

Dining Reservations and Table Management

The Dining Reservations and Table Management module allows you to reserve restaurant seatings for both hotel and outside dinner guests. This links to Guest Profile, allowing you to enter and save your guests' preferences if you wish.

Setup:

Setup begins in POS administrator with the table setup. Once this is done, go to Dinner Reservations on your Execu/Touch Food & Beverage menu.

Go to Setup > Application Setup.

Enter the beginning time for service under Shift Start. Enter the time of completion of the last service under Shift End. Use a 24-hour clock format such as 15.30 for 3:30 pm.

Enter the grid's time display increments in minutes.

Enter the time to allow for each reservation's seating.

You may enter a special daily price if you wish.

The Stat.Cut Time field is not used.

Click Update when you're finished.

Next, go to Setup > Seating Time Setup.

Click Import Day. This will import your table information into the day's grid.

Each table is listed in order of table number in the Table# column.

The number of seats at each table is listed in the Covers column.

The remaining columns represent your seatings. For example, Seat1 is the first seating, Seat2 is the second and so on.

These are the fields that you will edit. Each square on the grid represents a seating time for each table. Fill in each square as appropriate, in military time such as 1730 for 5:30 pm. All of the squares do not have to be filled in. Tables with squares with no time entered for specific seatings will be unavailable for reservations.



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Your completed grid will look like this:

The screenshot shows a window titled "Table Seating Management" for the date 8/20/2009. It contains a grid with columns for Table#, Covers, and seats 1 through 10. The grid shows various seat numbers and times, with some cells containing "0000" indicating unavailability. Buttons at the bottom include "Copy Day", "Copy Year", "Dup. Layout", "Save Current", and "Exit".

Notice that Table 1 is available in thirty-minute increments beginning at 5:30 pm and lasting until the final seating at 9:30 pm.

Table 10 is available in two-hour increments beginning at 5:30 pm and lasting until the final seating at 11:30 pm.

Table 19 is unavailable for reservations.

You can duplicate this day's layout to another day by clicking *Dup. Layout* and selecting the date to copy to from the calendar which displays.

You can enter another day by clicking *Change Date*.

You can copy this day to the same weekday for the next 52 weeks by clicking *Copy Day*.

You can copy this day to the next 365 days by clicking *Copy Year*.

When you're finished, click *Save Current*.

Making dining reservations:

You can make dinner reservations by answering "Yes" to "Make Dinner Reservations?" upon completion of a guest room reservation. The available seatings will display so that you can select a table type (number of seats/covers) and time. You can also make a new reservation from Dinner Reservations on the Execu/Touch menu.

The screenshot shows a reservation system interface. On the left, there are fields for "Group code", "Arrival date", "No. of rooms", "Room type", "Room number", "Adults/child", "Rate code", "Room rate", "Company", "Guest Name", "Address", "City", "State/country", "Postal code", "Email address", "Home phone", "Bus. phone", "Comment 1", "Comment 2", and "Comment 3". In the center, a "Seatings Available" window is open, displaying a list of seatings with columns for "Seats" and "Time". One seating is highlighted: "Seats: 004 Time: 05:30PM". Below the list are "Make Resv." and "Exit" buttons.

From the list, select a table type (the number of guests the table can accommodate) and service time. The selection shown at left seats 4 and is available at 5:30 pm. Click *Make Resv.* A new window opens. Enter the number of guests. Add notes if any. Click *View/Edit SDR* for special dietary requirements. Use *View/Edit SOF* for special orders

The screenshot shows the "Add/Change Reservation" window. It has a "Procedure Information" section. Below that, the "Reservation Data" section includes fields for "Hour", "Min", "AM/PM", "Selection", "Arrival Time", "Thu. Price", "# of Guests", "Guest Lock", "Guest Name", "Guest In-House", "Notes", "Confirmation Code", and "Sp. Event /Resv. Note". At the bottom, there are buttons for "View/Edit SOF", "View/Edit SDR", "Delete", and "Save".



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The SOF (Special Order Form) can be used for guest accommodations outside of your normal provided services. These services include floral deliveries, babysitting services, drivers, etc. Typically the services are prepaid and prearranged. These can be printed.

The SDR is used for special dietary restrictions or preferences. A list is provided for your convenience; just click the appropriate instruction. You can enter additional information in "special Instructions".

Changing a reservation:

From your Execu/Tech menu select Dinner Reservations.

Gst	InHouse	Resv. Time	Resv. Name	#Gst	SOF	SDR	Special Notes
		06:30 PM	ANDERSON, SCOTT	2	23	YES	10TH ANNIVERSARY
	InHouse	05:30 PM	GRAY, BILL	6	60	YES	**SEE NOTES**
		05:45 PM	FOX, CHARLES	4	27	NO	MOTHER'S 75TH BDAY - REBA SMITH
		05:45 PM	FITZGERALD, WAYNE	4	25	NO	PARTY OF 12 IN TERRACE
	InHouse	06:00 PM	BEAVER, WILLIAM	2	66	NO	
	InHouse	06:00 PM	BLACK, BARBARA	2	15	NO	
	InHouse	06:00 PM	ROSE, JOHN AND KAREN	2	33	NO	KAREN'S BDAY AND ANNIV-6:30 DINN
	InHouse	06:00 PM	ROWLAND, KEITH AND SARAH	2	33	NO	HONEYMOON

Select the date.
Click the Daily View/Listing tab.
Double-click the guest to change.

The guest's reservation will open. Make the necessary changes such as table Selection. You can change the date. To change the time you have to select a date first even if it's the same date. You can add notes or special event notes.

Displaying Availability:

From your Execu/Tech menu select Dinner Reservations. Select the date to display. Click the Daily View/Grid View tab. Each table is listed. The seating times are displayed at the top in increments you designated in setup. Click Chk Avail/Make Resv.

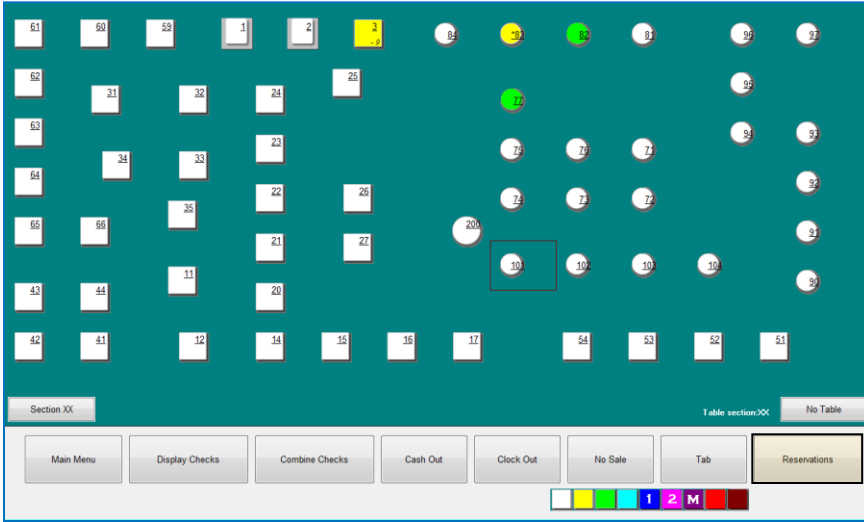
Seating times display with a list of available seating. Select a seating and time. Click Make Resv and continue with the reservation as previously shown.



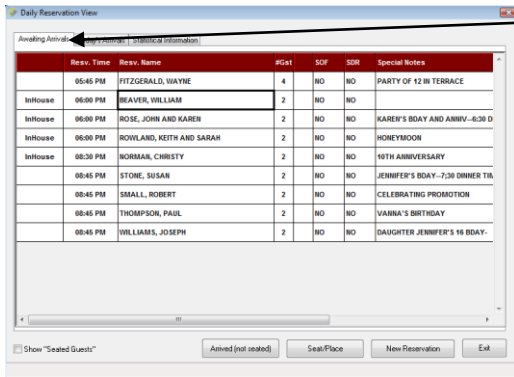
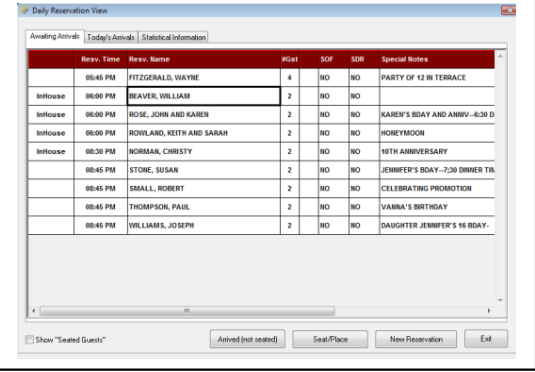
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Seating Guests:

Your host, captain, maitre d', expeditor, etc., will view the Table Selection screen in Execu/Touch POS.

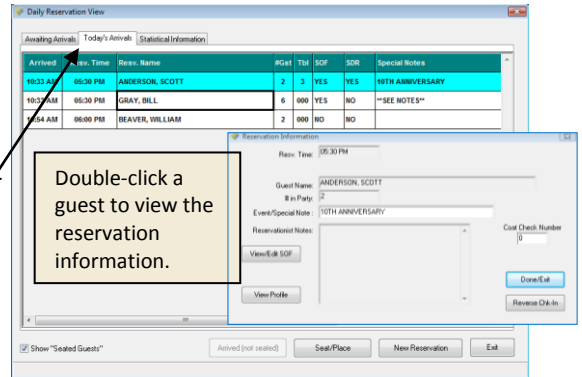


Each table's number corresponds to the table number on the reservations grid. To seat a guest having a reservation, touch or click Reservations. Today's reservations will display.

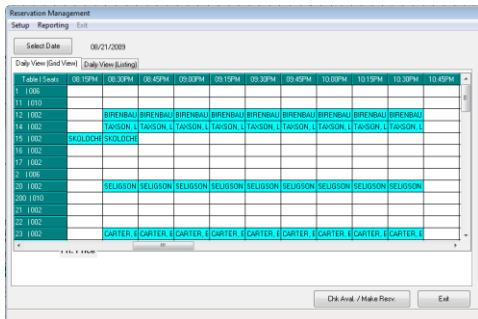


Awaiting Arrivals lists expected guests. Select the guest's name then click one of the following:
 →Arrived (not seated)
 →Seat/Place.

The Today's Arrivals tab lists guests who have arrived. Click Show Seated Guests to view both waiting and seated guests. Click Seat/Place to seat a waiting guest.



Reporting:



From the Dinner Reservations screen select the date and then go to Reporting to view or print the daily reservations. This report shows arrival times for each guest, table type (seats), special notes or comments, contact phone number, and whether there is an SDR or SOF for the guests. At the bottom is listed the number of tables and seats reserved.

