



# Table Reservations

## Quick Reference Guide

Date: November 15

### Introduction

This Quick Reference Guide will explain the procedures to create a table reservation from both Table Reservations and Front Desk. It is assumed that the reader is already familiar with Maestro navigation and the creation of reservations in Front Desk. For more information on front desk reservations, please see the Quick Reference Guide – “Create a Reservation”.

### Procedure

#### Where to Find It

The restaurant seating can be accessed from the Front Desk module or from the Table Reservations module.

#### From Table Reservations

1. **Select List > Restaurant Seating**

#### From Front Desk

There are three options to create a table reservation from the Front Desk Module.

1. **Display** the Reservation
2. **Select Inventory > Table Reservations**

Or

1. **Select Profile > Concierge Services**
2. **Select Table Reservations**

Or

1. **From a Specific Guest Reservation** Cursor on Table Reservation Field > F5

### Creating Table Reservations

In the restaurant seating screen you will notice that the cursor defaults to the location for the reservation.

1. Select F8 and choose the requested location.
2. F6 to create a Restaurant Reservation Booking.

Note: The location and reservation number are automatically populated.

#### Display Criteria

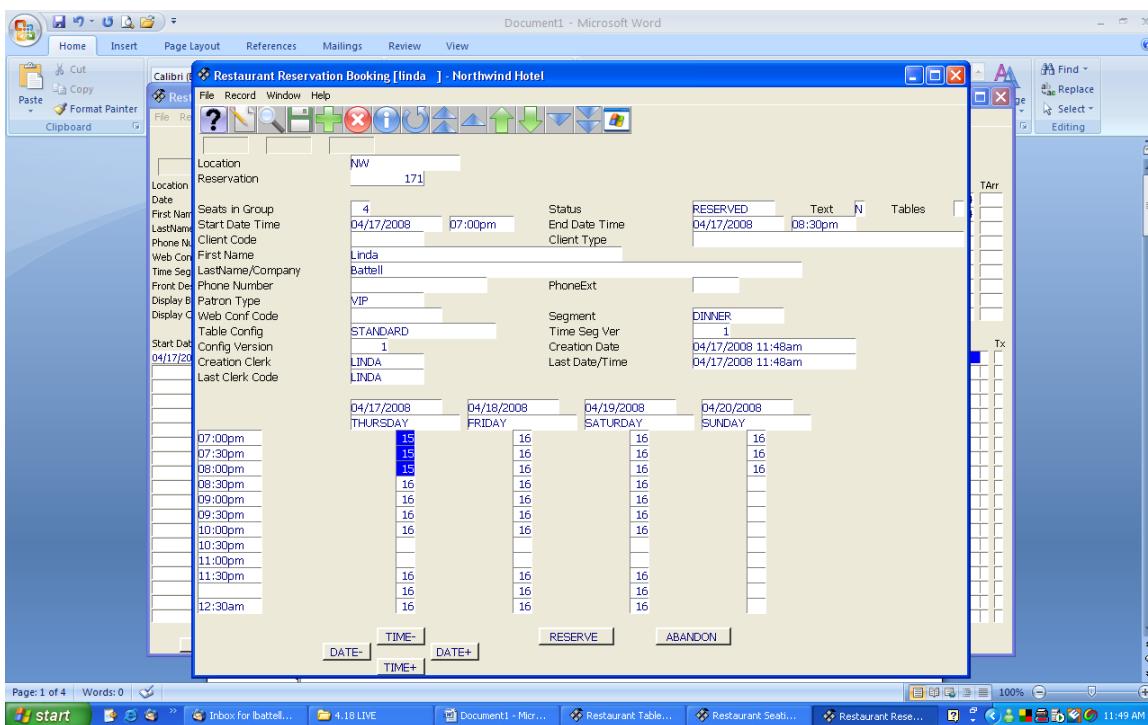
Field	How to use it
<b>Location</b>	The location will automatically default to what has been selected in the Restaurant Seating window. If it was not selected, place the cursor here and <b>Press F8</b> to choose the location.



<b>Reservation Number</b>	The reservation number will automatically populate and generate to the next numerical number of table bookings. This number may be given to the guest if requested.
<b>Seats in Group</b>	The number of seats required for the restaurant reservation.
<b>Start Date Time</b>	<p>The date will default to today's date. You may over key this date or <b>Select F8</b> to choose the appropriate date from the calendar.</p> <p>In the Time field, type in the time of the table reservation.</p>
<b>End Date Time</b>	<p>The end date will automatically default to the date selected as the start date. The end time will also default to the default time to stay based on the number of seats and minutes for the booking. This may be over keyed to extend the booking minutes if required.</p>
<b>Client Code</b>	<p>This is not a mandatory field and can be skipped if you do not wish to create a client profile.</p> <p><b>Select F8</b> to choose an existing client in the database. The client type, first name, last name/company and phone number will automatically be pulled from the client profile and onto the restaurant reservation booking.</p> <p>To create a new client profile, select <b>Window &gt; Create Client</b>. The client maintenance screen will appear prompting the user to complete the client profile. <b>F4</b> after completion to return to the table reservation booking and <b>Select Enter</b>. The contact information will pull from the client code into the table booking.</p>
<b>First Name</b>	Type in the first name of the table reservation.
<b>Last Name/Company</b>	Type in the last name or company name of the table booking.
<b>Telephone Number</b>	Type in the telephone number of the contact.
<b>Patron Type</b>	<b>Select F8</b> to choose the appropriate patron type for the reservation booking.
<b>Table Config</b>	Table configuration will automatically default to what was created in maintenance.
<b>Segment</b>	Segment will automatically default from what has been keyed in as the time of the booking.
<b>Config Version</b>	Automatically defaults referring to the configuration version built in maintenance.
<b>Time Seg Vers</b>	Time segment will also default based on the reservation details and set up in maintenance.
<b>Creation Clerk</b>	Once the booking has been fully created the clerk who took the reservation will automatically appear here.
<b>Creation Date</b>	Displays the creation date of the booking automatically after the booking is created.
<b>Last Clerk Code</b>	Refers to the last clerk who made any modifications or edited the booking. This will default to the creation clerk if it has not been edited.
<b>Last Date/Time</b>	The date and time the modification of the booking was done. This will default to the creation time of the restaurant

booking if it has not been modified since the creation of the booking.

<b>Status</b>	After the table has been selected, the status will change to <b>Reserved</b> .
<b>Text</b>	Text can be entered for this booking. To enter text, <b>Select Window &gt; Text</b> .
<b>Tables</b>	Displays a yellow Y to flag that a table has been pre-assigned. Access from <b>Window &gt; Pre-assign tables</b> or <b>Release Pre-assigned</b> .
<b>Time- / Time+</b>	The time decrement and increment allows you maneuver through the available times.
<b>Date- / Date+</b>	The date decrement and increment allows you maneuver through the available days.



### From the Restaurant Reservation Booking

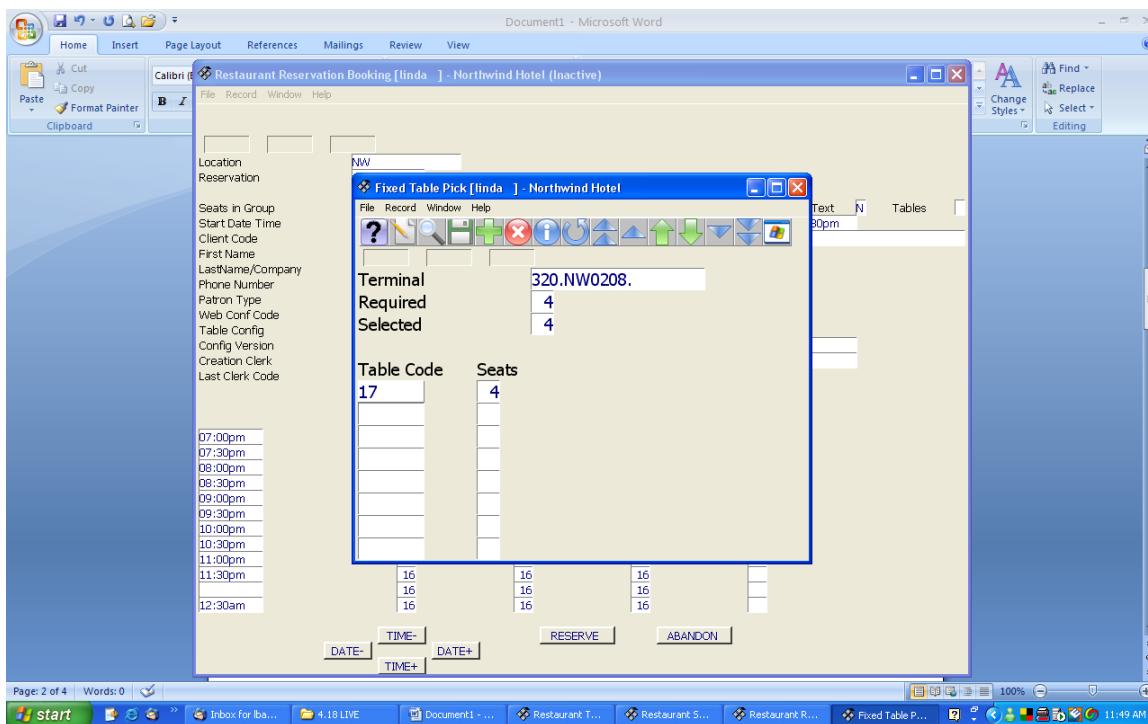
1. Type the number of seats that are required on the booking and press 'Enter'.
2. Modify the date of the table booking if necessary and put in the requested start time.
3. Enter through the end date and time and attach your client code or type in the first and last name of the table reservation.
4. Attach the correct patron type (F8 - Look Up). After Selecting the Patron type the cursor will fall to the date and time chart relative to what has been chosen to the start date and time.
5. The number that is displayed with the date and time aligned represents the total number of tables available based on the number of cover for the reservation. Ensure that the cursor is on the correct date and time and **Select Reserve**.

Note: The status of the booking has now been changed to Reserved.

## Modifying the Assigned Table

Note: The first available table will be reserved based on the order specified in Table Reservations Maintenance.

1. To change the table number from the defaulted table number, **Select Window > Pre-assign Tables**.
2. To **delete the assigned table**, place the cursor on the assigned table code and **Select F7 and then OK to confirm to delete the record**.
3. To re-assign a table to the booking, place the cursor on the **Table Code** and **Select F8** and choose another table and then F4.



Note: The Table Flag is now a yellow 'Y' indicating that table has been manually assigned.

## Adding Text to the Restaurant Reservation Booking

1. Ensure your cursor is off the Reservation Number of the booking.
2. Window / Text
3. Type in any text that is significant for the Restaurant Booking.
4. F4
5. There will be a yellow 'Y' in the text box indicating that there is written information about the restaurant booking.

Note: You will have to exit the booking and go back into it to have the yellow 'Y' appear

## Cancelling a Table Booking during the Reservation Booking Process

1. **Select the Abandon** button at any time to exit and cancel the table reservation booking before completing the Restaurant Reservation Booking.

Note: The Abandon button will not cancel a restaurant booking that is already in the reserved status.

After the table reservation has been completed **F4** to return to the Restaurant Seating.

### Restaurant Seating

The left hand side of the restaurant seating can be used as search criteria to locate table bookings. The right hand side displays the number of people (covers) that are in the restaurant at a certain time and how many tables (TArr) are due to arrive for each time period.

The screenshot shows the 'Restaurant Seating [kelly ] - Northwind Hotel' window. On the left, there's a search panel with fields for Location (GRILL), Date (06/04/2008), First Name, Last Name/Company, Phone Number, Web Confirmation, Time Segment, Front Desk Res#, Display Before Today, and Display Cancels? All fields except Date and First Name are set to 'N'. Below this is a large table of bookings:

Start Date	Time	End Time	Res	Guest Name	Phone Number	St	Patron	R	Status	Table	Tx
06/04/2008	11:30am	01:30pm	182	Mary		1	VIG	1	RESERVED	2	
06/04/2008	12:00pm	01:00pm	178	Carefoote, Kelly	2059401923	2	AAFRE	1	RESERVED	11	
06/04/2008	12:00pm	01:00pm	186	walkin		2		IN		2	
06/04/2008	12:00pm	02:00pm	180	Mills, Dan		3	AAGFIR		RESERVED	3	
06/04/2008	12:30pm	01:30pm	179	Bruce, Barry	555-555-5555	4	AAGFIR		RESERVED	12	
06/04/2008	12:30pm	01:30pm	183	Sam		2	VIP		RESERVED	14	Y
06/04/2008	01:00pm	02:00pm	181	Stew		4	AAGFIR		RESERVED	13	

Below the bookings is a grid showing current guest counts by time period:

Time	Covers	TArr	Time	Covers	TArr
11:30am	1	1	12:00pm	8	3
12:30pm	14	2	01:00pm	18	1
01:30pm	14		02:00pm	7	
02:30pm			03:00pm		
03:30pm			04:00pm		
04:30pm			05:00pm		
05:30pm			06:00pm		
06:30pm			07:00pm		
07:30pm			08:00pm		

At the bottom of the window are buttons for CANCEL, TEXT, PRINT, WALKIN, and NEW BOOKING.

The bottom of this screen consists of seven operational buttons.

Checkin – will display 15 minutes prior to the bookings arrival.

1. Have the line highlighted that you wish to checkin.
2. Select Checkin.
3. You may change the assigned table at this time or keep it to what has already been assigned.

Note: The status of the booking will now display 'IN' in the status column.

Checkout – will display after the booking has been checked in.

1. Have the line highlighted that you wish to checkout.
2. Select Checkout.

Note: The Status of the booking is now displaying 'DONE'.

**Cancel** – will cancel the restaurant reservation booking.

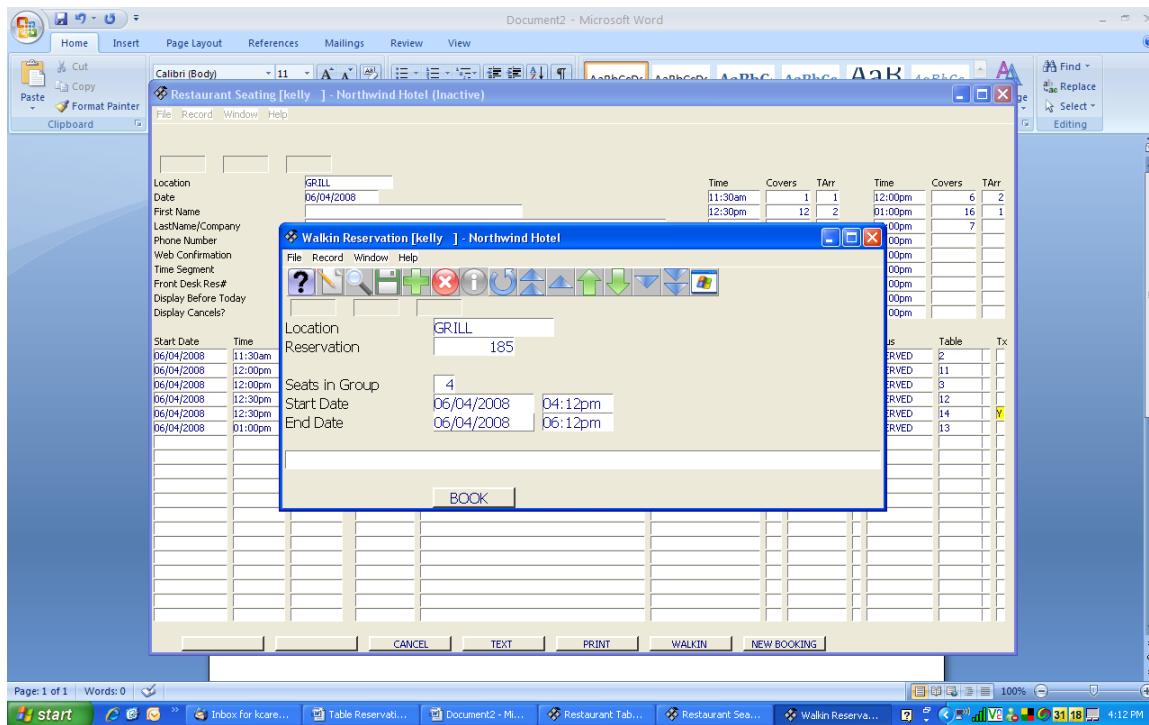
1. Have the desired booking highlighted.
2. Select Cancel.

Note: The Status will now display 'CANCELLED'.

Walkin table reservations can be accessed from the restaurant seating as well.

1. Select the Walkin button on the bottom of the screen.
2. Type the number of seats for the group.
3. Start date and end date will populate to the current date and time as you enter through the fields.  
The start time and end time may be modified if you wish to change it from the defaulted time.

Note: Using the Walkin feature will automatically check the restaurant booking in.

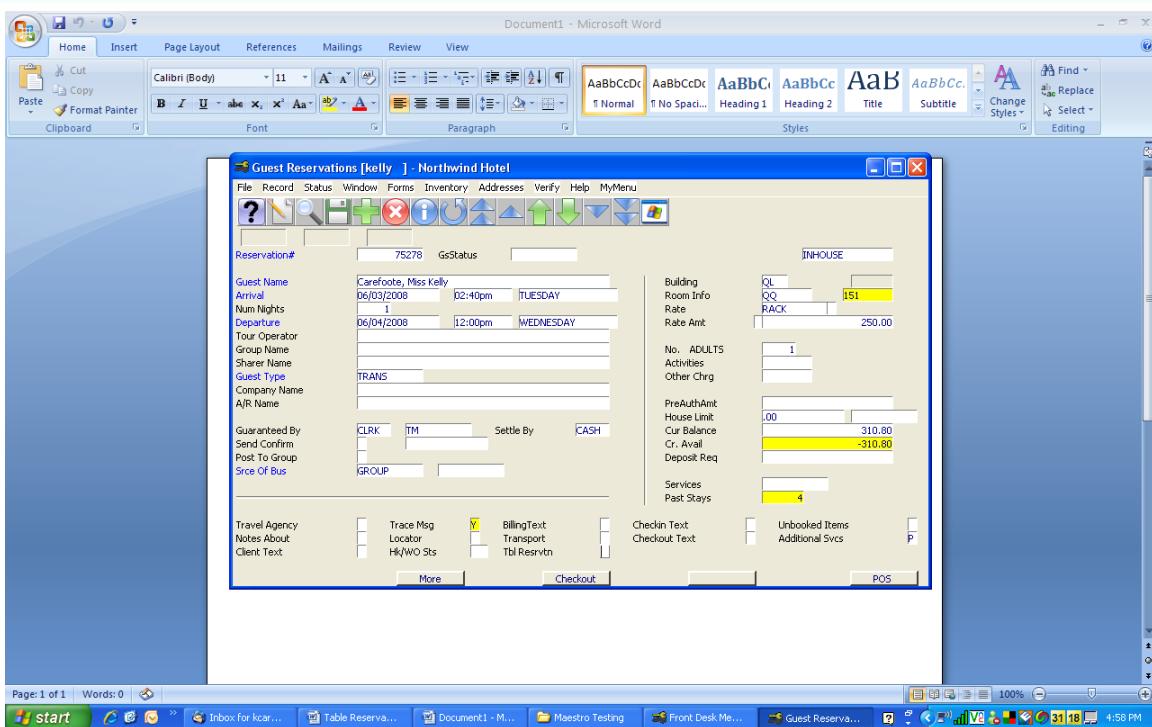


### Text

1. Highlight the desired reservation to add or view text for the booking.
2. Select the Text button or F5 on the Tx column.
3. A text box will appear allowing you to read or add information regarding the booking.

### Print

1. Select Print to view or print the report for the desired location.



## Bookings from Guest Reservations

From the Guest Reservation screen, F5 on the Tbl Reservation Field.

This will now allow you to use the above processes to make a reservation for any Location. This will automatically pull the reservation number and client information across to the table reservation. If you cancel your Guest Reservation in Front Desk, it will offer you the chance to cancel the table reservation as well.