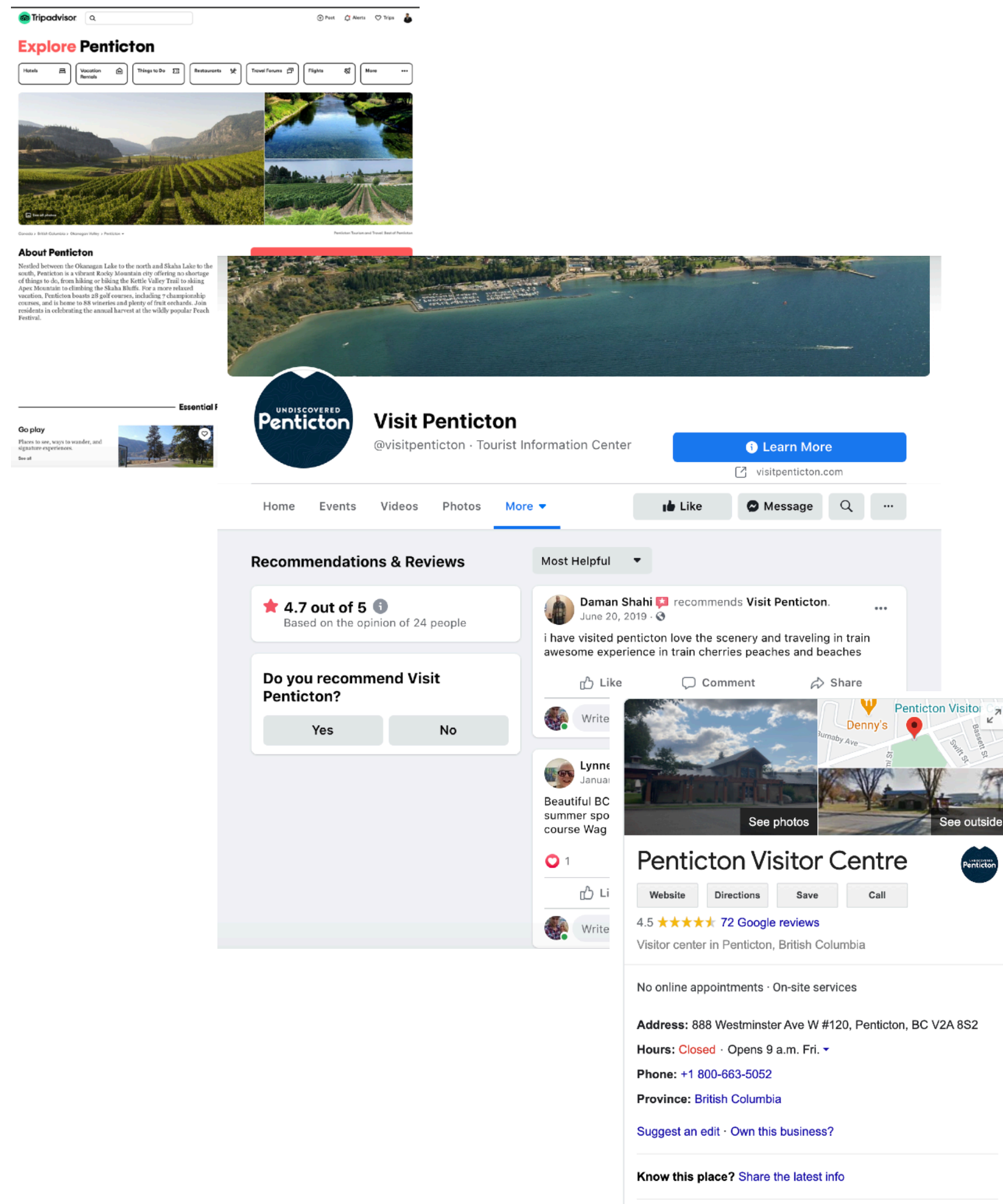


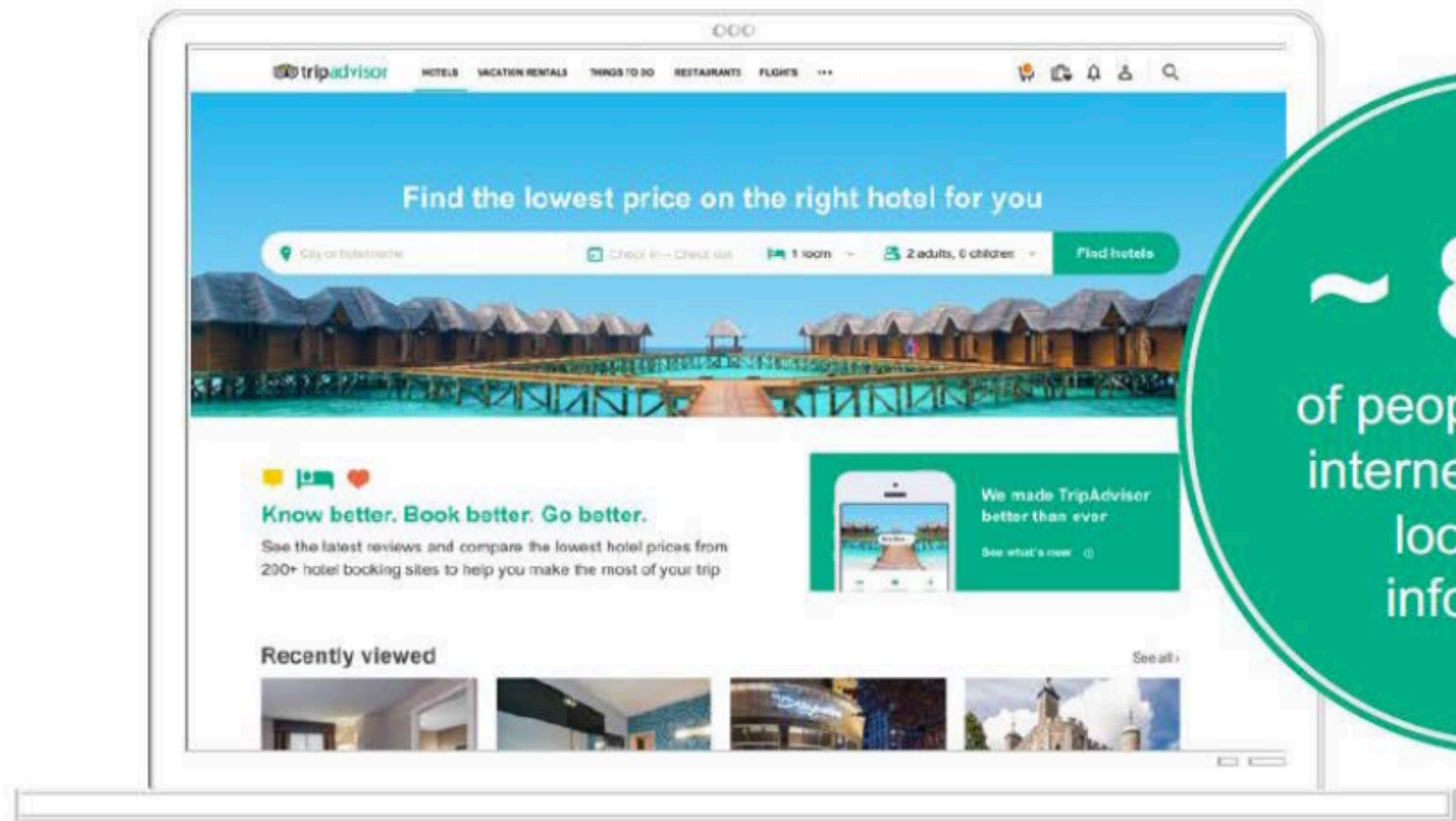
# WELCOME TO TRAVEL PENTICTON'S DIGITAL TOOLKIT

## MODULE 4: REPLIES & REVIEWS










~ 80%  
of people go to the  
internet first when  
looking for  
information





**Janet T** wrote a review Aug. 2019  
📍Edmonton, Canada • 78 contributions • 14 helpful votes

...

### A great hotel for a decent price

"This hotel is fairly new. It's clean, and the beds are SUPER comfortable. The breakfast is delicious and my kids had a great time in the pool. The only drawback is the bathroom door, which is just strange because it doesn't close all the way. However, if we stay in PG again, we will likely stay here."

[Read less](#) ▲

**Date of stay:** August 2019

Location


Sleep Quality

Service

*This review is the subjective opinion of a TripAdvisor member and not of TripAdvisor LLC*

 Helpful

 Share



**Response from OnAir27917459386**, General Manager at Pomeroy Inn & Suites Prince George  
Responded Sep. 1, 2019

Dear Janet

Great to hear that you and the family enjoyed the stay with us. The pool and breakfast are fast becoming our top 2 attractions! We are working on the bathroom doors with adding locks and adjusting here and there.

Thank you for the review and we'll look forward to seeing you the next time you are in PG.

Sincerely





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Canada > British Columbia > Okanagan Valley > Penticton

Penticton Tourism and Travel Best of Penticton

#### About Penticton

Nestled between the Okanagan Lake to the north and Skaha Lake to the south, Penticton is a vibrant Rocky Mountain city offering no shortage of things to do, from hiking or biking the Kettle Valley Trail to skiing Apex Mountain to climbing the Skaha Bluffs. For a more relaxed vacation, Penticton boasts 28 golf courses, including 7 championship courses, and is home to 88 wineries and plenty of fruit orchards. Join residents in celebrating the annual harvest at the wildly popular Peach Festival.

#### Start planning for Penticton

Create a Trip to save and organise all of your travel ideas, and see them on a map.

[Create a Trip](#)

#### Essential Penticton

##### Go play

Places to see, ways to wander, and signature experiences.

[See all](#)

UNDISCOVERED  
Penticton

### Visit Penticton

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#### Recommendations & Reviews

★ 4.7 out of 5

Based on the opinion of 24 people

##### Do you recommend Visit Penticton?

[Yes](#) [No](#)

Most Helpful

Daman Shahi recommends Visit Penticton.

June 20, 2019

i have visited penticton love the scenery and traveling in train awesome experience in train cherries peaches and beaches

[Like](#) [Comment](#) [Share](#)

Write a comment...

[Smiley](#) [Image](#) [Video](#) [GIF](#)

Lynne Bright recommends Visit Penticton.

January 7, 2019

Beautiful BC, fruit, wine, veggies, great golf, swimming, skiing, summer sports, winter sports, wine tasting, visit farms, and of course Wag Spa in Summerland 🍷

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Write a comment...

[Smiley](#) [Image](#) [Video](#) [GIF](#)

[See photos](#) [See outside](#)

## Penticton Visitor Centre

[Website](#) [Directions](#) [Save](#) [Call](#)

4.5

★★★★★

72 Google reviews

Visitor center in Penticton, British Columbia

No online appointments · On-site services

**Address:** 888 Westminster Ave W #120, Penticton, BC V2A 8S2

**Hours:** Closed · Opens 9 a.m. Fri.

**Phone:** +1 800-663-5052

**Province:** British Columbia

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Canada > British Columbia > Okanagan Valley > Penticton > Penticton Restaurants > Il Vecchio's

Il Vecchio's, Penticton

Il Vecchio's

Unclaimed

203 reviews

#3 of 116 Restaurants in Penticton

\$, Italian, Deli, Canadian

317 Robinson St, Penticton, British Columbia V2A 4M9 Canada

+1 250-492-7610

Website ↗

Closed now: See all hours ⓘ

Travellers' Choice

2020

All photos (10)

Ratings and reviews

4.5

203 reviews

#1 of 9 Italian in Penticton

#3 of 116 Restaurants in Penticton

Travellers' Choice

RATINGS

Food

Service

Value

Atmosphere

Details

PRICE RANGE

C\$6 - C\$13

CUISINES

Italian, Deli, Canadian

SPECIAL DIETS

Vegetarian Friendly

View all details

Meals, Features

Location and contact

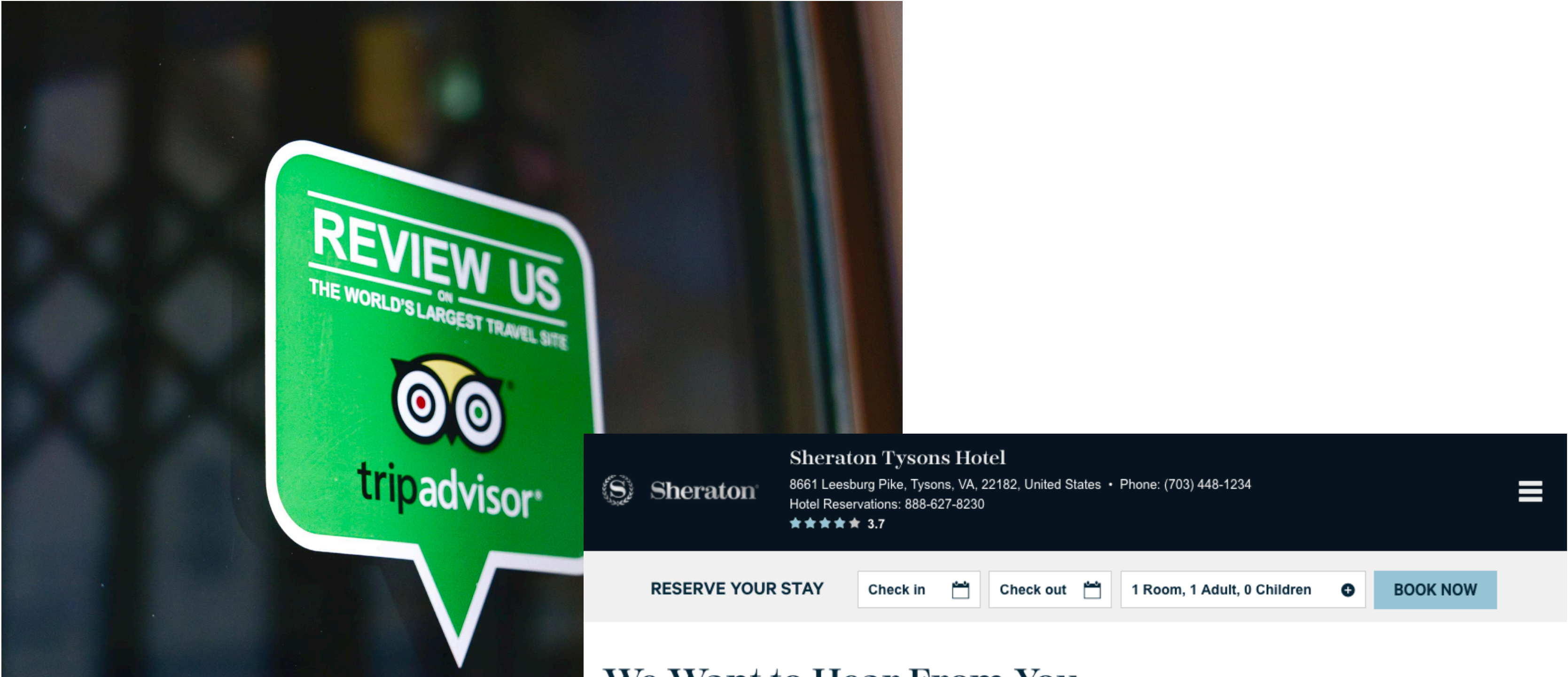
317 Robinson St, Penticton, British Columbia V2A 4M9 Canada ↗

Website ↗

+1 250-492-7610

Improve this listing





## We Want to Hear From You

We hope you enjoyed your stay and would love to hear your feedback. Please take a moment to review us on TripAdvisor through the below form. Thank you in advance for your feedback. We look forward to welcoming you back to the Sheraton Tysons Hotel!

.



Management responses matter on TripAdvisor



88% of users say reviews impact their accommodation choices



80% of users believe a hotel that responds to reviews cares more about its guests



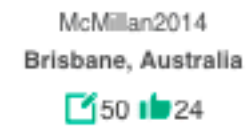
69% of users are less likely to book at a hotel that leaves aggressive/defensive management responses



60% of users would rather book at a hotel that responds to reviews







## Review of Stamford Plaza Brisbane

We have enjoyed several stays at the Stamford. The experience this time did not meet the standard of previous visits. The location and friendly staff was terrific as usual but issues with a bathtub which mysteriously drained twice and many "bugs" flying out of the muffin drawer at the breakfast buffet were a concern. The place was looking a bit rundown.

So, we left feeling somewhat conflicted. It just didn't look or feel 5 star any more.

**Trip type:** Traveled as a couple

 Cleanliness  
 Service



Thank McMillan2014

Dale J, Manager at Stamford Plaza Brisbane, responded to this review

Dear McMillan2014

Warm Regards  
Dale John  
Executive Assistant Manager

THANKS

REINFORCES POSITIVE

FOLLOWS UP

APOLOGISES

INVITES BACK

DEMONSTRATES IMPORTANCE OF GUEST FEEDBACK

FairmontPacificRim, General Manager at Fairmont Pacific Rim, responded to this review, 3 days ago

Thank you for taking the time to share your experience and feedback on your recent stay with us. We are glad to hear you enjoyed our guestrooms, the fitness centre, and our complimentary BMW bikes for a ride around Stanley Park. We do, however, regret to hear we may have missed any opportunities to ensure your check in was smooth and seamless. I would welcome you to contact me directly at Philip.Barnes@Fairmont.com should you wish to discuss your experience in further detail. We look forward to the opportunity to welcome you back to experience the high standard of service we have become known for.

Sincerely,  
Philip M. Barnes  
General Manager Fairmont Pacific Rim & Regional Vice President, Pacific Northwest





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## Visit Penticton

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4.7 out of 5

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[Yes](#)
[No](#)

**Most Helpful**

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**Lynne**

Beautiful BC summer spo course Wag

[Write](#)

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4.5 ★★★★★ 72 Google reviews

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# 15-30 MINUTES PER WEEK

- **IS YOUR BUSINESS INFORMATION UP TO DATE?**
- **ARE YOUR HOURS CORRECT?**
- **ARE THE IMAGES THE BEST THAT YOU CAN TO SHOW OFF YOUR BUSINESS?**
- **ARE THERE NEW REVIEWS THAT YOU CAN RESPOND TO?**





**DAILY** *Special*

