



ReviewPerch

Monthly Reputation Report

Prepared for Bella Vista Ristorante

Jul 20, 2026
Reporting Period
May 1 – May 31, 2026

AVERAGE RATING

4.50 /5

across 2 reviews

TOTAL REVIEWS REVIEWED

2

in this reporting period

RESPONSE DRAFTS PREPARED

2

Prepared for priority reviews

OPEN ISSUES

0

3 stars or below, not yet actioned

REVIEW HEALTH

Strong

based on 2 reviews examined

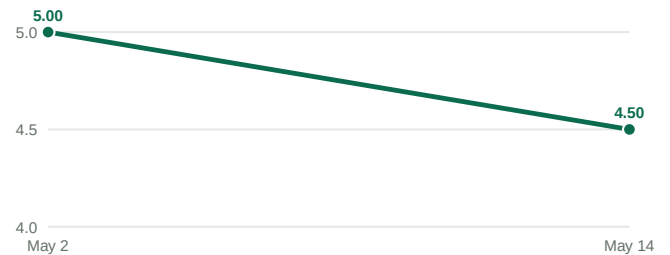
EXECUTIVE SUMMARY

Bella Vista Ristorante had a quiet month in terms of review volume, with 2 reviews posted in May 2026.

Both reviews were positive in sentiment, and the month closed with an average rating of 4.

- Bottom Line: The review profile is strong. The main opportunities: close out the open issues, post the approved response drafts, and keep responses consistent.

CUMULATIVE AVERAGE RATING



- Running average moved from 5.00 to 4.50 as each review was added, oldest to newest. This is a cumulative average of the reviews examined, not a month-over-month comparison.

REVIEW AUDIT SNAPSHOT

Date	Rating	Issue	Priority	Suggested Action
0 open issues identified. Addressing these may help reduce repeat complaints.				

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REVIEW SENTIMENT BREAKDOWN



Positive (4–5 stars)	2	100%
Neutral (3 stars)	0	0%
Negative (1–2 stars)	0	0%

- 100% of reviews are positive (4–5 stars). Reinforcing what customers already praise while addressing the most common concerns is the general focus.

WHAT CUSTOMERS LOVE

Ambiance	17%
Wine Selection	17%
Date Night Experience	17%
Tiramisu	17%
Service	17%

The strengths customers mention most often.

SERVICE GAPS / CLEANUP OPPORTUNITIES

Wait Time	100%
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The concerns customers raise most often.

HIGH-PRIORITY ACTIONS

- Respond to priority reviews
Reply using the prepared drafts.
- Look into wait time
Raised in ~100% of concern mentions.

RECOMMENDATION & NEXT STEPS

Focus on posting the approved response drafts and reviewing the most common themes (wait time). These steps may help improve customer satisfaction and make future feedback easier to manage.

Your next monthly report will track progress from here.

SUMMARY

Bella Vista Ristorante had a quiet month in terms of review volume, with 2 reviews posted in May 2026. Both reviews were positive in sentiment, and the month closed with an average rating of 4.5 out of 5. The feedback reflects a strong dining experience overall, with a single recurring concern around table wait times worth keeping on the radar.

REVIEW VOLUME

Bella Vista received 2 reviews in May 2026. No prior month figures were provided for this report, so a month-over-month comparison is not available at this time. Volume will be tracked going forward to establish a baseline.

AVERAGE RATING

The average rating for May 2026 is 4.5 out of 5, based on 2 rated reviews. Both reviews were classified as positive, with no neutral or negative reviews received during the period.

WHAT CUSTOMERS ARE PRAISING

Customers this month highlighted three consistent themes:

- Ambiance and atmosphere — Bella Vista is being recognized as an ideal setting for special occasions, particularly date nights.

"The ambiance is perfect for a date night and the wine selection is impressive." — Laura Chen, 4 out of 5 stars

- Food quality, especially dessert — The tiramisu received a direct callout as a destination-worthy item.

"The tiramisu alone is worth the trip." — Kevin Park, 5 out of 5 stars

- Staff attentiveness and knowledge — A specific team member was praised by name, which reflects well on service standards.

"Our server Marco was attentive and knowledgeable." — Kevin Park, 5 out of 5 stars

WHAT CUSTOMERS ARE CONCERNED ABOUT

One concern surfaced this month:

- Reservation wait times — One reviewer noted their table was not ready until 20 minutes past their reservation time, and attributed their 4-star rather than 5-star rating directly to this experience.

"Knocked off a star because the wait for our table ran 20 minutes over the reservation time." — Laura Chen, 4 out of 5 stars

While this appeared in only one review this period, it was specific enough to cost a full star in the rating, making it worth monitoring in the months ahead.

STANDOUT REVIEWS

Kevin Park — 5 out of 5 stars — May 2, 2026

"Best Italian food in the city! The tiramisu alone is worth the trip. Our server Marco was attentive and knowledgeable. We will definitely be back."

This review is an excellent representation of what Bella Vista does well. The combination of food praise, a named staff member, and a clear intent to return makes it a strong credibility asset on any platform where it appears.

REVIEWS THAT NEED ATTENTION

No high-risk or critical reviews were received in May 2026. Both reviews carry a low risk classification.

Laura Chen's 4-star review contains a mild complaint about wait times but is otherwise positive in tone and does not present a reputation risk at this stage. A thoughtful response acknowledging the experience may be worth preparing. See the Recommended Next Actions section for details.

OPERATIONAL SUGGESTIONS

These observations come directly from customer feedback this period. They are offered as points of awareness, and you may want to look into them with the relevant members of your team.

- **Reservation timing and table turnover** — Customers frequently mention the expectation that reserved tables will be ready at the stated time. A 20-minute delay was notable enough to reduce a rating, so you may want to look into whether table turnover pacing or reservation buffer times could be reviewed internally.
- **Individual staff recognition** — Marco was mentioned by name in a 5-star review. Customers who feel their server went above and beyond tend to say so publicly. You may want to look into whether your team has a way to recognize and reinforce the behaviors that earn that kind of feedback.
- **Dessert as a differentiator** — The tiramisu was described as "worth the trip" on its own. Customers frequently mention standout menu items unprompted, and you may want to look into how signature dishes like this are positioned or described to guests.

RECOMMENDED NEXT ACTIONS

The following actions are planned within ReviewPerch's service scope for the coming month:

- **Draft a response to Laura Chen's review** — A response acknowledging the reservation wait time in a professional and appreciative tone will be prepared for your review and approval. Timely, considered responses to feedback like this are generally seen as a positive signal by prospective guests reading reviews.
- **Finalize and present a response draft for Kevin Park's review** — A response draft was prepared this period and is ready for your review. Once approved, you can post it from your account at your convenience.
- **Monitor for wait time mentions in June reviews** — Given that this theme appeared in the only complaint filed this month, ReviewPerch will flag any additional mentions of reservation or seating delays in incoming reviews so you have a clear picture of whether this is a one-time occurrence or a developing pattern.
- **Continue routine review monitoring** — All incoming reviews across connected platforms will be read, logged, and assessed for sentiment, risk, and themes throughout June 2026.

OWNER RESPONSE DRAFTS

Ready-to-post replies for the reviews this period — this is the heart of the service. Copy and paste each one as the owner's public response from your own account, editing any wording before it goes live.

Laura Chen — 4 stars · May 14, 2026

Their review: "Really lovely dinner. The ambiance is perfect for a date night and the wine selection is impressive. Knocked off a star because the wait for our table ran 20 minutes over the res..."

Reply to post:

Laura, thank you so much for this lovely review — date nights are something we put our heart into, and we are so glad the ambiance and wine list created a memorable evening. We apologize for the table wait and appreciate your patience. We would love to make your next visit seamless from the very first moment. See you soon!

Status: Already posted

Kevin Park — 5 stars · May 2, 2026

Their review: "Best Italian food in the city! The tiramisu alone is worth the trip. Our server Marco was attentive and knowledgeable. We will definitely be back."

Reply to post:

Kevin, grazie mille — this truly made our whole team smile! We will pass your kind words along to Marco, who takes tremendous pride in making every guest feel at home. The tiramisu is a labor of love and we are so glad it was worth the trip. We cannot wait to see you again!

Status: Ready to post

About this report: prepared from publicly available reviews at the time of preparation; figures reflect only the reviews examined. Suggestions are observations drawn from customer feedback, not legal, marketing, or other professional advice. No specific outcome — including rating changes, ranking changes, or review removal — is promised or guaranteed. Review platforms make all moderation decisions.