

**welcome table**  
book yourself full


# **TABLE MANAGEMENT** **FLOOR PLAN**

The easy way to optimise table turnaround,  
maximise covers and manage walk-ins.


Product Card

# TABLE MANAGEMENT FLOOR PLAN


Quick overview




Floor Plan




Diary




Add Booking



Search



Layout






Logout

Floor 1

MezzanineTerracePrivate Room 1

Reading



011-2

021-2

033-4

042-4

053-5

063-6

071-2

081-2

091-2

103-4

113-4

121-2

133-4

1

2

3

4

5

5+

Upcoming

Seated

All

No Show

Andre Delanchy

🕒 03:30 PM

👤 2

🌐

📅 Friday, 19 Aug 2016

✓

08

Amanda Brown

🕒 03:30 PM

👤 2

🌐

👤

📅 Friday, 19 Aug 2016

✓

09

Antony Prentice

🕒 03:45 PM

👤 2

🌐

📅 Friday, 19 Aug 2016

✓

01

Wendy Bartlett

🕒 03:45 PM

👤 2

📞


📅 Friday, 19 Aug 2016

✓

34

Floor Plan

The floor plan module has been designed to be as intuitive as possible, so that any employee can quickly understand the key functionality. There are 5 key areas on the screen to allow you to perform key tasks.



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Mezzanine

Terrace

Private Room 1

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🕒

🔔

💻

📅

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📅

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1-2

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3-5

3-6

1-2

1-2

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3-4

1-2

3-4

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5+

Upcoming

Seated

All

No Show

Andre Delanchy

🕒 03:30 PM 🧑 2 🌐

📅 Friday, 19 Aug 2016

✓

08

Amanda Brown

🕒 03:30 PM 🧑 2 🌐 🧑

📅 Friday, 19 Aug 2016

✓

09

Antony Prentice

🕒 03:45 PM 🧑 2 🌐

📅 Friday, 19 Aug 2016

✓

01

Wendy Bartlett

🕒 03:45 PM 🧑 2 📞

📅 Friday, 19 Aug 2016

✓

34

# Floor Plan

The floor plan is located in the middle of the screen and displays the selected floor / area. Each table can be position to reflect the layout of each area. Depending upon the number of tables required, each table can be represented in 3 sizes (small, medium or large) and be of a different shape (square, round or rectangle).

Floor 1

Mezzanine

Terrace

Private Room 1

Reading

🕒

🔔

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Floor Plan

📅

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08

1-2

09

1-2

10

3-4

11

3-4

12

1-2

13

3-4

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5+

Upcoming

Seated

All

No Show

Andre Delanchy

🕒 03:30 PM 🧑 2 🌐

📅 Friday, 19 Aug 2016

✓

08

Amanda Brown

🕒 03:30 PM 🧑 2 🌐 🧑

📅 Friday, 19 Aug 2016

✓

09

Antony Prentice

🕒 03:45 PM 🧑 2 🌐

📅 Friday, 19 Aug 2016

✓

01

Wendy Bartlett

🕒 03:45 PM 🧑 2 📞

📅 Friday, 19 Aug 2016

✓

34

# Floor Plan

Multiple areas can be setup to reflect how you want to operate and what you want to see during service. Each table that is not being use shows the minimum / maximum number of guests that table can accommodate.

Floor 1

Mezzanine

Terrace

Private Room 1

Reading

1

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4

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5+

Upcoming

Seated

All

No Show

Andre Delanchy

🕒 03:30 PM

👤 2

🌐

📅 Friday, 19 Aug 2016

✓

08

Amanda Brown

🕒 03:30 PM

👤 2

🌐

👤

📅 Friday, 19 Aug 2016

✓

09

Antony Prentice

🕒 03:45 PM

👤 2

🌐

📅 Friday, 19 Aug 2016

✓

01

Wendy Bartlett

🕒 03:45 PM

👤 2

📞

📅 Friday, 19 Aug 2016

✓

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# Walk-ins

The system makes dealing with walk-ins very easy. Simply click on a number of guests for which a table is required and allocate a table.

Floor 1

Mezzanine

Terrace

Private Room 1

Reading

🕒

🔔

💻

1

2

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4

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5+

📅

Floor Plan

📅

Diary

👤

Add Booking

🔍

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Layout

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1-2

1-2

3-4

2-4

3-5

3-6

1-2

1-2

1-2

3-4

1-2

3-4

Upcoming

Seated

All

No Show

Andre Delanchy

🕒 03:30 PM 👤 2 🌐

📅 Friday, 19 Aug 2016

✓

08

Amanda Brown

🕒 03:30 PM 👤 2 🌐 🧑

📅 Friday, 19 Aug 2016

✓

09

Antony Prentice

🕒 03:45 PM 👤 2 🌐

📅 Friday, 19 Aug 2016

✓

01

Wendy Bartlett

🕒 03:45 PM 👤 2 📞

📅 Friday, 19 Aug 2016

✓

34

# Booking Status

Bookings are presented in 4 different tabs based on their current status. Expected bookings (web & telephone) are shown in the **Upcoming** tab until they arrive at the restaurant. Once a table is fully seated, it moves to the **Seated** tab. Any booking marked as No Show is moved to the **No Show** tab.

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1-2

3-4

2-4

3-5

3-6

1-2

1-2

1-2

3-4

1-2

3-4

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5+

Upcoming

Seated

All

No Show

Andre Delanchy

🕒 03:30 PM

👤 2

🌐

📅 Friday, 19 Aug 2016

✓

08

Amanda Brown

🕒 03:30 PM

👤 2

🌐

👤

📅 Friday, 19 Aug 2016

✓

09

Antony Prentice

🕒 03:45 PM

👤 2

🌐

📅 Friday, 19 Aug 2016

✓

01

Wendy Bartlett

🕒 03:45 PM

👤 2

📞

📅 Friday, 19 Aug 2016

✓

34

Sites Access

For multi site operators, and depending upon your access level, you can easily move between different restaurants. So if you are full in one restaurant but have availability in another restaurant near by, you can also book guests in that other restaurant – by the time they get to the other restaurant, their table is booked and ready.



Floor 1

Mezzanine

Terrace

Private Room 1

Reading

1

2

3

4

5

5+

Upcoming

Seated

All

No Show

Andre Delanchy

03:30 PM
 2
 

08

Friday, 19 Aug 2016

Amanda Brown

03:30 PM
 2
 

09

Friday, 19 Aug 2016

Antony Prentice

03:45 PM
 2
 

01

Friday, 19 Aug 2016

Wendy Bartlett

03:45 PM
 2
 

34

Friday, 19 Aug 2016

Floor Plan

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# Timer

The **timer button** allows you to quickly view:

- How long each table has been sat for;
- How much time is remaining for each table;
- How long before each table is expecting the next booking to be sat;

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Mezzanine

Terrace

Private Room 1

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3-6

07

1-2

08

1-2

09

1-2

10

3-4

11

3-4

12

1-2

13

3-4

1

2

3

4

5

5+

Upcoming

Seated

All

No Show

Andre Delanchy

🕒 03:30 PM

👤 2

🌐

📅 Friday, 19 Aug 2016

✓

08

Amanda Brown

🕒 03:30 PM

👤 2

🌐

👤

📅 Friday, 19 Aug 2016

✓

09

Antony Prentice

🕒 03:45 PM

👤 2

🌐

📅 Friday, 19 Aug 2016

✓

01

Wendy Bartlett

🕒 03:45 PM

👤 2

📞


📅 Friday, 19 Aug 2016


✓


34


Diary Notes


The **diary notes** button allows you to communicate any information to other users that may be required for current day (or future days if created in the main Diary). This is also very useful to make sure that key information is passed on properly between managers / hosts at split shifts cross overs.


Floor Plan

Diary

Add Booking

Search




Layout

Logout

Floor 1

MezzanineTerracePrivate Room 1

Reading



011-2021-2033-4042-4

053-5063-6103-4071-2081-2091-2

133-4121-2113-4

123455+

UpcomingSeatedAllNo Show

Andre Delanchy

🕒 03:30 PM 👤 2 🌐

📅 Friday, 19 Aug 2016

✓

08

Amanda Brown

🕒 03:30 PM 👤 2 🌐 🧑

📅 Friday, 19 Aug 2016

✓

09

Antony Prentice

🕒 03:45 PM 👤 2 🌐

📅 Friday, 19 Aug 2016

✓

01

Wendy Bartlett

🕒 03:45 PM 👤 2 📞

📅 Friday, 19 Aug 2016

✓

34

Buttons

A set of buttons is located on the left hand side of the screen to allow additional key functions, including accessing **Diary View**, adding a **Telephone booking**, **Searching** for a booking, making changes to the floor **layout** or **Logging out**.

Floor Plan

Diary

Add Booking

Search

Layout

Logout

Floor 1

Mezzanine

Terrace

Private Room 1

Reading

🕒

🔔

🖥️

01 1-2

02 1-2

03 3-4

04 2-4

05 3-5

06 3-6

07 1-2

08 1-2

09 1-2

10 3-4

11 3-4

12 1-2

13 3-4

1

2

3

4

5

5+

Upcoming

Seated

All

No Show

<div>Andre Delanchy</div> <div>🕒 03:30 PM 🧑 2 🌐</div> <div>📅 Friday, 19 Aug 2016</div> <div>✓</div>	08
<div>Amanda Brown</div> <div>🕒 03:30 PM 🧑 2 🌐 🧑</div> <div>📅 Friday, 19 Aug 2016</div> <div>✓</div>	09
<div>Antony Prentice</div> <div>🕒 03:45 PM 🧑 2 🌐</div> <div>📅 Friday, 19 Aug 2016</div> <div>✓</div>	01
<div>Wendy Bartlett</div> <div>🕒 03:45 PM 🧑 2 📞</div> <div>📅 Friday, 19 Aug 2016</div> <div>✓</div>	34

# Bookings Info

Booking details include the source of the booking (Web, Telephone, Reward channel, iPhone app, Facebook or Walk-in). The pre-allocated table(s) number(s) can be changed at any time). A set of icons shows the booking status (Confirmed, Unconfirmed) and a message icon if the guest / host added a special request when the booking was made.

Floor 1

Mezzanine

Terrace

Private Room 1

Reading

Floor Plan

Diary

Add Booking

Search

Layout

Logout

01 02 03 04

1-2 1-2 3-4 2-4

05 06 10

3-5 3-6 3-4

13 12 11

1-2 07 1-2 08 1-2 09

1 2 3 4 5 5+

Upcoming

Seated

All

No Show

Andre Delanchy

03:30 PM
 2
 

08

Friday, 19 Aug 2016

Amanda Brown

03:30 PM
 2
 

09

Friday, 19 Aug 2016

Antony Prentice

03:45 PM
 2
 

01

Friday, 19 Aug 2016

Wendy Bartlett


03:45 PM
 2
 

34

Friday, 19 Aug 2016


# Seating a booking

To sit a booking, simply click on the booking record in the **Upcoming** tab...




Floor 1MezzanineTerracePrivate Room 1


Reading🕒🔔🖥️




Floor Plan




Diary




Add Booking



Search



Layout



Logout

011-2021-203-4042-4

053-5063-6103-4

071-2081-2091-2

133-4121-2113-4


Mr. Amanda Brown

01234 567890


Friday 19 Aug 2016, 2 guests for Lunch at 15:30, Table# 09

RD-52272UNCONFIRMED


May we have a table on the terrace please?




Partially Seated




Seated




Move



Show




No Show



Cancel

# Seating a booking




If you want to sit that booking onto the pre-allocated table, simply click on **Seated** (or **Partially Seated** if only some of the guests have arrived). The allocated table will show as occupied and in green.




Floor 1


MezzanineTerracePrivate Room 1

Reading







Floor Plan




Diary




Add Booking



Search



Layout



Logout

011-2021-2033-4042-4

053-5063-6103-4


133-4121-2113-4

071-2081-209

12 people icons

UpcomingSeatedAllNo Show

Amanda Brown  
🕒 03:30 PM 👤 2 🌐 🧑🏻  
📅 Friday, 19 Aug 2016

09

Seating a booking

The seated booking is moved to the **Seated** tab and the table is shown as occupied.

Floor Plan

Diary

Add Booking

Search

Layout

Logout

Floor 1

Mezzanine

Terrace

Private Room 1

Reading

🕒

🔔

🖥️

01 1-2

02 1-2

03 3-4

04 2-4

05 3-5

06 3-6

07 1-2

08 1-2

09 3-4

10 3-4

11 3-4

12 1-2

13 3-4

09

08

01

34

1 2 3 4 5 5+

Upcoming Seated All No Show

Andre Delanchy

🕒 03:30 PM 👤 2 🌐

📅 Friday, 19 Aug 2016

✓

08

Amanda Brown

🕒 03:30 PM 👤 2 🌐 🧑

📅 Friday, 19 Aug 2016

👤

09

Antony Prentice

🕒 03:45 PM 👤 2 🌐

📅 Friday, 19 Aug 2016

✓

01

Wendy Bartlett

🕒 03:45 PM 👤 2 📞

📅 Friday, 19 Aug 2016

✓

34

Seating a booking

If you decide to partially sit the booking, then the table is shown in a lighter shade of green and the booking remains in the Upcoming tab until all guests have arrived and been seated. When the restaurant is busy, it helps directing late comers to the correct table quickly and efficiently.



Floor 1

Mezzanine

Terrace

Private Room 1

Reading

Floor Plan

Diary

Add Booking

Search

Layout

Logout

Mr. Amanda Brown

01234 567890

Friday 19 Aug 2016, 2 guests for Lunch at 15:30, Table# 09

RD-52272

PARTIALLY SEATED

May we have a table on the terrace please?

01

Undo Partially Seated

Seated

Move

Undo Show

Complete

# Moving a table

If the guest decides to sit at a different table, simply click on the booking record, select another table then click on **Move**.

If a booking was already allocated to that table, then the system will perform checks in the background to re-allocate that table based on occupancy & time allocation.

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Mezzanine

Terrace

Private Room 1

Reading

Floor Plan

Diary

Add Booking

Search

Layout

Logout

01

02

1-2

03

3-4

04

2-4

05

3-5

06

3-6

07

1-2

08

1-2

09

1-2

10

3-4

11

3-4

12

1-2

13

3-4

1

2

3

4

5

5+

Upcoming

Seated

All

No Show

Andre Delanchy

03:30 PM 2

Friday, 19 Aug 2016

08

Amanda Brown

03:30 PM 2

Friday, 19 Aug 2016

01

Antony Prentice

03:45 PM 2

Friday, 19 Aug 2016

02

Wendy Bartlett


03:45 PM 2

Friday, 19 Aug 2016

34

# Moving a table




If the restaurant is very quiet and a table of 2 wants to sit on a table of 4, it is sometimes hard to say no. So although the system is set up with parameters for MIN / MAX occupancy, the system allows you to sit any bookings on any tables, and you can even cram a table of 8 on a 6 top if busy and guests really want a table.




Floor 1


MezzanineTerracePrivate Room 1

Reading







Floor Plan




Diary




Add Booking



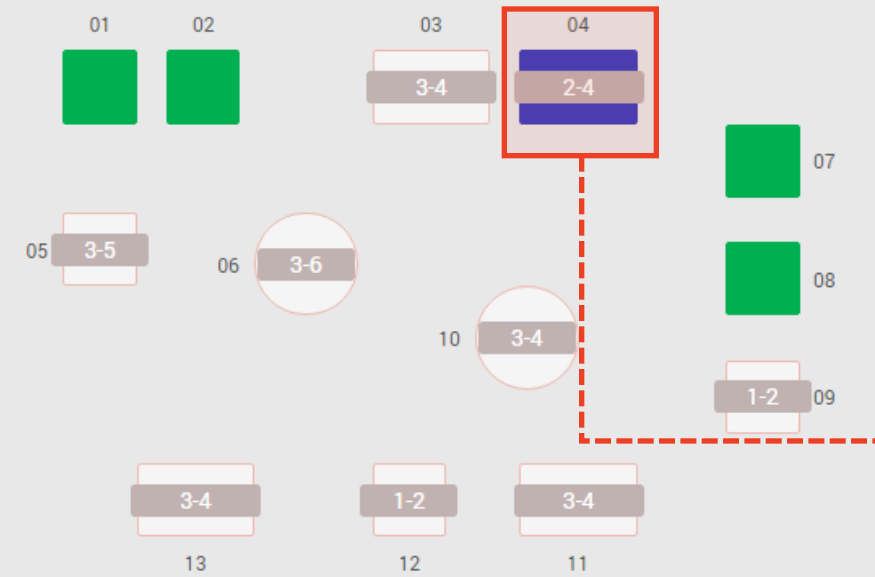
Search



Layout



Logout



Walk-in

Shift

Lunch

Guests

4

04


+Add Guest

Save

# Seating a walk-in

If you have a big queue and want to quickly sit a walk-in, simply click on the number of guests, select a table and click on **Save**.




If the selected table was allocated to an upcoming booking, then the system will automatically performs the necessary checks to ensure the table can be used.




Floor 1


MezzanineTerracePrivate Room 1

Reading







Floor Plan




Diary




Add Booking



Search



Layout



Logout

01020304

050610070809

131211

Walk-in

ShiftLunch

Guests11


131211

+Add Guest

Save

Seating a walk-in




If you have a large party walk-in, you can select multiple tables to accommodate that walk-in in the same way. Just select any tables – this can include tables that are not adjacent for example if you take a table from upstairs to join with some tables downstairs.




Floor 1


MezzanineTerracePrivate Room 1

Reading







Floor Plan




Diary




Add Booking



Search



Layout



Logout

01020304

050610070809

131211

03-403-503-603-401-2

Walk-in

ShiftLunch


Guests4

+Add Guest


Save

Seating a walk-in


If you have the time and wish to capture your guest details for walk-ins, you can do so by clicking on the **+ Add Guest** link.




Floor Plan




Diary




Add Booking



Search



Layout



Logout


Floor 1


Mezzanine


Terrace


Private Room 1

Reading









01

02

03

04

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06

07

08

09

10

11

12

13

3-4

3-5

3-6

3-4

1-2

Walk-in

Shift

Lunch

Guests

4

05

Title

Mr.

First Name

Andre

Last Name

Delanchy

Email

andre.delanchy@itraksoftw.


Tel

01234 56789

Save

Seating a walk-in

The guests details will automatically create a record and a guest card in your guest database, that can be used for marketing purpose.




Floor 1


Mezzanine


Terrace


Private Room 1


Reading














Floor Plan




Diary




Add Booking



Search



Layout



Logout

01

02

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04

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06

07

08

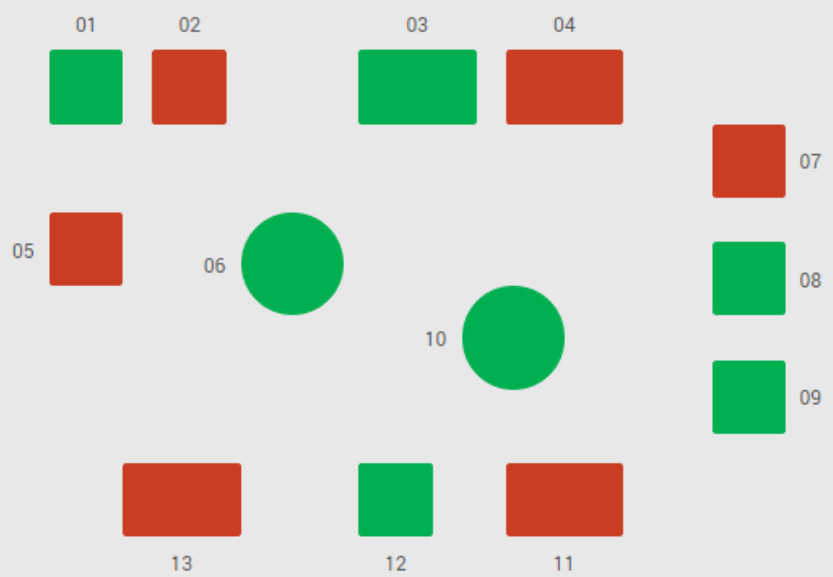
09

10

11

12

13



Walk-in

Shift

Lunch

Guests

2

Duration

1 hour 30 mins

☒ Relocate existing bookings of tables

Title

Select

First Name

Last Name

Email

Tel

09865

Save

Andre Delanchy  
Andre.delanchy@favouritetable.com

# Seating a walk-in

If you want to capture guest data for walk-ins, you can enter any of the field (First Name, Last Name, Email or Telephone). If the guest record is already in your guest database, it will automatically display matches. We recommend using email address or telephone number, as there may be quite a few 'John' or 'Smith' in the guest database.

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Reading

Floor Plan

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01

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07

08

09

10

11

12

13

Walk-in

Shift

Lunch

Guests

2

Duration

1 hour 30 mins

☒ Relocate existing bookings of tables

Title

Select

First Name

Andre

Last Name

Delanchy

Email

Andre.delanchy@favouritet

Tel

09865123456

Save

Andre Delanchy

Andre.delanchy@favouritetable.com

# Seating a walk-in

If you want to capture guest data for walk-ins, you can enter any of the field (First Name, Last Name, Email or Telephone). If the guest record is already in your guest database, it will automatically display matches. We recommend using email address or telephone number, as there may be quite a few 'John' or 'Smith' in the guest database.



Floor 1

Mezzanine Terrace Private Room 1

Reading

🕒 🔔 🖥️

Floor Plan

Diary

Add Booking

Search

Layout

Logout

01 02 03 04

05 06 07 08 09 10 11 12 13

-1:02

1:02 07

1 2 3 4 5 5+

Upcoming

Seated

All

No Show

John Smith

🕒 10:30 AM 🧑 2 ☎️

📅 Tuesday, 23 Aug 2016

✓

02

Andre Delanchy

🕒 12:00 PM 🧑 2 🌐

📅 Tuesday, 23 Aug 2016

✓

01

Andre Delanchy

🕒 02:45 PM 🧑 2 ☎️

📅 Tuesday, 23 Aug 2016

✓

02

Amanda Brown

🕒 04:15 PM 🧑 2 ☎️

📅 Tuesday, 23 Aug 2016

✓

07

# Booking Reallocation

By default, any table where you want to sit a booking / walking that has another booking allocated already on that table within the table allocated time will be moved to another suitable table (No. of guests and time allocated). In example above, table 07 is only available for one hour (Booked at 04:15PM)

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Diary

Add Booking

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Layout

Logout

Floor 1

Mezzanine

Terrace

Private Room 1

Reading

01

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04

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06

07

08

09

10

11

12

13

Walk-in

Shift

Lunch

Guests

2

Duration

1 hour 30 mins

☐ Relocate existing bookings of tables

Selected table(s) only available for 60 mins


07

+Add Guest

Save

# Booking Reallocation

If you unselect the Relocate existing booking of tables check box, then system will allocate that table to the walk-in only for the time that table is available until next booking i.e. 60 minutes. This is very useful to accommodate guests who just want to have a quick bite and go, as it increases your table turnarounds and covers.



Floor 1

Mezzanine Terrace Private Room 1

Reading

⌚ 🔔 🖥

Floor Plan

Diary

Add Booking

Search

Layout

Logout

01

02

03

04

05

06

07

08

09

10

11

12

13

3-4

1-2

1 2 3 4 5 5+

Upcoming

Seated

All

No Show

Andre Delanchy

⌚ 03:30 PM 👤 2 🌐

📅 Friday, 19 Aug 2016

👤

08

Amanda Brown

⌚ 03:30 PM 👤 2 🌐 🧑

📅 Friday, 19 Aug 2016

👤

01

Antony Prentice

⌚ 03:45 PM 👤 2 🌐

📅 Friday, 19 Aug 2016

👤

02

Wendy Bartlett

⌚ 03:45 PM 👤 2 📞

📅 Friday, 19 Aug 2016

👤

07

Walk-in

⌚ 05:00 PM 👤 4 🚶

📅 Friday, 19 Aug 2016

👤

04

Walk-in

⌚ 05:00 PM 👤 11 🚶

📅 Friday, 19 Aug 2016

👤

11+

# RAG Table Status

As you go along a session, you will notice that the status of the tables change based on a RGB status: Green up to 15 minutes before table is due back, Amber from 15 minutes to time when table is due back and red if the table has used all its allocated time. This helps the manager / host with managing correct tables turnaround.

Floor 1

Mezzanine Terrace Private Room 1

Reading

🕒 🔔 🖥️

Floor Plan

Diary

Add Booking

Search

Layout

Logout

01 -0:14

02 1:29

03 0:00

04 0:14

05 0:00

06 0:00

08 -0:14

10 3-4

09 1-2

13 0:14

12 0:14

11 0:14

Hide Timer

Currently Seated Time

Time Remaining

Next Reservation

1 2 3 4 5 5+

Upcoming

Seated

All

No Show

Andre Delanchy

🕒 03:30 PM 👤 2 🌐

📅 Friday, 19 Aug 2016

👤

08

Amanda Brown

🕒 03:30 PM 👤 2 🌐 🧑

📅 Friday, 19 Aug 2016

👤

01

Antony Prentice

🕒 03:45 PM 👤 2 🌐

📅 Friday, 19 Aug 2016

👤

02

Wendy Bartlett

🕒 03:45 PM 👤 2 📞

📅 Friday, 19 Aug 2016

👤

07

Walk-in

🕒 05:00 PM 👤 4 🧑

📅 Friday, 19 Aug 2016

👤

04

Walk-in

🕒 05:00 PM 👤 11 🧑

📅 Friday, 19 Aug 2016

👤

11+

# Timers

To see how long each table has been sat, click on the timer and select **Current Seated Time**. Any table that is overdue will show as a minus time. Tables that are within their allocated time are shown in green. In example above, table 02 is available for 90 minutes, has been sat for 1 hr 29 minutes, so has 1 minute left.

Floor Plan

Diary

Add Booking

Search

Layout

Logout

Floor 1

Mezzanine

Terrace

Private Room 1

Reading

01

- 0:19

02

- 0:04

03

1:25

04

1:10

05

1:25

06

1:25

08

- 0:19

09

1-2

10

3-4

11

1:10

12

1:10

13

1:10

Hide Timer

Currently Seated Time

Time Remaining

Next Reservation

1

2

3

4

5

5+

Upcoming

Seated

All

No Show

Andre Delanchy

03:30 PM

2

Friday, 19 Aug 2016

08

Amanda Brown

03:30 PM

2

Friday, 19 Aug 2016

01

Antony Prentice

03:45 PM

2

Friday, 19 Aug 2016

02

Wendy Bartlett

03:45 PM

2

Friday, 19 Aug 2016

07

Walk-in

05:00 PM

4

Friday, 19 Aug 2016

04

Walk-in

05:00 PM

11

Friday, 19 Aug 2016

11+

# Timers

To see how long each table has got left, click on the timer and select **Time Remaining**. Any table that is overdue will show as a minus time. Tables that are within their allocated time are shown in green.

Floor 1

Mezzanine

Terrace

Private Room 1

Reading

🕒

🔔

🖥️

1

2

3

4

5

5+

Upcoming

Seated

All

No Show

Antony Prentice

🕒 05:30 PM 🧑 2 📞

📅 Friday, 19 Aug 2016

✓

09

Paul Gerrard

🕒 06:00 PM 🧑 2 📞

📅 Friday, 19 Aug 2016

✓

02

John Smith

🕒 06:00 PM 🧑 2 📞

📅 Friday, 19 Aug 2016

✓

07

Wendy Bartlett

🕒 06:15 PM 🧑 2 📞

📅 Friday, 19 Aug 2016

✓

08

Malkeet Kaur

🕒 06:30 PM 🧑 2 📞

📅 Friday, 19 Aug 2016

✓

01

📅

Floor Plan

📅

Diary

👤

Add Booking

🔍

Search

⚙️

Layout

🚪

Logout

01

02

03

04

05

06

08

09

10

11

12

13

1:02

0:32

0:47

0:02

3-4

Hide Timer


Currently Seated Time

Time Remaining

Next Reservation




# Timers


To see how much time is left before next bookings are due for each table, click on the timer and select **Next Reservation**. Any table that has been allocated bookings will show how much time is left until next booking is due. In example above, table 09 is due in 2 minutes.




Floor 1MezzanineTerracePrivate Room 1

Reading







Floor Plan




Diary




Add Booking



Search



Layout



Logout

01020304

1-2

3-4

0506

3-6

10

07

1-2

08

1-2

09

13

1-2

12

11

Mr. Jaipal Yadav


02345678909

Tuesday 23 Aug 2016, 2 guests for Breakfast at 10:45, Table# 09


RD-52360

UNCONFIRMED


1 guest is vegetarian




Partially Seated




Seated




Move



Show



No Show



Cancel

# Cancel a booking

To cancel a booking, simply select the booking form the **Upcoming** window then click on **Cancel**

Floor Plan

Diary

Add Booking

Search

Layout

Logout

Floor 1

Mezzanine

Terrace

Private Room 1

Reading

01

02

03

04

05

06

07

08

09

10

11

12

13

1-2

3-4

3-6

1-2

1-2

1

2

3

4

5

5+

Upcoming

Seated

All

No Show

Walk-in

🕒 10:45 AM 🧑 2 🚶

📅 Tuesday, 23 Aug 2016

05

Jaipal Yadav

🕒 10:45 AM 🧑 2 📞 🧑

📅 Tuesday, 23 Aug 2016

09

Andre Delanchy

🕒 12:00 PM 🧑 2 🌐

📅 Tuesday, 23 Aug 2016

01

Walk-in

🕒 01:00 PM 🧑 2 🚶

📅 Tuesday, 23 Aug 2016

02

Walk-in

🕒 01:00 PM 🧑 3 🚶

📅 Tuesday, 23 Aug 2016

11

Walk-in

🕒 01:00 PM 🧑 3 🚶


📅 Tuesday, 23 Aug 2016

13

Cancel a booking




That booking is now marked as **Cancelled** in all areas of the system, including the guest database if you use the Marketing module.







Floor 1MezzanineTerracePrivate Room 1

Reading







Floor Plan




Diary




Add Booking



Search



Layout



Logout

011-202

033-404

05063-6071-2081-209

10


131211

Mr. Andre Delanchy


01234 567890

Tuesday 23 Aug 2016, 2 guests for Lunch at 12:00, Table# 01


RD-52361UNCONFIRMED




Partially Seated



Seated



No Show



Cancel

# No Show

To mark a booking as No Show, click on the booking record in the **Upcoming** window, then click on the **No Show** icon.

Floor Plan

Diary

Add Booking

Search

Layout

Logout

Floor 1

Mezzanine

Terrace

Private Room 1

Reading

01

02

03

04

05

06

07

08

09

10

11

12

13

1-2

3-4

3-6

1-2

1-2

1-2

1

2

3

4

5

5+

Upcoming

Seated

All

No Show

Andre Delanchy

01

12:00 PM 2

Tuesday, 23 Aug 2016

No Show

The booking will be moved to the **No Show** window and be marked as a **No Show** throughout the system, including in the guest record in the Marketing database.



Floor 1

Mezzanine

Terrace

Private Room 1

Reading










Floor Plan



Diary



Add Booking



Search



Layout



Logout

01  
1-2

02

03  
3-4

04

05

06  
3-6

07

08  
1-2

09  
1-2

10

11

12  
1-2

13

Mr. Andre Delanchy

01234 567890

Tuesday 23 Aug 2016, 2 guests for Lunch at 12:00, Table# 01

RD-52361

NO SHOW



Undo Noshow

# Undo No Show

You may have a booking that has been marked as a No Show after 15 minutes but then turns up 10 minutes later. In this case, click on the booking record in the **No Show** window, the select **Undo No Show**.

Floor 1

Mezzanine

Terrace

Private Room 1

Reading

Floor Plan

Diary

Add Booking

Search

Layout

Logout

01

1-2

02

03

3-4

04

05

06

3-6

07

08

1-2

09

10

11

12

1-2

13

01

02

03

04

05

06

07

08

09

10

11

12

13

1

2

3

4

5

5+

Upcoming

Seated

All

No Show

John Smith

🕒 10:30 AM

👤 2

☎

📅 Tuesday, 23 Aug 2016

✓

02

Andre Delanchy

🕒 12:00 PM

👤 2

🌐

📅 Tuesday, 23 Aug 2016

✓

01

Undo  
No Show

The booking has been re-instated in the **Upcoming** bookings window ready to be seated and has been removed from the **No Show** window.

Floor Plan

Diary

Add Booking

Search

Layout

Logout

Floor 1

Mezzanine

Terrace

Private Room 1

01

02

1-2

05

06

3-6

13

Booking List Table# 10

Andre Delanchy

🕒 10:45 AM 🧑 4 ☎️

📅 Tuesday, 23 Aug 2016

👤

10

1

2

3

4

5

5+

Upcoming

Seated

All

No Show

Walk-in

🕒 10:30 AM 🧑 20 🚶

📅 Tuesday, 23 Aug 2016

👤

34+

Andre Delanchy

🕒 10:45 AM 🧑 4 ☎️

📅 Tuesday, 23 Aug 2016

👤

10

Walk-in

🕒 10:45 AM 🧑 2 🚶

📅 Tuesday, 23 Aug 2016

👤

05

Walk-in

🕒 01:00 PM 🧑 2 🚶

📅 Tuesday, 23 Aug 2016

👤

02

Walk-in

🕒 01:00 PM 🧑 3 🚶

📅 Tuesday, 23 Aug 2016

👤

11

Walk-in

🕒 01:00 PM 🧑 3 🚶


📅 Tuesday, 23 Aug 2016

👤

13

Complete Table




The **Complete** table step is perhaps the most important action to perform during service, as marking a table as complete automatically releases that table (and guests capacity) into inventory for walk-ins. Simply click on the table (or select booking in **Seated** window)...



Floor 1

MezzanineTerracePrivate Room 1

Reading



Floor Plan

Diary

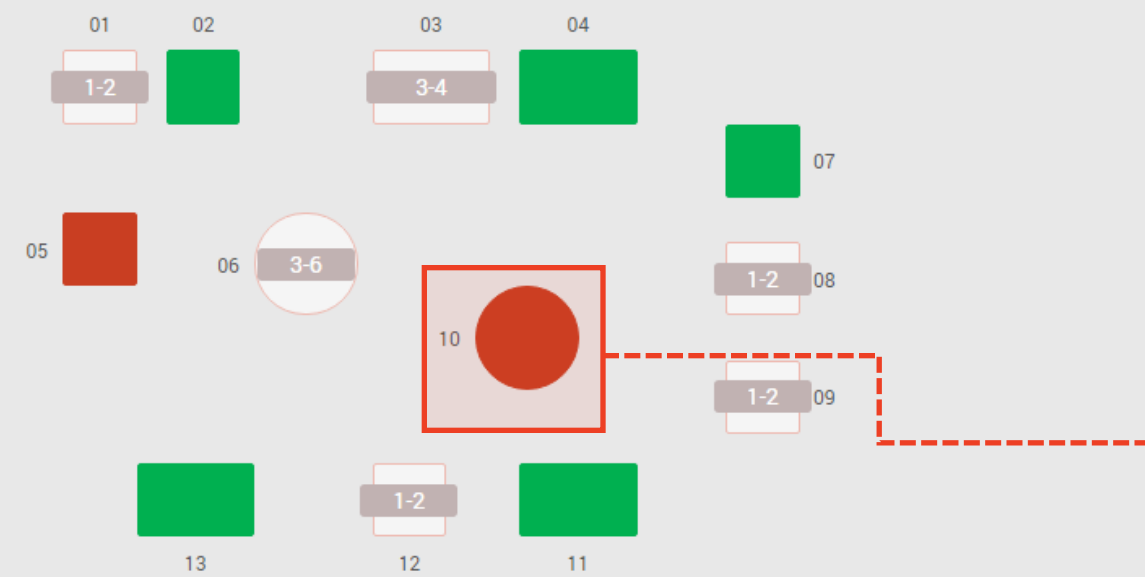
Add Booking

Search

Layout

Logout


011-2020303-40405063-607081-2091-21011121-213





Andre Delanchy


Tuesday 23 Aug 2016, 4 guests for Breakfast at 10:45, Table# 10


RD-52367SEATED

Partially Seated

Undo Seated


Move

Undo Show

Complete

# Complete Table

Click on the **Complete** icon.



Floor Plan

Diary

Add Booking

Search

Layout

Logout

Floor 1

Mezzanine

Terrace

Private Room 1

Reading

⌵

🕒

🔔

🖥️

01

02

03

04

05

06

07

08

09

10

11

12

13

1

2

3

4

5

5+

Upcoming

Seated

All

No Show

Malkeet Kaur

🕒 10:30 AM 🧑 8 📞

📅 Tuesday, 23 Aug 2016

👤

T07+

Walk-in

🕒 10:30 AM 🧑 20 🚶

📅 Tuesday, 23 Aug 2016

👤

34+

Walk-in

🕒 10:45 AM 🧑 2 🚶

📅 Tuesday, 23 Aug 2016

👤

05

Walk-in

🕒 01:00 PM 🧑 2 🚶

📅 Tuesday, 23 Aug 2016

👤

02

Walk-in

🕒 01:00 PM 🧑 3 🚶

📅 Tuesday, 23 Aug 2016

👤

11

Walk-in

🕒 01:00 PM 🧑 3 🚶

📅 Tuesday, 23 Aug 2016

👤

13

# Complete Table

The table is removed from the **Seated** window (record is available in the **All** window) and the table is now free to be used again.



Floor 1



Floor  
Plan



Diary



Add  
Booking



Search



Layout



Logout

## Add Booking

☒ Today ☐ Tomorrow

MONTH ▼

8 GUESTS, 4 BOOKINGS

NEXT »

Jul	August 2016						Sep
Mon	Tue	Wed	Thu	Fri	Sat	Sun	
25	26	27	28	29	30	31	
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
29	30	31	1	2	3	4	

DINNER

LUNCH

BREAKFAST

Select number of guests

4

1

2

3

4

5

6

7

8

18:00

18:15

18:30

18:45

19:00

19:15

19:30

19:45

20:00

20:15

20:30

20:45

21:00

21:15

21:30

21:45

22:00

22:15

22:30

22:45

23:00

Duration: 120 (mins)

Tables: 10 ▼

# Add Phone Bookings

To add a telephone booking for current day or future date, click on **the Add Booking** button. Select date, session, number of covers and table (if different from system suggestion) then click on **NEXT>>**



Add Booking

Friday, 19 Aug 2016 | DINNER @ 20:30 | 4 guests

« BACKNEXT »

Title	First Name	Last Name	Telephone	Email
-- ▾	Antony			

Antony Prentice, Mr. ✉ antony@favouritetable.com ☎ 07970782392

# Add Phone Bookings

Enter guests details (or select from database search if you are using that functionality where you can search by First Name, Last Name, Telephone or Email) then click on **NEXT>>**

## Add Booking

Friday, 19 Aug 2016 | DINNER @ 20:30 | 4 guests

Mr. Antony Prentice ✉ antony@favouritetable.com ☎ 07970782392

« BACK

SAVE

Special Requests:

Weather permitting, would like to sit on the terrace

Internal Comments:

Deposit Taken:

Pre-order Taken:

☐

Link Ref#:

Occasion:

Not Applicable ▼

Select Month ▼

Table Info:

☐ DNM☐ KNS

High Chair(s):

Originator:

Call Center ▼

How did you hear about us?:

Search Engine ▼

☒ Send email notification to the Manager

# Add Phone Bookings

Enter any relevant additional information if required then click on **NEXT>>**

Floor 1

Mezzanine

Terrace

Private Room 1

Reading

Floor Plan

Diary

Add Booking

Search

Layout

Logout

01

02

03

04

05

06

07

08

09

10

11

12

13

1

2

3

4

5

5+

Upcoming

Seated

All

No Show

Paul Gerrard

⌚ 06:00 PM 👤 2 ☎️

📅 Friday, 19 Aug 2016

✓

02

John Smith

⌚ 06:00 PM 👤 2 ☎️

📅 Friday, 19 Aug 2016

✓

07

Wendy Bartlett

⌚ 06:15 PM 👤 2 ☎️

📅 Friday, 19 Aug 2016

✓

08

Malkeet Kaur

⌚ 06:30 PM 👤 2 ☎️

📅 Friday, 19 Aug 2016

✓

33

Antony Prentice

⌚ 08:30 PM 👤 4 ☎️ 🧑

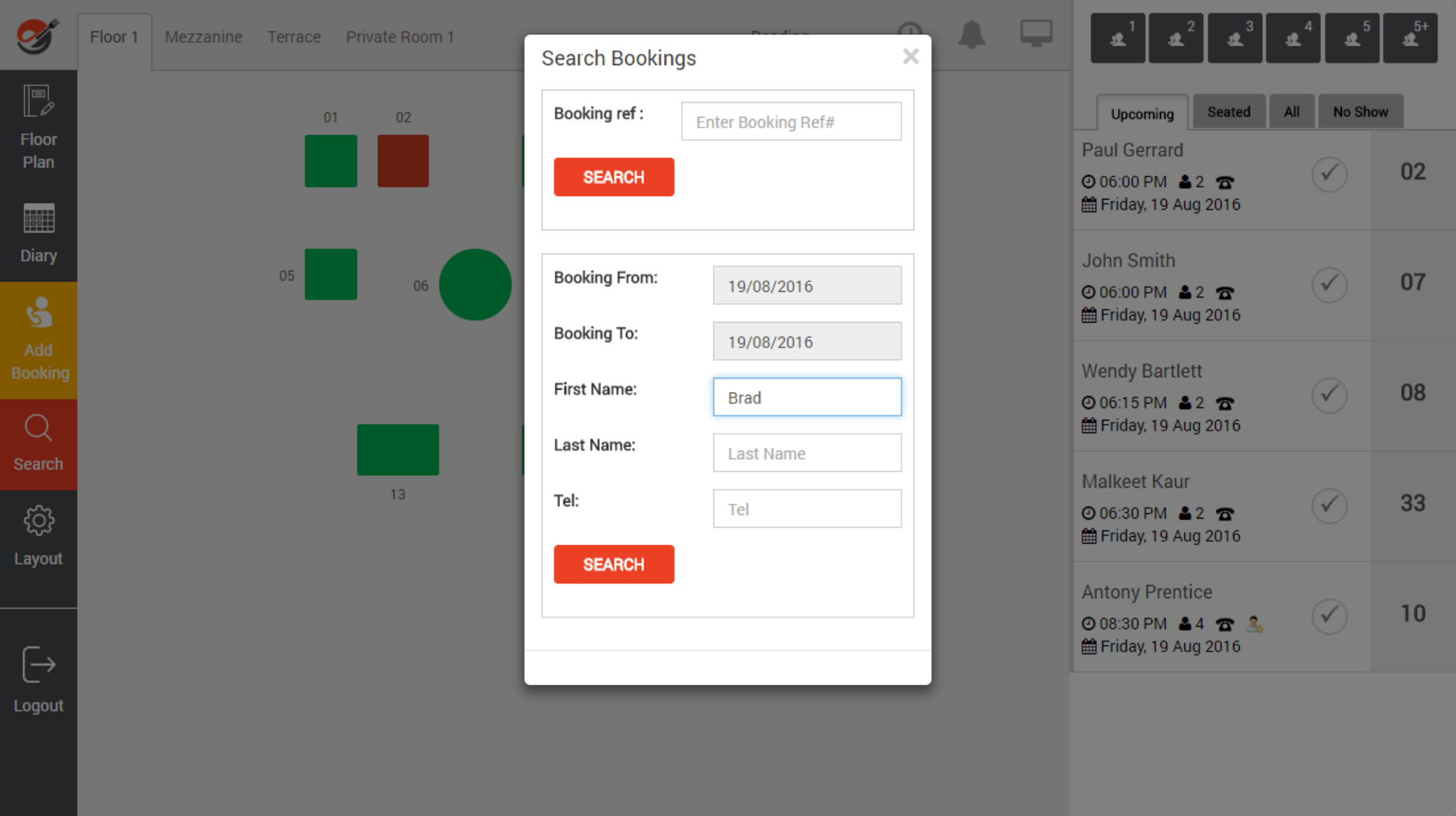
📅 Friday, 19 Aug 2016

✓

10

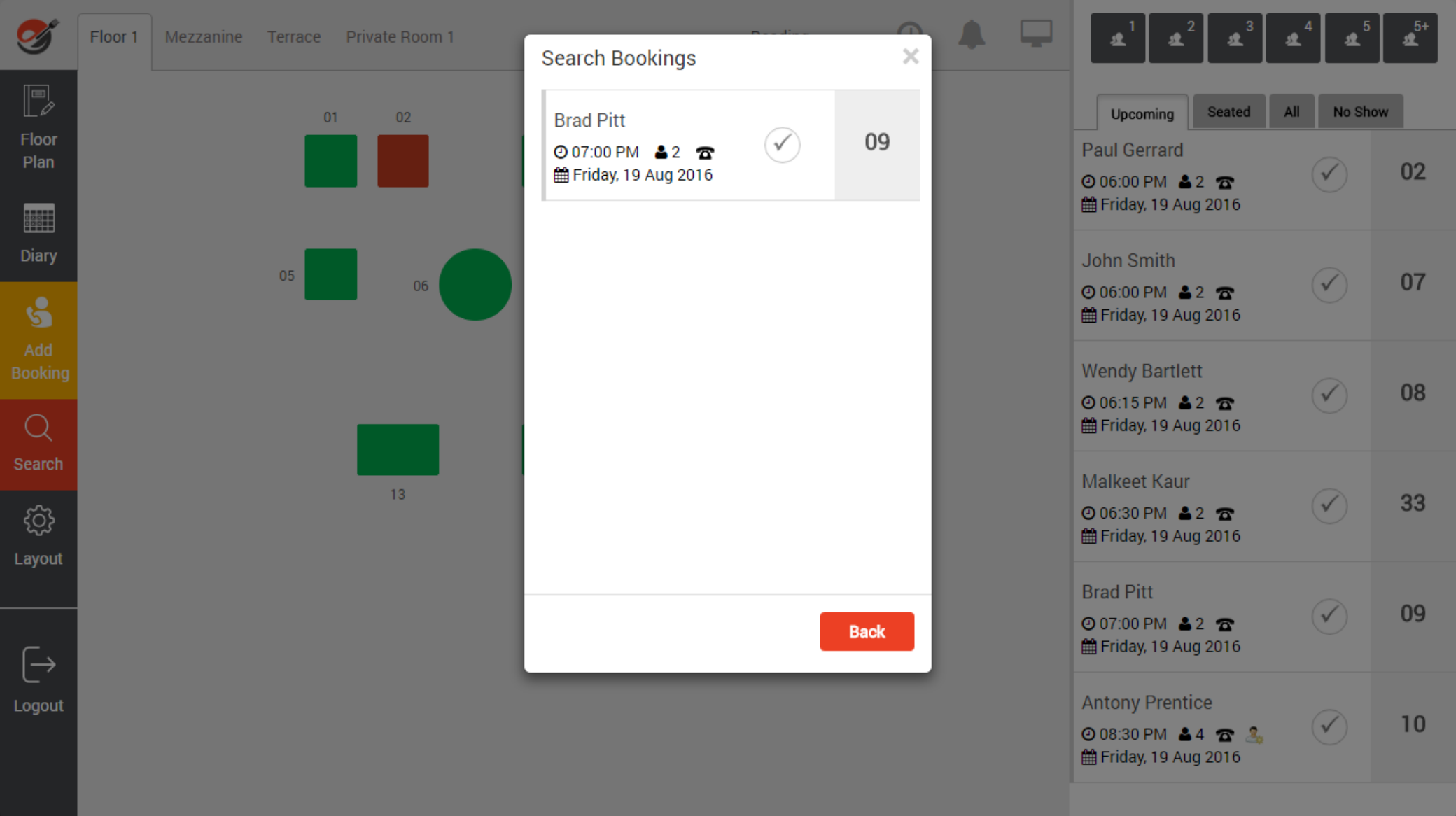
# Add Phone Bookings

The booking is now available in the diary




# Search for Bookings

To find a booking, simply click on **Search** icon, enter criteria that you wish to search for and click on **SEARCH**



# Search for Bookings




The system will return any instances of a booking based on your search criteria, for any future bookings held in the system. Simply click on a booking to go to that record and edit.




Floor 1


MezzanineTerracePrivate Room 1

Reading







Floor Plan




Diary




Add Booking



Search



Layout



Logout

01020304

050610070809

131211


3-4


Mr. Brad Pitt


01234 56789

Friday 19 Aug 2016, 2 guests for Dinner at 19:00, Table# 09

RD-52291UNCONFIRMED







EditConfirmCancel

sandbox.favouritetable.com/TableDiaryUI/Home?SiteCode=38#

# Edit Bookings

You can then **Edit**, **Confirm** or **Cancel** the selected booking.

Floor Plan

Diary

Add Booking

Search

Layout

Logout

Floor 1

Mezzanine

Terrace

Private

Bar

Guest

01

05

10

09

13

12

11

3-4

Booking Notes for Aug 19, 2016

Notes

Probably better not to sit anyone on the terrace this evening as there is a football match and things may turn for the worse. There will be additional security at the door.

Send

1

2

3

4

5

5+

Upcoming

Seated

All

No Show

Paul Gerrard

06:00 PM 2

Friday, 19 Aug 2016

02

John Smith

06:00 PM 2

Friday, 19 Aug 2016

07

Wendy Bartlett

06:15 PM 2

Friday, 19 Aug 2016

08

Malkeet Kaur

06:30 PM 2

Friday, 19 Aug 2016

33

Antony Prentice

08:30 PM 4

Friday, 19 Aug 2016

10

# Add Diary Note

To add a diary note, click on **Bell** icon, enter note and click on **Send**. You can add a many notes as you want.

DASHBOARD | AVAILABILITY | TABLE | REPORTS

Daily Bookings | Weekly Diary | Search Booking | **Table View Diary** | Floor Plan

Daily Bookings

Today

Tomorrow

Mon, 05 Sep 2016

Dinner

0

GUESTS,

0

BOOKINGS

0

DIARY NOTES

Walk-in

Add Booking

Print Booking Sheet

Table Breakdown

AVAILABILITY

TIME SLOTS	BOOKINGS	STATUS
16:30	0 GUESTS	NOT AVAILABLE
17:30	0 GUESTS	NOT AVAILABLE
18:30	0 GUESTS	NOT AVAILABLE
19:30	0 GUESTS	NOT AVAILABLE
20:30	0 GUESTS	NOT AVAILABLE
21:30	0 GUESTS	10 SPACES LEFT

BOOKINGS

CAPACITY: 60, AVAILABILITY: 10, USAGE: 0%

Exclude Cancelled / Completed Bookings

REF NO.	TIME	NAME	COVERS	BOOKING DETAILS	STATUS	ACTION
No Bookings						


Contact Us

Diary View

You can navigate between the Floor Plan to the diary if required. Simply click on the **Diary** icon. Once in the Diary, you can also view a linear view of your reservations by clicking on the **Table View Diary** link.

To return to the visual layout, click on **Floor Plan**.





Floor Plan

Diary

Add Booking

Search




Layout

Logout

Floor 1

Mezzanine Terrace Private Room 1

Reading

01

1-2

02

1-2

03

3-4

04

2-4

05

3-5

06

3-6

07

1-2

08

1-2

09

1-2

10

3-4

11

3-4

12

1-2

13

3-4

1

2

3

4

5

5+





Upcoming

Seated


All

No Show






Andre Delanchy

 03:30 PM
  2
 



08

 Friday, 19 Aug 2016





Amanda Brown

 03:30 PM
  2
 




09

 Friday, 19 Aug 2016





Antony Prentice

 03:45 PM
  2
 



01

 Friday, 19 Aug 2016

Wendy Bartlett

 03:45 PM
  2
 


34

 Friday, 19 Aug 2016

Layout setup

The layout configuration is accessed via the **Layout** button. All tables, groupings, and capacity is taken directly from the diary's tables setup, so creating the floor plan layout is very fast as it only involve selecting the table shape / size and dragging each table into position.



Floor  
Plan



Layout

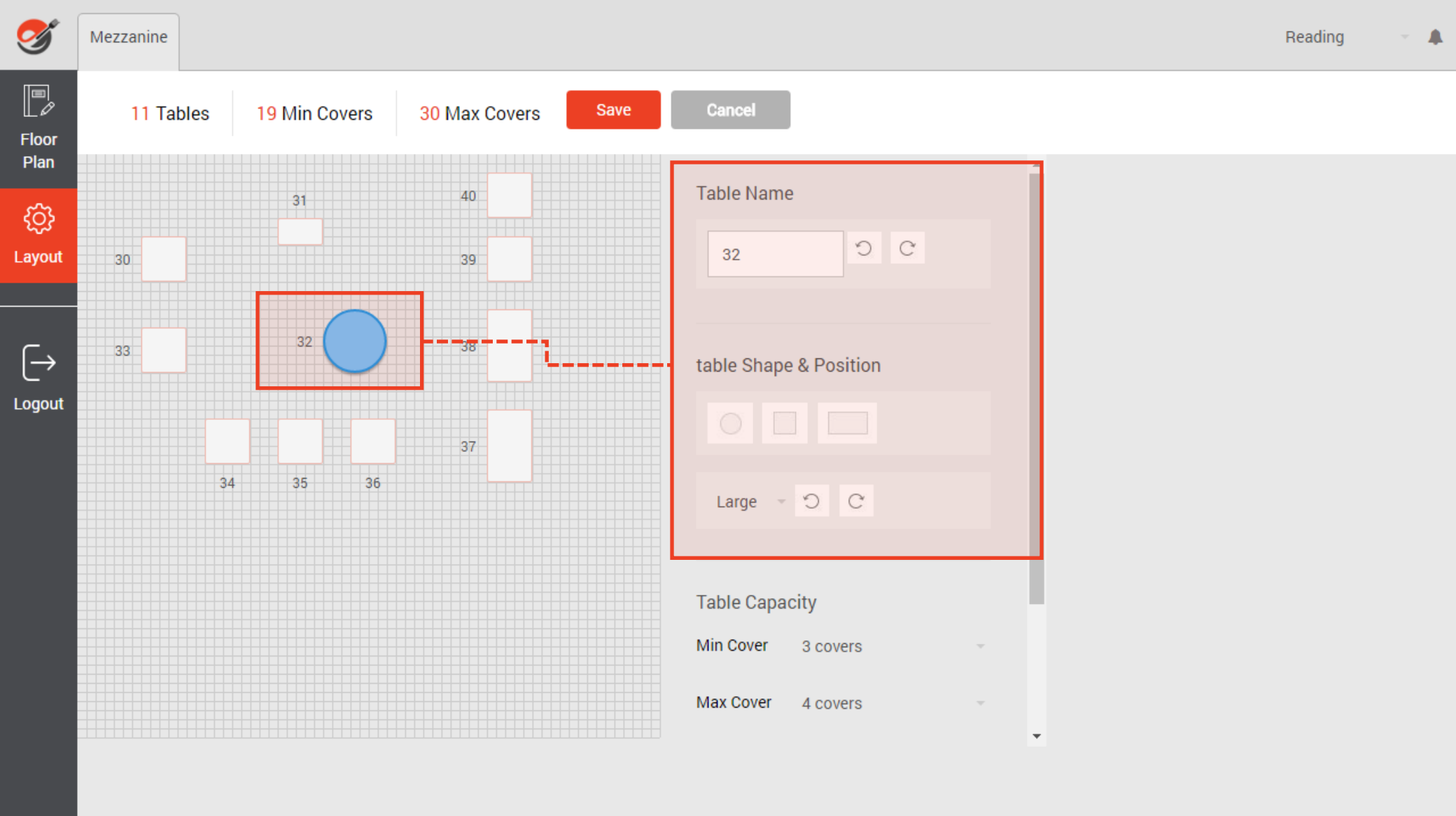


Logout

Name	Tables	
Floor 1	10	<button>Edit Floor</button>
Mezzanine	11	<button>Edit Floor</button>
Terrace	12	<button>Edit Floor</button>
Private Room 1	13	<button>Edit Floor</button>

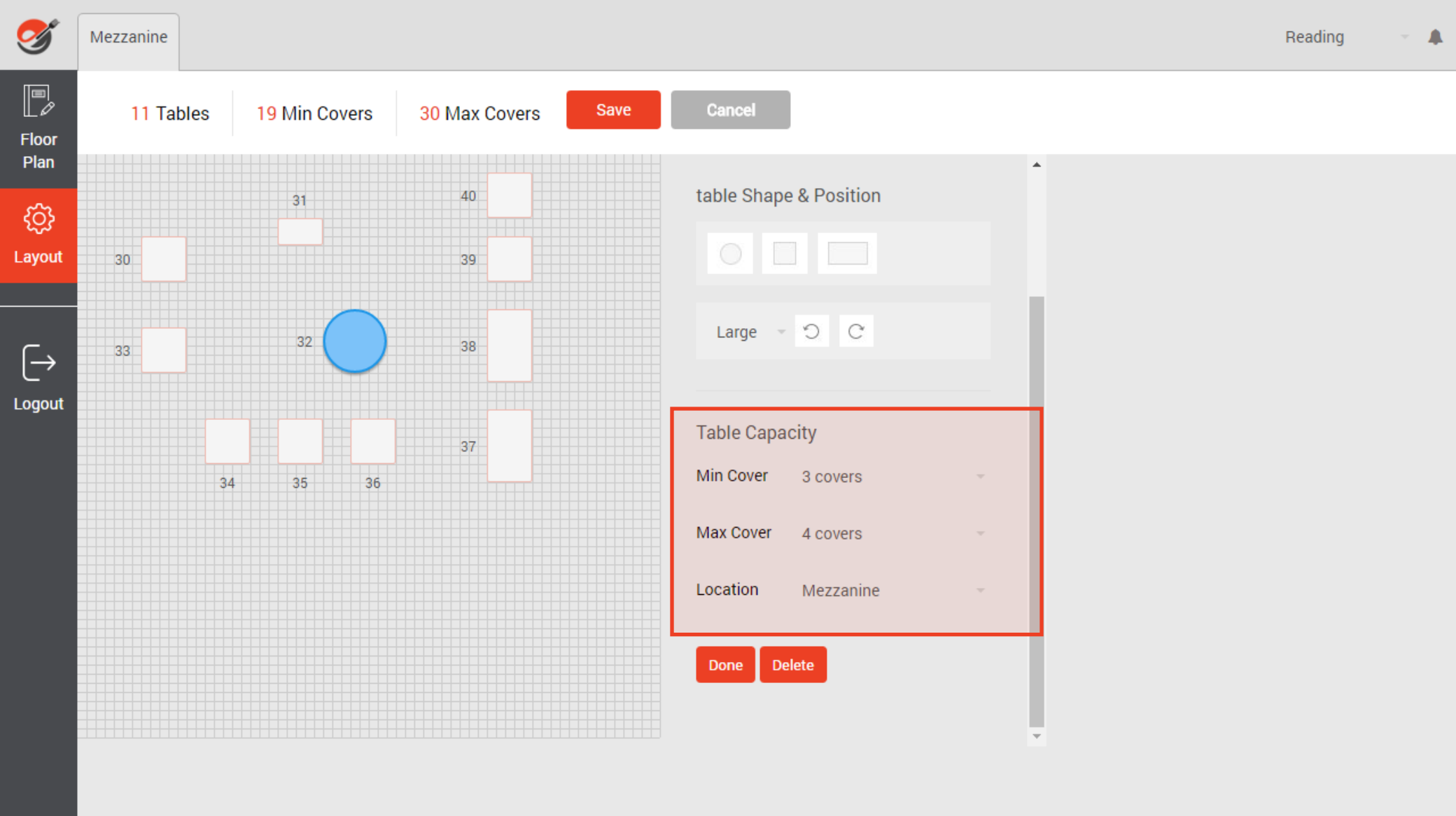
## Layout setup

The screen shows the different areas that have been set up in the diary's table management section of the system. Simply select the area for which you want to create the visual floor plan...



# Layout setup

The selected table can be modified to visually fit the type of table (Square, round or rectangle), the size of the table (Small, medium or large) and user can rotate the table name / number and table shape to fit the desired orientation.



# Layout setup

The selected table also displays its capacity and allocated area. Once all changes to the floor plan are done, click on **Done** then **Save**. It is that simple.