Online reviews — 2 replies drafted

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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3 reviews · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **No reply is published.** A review is answered once, in public, under the establishment's name — and that gets read first.

Review 1 — 40-minute wait, Saturday 8 pm

Item	What the diary says
Covers served that evening	**96**
Saturday average	74
Front-of-house staff	Same as an ordinary Saturday
Incidents noted	2 dishes remade in the kitchen

Reply drafted: "You waited, and you are right to say so. That Saturday we served nearly a third more covers than usual, with no extra staff on the floor, and two dishes had to be remade. That does not excuse your wait, it explains it. We would be glad to welcome you back in better conditions."

> **This reply acknowledges the fact because the fact is verified.** Without the diary figure it would have been a courtesy — and a courtesy in answer to a forty-minute wait reads as an evasion.

Review 2 — cold food

Item	What the diary says
Evening concerned	Identifiable
Incident noted	**None**
Returns to the kitchen that evening	**None**

Reply drafted: "We have no record of a dish coming back that evening, which does not mean you are mistaken — a lukewarm plate rarely goes back. Do write to us, we would like to understand what happened."

Review 3 — no reply

Item	Finding
Content	**Names a member of the team**
Person named	**Was not working that evening** (rota checked)
Reply drafted	**None**

> **Replying, even in defence, names the employee a second time** and turns a review few people read into an exchange everybody reads. The verified fact — the person was not there — serves the platform report, not the public reply.

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