

REVIEW MANAGEMENT

More visibility. More trust. Less effort.

Why reputation management matters

In today's digital world, reviews influence whether someone books or walks away.

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Negative comments discourage potential guests – and even positive feedback often goes to waste if left unanswered.

That costs trust, visibility – and ultimately: bookings.

Our solution:

As specialists in professional complaint and review management, we handle the communication on platforms like Google, Booking.com, Tripadvisor & Co. – personally, efficiently, and in your brand's tone of voice.

We take care of your online reviews – so you can take care of your guests.







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OUR SERVICES



Appreciative, individual, and brand-enhancing – because every guest deserves recognition.

Responses to negative reviews

Objective, professional, and guest-oriented – with the goal of deescalating and strengthening your reputation.

Tailor-made responses

No clichés – we write in your hotel's unique tone and style.

Fast response times

Within 48 hours on working days – to keep your online presence active and up to date.

Multilingual service

English and German included – other languages on request.

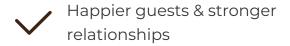
Monthly reporting

Overview of current reviews incl. action recommendations for your team.

Quarterly score trend report

Review development, strengths/weaknesses analysis, and action plan.

YOUR BENEFITS



Improved online reputation & ranking Less workload for your team

Professional appearance at all touchpoints

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OUR SOLUTIONS

Review Management

Quick Check

One-time review

of your online reputation

- Analysis of all reviews from the past 3 months
- Evaluation of your current response quality
- Actionable recommendations for quick wins
- Compact results summary



Retainer

Ongoing review management

for your Hospitality Business

- Individual multilingual response texts
- Max. 48h response time (working days)
- Monthly reporting and quarterly analysis
- Personal contact no Al-generated fluff



DID YOU KNOW ...?

Review Management not only influence your future guests?

"Which hotel is the best in town?" -

That's how your potential guests ask today. And AI tools provide the answer.

That means:

- Reputation management is no longer a nice-to-have it's proactive marketing in a world where AI shapes the first impression.
- Replies in your brand voice shape your digital identity
- GEO (Generative Engine Optimization = AI-based visibility) becomes a competitive advantage with zero ad spend

LET'S TALK ABOUT YOUR REPUTATION

READY TO GET STARTED

Let us support you - strategically, creatively and reliably.

BOOK YOUR FREE CONSULTAION

Our Conclusion

Smart hotel operator manage their reputation

– before AI does it for them.

