

## Table Reservations for Reservation Assistant: Activity, Spa and Resort Management Software

Food & Beverage outlet dining and booking management

For destinations, hotels and resorts, restaurants, cafés, conference and leisure centres

The Table Management module of Reservation Assistant enables fast and effective bookings, capacity planning, seating and guest management within food and beverage outlets. Use of this module results in automation of bookings, guest satisfaction, increased revenues, seating optimisation and more.



### Purpose:

Food & beverage outlets need constant review to ensure the ability to accommodate patrons, members & hotel guests, meet service expectation and maximise seating allocation (and therefore revenues).

Minimising manual effort, reducing paperwork, simplifying procedures and improving service delivery are all being strived for day in and day out. Keeping the momentum is exhaustive yet necessary.

### Solution:

Reservation Assistant's Table Management module equips your food and beverage outlets with the tools needed to overcome these challenges, improve guest service delivery and above all increase revenues from the optimisation of seating based on demand.

### Key Benefits:

Features delivered with Table Reservations module include:

- Visual overlay of the outlet, section and meal period with zoom
- Click and book, drag and drop
- Manage waitlists, tentative, confirmed and cancelled bookings
- Manage and minimise late arrivals and no-shows
- Warnings, alerts & utilisation checks such as over / under book, conflict or best seating alerts
- Guest preference management including seating preferences
- Track visit purpose, frequency, dietary and exceptions
- Email or SMS confirmations and reminders to reduce no shows
- On the fly changes to seating and table capacities and orders such as merge, add, move as needed
- Manage an unlimited number of departments, outlets, meal periods, including special events (such as cocktails, conference, boardroom, classroom, wedding, seminar, and the like).
- Back to back, overbook or stagger seating as needed
- Check In and check out of tables and guests
- Create recurring or multiple bookings

### Optimisation:

Reservation Assistant's Table Management module enables users to queue bookings and allocate best seating based on pax, capacity, preferences, guest status, booking status (e.g. tentative, confirmed), or manually.

Table bookings also take into consideration guest preference such as window view, fireplace, dance floor and many other user-defined attributes.

See at a glance booking pace and utilisation and make bookings from various views/screens.

The Table Management module is designed to be easy to use so even non Food & Beverage staff such as hotel reservations or a call centre can operate it.

Contingent	Reserved	Person count	Free seats	Utilization
2	3	0	3	0%
4	5	4	1	80%
6	1	1	0	100%
8	2	2	0	100%
24	0	0	24	0%
12	0	0	12	0%
48	0	0	48	0%
48	32	28	16	67%
6	2	1	4	33%
20	8	7	12	40%
6	6	6	0	100%
16	16	14	0	100%

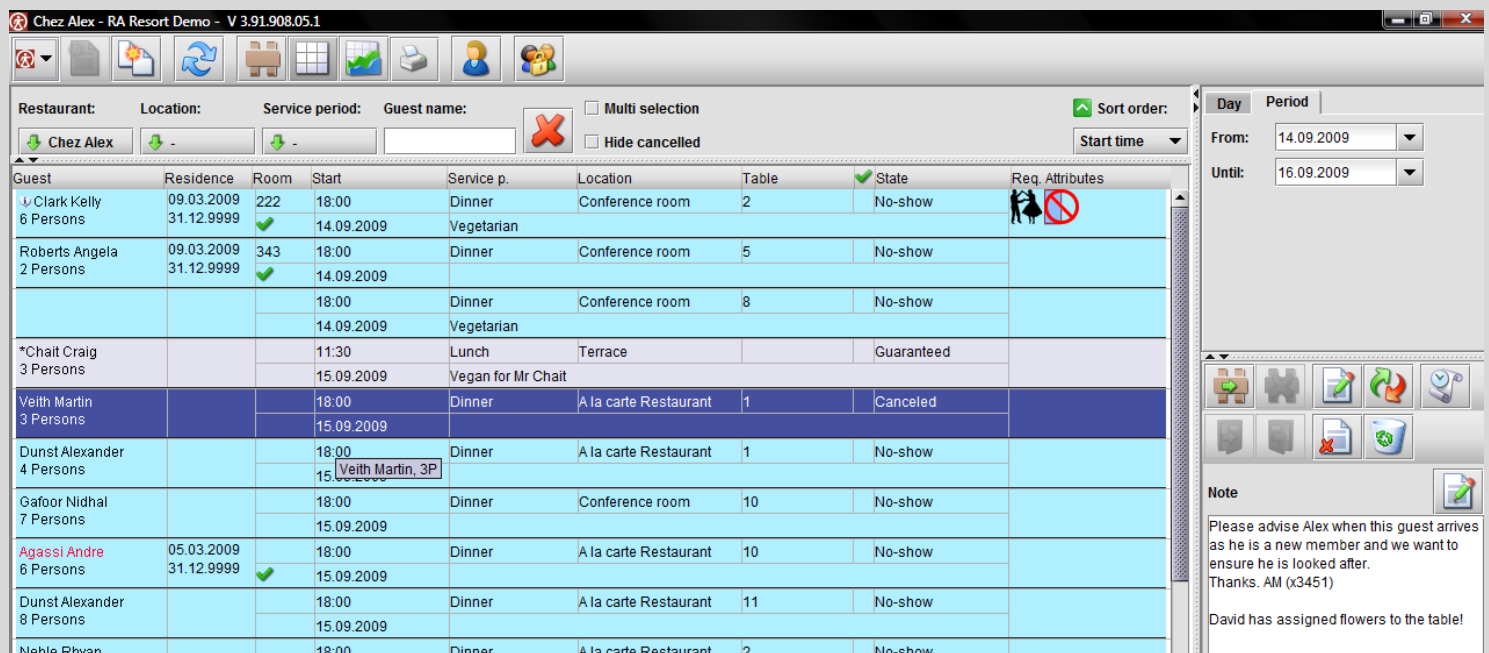
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### Additional:

Reservation Assistant's Table Management module has many options and additional benefits to best meet your needs:

- **Technical:** The Table Management module can run on any client PC in a hotel or F&B outlet including most POS systems. This ensures no additional hardware and table bookings and management can be handled from the outlet desks or stations.
- **Stand alone:** The Table Management module can operate on its own and does not need spa or other modules and departments.
- **Integrated:** Adding the Table Management module with other Reservation Assistant modules and departments also enables tracking of guests' full itineraries, bookings and history across a property (i.e. – dining, spa, tour, transfer, activity, etc).
- **Interface with PMS:** With a property management system interface, the Table Management module automatically holds all hotel guest data including arrival and departure dates, room numbers, check in flag and other fields. This also enables guests yet to arrive to make bookings for the future.
- **HTNG SGI:** If the PMS interface supports it, Reservation Assistant is capable of sending the table booking details to the PMS. Reservation Assistant and the Table Management module are members of Hotel Technology Next Generation.
- **Memberships:** If using Reservation Assistant's membership module also enables additional patron benefits such as ensuring booking priority, preferences and tracking member / loyalty and visits.
- **Web Bookings:** Online bookings are possible if using Reservation Assistant's Web Engine.



Guest	Residence	Room	Start	Service p.	Location	Table	State	Req. Attributes
Clark Kelly 6 Persons	09.03.2009 31.12.9999	222	18:00 14.09.2009	Dinner Vegetarian	Conference room	2	No-show	
Roberts Angela 2 Persons	09.03.2009 31.12.9999	343	18:00 14.09.2009	Dinner Vegetarian	Conference room	5 8	No-show	
*Chait Craig 3 Persons			11:30 15.09.2009	Lunch Vegan for Mr Chait	Terrace		Guaranteed	
Veith Martin 3 Persons			18:00 15.09.2009	Dinner	A la carte Restaurant	1	Canceled	
Dunst Alexander 4 Persons			18:00 15.09.2009	Dinner Veith Martin, 3P	A la carte Restaurant	1	No-show	
Gafoor Nidhal 7 Persons			18:00 15.09.2009	Dinner	Conference room	10	No-show	
Agassi Andre 6 Persons	05.03.2009 31.12.9999		18:00 15.09.2009	Dinner	A la carte Restaurant	10	No-show	
Dunst Alexander 8 Persons			18:00 15.09.2009	Dinner	A la carte Restaurant	11	No-show	
Nebile Rhwan			18:00	Dinner	A la carte Restaurant	2	No-show	

### Property-Wide Management and Bookings:

Reservation Assistant is successfully installed at many leading hotels, resorts, clubs, and leisure and fitness centres around the globe. Easy to use, scalable and flexible setup ensures it meets requirements each and every time.

Reservation Assistant is capable of managing many facets and departments of a property, such as spa, salon, retail, activities, concierge, F&B/dining, business centres, fitness, sports and much more.

Learn how Reservation Assistant can simplify operations and procedures, improve guest service and delivery, all while integrating nicely with existing systems such as property management (or back office systems).

- Sybase SQL or MS SQL database
- Java: stable and fast platform
- Internet bookings for guest self-service
- Used by leading hotels and destinations
- Email and SMS capabilities
- 2 way PMS integration for accommodation
- Integrated with Reservation Assistant modules

For more information, visit [www.ihost-hospitality.com](http://www.ihost-hospitality.com) or contact:

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