

Electronic Diary

Dashboard - Daily Bookings

Functionality	Details	Status
Date selection	Ability to select Today, Tomorrow or any dates (past & future) from drop down calendar. Default = Today	✓
Session selection	Ability to select any session for selected day from drop down list	✓
Session Stats	Dashboard shows Number of Guests and Bookings for selected Day / Session <u>If using Table Manager:</u> Show session capacity (No), Availability (No) and Usage (%)	✓
Diary Notes	Ability to create unlimited number of notes pertaining to the selected day (useful for split shift hand-overs between multiple users)	✓
Print Booking Sheet	Ability to print daily booking sheet for selected day & session. Ability to select which fields appear on printed booking sheet: <input checked="" type="checkbox"/> Reference <input checked="" type="checkbox"/> Booking Time <input checked="" type="checkbox"/> Table No <input checked="" type="checkbox"/> Name <input checked="" type="checkbox"/> Telephone <input checked="" type="checkbox"/> Special Requests <input checked="" type="checkbox"/> Guests No <input checked="" type="checkbox"/> Booking Status <input checked="" type="checkbox"/> Notes <input checked="" type="checkbox"/> Remarks <input checked="" type="checkbox"/> Prior Visits	✓
Multi-sites	For multi-site operators, system allows quick access to diary of any other sites allocated to the user.	✓
Availability	For selected day / session, system shows each Time Slot, number of bookings / guests booked and available guests spaces / bookings If time slot has been blocked, this is shown as BLOCKED If time slot is full, shown as FULLY BOOKED	✓
Bookings details	For each booking taken, the following information is displayed: <ul style="list-style-type: none"> • Ref. No (incremented number) – each reservation reference number is unique. System displays Date original booking was made, date of any modification made to the booking and user who made each modification. • Time of booking • Name of booking • Number of covers • Special requests • Table number (if using TABLE MANAGER) • Booking details – channel booking was taken on (Web, Telephone, Mobile App, Facebook, Partner Channel) as well as type of booking (standard / group / special event) and whether credit card details or payments were made for that reservation. • Booking Status i.e. UNCONFIRMED, CONFIRMED, CANCELLED, SHOW & NO SHOW. These are used to filter reports and send automated emails or SMS to guests. 	✓

Functionality	Details	Status
Actions	<p>System allows to:</p> <ul style="list-style-type: none">EDIT booking detailsAdd internal notes (not seen by guest) <p><u>If using GUEST MANAGER:</u></p> <ul style="list-style-type: none">View Guest card (Bookings History, Visit Frequency, Internal Flags & Notes)	✓
Edit Booking	<p>For each booking taken, the following information can be modified, until the time that a booking has been consumed:</p> <ul style="list-style-type: none">Time of bookingName of bookingNumber of coversSpecial requestsTable Number (if using TABLE MANAGER)Link reference number (user or sales channel)Force (over-ride) table list displayed based on availability)Ability to send an automated email to guest to confirm modification of bookingAbility to send an automated confirmation to the restaurant to confirm modification of bookingEdit user defined fields such as 'Do not move' or 'Guest knows table is re-booked' <p>Booking Status i.e. UNCONFIRMED, CONFIRMED, CANCELLED, SHOW & NO SHOW. These are used to filter reports and send automated emails or SMS to guests.</p>	✓
Add Telephone Booking	<p>System allows host to enter telephone bookings – capturing the same guest details that are captured online, with the addition of:</p> <ul style="list-style-type: none">Ability to add a link reference number (user or sales channel)Ability to force (over-ride) table list displayed based on availability)Ability to search database for guest information / recordAbility to send an automated email to guest to confirm telephone bookingAbility to send an automated confirmation to the restaurant to confirm telephone bookingAbility to enter user defined fields such as 'Do not move' or 'Guest knows table is re-booked'	✓
Add Walk-in	<p>System allows host to enter walk-ins – capturing the same guest details that are captured online, with the addition of:</p> <ul style="list-style-type: none">Ability to add a link reference number (user or sales channel)Ability to force (over-ride) table list displayed based on availability)Ability to search database for guest information / recordAbility to send an automated email to guest to confirm telephone bookingAbility to send an automated confirmation to the restaurant to confirm telephone booking <p>Ability to enter user defined fields such as 'Do not move' or 'Guest knows table is re-booked'</p>	✓

Dashboard – Weekly Diary

Functionality	Details	Status
Week selection	Ability to select any week – past, current or future to display weekly bookings by session	✓
Bookings information	Dashboard display all sessions for each day of the selected week, with following information: Session name]No. of Bookings No. of Guests	✓
Block times	Ability to quickly block an entire day from web bookings (and optionally telephone bookings), an entire session or a specific time during a session.	✓
Print Booking Sheet	Ability to print daily booking sheet for selected day & session. Ability to select which fields appear on printed booking sheet: <input checked="" type="checkbox"/> Reference <input checked="" type="checkbox"/> Booking Time <input checked="" type="checkbox"/> Table No <input checked="" type="checkbox"/> Name <input checked="" type="checkbox"/> Telephone <input checked="" type="checkbox"/> Special Requests <input checked="" type="checkbox"/> Guests No <input checked="" type="checkbox"/> Booking Status <input checked="" type="checkbox"/> Notes <input checked="" type="checkbox"/> Remarks <input checked="" type="checkbox"/> Prior Visits	✓
Multi-sites	For multi-site operators, system allows quick access to diary of any other sites allocated to the user.	✓
Add Telephone Booking	System allows host to enter telephone bookings – capturing the same guest details that are captured online, with the addition of: <ul style="list-style-type: none"> • Ability to add a link reference number (user or sales channel) • Ability to force (over-ride) table list displayed based on availability) • Ability to search database for guest information / record • Ability to send an automated email to guest to confirm telephone booking • Ability to send an automated confirmation to the restaurant to confirm telephone booking Ability to enter user defined fields such as ‘Do not move’ or ‘Guest knows table is re-booked’	✓

Dashboard – Search Booking

Functionality	Details	Status
Reference Number	Ability to search for a booking by Reference No.	✓
Advanced Search	Ability to search for a booking by: <ul style="list-style-type: none"> • Current site or all sites (if multi-site operator) • All bookings / Standard Bookings / Party Bookings • Date range (From date / To date) • First Name • Last Name 	✓

Functionality	Details	Status
Edit Booking	<p>For each booking taken, the following information can be modified, until the time that a booking has been consumed:</p> <ul style="list-style-type: none"> Time of booking Name of booking Number of covers Table Number (if using TABLE MANAGER) Special requests Link reference number (user or sales channel) Force (over-ride) table list displayed based on availability) Ability to send an automated email to guest to confirm modification of booking Ability to send an automated confirmation to the restaurant to confirm modification of booking Edit user defined fields such as 'Do not move' or 'Guest knows table is re-booked' <p>Booking Status i.e. UNCONFIRMED, CONFIRMED, CANCELLED, SHOW & NO SHOW. These are used to filter reports and send automated emails or SMS to guests.</p>	✓

Dashboard – Table View Diary

Only available when using TABLE MANAGER

Functionality	Details	Status
Date selection	Ability to select any dates (past & future) from drop down calendar. Default = Today	✓
Area	Ability to select All areas or a specific area	✓
Session selection	Ability to select any session for selected day from drop down list	✓
Diary Notes	Ability to display diary notes on printed table booking sheet	✓
Print Booking Sheet	Ability to print daily booking sheet for selected day & session.	✓
Multi-sites	For multi-site operators, system allows quick access to diary of any other sites allocated to the user.	✓
Availability	<p>If time slot has been blocked, this is shown as BLOCKED</p> <p>If time slot is full, shown as FULLY BOOKED</p>	✓
Bookings details	<p>For each booking taken, the following information is displayed:</p> <ul style="list-style-type: none"> Time of booking Name of booking Number of covers Special requests icon with tool tip Table number (if using TABLE MANAGER) 	✓
Actions	<p>System allows to:</p> <ul style="list-style-type: none"> Edit booking details Add internal notes (not seen by guest) Move table (as long as the table is for same time slot and has been configured to accommodate number of guest for booking) – option to over-ride Swap table (as long as the table is for same time slot and has been configured to accommodate number of guest for booking) – option to over-ride 	✓

Functionality	Details	Status
Edit Booking	<p>For each booking taken, the following information can be modified, until the time that a booking has been consumed:</p> <ul style="list-style-type: none"> • Time of booking • Name of booking • Number of covers • Table Number (if using TABLE MANAGER) • Link reference number (user or sales channel) • Force (over-ride) table list displayed based on availability) • Ability to send an automated email to guest to confirm modification of booking • Ability to send an automated confirmation to the restaurant to confirm modification of booking • Edit user defined fields such as 'Do not move' or 'Guest knows table is re-booked' <p>Booking Status i.e. UNCONFIRMED, CONFIRMED, CANCELLED, SHOW & NO SHOW. These are used to filter reports and send automated emails or SMS to guests.</p>	✓
Add Telephone Booking	<p>System allows host to enter telephone bookings – capturing the same guest details that are captured online, with the addition of:</p> <ul style="list-style-type: none"> • Ability to add a link reference number (user or sales channel) • Ability to force (over-ride) table list displayed based on availability) • Ability to search database for guest information / record • Ability to send an automated email to guest to confirm telephone booking • Ability to send an automated confirmation to the restaurant to confirm telephone booking • Ability to enter user defined fields such as 'Do not move' or 'Guest knows table is re-booked' 	✓
Add Walk-in	<p>System allows host to enter walk-ins – capturing the same guest details that are captured online, with the addition of:</p> <ul style="list-style-type: none"> • Ability to add a link reference number (user or sales channel) • Ability to force (over-ride) table list displayed based on availability) • Ability to search database for guest information / record • Ability to send an automated email to guest to confirm telephone booking • Ability to send an automated confirmation to the restaurant to confirm telephone booking <p>Ability to enter user defined fields such as 'Do not move' or 'Guest knows table is re-booked'</p>	✓

Availability

Functionality	Details	Status
Availability	Ability to create any number of, based on available schedules	✓

Functionality	Details	Status
Sessions	<p>Ability to create any number of sessions / service availability schedules based on:</p> <ul style="list-style-type: none"> Start & End Date Schedule Session Start time / End Time Maximum number of gets per booking OR Maximum number of bookings per time slot 	✓
Time slot frequency	Select from 15, 30, 45 or 60 minutes time slot intervals or a mix of	✓
Duration	Set average table allocation for a booking (this can be over-ridden by additional table allocation settings)	✓
Add / Delete	Easily Add / Delete Availability & Time Slots as per business requirements	✓
Shifts	<p>Ability to create unlimited number of shifts / sessions / services with:</p> <ul style="list-style-type: none"> Start & End Times Status (Active or Inactive) 	✓
Schedules	<p>Ability to configure unlimited number of schedules with start & end times</p> <p>Ability to allocate a frequency for each schedule:</p> <ul style="list-style-type: none"> Once (for a particular date) Daily (for a date range) Weekly (for particular days of the week) Monthly (Days): Date driven (From / To date) for selected months and selected days of the month i.e. on the 1st and 15th of January, March and June) – used for set events Monthly (Week): Date driven (From / To date) for selected months and selected weeks of the month i.e. on the 1st week of December & June) – used for set events 	✓

Blocking Time / Days

Functionality	Details	Status
Block Times - Days	<p>Ability to block any period (specific times or days / date range) for:</p> <ul style="list-style-type: none"> Web Bookings Telephone Bookings <p>Using:</p> <ul style="list-style-type: none"> Start / End Date Frequency <ul style="list-style-type: none"> Once Daily (Date range) Weekly (Particular days of the week) Start Time / End Time <p>A name and description narrative is also available for each instance of blocked time / date</p> <p>Each entry is date / user stamp for audit trail purpose</p>	✓

Over-ride Guests for particular time / date range

Functionality	Details	Status
Over-ride Guests	<p>Ability to stipulate the MIN / MAX number of guests that can be accepted for any period busy / restricted periods (specific times or days / date range).</p> <ul style="list-style-type: none"> Web Bookings Telephone Bookings <p>Using:</p> <ul style="list-style-type: none"> Start / End Date Frequency <ul style="list-style-type: none"> Once Daily (Date range) Weekly (Particular days of the week) Start Time / End Time <p>A name and description narrative is also available for each instance of blocked time / date</p> <p>Each entry is date / user stamp for audit trail purpose</p>	✓

Booking Rules

Functionality	Details	Status
Session Regulations	<p>Ability to create a specific message that can be displayed on the time slots availability screen on the boking widget.</p> <p>Ability to link such message with a particular session / service</p>	✓
Hide / Show 'All Time slots for telephone bookings	Ability to specify whether the Show 'All Time slots' option as visible when taking telephone bookings.	✓
Book ahead period	Ability to specify how far ahead web bookings can be accepted i.e. 30 days, 180 days, 365 days	✓
Booking Length	<p>Ability to specify how long a table is allocated depending on party size i.e. Table of 1-4 guests, 90 minutes, tables of 5 to 8 guests, 120 minutes and tables of 9 guests +, 180 minutes.</p> <p>This is used in the algorithms that calculate expected table return time and availability per time slot.</p>	✓
Booking Cut off time	<p>Ability to specify a cut off time for web bookings i.e. guest cannot make a booking less than 30 minutes before booked time.</p> <p>This does not affect Telephone Bookings</p> <p>For multiple settings, based on sessions, ability to allocate a priority that overrides other such settings i.e. Cut off time is 30 minutes for weekly schedule, but 15 minutes for a specific schedule i.e. Valentine's Day</p>	✓
Session Cut off time	<p>Ability to specify a cut off time for web bookings by session / service i.e. web bookings for lunch are allowed until 11:00 on the day and dinner booking until 17:00 on the day.</p> <p>This does not affect Telephone Bookings</p> <p>For multiple settings, based on sessions, ability to allocate a priority that overrides other such settings i.e. Cut off time is 30 minutes for weekly schedule, but 15 minutes for a specific schedule i.e. Valentine's Day</p>	✓

Functionality	Details	Status
Block session based on number of guests	<p>This is an over-ride that enables you to stipulate that if the number of guests booked for a particular session reaches X, then the session automatically closes. This is particularly useful if you have a single sitting session say for a Degustation Menu event.</p> <p>Parameters taken into consideration:</p> <ul style="list-style-type: none"> • Session • Schedule • Start & End Date • Max number of guests <p>Can be specified if it applies to:</p> <ul style="list-style-type: none"> • Web bookings • Telephone bookings 	✓

Table Manager

Functionality	Details	Status
Tables	<p>Ability to create any number of tables with following parameters:</p> <ul style="list-style-type: none"> • Area • Table No. • Min & Max covers that table can accommodate • Available for Web Bookings <p>By default, all tables are available for telephone bookings and walk-ins</p>	✓
Table Groupings	<p>Ability to group any number of tables together to create Groups for party bookings</p> <ul style="list-style-type: none"> • Parameters include: • Group name • Area • Min & Max covers • Available for Web Bookings <p>By default, all table groups are available for telephone bookings and walk-ins</p>	✓
Areas / Sections	<p>Ability to create any number of areas – parameters include:</p> <ul style="list-style-type: none"> • Area name • Area Description • Status (Active Inactive) • Booking Priority Order (the system will use that in the algorithm that allocates tables for web bookings) • Telephone bookings are not subject to Priority Order <p><u>Note:</u> Booking widget can show areas as a selective option if required.</p>	✓

Functionality	Details	Status
Blocked Table	<p>Ability to block tables from being booked</p> <p>Parameters include:</p> <ul style="list-style-type: none"> Name Description Start date & End Date <p>Frequency</p> <ul style="list-style-type: none"> Once Daily (date Range) Weekly (Days of the week) Monthly (Days) i.e. on the first day of every second month Monthly (Weeks) i.e. on the second week of every month <p>Start & End Time</p> <p>Table No.</p> <p>Applicable for:</p> <ul style="list-style-type: none"> Standard & Party Bookings Events All 	✓
Block Area / Section	<p>Ability to block an area / section from being booked</p> <p>Parameters include:</p> <ul style="list-style-type: none"> Name Description Start date & End Date <p>Frequency</p> <ul style="list-style-type: none"> Once Daily (date Range) Weekly (Days of the week) Monthly (Days) i.e. on the first day of every second month Monthly (Weeks) i.e. on the second week of every month <p>Start & End Time</p> <p>Area</p> <p>Applicable for:</p> <ul style="list-style-type: none"> Standard & Party Bookings Events <p>All</p>	✓

Additional Configuration

Functionality	Details	Status
Booking originator	<p>This option is used if you want to track which employee makes a booking (when using a single sign on for multiple users) and populates the Booking Originator drop down list on the Telephone Bookings form.</p>	✓
Occasion	<p>Ability to create any number of occasions (such as Anniversary, Birthday) – that populate the Occasion drop down list on the Telephone Bookings form. This option can also be added as an option on the online bookings widget on the Guest Details page.</p> <p>If using GUEST MANAGER, this option can be used to filter your guests database when sending a newsletter or creating an SMS campaign.</p>	✓

Site Contents – Bookings Web UI

Functionality	Details	Status
Booking UI Header	<p>Ability to stipulate the text that appears on the Booking widget's header i.e. [COMPANY_NAME] [SITE-NAME]</p> <p>For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands)</p>	✓
Message on first page of web booking widget	<p>The message that appears on the first page of the web booking widget (Calendar / Session & Guests No.) can be bespoke – max: 250 characters</p> <p>For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands)</p>	✓
Bookings rule regulation text	<p>The message that appears on the second page of the web booking widget (Time Slots) can be bespoke – max: 500 characters</p> <p>For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands)</p>	✓
Standard Bookings Confirmation message	<p>This is the message that appears at the end of the online booking process for standard bookings (non-party bookings). can be bespoke – max: 250 characters</p> <p>For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands)</p>	✓
Party Bookings Confirmation message	<p>This is the message that appears at the end of the online booking process for party bookings - can be bespoke – max: 250 characters</p> <p>For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands)</p>	✓
Party Bookings Payment Message	<p>This is the message that appears at the end of the online booking process when a credit card payment is taken as part of the booking. can be bespoke – max: 250 characters</p> <p>For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands)</p>	✓
Message displayed if Standard Booking Cancellation is not allowed on-line	<p>This is the message that appears if standard bookings cancellation is not allowed online – max: 250 characters</p> <p>For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands)</p>	✓
Message displayed if Provisional Booking Cancellation is not allowed on-line	<p>This is the message that appears if party bookings cancellation is not allowed online – max: 250 characters</p> <p>For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands)</p>	✓
No Available Time message	<p>This is the message that appears if there are no available time slots for online bookings, for selected date / session – max: 250 characters</p> <p>For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands)</p>	✓

Functionality	Details	Status
Show areas on Web Booking UI	System allows to stipulate whether to show areas (sections) on web booking widget or not.	✓
Show occasions on Web Booking UI	System allows to stipulate whether to show occasions (i.e. Birthday, Anniversary) on web booking widget or not.	✓
Show postcode on Web Booking UI	System allows to stipulate whether to show postcode capture box on web booking widget or not.	✓

Site Contents – Bookings Diary

Functionality	Details	Status
Add a specific message to the booking email confirmation	<p>This option allows you to add a specific message that is inserted as a tag in the email confirmation sent to the guest. Useful for multi-site operators who may only want to alter the standard template for one or more sites in their estate (i.e. for a promotion for example) – max: 250 characters</p> <p>For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands)</p>	✓
Promotions – opted in message	This option allows you to add an extra message to the email booking confirmation that is sent to the guest, if the guest has ticked the Opt-in option for email or SMS marketing.	✓
Guest Preferred table label	Allows you to change the naming of the preferred table label that appears in the Telephone Bookings form	✓
Knows table is rebooked label	Allows you to change the naming of the Guest knows table is rebooked that appears in the Telephone Bookings form	✓

Email

Functionality	Details	Status
Email from Name	<p>Allows you to stipulate what name should be shown in Header when a guest receives an email notification from your restaurant – max: 250 characters</p> <p>For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands)</p>	✓

Social Media

Functionality	Details	Status
Facebook page URL	<p>Allows you to add an icon with your Facebook page URL at the top of the online bookings widget – always visible and clickable from anywhere during the booking process.</p> <p>For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands)</p>	✓

Functionality	Details	Status
Tweeter page URL	<p>Allows you to add an icon with your twitter page URL at the top of the online bookings widget – always visible and clickable from anywhere during the booking process.</p> <p>For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands)</p>	✓

Site Configuration

Functionality	Details	Status
Booking Reference Prefix	Allows you to stipulate what prefix is allocated to the unique booking reference number sent to guest when making a reservation.	✓
SMS Sender Phone Number	<p>Allows you to stipulate the telephone number that should be displayed when using SMS to communicate with your guests.</p> <p>Please note that SMS are charges extra, based on quantity used.</p>	✓
Terms & Conditions	Allows you to upload your Term & Conditions pdf that can be viewed when guest clicks on the <i>I have read and accept the booking terms & conditions</i> link.	✓
Receive Offers via email	Ability to stipulate whether you want to display <i>the I would like to receive special offers via email</i> option on the Confirm Booking page in the online booking widget – by default, this option in not selected and the guest has to <u>opt-in</u> , rather than opt-out.	✓
Receive Offers via SMS	Ability to stipulate whether you want to display <i>the I would like to receive special offers via SMS</i> option on the Confirm Booking page in the online booking widget – by default, this option in not selected and the guest has to <u>opt-in</u> , rather than opt-out.	✓
Accept Standard Booking	<p>This option stipulates whether the selected restaurant accepts standard bookings or not.</p> <p>Includes options:</p> <ul style="list-style-type: none"> Accept cancellations Max No. of guests taken for standard bookings 	✓
Accept Party / Provisional Booking	<p>This option stipulates whether the selected restaurant accepts Party / Provisional bookings or not.</p> <p>Includes options:</p> <ul style="list-style-type: none"> Accept cancellations Max No. of guests taken for standard bookings 	✓

Linked Sites

Functionality	Details	Status
Linked Site	<p>Tis option provides the ability to link two sites that are geographically close to one another. If there is no online web booking availability for the selected site then guest can click on the Linked Site link and seamlessly view ability for that location – then come back to original site easily.</p> <p>Option to link:</p> <ul style="list-style-type: none"> One Way Link Link Both Sides 	✓

Restrict Booking Cancellation

Functionality	Details	Status
Restrict Booking Cancellation	System allows to stipulate how many days before the booking is due a guest can cancel (web bookings)	✓

Site email Templates

All emails below can be used or not (Active / Inactive) depending upon restaurant preferences.

Functionality	Details	Status
Booking Notification email (for Manager)	<p>This is an automated email notification that is sent to the restaurant to notify the manager of a new booking (Standard booking)</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓
Booking Notification email (for Guest)	<p>This is an automated email notification that is sent to the guest to confirm bookings details (Standard booking)</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓
Provisional Booking Notification email (for Manager)	<p>This is an automated email notification that is sent to the restaurant to notify the manager about a provisional online bookings details (Party / Group booking)</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓
Provisional Booking Notification email (for Guest)	<p>This is an automated email notification that is sent to the guest to confirm provisional bookings details (Group / Party booking)</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓
Send to friend email	<p>This is an automated email notification that is sent by the booker to up to 4 guests at the end of the booking to notify other guests in the party about the bookings details.</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓
Cancel Booking email (for Manager)	<p>This is an automated email notification that is sent to the restaurant to notify the manager about a booking that has been cancelled online</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓

Functionality	Details	Status
Cancel Booking email (for Guest)	<p>This is an automated email notification that is sent to the guest to confirm a booking that has been cancelled (either online or by telephone in the diary)</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓
Booking Confirmation / Reminder email (for Guest)	<p>This is an automated email notification that is sent to the guest to confirm a booking – this can either be sent when manager / host clicks on CONFIRM button for that booking in diary, or this can be automated to be sent daily at a specific time to all bookings for that day.</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓
Thank You email (for Guest)	<p>This is an automated Thank You email notification that is sent to the guest the day after the booking has been consumed, as long as it was marked as 'SHOW' – this can either be sent when manager / host clicks on SHOW button for that booking in diary, or this can be automated to be sent daily at a specific time to all bookings that were marked as SHOW the previous day. Great email to ask for feedback or send a throw forward deal.</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓
No Show email (for Guest)	<p>This is an automated email notification that is sent to the guest the day after the booking has been consumed, if the booking was marked as 'NO SHOW' – this can either be sent when manager / host clicks on NO SHOW button for that booking in diary, or this can be automated to be sent daily at a specific time to all bookings that were marked as NO SHOW the previous day.</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓

Site SMS Templates

All SMS below can be used or not (Active / Inactive) depending upon restaurant preferences.

Functionality	Details	Status
Booking Notification SMS (for Manager)	<p>This is an automated SMS notification that is sent to the restaurant to notify the manager of a new booking (Standard booking)</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓

Functionality	Details	Status
Booking Notification SMS (for Guest)	<p>This is an automated SMS notification that is sent to the guest to confirm bookings details (Standard booking)</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓
Provisional Booking Notification SMS (for Manager)	<p>This is an automated SMS notification that is sent to the restaurant to notify the manager about a provisional online bookings details (Party / Group booking)</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓
Provisional Booking Notification SMS (for Guest)	<p>This is an automated SMS notification that is sent to the guest to confirm provisional bookings details (Group / Party booking)</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓
Cancel Booking SMS (for Manager)	<p>This is an automated SMS notification that is sent to the restaurant to notify the manager about a booking that has been cancelled online</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓
Cancel Booking SMS (for Guest)	<p>This is an automated SMS notification that is sent to the guest to confirm a booking that has been cancelled (either online or by telephone in the diary)</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓
Booking Confirmation / Reminder SMS (for Guest)	<p>This is an automated SMS notification that is sent to the guest to confirm a booking – this can either be sent when manager / host clicks on CONFIRM button for that booking in diary, or this can be automated to be sent daily at a specific time to all bookings for that day.</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓
Thank You SMS (for Guest)	<p>This is an automated Thank You SMS notification that is sent to the guest the day after the booking has been consumed, as long as it was marked as ‘SHOW’ – this can either be sent when manager / host clicks on SHOW button for that booking in diary, or this can be automated to be sent daily at a specific time to all bookings that were marked as SHOW the previous day. Great email to ask for feedback or send a throw forward deal.</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓

Functionality	Details	Status
No Show SMS (for Guest)	<p>This is an automated SMS notification that is sent to the guest the day after the booking has been consumed, if the booking was marked as 'NO SHOW' – this can either be sent when manager / host clicks on NO SHOW button for that booking in diary, or this can be automated to be sent daily at a specific time to all bookings that were marked as NO SHOW the previous day.</p> <ul style="list-style-type: none"> • User defined template – allows use of tags. • For multi-site operators, this can be set at company level to ensure consistency across all sites – but it can also be modified at site level (if operating multiple brands) 	✓

Security, Users & Roles

Functionality	Details	Status
Login	Allows unlimited users	✓
Password	Password is encrypted and not visible on screen	✓
Force Change Password	Force change password can be implemented (30 days interval)	✓
Users	An unlimited number of users can be created in the system, each allocated specific roles and access privileges	✓
Roles	An unlimited number of roles can be defined to create the correct access and privileges, at product, menu and sub-menu levels.	✓
Inactive users	A user can be made inactive ahead of time i.e. as of 1 st of next month, user X will no longer have access to the system.	✓
Sites access	A user can have access to one or multiple sites (for multi-sites operators)	✓

Help

Functionality	Details	Status
Categories	Ability to create any number of Help Categories	✓
Contents	Ability to add any number of pdf manuals / training cards to selected Hep Category, with attachment file and document description.	✓

Reports

Functionality	Details	Status
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Functionality	Details	Status
Usage Statistics	<div>Shows bookings statistics by Sales Source and Sales Channels:</div> <div>Sales Sources<ul style="list-style-type: none">Web Bookings (Bookings No. & Guest No.)Telephone (Bookings No. & Guest No.)Smart Phones (Bookings No. & Guest No.)Total (Bookings No. & Guest No.)</div> <div>Filters:<ul style="list-style-type: none">Current Site / All Sites (for multi sites operators)All Sessions / Specific Sessions</div> <div>Year</div> <div>Type:<ul style="list-style-type: none">Consumed bookingsAll bookingsUnconfirmed bookingsConfirmed bookingsCancelled bookingsShowNo Show</div> <div>Sales Channels<ul style="list-style-type: none">WebPhoneiPhoneFacebookWalk-insPartner sites</div>	
Monthly Statistics	<div>Report shows number of bookings & Number of guests:</div> <div>By month</div> <div>Type:<ul style="list-style-type: none">Consumed bookingsAll bookingsUnconfirmed bookingsConfirmed bookingsCancelled bookingsShowNo Show</div> <div>For each site (if multi-site operator)</div>	

Functionality	Details	Status
Sales Channels Statistics	<div>Shows bookings statistics by Sales Channels:</div> <div>Filters:</div> <ul style="list-style-type: none">Current Site / All Sites (for multi sites operators) <div>Date Range</div> <div>Type:</div> <ul style="list-style-type: none">Consumed bookingsAll bookingsUnconfirmed bookingsConfirmed bookingsCancelled bookingsShowNo Show <div>Sales Channels</div> <ul style="list-style-type: none">WebPhoneiPhoneFacebookWalk-ins <div>Partner sites</div>	✓
Daily Statistics	<div>Shows daily statistics (Bookings & Guests No.):</div> <div>Filters:</div> <ul style="list-style-type: none">Current Site / All Sites (for multi sites operators) <div>Session</div> <div>Month</div> <div>Type:</div> <ul style="list-style-type: none">Consumed bookingsAll bookingsUnconfirmed bookingsConfirmed bookingsCancelled bookingsShowNo Show	✓
Annual Statistics	<div>Shows annual statistics (Bookings & Guests No.):</div> <div>Filters:</div> <ul style="list-style-type: none">Current Site / All Sites (for multi sites operators) <div>Year</div> <div>Type:</div> <ul style="list-style-type: none">Consumed bookingsAll bookingsUnconfirmed bookingsConfirmed bookingsCancelled bookingsShowNo Show	✓

Functionality	Details	Status
Export Data	This provides the option to export your guests' data (unfiltered / unsorted) as a CSV that can then be imported into a 3 rd party application. Please note that a full guests data management product is available: MARKETING Ability to sort: By site (if multi-site operator) From – To Date Opted for email / Not opted for email	✓
Site Configuration Report	Displays the key configuration for selected site, including schedules and availability	✓
Blocked Times Report	Displays a list of all sites (if a multi-site operator) with 7 days to view (based on week selected in calendar) and shows any times blocked for web / telephone bookings) for each day / site that week.	✓
Blocked Times Alert	An alert can be set up and automated to send an email to the restaurant(s) owner or any other nominated person, each time a host or manager creates a blocked time, for monitoring purpose.	✓
Blocked Day Report	Displays any time slot blocked for the selected day for the selected site.	✓

Analytical Reports

Functionality	Details	Status
Book ahead statistics	Displays book ahead statistics (from < 4 hours to 3 months +) for the selected site / date range	✓
Booking Times	Displays the time of the day when guests make a booking for the selected site / date range	✓
Bookings per time slot	Displays the numbers of bookings that guests make – per time slot, for selected site, session and time range	✓
Bookings Analytics per Channel	Displays the source for online bookings, number of guests who started the booking process (prospects), number of guests who completed the booking process (Bookings) and calculate the Conversion Rate % and Traffic % per source. This report requires bespoke analytics injection work with the restaurant website (bespoke development)	✓
Site emails statistics	Shows how many emails by booking status (SHOW / NOW SHOW) were sent for a site / group of sites for the selected date range.	✓
Booking Analytics	Shows number of Prospects, Bookings and Conversion % for site (or group of sites if multi sites operator) for selected date range	✓
Covers Report	Shows booking numbers, number of guests (covers), average booking size and ranking (for multi-sites operators) for the selected date range. Can be sorted by Site, Bookings No., Covers, Average Size or Ranking	✓
Bookings Report	This report shows any new bookings taken from a selected date / time. This report can be automated and sent to the restaurant at an agreed time either for: All new bookings taken or All bookings for a particular session	✓