



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.

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.**





OUR SERVICES



▶ **Responses to positive reviews**

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

▶ **Responses to negative reviews**

Objective, professional, and guest-oriented – with the goal of de-escalating 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

- ✓ Happier guests & stronger relationships
- ✓ Improved online reputation & ranking
- ✓ Less workload for your team
- ✓ Professional appearance at all touchpoints

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

€229

/ one-time
plus VAT

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 AI-generated fluff

from **€299**

/ monthly
plus VAT

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.**

