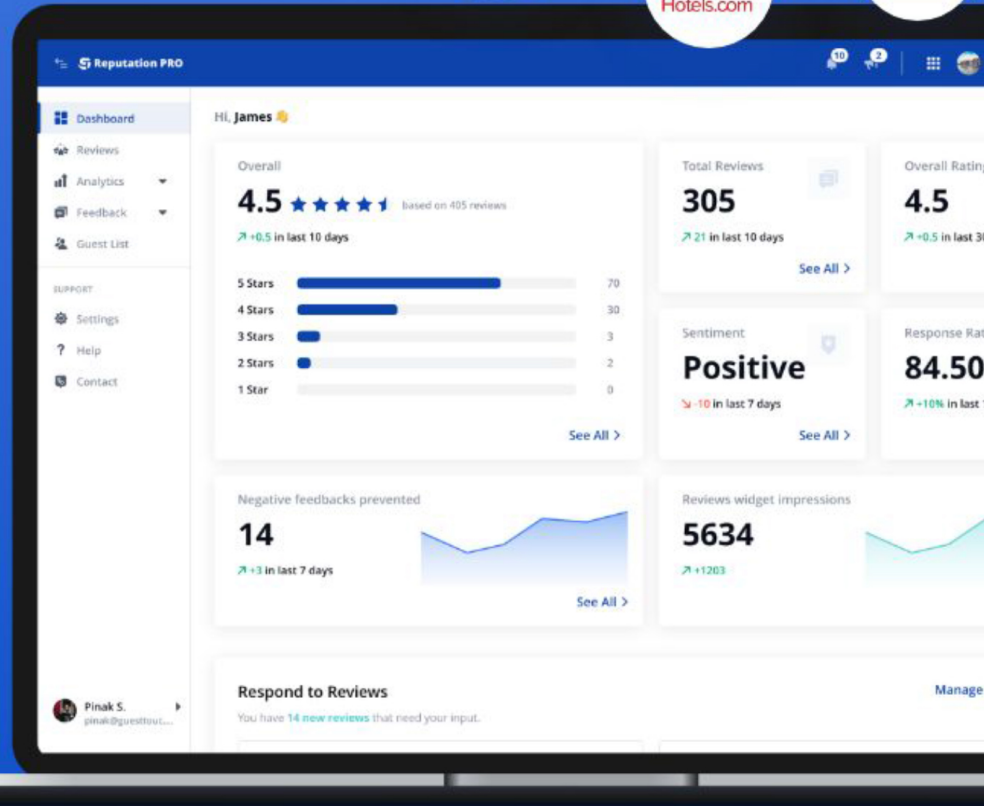


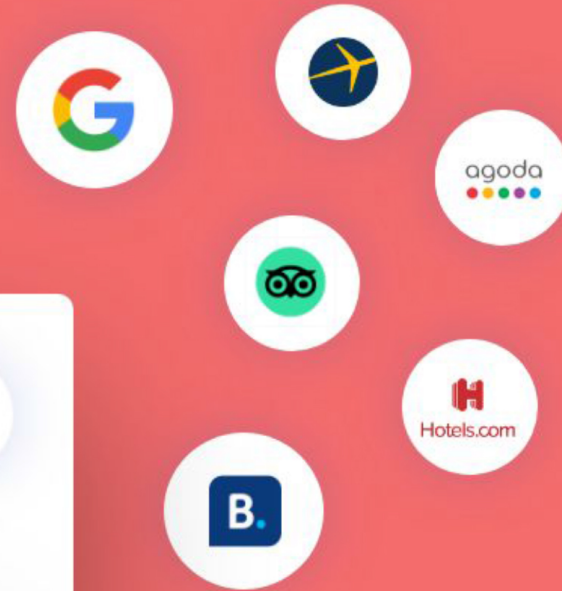



# GuestTouch ReputationPRO




An all-in-one reviews platform for short-term rentals

# Collect more and better reviews



 **Sean McClain**  
Anonymous



★★★★★


 **Jessica Morisson**  
Travel Blogger



★★★★★

I had such a pleasant stay :-) The hospitality was just amazing.

**Merelyn**  
Videographer



★★★

# Bird eye view of all your reviews across all channels that drive bookings

Reputation Lexen Hotel - Newhall

All Locations

- Home
- Reviews
- Sentiments
- Feedbacks
- Guest List
- Settings

Current Rating ⓘ

**4.7**

5 of 5 Tripadvisor 9.1 Booking 4.6 Expedia 4.8 Google 9.2 Hotels.com

Dashboard Last 3 months 28 Dec 2021 → 28 Mar 2022

Total Reviews ⓘ <b>357</b> <a href="#">See All</a>	Overall Rating ⓘ <b>4.50</b>	Sentiment ⓘ <b>62</b> <a href="#">See All</a>	Response Rate ⓘ <b>98%</b>
Negative feedbacks prevented ⓘ <b>37</b> <a href="#">See All</a>	Review widget impressions ⓘ <b>15274</b>		

Recent Reviews See All >

- Lon Lawler
- Brian Konvk

Pinak

# Manage all your reviews and guest feedback easily

The screenshot displays the Reputation PRO dashboard. The top navigation bar includes the 'Reputation PRO' logo, notification icons for 10 messages and 2 alerts, and a user profile for 'The Chancellor' with a phone number +18962345132. The left sidebar contains menu items: Dashboard, Reviews (selected), Stats, Feedback (with sub-items Overview and Upload), Guest List, and a SUPPORT section with Settings, Help, and Contact. The main content area is titled 'Reviews' and features a filter for 'Last 6 Months' and a 'From - To' date range. Below this are tabs for 'All Reviews', 'Response Required', 'Responded', and 'Published', along with a 'Newest First' sorting option. The first review is from James Norton, dated 15 Dec, with a 5/5 star rating and a 'Response Required' status. The review text reads: 'Wonderful Experience! I had a wonderful experience. Every staff member I encountered, from the valet to the check-in to the cleaning staff were delightful and eager to help! Thank you! Will recommend to my colleagues!'. Below the review is a 'Type Your Response' section with a text input field and several response templates: 'But I must explain to you how', 'But I must', 'But I must explain', and 'All Templates >'. The second review is from Farell McBroom, dated 15 Dec, with a 4/5 star rating and a 'Published' status. The review text reads: 'It was great overall! Overall, I had a great experience. Staff was incredibly helpful, and the amenities were great. The'. On the right side, there is a 'Filters' section with a search bar and a 'Reset' button. Under 'OTA', there are checkboxes for 'All' (105), 'TripAdvisor' (70), 'Booking.com' (30), 'Google' (24), and 'Expedia' (8). Under 'Ratings', there are checkboxes for '5 Stars' (70), '4 Stars' (30), '3 Stars' (24), '2 Stars' (8), and '1 Star' (2). At the bottom of the filters, there is a 'Display Per Page' slider.

# SmartResponses: Standout and respond to all your customers' reviews seamlessly



James Norton ★★★★★ 5/5

15 Dec

Wonderful Experience!

I had a wonderful experience. Every staff member I encountered, from the valet to the check-in to the cleaning staff were delightful and eager to help! Thank you! Will recommend to my colleagues!

## Templates

All

### 5 Star Review

Hey [name], it was a pleasure to host you on your recent trip to New York. We are delighted to have provided you with suitable accommodation for your trip here....

Positive

Negative

### Negative Review

Dear guest, thank you for taking the time to rate your recent stay with us. We are disappointed that you don't seem to have had the wonderful experience that the....

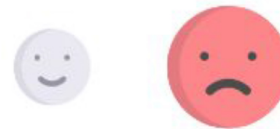
Support

Metrics

### Positive Metric: Location

Collect guest  
feedback **proactively**  
and **prevent** possible  
poor online reviews

How was your stay with  
us?

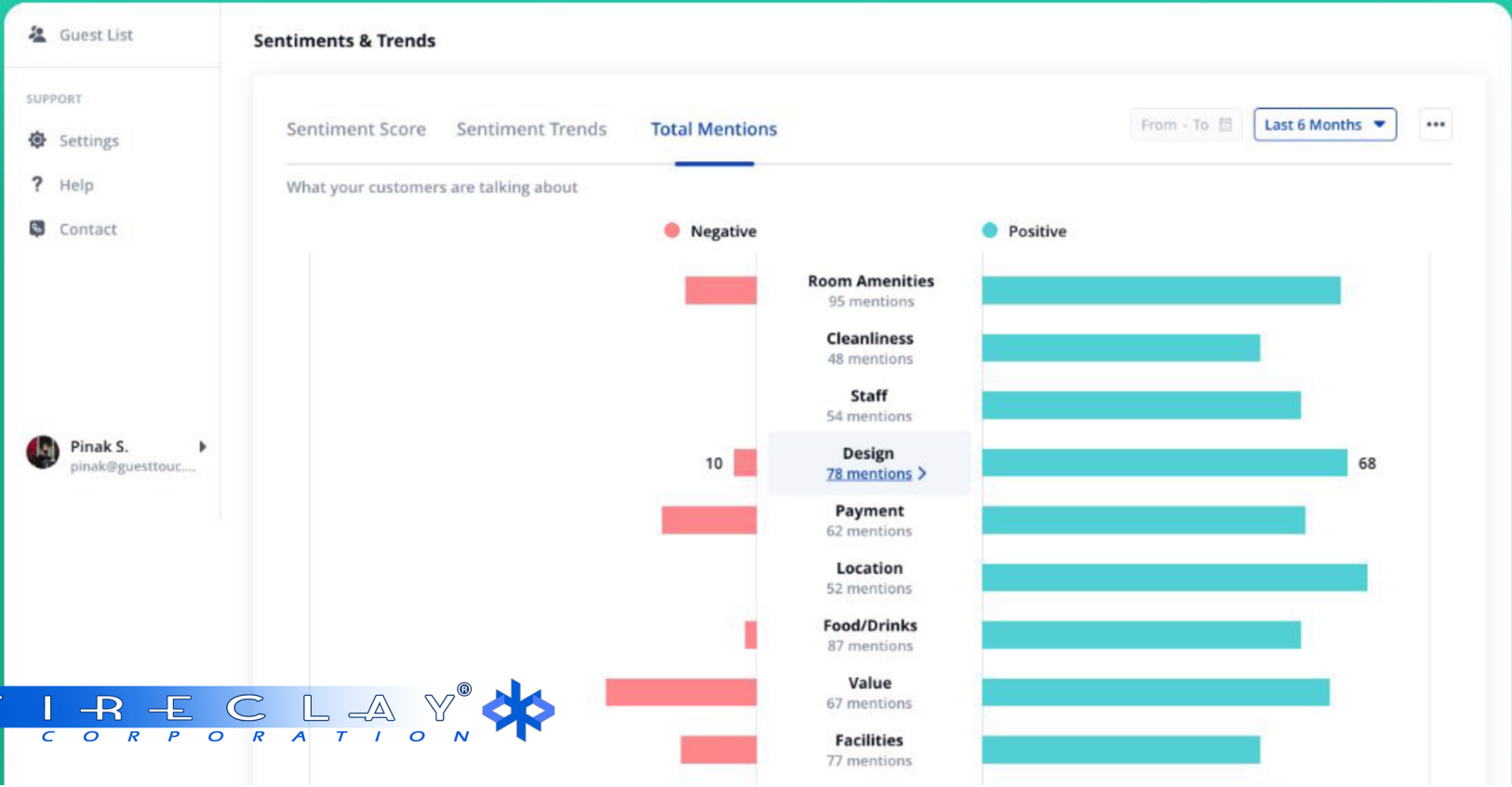


We're sorry to hear that,  
what can we do to  
improve?

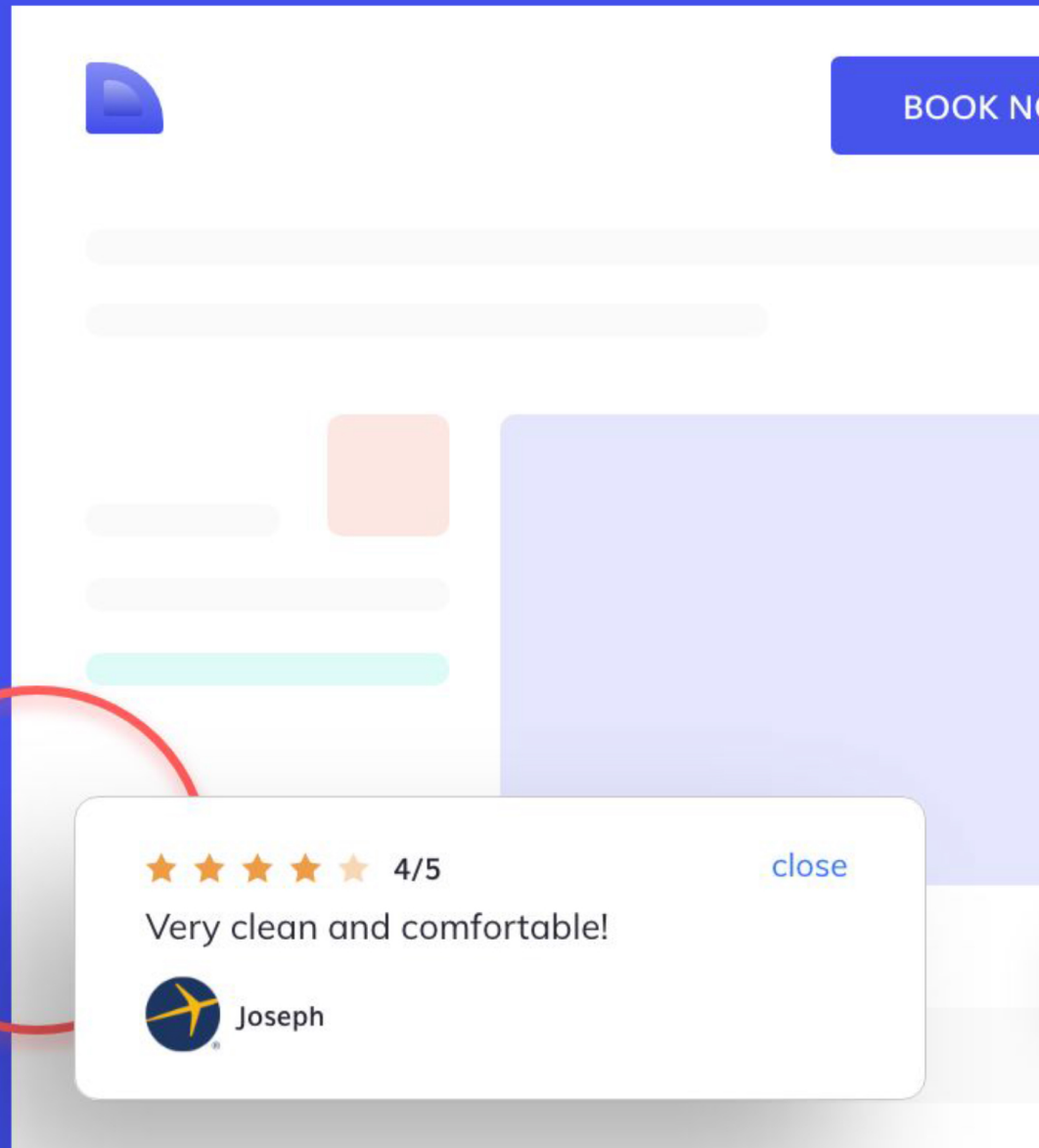
Type your message here....

Send

# Actionable insights to drive better results



**Drive more direct bookings:**  
Showcase best reviews on your website to increase direct conversion







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You're in a good company:

**F I R E C L A Y**<sup>®</sup>  
C O R P O R A T I O N


***"..one of the most promising hospitality  
tech solution provider .."***

**CIOReview**


Trusted by leading brands and boutique hotels





## A little about our company culture ...

- **We treat our clients like how we want to be treated:** When it comes to our customers, we are quite serious about their needs, problems, and challenges. We will be an active working partner, maintain open communication to listen and receive feedback
- **We build products with simplicity in mind to delight our customers:** Our focus is to build cutting-edge products that can be used by anybody, anywhere without a steep learning curve
- **At heart, we are innovators and problem-solvers:** As we continue to expand globally and into new markets, we will continue to adapt and evolve both company and product to meet country-specific regulations and diverse user needs

- 
- **Travelers Choice Award 2021, TripAdvisor**
  - **Independent Hotel Of the Year, AAHOA 2021**

*“What we had been looking for was an easy-to-use solution which wouldn't cost us much time. Something powerful yet at the same time, something that comes in handy and is easy to learn. GuestTouch's solution definitely exceeded our expectations.”*

- *David Desai, CEO,*  
*[Lexen Hollywood](#)*





## Helpful links

### Explainer Video

<https://youtu.be/qNQAN5TieAk>

### Product page

<https://guesttouch.com/guest-messaging/>

### Blog

<https://guesttouch.com/blog/>

### Press

<https://guesttouch.com/press/>



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Thank You :)



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