our other guests are always very satisfied with our room design.”

- **Better response:**

„Thank you for your feedback and that you have taken the time to describe your impressions. We apologize for not having met your expectations of room design.“

„The street noise was annoying“

- **Poor response:**

„Unfortunately we have no control over the traffic noise. If you had asked for a quiet room, we would gladly have met your request.“

- **Better response:**

„We apologize for the noise. Our central location brings with it possible noise pollution – especially on weekends. Please inform us in advance before your next visit so that we can offer you one of our more quiet rooms with garden view.“

„We definitely paid too much for this hotel.“

- **Poor response:**

„Our hotel is certainly not too expensive. If you would compare us with other hotels, you will see that we are a relatively low priced accommodation in our destination.“

- **Better response:**

„Our overnight rates are based on comparable hotels in our destination. We pay great attention to the best value for money. If we have not met your expectations in this respect, we sincerely apologize.“

Create an ORM-Guideline

- Priority of online-portals
- Processes and Responsibilities
- Response rates and time limits
- Languages
- Style and Wording
- Salutation and Signing off
- Response strategies
- (...)



Always respond?

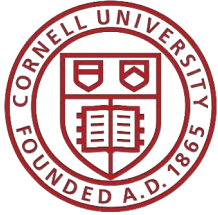


80%

of travellers appreciate
a response



Always respond?



“Making too many responses is worse than offering no response at all.”

Thank you so much for your excellent feedback and recommendation and looking forward to welcome you back at our home The _____ soon.

Dear Guests, The warmest greetings from _____, Managed by _____ . Thank you for choosing _____ for your

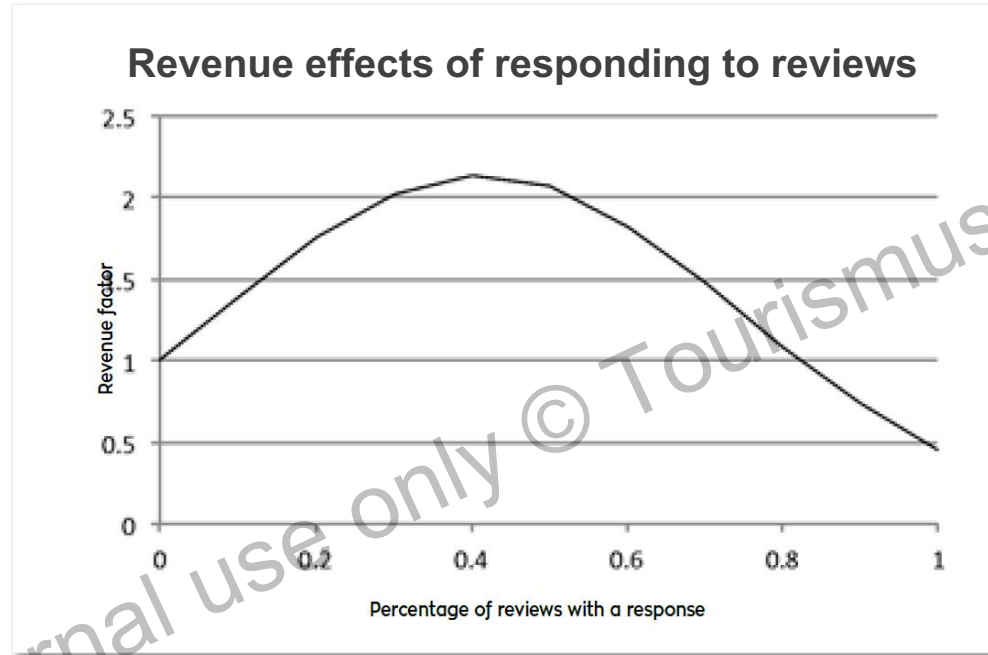
Dear jemandre, The warmest greetings from _____, Managed by _____ . Thank you for choosing _____ for your

We are looking forward to welcome you back to our home the _____ in the near future, till then we wish you all the best and be in good health always.

Thank you so much for your excellent feedback and recommendation and looking forward to welcome you back at our home The _____ soon.

Dear Florian D, The warmest greetings from _____, Managed by _____ . Thank you for choosing _____ for your

Dear Mohammed A, The warmest greetings from The _____, Managed by _____ . Thank you for choosing the _____ for your



- React to any negative reviews (most effective for you!)
- React only to very positive reviews and/or reviews of regular guests

Handling languages





kibimama
Japan

Level 3 Contributor

5 reviews

4 hotel reviews

2 helpful votes

“緑豊かなリゾートホテル”

★★★★★ Reviewed 3 weeks ago

[Google Translation](#)

2016年8月に宿泊してきました。宿泊した部屋は、ヴィラの№5です。ホームページに掲載されていた部屋で、事前にリクエストしておきました。返事は確約はできませんという連絡でしたが、ヴィラの№5でした。空港からの送迎を頼んで、ワゴンのタイプの車で送迎をしてもらいました。フロントでチェックインをして記念写真を撮り部屋へ案内されました。そのとき撮った記念写真はメールで送付されてきました。

ホテルには夜10時ごろに到着しました。部屋には、簡単な食事(サンドウィッチ)が用意されていました。

朝食は、何種類かのコースから選ぶスタイルでした。朝から重いものは食べにくかったので、コンチネンタルのコースを3日間選びました。飲み物、果物、卵料理からメニューを選び、そのほか、コーヒー、ティー、パンなどが選ばれてきました。

今回宿泊したビラの№5は、プール付きのヴィラで一番奥にあります。ヴィラの中に彫刻がなされた者があり、とてもユニークな部屋で、一番奥にあるためとても静かで、緑の中にもありました。部屋からは渓谷を眺めることができ、プールからは滝も見えました。朝の掃除は、朝食を食べる前に済ませてくれて、夕方の掃除も夕食を食べる前に済ませてくれました。全くストレスがありませんでした。このようなサービスはとっても良いです。

ホテルのレストランは、とってもリーズナブルな値段でした。夕食は、1泊目は、ホテルからサンクトゥールのサービスがあり、2泊目は、ウブドの街中で食べました。ウブドの町へはシャトルバスが1時間1本あり、その時間がフロントへ行けばホテルの町まで届けてくれます。帰りも同様に時間通り運行されていました。1時間に1本あるのですが、夜でもしっかり運行しているので、ホテルのシャトルバスで戻ってきました。3泊目は、3泊宿泊の特典でディナー(2人で10ドルのコース料理)が1回ついていたので、前日シャトルバスで戻ってきたときフロントで次の日の夜に特等ディナーの予約をしました。予約をした日が、火曜日の夜だったので、日曜日の日曜日のコース料理ではなく、その日Bのコースになりました。そのコースは、前菜、サラダ、スープ等がはじまり運ばれてきて、そのあとBの日となりました。自分でその場所に行くととても綺麗なスタイルでした。池以外にも海鮮などもありました。最後にデザートが出ました。Bの日コース自体が1人4.0ドルだったので、飲み物を頼んだのですが、その料金もその特典で一切かかりませんでした。飲み物は別という特典がある基準中、そのような少額のサービスがとっても気持ちいいものを感じました。フロントディナーも15時から17時の間にあり、滝が見える場所でコーヒーとお菓子のサービスがありました。

家族連れがあり、サービスもとてもよく、大声で話す人もいなく、小さな子供は宿泊不可?のためとても静かな環境でリゾートの時間を過ごすことができるホテルでした。今回は、プール付きのヴィラでだったので、そのプールからの景色も最高だったので、ホテルのプールへは行きませんが、そのプール、チェアが少し窮屈なイメージを持ちました。でも、ホテルの規模からすれば丁度いいのかもしれません。

ウブドにいろいろなホテルに宿泊してきましたが、必ず人気となるホテルだと思いました。日本語は全く通じませんが、簡単な英語で何とかなりました。帰りは、サヌールのホテルまで送ってもらいました。空港からの往復送迎で事前に支払いをしていたため、帰りはサヌールまでとなったので、少しの金額を返金されました。そのような点のしっかりしているホテルでした。

全体として、とても癒されるリゾートホテルでした。

“Lush resort hotels”

★★★★★ Aug 19, 2016 A TripAdvisor Member

I have three nights in August 2016. Accommodation was room is №5 of the villa. In the room that had been posted on the website, we#39;ve been requested in advance. Reply was a contact that can not be guaranteed, but it was №5 of the villa. Asking for pick-up from the airport, it was me and a pick-up in the wagon of the type of car. It was guided to the room to take a commemorative photo with the check-in at the front desk. Commemorative photo was taken at that time. I have been sent by e-mail. Hotel arrived at around 10:00 at night. The room, simple meals (sandwich) was being prepared. Breakfast was the style to choose from several types of courses. Since the heavy ones did not want to eat in the morning, I chose Continental of the course 3 days. Drinks, fruits, select a menu from eggs, the other coffee, tea, such as the bread has been carried. №5 of this accommodation the villa, there was the most back in the pool with the villa. There are rock carvings have been made in the villa, very unique room, very quiet because of the innermost, was located in the green. From the room can be a view of the waterfall from the pool. Cleaning of the morning, the finish in time to eat breakfast, evening of cleaning was also me finish in time to eat dinner. We did not have all the stress. Such a service is very good. The hotel restaurant, was a very reasonable price. Dinner, first night, there is a sandwich of service from the hotel, second night, we ate in the town of Ubud. Ubud is the town, there is one for the shuttle bus is one hour, it will be delivered to Ubud town if you go to the front in that time. Return has also been operating as well as time. It was very convenient because there is one for you to the front. Usually, the way back, but that return come back by taxi, since the firm operated at night. I came back in the hotel and #39;s shuttle bus. Third night, so dinner at the benefits of 3 nights (course cuisine \$ 100 two people) was an once, front reserved benefits of dinner in the evening of the next day when it came the day before back in the shuttle bus the it was. The day of the reservation, because it was Tuesday night, rather than the course cuisine because it was BBQ of the day, became the course of the BBQ. Its course, appetizer, salad, and soup and the like have been carried the beginning. It is now and its after BBQ. It was Vu#39;#39; Fe style to fetch to go to that location on their own. There was also such as seafood in addition to meat. Finally, the dessert came out. Since the course itself of BBQ was one \$ 40 I asked him a drink, the fee also did not take any in its benefits. Basic in that there are benefits that different drinks, such a little bit of service was very thing feels good. Afternoon tea is also from 15 #39;#39;clock to 17 #39;#39;clock, there was a service of coffee and sweets at the place where the waterfall is visible. There is a sense of quality, service is also very good, but some people speak in a loud voice, small children can not be accommodated at the hotel? It was the hotel where you can spend rest time in a very quiet environment for this time, because it was in the pool with the villa, because it was also the highest views from the pool, but did not go to the hotel and #39;s scale. We have stayed in various hotels in Ubud, but I thought it was hotel that serves as a popular, Japanese does not communicate at all, but now somehow in simple English. The way back, we had to send to Sanur hotel. In advance because it was a payment to the round-trip transfers from the airport, the way back, so became to Sanur, it has been refunded a little amount of money. It was firm and hotels are of such a point. As a whole, was a resort hotel that is very soothing.

This review is the subjective opinion of a TripAdvisor member and not of TripAdvisor LLC.
Powered by Google™

I Nengah S., General Manager at The Kayon Resort, responded to this review, 3 weeks ago

Dear kibimama,

The warmest greetings from The Kayon Resort. Managed by Pramana Experience.

First of all please allow us to translate your review by Google Translate as mentioned below:

“Lush resort hotels”
I have three nights in August 2016. Accommodation was room is №5 of the villa. In the room that had been posted on the website, we've been requested in advance. Reply was a contact that can not be guaranteed, but it was №5 of the villa. Asking for pick-up from the airport, it was me and a pick-up in the wagon of the type of car. It was guided to the room to take a commemorative photo with the check-in at the front desk. Commemorative photo was taken at that time have been sent by e-mail. Hotel arrived at around 10:00 at night. The room, simple meals (sandwich) was being prepared. Breakfast was the style to choose from several types of courses. Since the heavy ones did not want to eat in the morning, I chose Continental of the course 3 days. Drinks, fruits, select a menu from eggs, the other coffee, tea, such as the bread has been carried. №5 of this accommodation the villa, there was the most back in the pool with the villa. There are rock carvings have been made in the villa, very unique room, very quiet because of the innermost, was located in the green. From the room can be a view of the waterfall from the pool. Cleaning of the morning, me finish in time to eat breakfast, evening of cleaning was also me finish in time to eat dinner. We did not have all the stress. Such a service is very good. The hotel restaurant, was a very reasonable price. Dinner, first night, there is a sandwich of service from the hotel, second night, we ate in the town of Ubud. Ubud is the town there is one for the shuttle bus is one hour, it will be delivered to Ubud town if you go to the front in that time. Return has also been operating as well as time. It was very convenient because there is one for you to the front. Usually, the way back, but that return come back by taxi, since the firm operated at night. I came back in the hotel's shuttle bus. Third night, so dinner at the benefits of 3 nights (course cuisine \$ 100 two people) was an once, front reserved benefits of dinner in the evening of the next day when it came the day before back in the shuttle bus the it was. The day of the reservation, because it was Tuesday night, rather than the course cuisine because it was BBQ of the day, became the course of the BBQ. Its course, appetizer, salad, and soup and the like have been carried the beginning. It is now and its after BBQ. It was Vu#39;#39; Fe style to fetch to go to that location on their own. There was also such as seafood in addition to meat. Finally, the dessert came out. Since the course itself of BBQ was one \$ 40 I asked him a drink, the fee also did not take any in its benefits. Basic in that there are benefits that different drinks, such a little bit of service was very thing feels good. Afternoon tea is also from 15 o'clock to 17 o'clock, there was a service of coffee and sweets at the place where the waterfall is visible. There is a sense of quality, service is also very good, but some people speak in a loud voice, small children can not be accommodated at the hotel? It was the hotel where you can spend rest time in a very quiet environment for this time, because it was in the pool with the villa, because it was also the highest views from the pool, but did not go to the hotel's swimming pool, the pool, and a chair was have a little cramped image. But, perhaps just say if from the hotel and #39;s scale. We have stayed in various hotels in Ubud, but I thought it was hotel that serves as a popular, Japanese does not communicate at all, but now somehow in simple English. The way back, we had to send to Sanur hotel. In advance because it was a payment to the round-trip transfers from the airport, the way back, so became to Sanur, it has been refunded a little amount of money. It was firm and hotels are of such a point. As a whole, was a resort hotel that is very soothing.

This review is the subjective opinion of a TripAdvisor member and not of TripAdvisor LLC
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Thank you for choosing the Kayon Resort Ubud for your destination and thank you so much for your review and sharing your experiences to your lovely friends and family about your stay at our home the Kayon Resort Ubud recently. Very happy to hear and read your comments and it is a compliment for us to know that you enjoyed your stay with us and our location, scenery, facilities, decors, daily activities, ambiance, food and beverages served at our Kapulu restaurant includes your breakfast, lunch and dinners well as BBQ night, our complimentary shuttle bus, services from the entire of Kayon team includes small and details, and etc. beyond your expectation.

Thank you so much for all of your excellent feedback and recommendation and looking forward to welcome you back at our home The Kayon Resort Ubud in the near future.

Best Regards,

Handling languages



トリップアドバイザー | ザカヨンリゾートホテル, ウブド

件の口コミ | 会員登録 (無料) | ログイン

ウブド | ホテル | 航空券 | レストラン | 観光情報 | 掲示板 | アワード 2016 | その他

検索: ホテル | 周辺: ウブド, インドネシア | 検索

アジア > インドネシア > バリ島 > ウブド > ウブドホテル

ザカヨンリゾート

The Kayon Resort

738 件の口コミ | ウブドで 172 軒中 1 位のホテル

Banjar Kepitu, Desa Tagalalan, Ubud 80572, Indonesia | ホテルの設備

2016 TRAVELERS CHOICE tripadvisor

最安値を確認するには、日付を入力してください

提供元: PriceFinder

チェックイン | チェックアウト

続けるには、旅行日を指定してください

空室状況を確認

主要な旅行サイトの最低価格を比較

Booking.com | トラピコ | Hotels.com

その他にこのサイト!

選男サイトの写真

旅行者投稿の写真 (1447)

360 パノラマ写真 (1)

地図を見る

★★★★ 高級 | 朝食無料 | プール | 無料駐車場

概要 | 部屋 & 料金 | 口コミ (738) | 写真 (1,463) | 所在地 | アメニティ | すべて表示 | 保存する

トリップアドバイザー コミュニティーに寄せられた 738 件の口コミ

5.0 | 口コミを書く | 写真を投稿

旅行者の口コミを見る: | 口コミを検索

旅行者の評価	旅行者のタイプ	時期	言語
とても良い 430	ファミリー (44)	3月 ~ 5月 (142)	すべての言語
良い 31	カップル・恋人 (347)	6月 ~ 8月 (142)	日本語 (460)
普通 4	一人 (16)	9月 ~ 11月 (72)	英語 (57)
悪い 1	出張・ビジネス (2)	12月 ~ 2月 (110)	中国語 (簡) (85)
とても悪い 0	友達 (29)		その他

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Handling German on HolidayCheck



- If possible, comment in German
- Some portals require this according to their terms and conditions (e.g. TripAdvisor)
- Use English if you do not speak German (also for other markets that are important)
- We recommend to define which foreign-language reviews should be responded to and in which language



„We are disappointed“



We (family with two children) had a 3 night stay in this hotel. Unfortunately, we are totally disappointed. The penthouse room was not to our taste. Our older daughter (11 years old) could not sleep on the sofa, because it was too short. The refrigerator hummed loudly all night long and we could not get much fresh air either. The dining room was a disaster ... so noisy! Like being in a train station! A partitioning of the room would create some relief. Otherwise, everything else was okay.

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Dear Guest

Thank you for your helpful feedback! Our team is taking your suggestions very seriously and is working hard on making improvements. For your next stay, I recommend one of our family suites with two separate bedrooms. Thank you for pointing out the broken fridge – it has already been replaced. Concerning the dining room, you are right: Because of our many families with young children, it can be a bit noisy, especially between 6 and 7:30 pm.

I hope that our hotel can fully convince your family during your next stay of our close attention to maintaining the highest quality standards.

*Kind regards
John Smith*

ORM Performance in Scandinavia



Which hotels have the best ORM performance?



Norway 1031 hotels
Score: 80,63

Denmark 1029 hotels
Score: 80,99

Sweden 2067 hotels
Score: 81,44

WINNER



Tops and Flops, Impact on Scores



Sweden

Tops

1. Service (+7,4)
2. Location (+2,6)
3. Friendliness (+1,1)

Flops

3. Room Maintenance (-5,3)
2. Bathroom (-6,5)
1. Beds (-6,6)

Norway

Tops

1. Service (+7,9)
2. Location (+2,5)
3. Friendliness (+1,6)

Flops

3. Cleanliness (-3,8)
2. Beds (-5,2)
1. Bathroom (-5,4)

Denmark

Tops

1. Service (+7,2)
2. Location (+3,1)
3. Friendliness (+1,7)

Flops

3. Cleanliness (-5,7)
2. Beds (-6,7)
1. Bathroom (-7,9)

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How to work with HolidayCheck and its' Business Center



HolidayCheck: Business Center



- <https://business.holidaycheck.com>

Meet the new HolidayCheck Business Center.

Learn from feedback and get the most out of your hotel.

Register for free



Respond to reviews

Be there for your guests and maintain your hotel's brand. See your reviews in Business Center!



Update hotel profile

Keep your description up to date and present your hotel the way you want.



Manage your photos

Take advantage of our photo tools to efficiently manage your hotel gallery.

Thanks for your attention!

Some of our customers:

HolidayCheck.com
★★★★★



TRUSTYOU



Alexander Fritsch
& Holger Sigmund

Book authors & experts for
hotel reviews, online
reputation and etourism



hotelleriesuisse
Swiss Hotel Association



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