

10 review response templates for your restaurant

Answering customer reviews shouldn't feel like a full-time job! Otter is here to help.

After analyzing hundreds of restaurant reviews online, we've created 10 powerful review response templates ready to use for your restaurant. Feel free to miss and match and remember to personalize the templates as much as possible for your business.

Responding to positive reviews

NO TEXT REVIEW

Hi [REVIEWER NAME],

Thank you for your X-star review! We're glad you enjoyed your experience at [RESTAURANT NAME] and hope to see you again soon.

- [RESTAURANT NAME] Team

REVIEW WITHOUT MUCH INFORMATION

Hi [REVIEWER NAME],

Thank you for taking the time to leave us a review - it's very appreciated! At [RESTAURANT NAME], we continuously work to create good experiences for our customers and your feedback makes it all worth it. We look forward to serving you in the future!

- [RESTAURANT NAME] Team

REVIEW THAT MENTIONS TEAM MEMBERS

Hi [REVIEWER NAME],

Thank you for leaving us such an awesome review! It means the world to us and specially to [TEAM MEMBER/S NAME/S]. Next time you come to [RESTAURANT NAME], don't hesitate to ask for him/her/them, he/she/they will be happy to see you again.

Please let us know about your future experiences with us. We look forward to serving you in the future.

- [RESTAURANT NAME] Team

REVIEW ABOUT THE FOOD

Hi [REVIEWER NAME],

Thank you so much for the kind words. We're very happy to hear that we share the same passion for food and that you had a great experience with ours!

Our kitchen staff will be especially happy to read this review. The [FOOD ITEM MENTIONED] is one of their favorites as well. Might we recommend you also try the [POPULAR FOOD ITEM NOT MENTIONED] in your next visit? We're sure you're going to love it as well. See you soon!

- [RESTAURANT NAME] Team

REVIEW ABOUT THE SERVICE

Hi [REVIEWER NAME],

On behalf of the [RESTAURANT NAME] team, thank you for the awesome review! Our team works very hard to create good experiences for our customers and we're happy to hear that we hit the mark.

Its customers like you that makes it all worth it. We'll be happy to serve you again!

- [RESTAURANT NAME] Team

Responding to negative reviews

NO TEXT REVIEW

Hi [REVIEWER NAME],

We're sorry to hear that your experience was not an amazing one. We'd like the opportunity to learn more about what happened and how we can improve. Would you please consider reaching out to us at [PHONE NUMBER / EMAIL ADDRESS]? We would love to make things right.

- [RESTAURANT NAME] Team

REVIEW WITHOUT MUCH INFORMATION

Hi [REVIEWER NAME],

Thank you for taking the time to leave us a review. At [RESTAURANT NAME], we continuously work to create good experiences for our customers and we're sorry to hear that we missed the mark here.

Would you please consider reaching out to us at [PHONE NUMBER / EMAIL ADDRESS] with any further comments or suggestions? We hope we can use this to improve in the future.

- [RESTAURANT NAME] Team

REVIEW THAT NEEDS A SOLUTION

Hi [REVIEWER NAME],

Thank you for bringing this to our attention. At [RESTAURANT NAME] we are committed to providing great customer service and would like the opportunity to make this right. Please give us a call/email at [PHONE NUMBER / EMAIL ADDRESS]. Our [POSITION + NAME] will take care of this personally.

We hope to find a solution as soon as possible.

- [RESTAURANT NAME] Team

FAKE OR SPAM REVIEW

Hi [REVIEWER NAME],

We'd like to apologize for your negative experience at [RESTAURANT NAME]. However, we cannot find any record of your visit in our database. Could you please reach out to us at [PHONE NUMBER / EMAIL ADDRESS] so that we can discuss the matter further? We look forward to hearing from you.

- [RESTAURANT NAME] Team

ANGRY CUSTOMER REVIEW

Hi [REVIEWER NAME],

We're sorry to hear that you weren't satisfied with your experience. There are some concerning details in your review that we'd like to discuss further. If you'd like our assistance, could you please reach out to us at [PHONE NUMBER / EMAIL ADDRESS]?

We really value your opinion.

- [RESTAURANT NAME] Team

Delivery made simple for restaurants

Say goodbye to multiple tablets, manual entry, and order issues with Otter.



Order aggregation

Too many tablets? Eliminate the need to have a tablet for every delivery app.



Menu management

Update your menu once and publish that update everywhere you want it - instantly.



Insights & reports

Consolidate data into one, easy-to-use dashboard to inform your next big decision.