



# Como responder, de forma positiva e assertiva, aos reviews do seus hóspedes?

PARA HOSTEL MANAGERS

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## AS AVALIAÇÕES

*Todas as avaliações merecem uma resposta e podemos aproveitar esse espaço privilegiado de comunicação para chamar a atenção para os aspetos mais importantes do nosso negócio.*

- Thanks for joining our hostel events! We loved having you here.
- Thank you soooo much! It is always so pleasant to have great guests here and have the opportunity of meeting them! Safe trips and see you next time in Lisbon.
- Thanks! And next time join our Sunday Tour ;) It's really a blast!
- WOW! thanks for staying with us and enjoying our tours! Hope you'll be back with more time because we still have so much more to show you ;)
- Thank you for choosing us! Hope you have a chance to be back soon :) The veggie dinner is waiting for you!
- Thank you for your very kind words! Lisbon sends you a special hug! <3
- We are so glad you enjoyed all the events we organize and very happy that we had the opportunity to meet such a cheerful spirit like you!
- It was awesome to have you here too! All the staff says hi!
- Wow!!! Thank you so much for your kind words and see you next time for more adventures ;)
- We are looking forward for your next visit! Safe trips! <3
- Thank you for your kindness, this is why we love our job ;)
- Meeting people like you is what makes our job the best in the world !