Oracle® Hospitality Suite8
Table / Resource Reservation User Manual
Release 8.9

July 2015

ORACLE®

Contents

Preface

Audience

This user manual is intended for system users and system administrators.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL:

https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at
http://docs.oracle.com

Revision History

Date	Description of Change
July, 2005	• 8.5.0.0 - First Issue Small Business Edition
May, 2008	• 8.7 - Updated for Version 8.7
June, 2008	• 8.7.3.1 - Updated for Version 8.7.3.1
May, 2009	• 8.8 - Updates for Version 8.8
Sept, 2010	• 8.8 - Updates for Oracle 11gR1
Jan, 2012	• 8.9 - Updated for Version 8.9
Nov, 2012	• 8.9 - New cover page
July, 2015	• 8.9 – Oracle template applied

1 Introduction

Logging In

To use Suite8 you must first log into the system. You must have a valid user identification and password.

Logging into Suite8

1. From the desktop, click the Fidelio Suite8 icon.

The Suite8 Splash screen is displayed for several seconds with the Payment Application Data Security Standard (PA-DSS) disclaimer

The Fidelio V8 Login screen is then displayed.

2. Type your user identification (case sensitive) in the Login name box.

3. **Tab** to the Password box.

4. Type your secret password (case sensitive) in the Password box.

5. Click L<small>OGIN</small>, the Suite8 main menu screen appears.

You are now logged into the system.

> **Note:** If one of the following tables: WMLG, WLOG, ZPOS, WDAT, SHIS, SRPD, WRPD has no indices or a missing index, an alert is displayed when starting Suite8 with a message to contact support. It could happen that a table has no indices in the event that a table was renamed for support purpose. Renaming a table carries the indices to the renamed table. If an index is missing of one of the above mentioned tables, the alert is displayed when starting Suite8.

Navigation Keys

Accelerator keys

Suite8 has accelerator keys that allow you fast access to a box on a screen or dialog box. When a letter is underlined you can press the **Alt + letter** keys and the cursor moves into the appropriate box. For example, on the Profile Search screen the letter "A" is underlined in the Name box. By pressing the **Alt + A** keys, the cursor moves into the Name box.

To use the accelerator keys:

From the screen or dialog box, press the **Alt + letter** to move the cursor into the appropriate box.

Shortcut keys

Suite8 has shortcut keys that allow you to perform actions directly from the keyboard without having to use the mouse. Using these keys saves you time.

Suite8 Shortcut keys

Shortcut Key	Description
F1	Displays the help.
Alt + F4	Closes the active window.
F10	Closes all active windows.
F12	Moves the cursor from a data box to the first record on the grid
Alt + Down arrow	Displays a combo box.
Tab	Moves forward through the boxes/options. Moves to the next box and confirms the entry.
Shift + Tab	Moves backward through the boxes/options.
Ctrl + Tab	Moves forward through tabs.
Ctrl + Shift + Tab	Moves backward through tabs.
Escape	Cancels the current action. Removes a Combo box before a selection has been made.
Home	Moves the cursor to the beginning of a box.
End	Moves the cursor to the end of a box.

Using the blue drill down arrow

Many boxes have a blue drill down arrow ⬇ next them indicating that there is additional information that can be displayed.

For example, on the House Status screen clicking the blue drill down arrow on the Out of Order line displays the Out of Order Rooms screen.

HTML View

Suite8 offers the possibility to view information in HTML format. HTML is the abbreviation for "Hypertext Markup Language." This is the system of marking a document so it can be published on the World Wide Web and viewed with a browser. The main areas where information can be viewed in HTML format are as follows:

- Reservation Navigator
- Blocks
- Profiles
- Cashiering
- Tasks and Activities
- Events
- Conference Reservation

The HTML display on the reservation navigator can be hidden so that the reservation grid is expanded. Double-click in the blue reservation header bar or right-click and select/deselect

LOWER PART OF THE SCREEN from the short-cut menu to view or hide the HTML display. This setting is stored per user and remains until the next time it is changed.
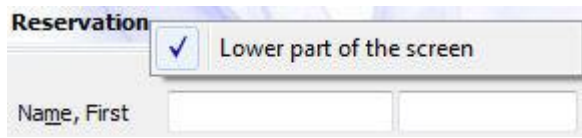
Expand the HTML tree

- Click the expand icon to show all available folders.
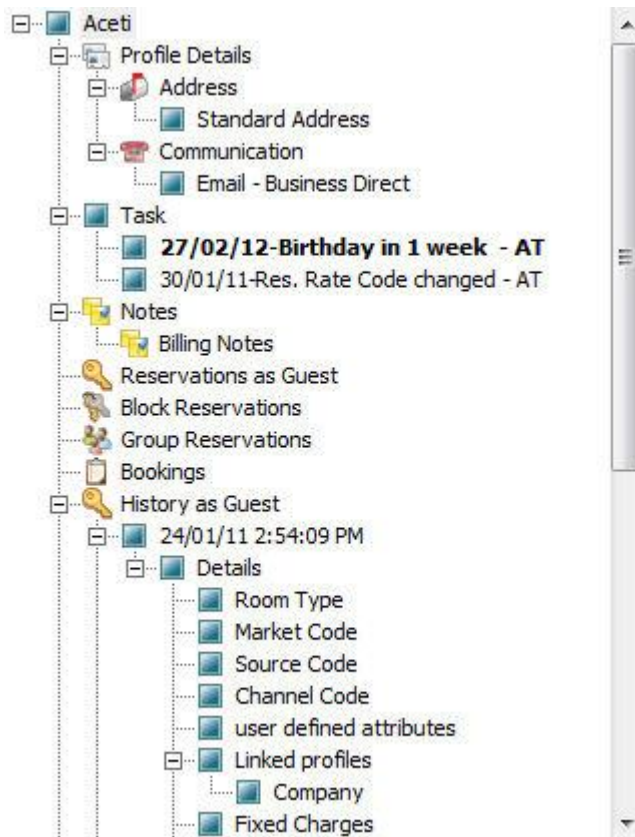
Collapse the HTML tree

- Click the collapse icon to collapse all folders to the uppermost level.

Refresh the HTML View

- Click the refresh icon

View information in HTML format

In this example we will display information in HTML format on the profile screen.

1. Click the CUSTOMER RELATION menu and select PROFILES to display the customer profile screen.

   This main customer profile screen is called the Navigator and is divided into 3 distinct areas:

   - Query - basic and advance profile search criteria

- Query Results - the results of the query shown in a grid format
- Tree Listing and HTML Page
  - A tree listing of all the details associated with this profile including address, communications, links, reservations or history
  - A freely definable HTML display which by default has a 'big' format where the details are displayed in a non-grid style format or a list format. The HTML display can be printed by using the right mouse click.

2. Enter the name to search for in the NAME box and click SEARCH.
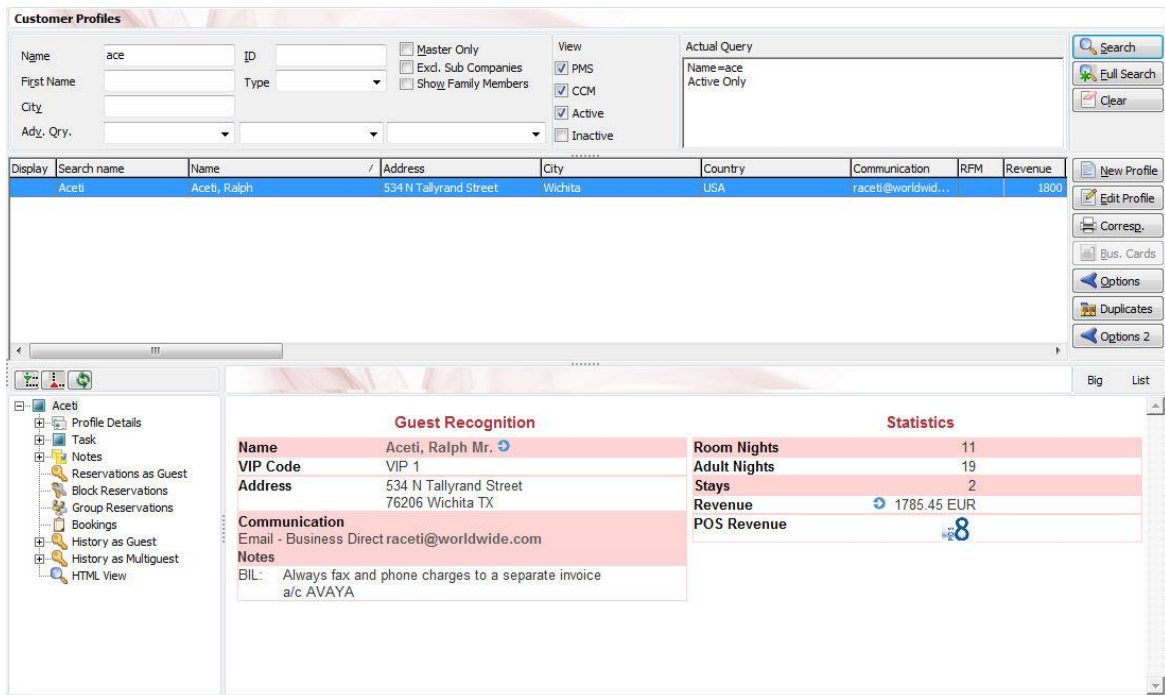
4. The query results are shown in grid format in the middle section of the screen and the tree and HTML formats are shown in the lower section of the screen.
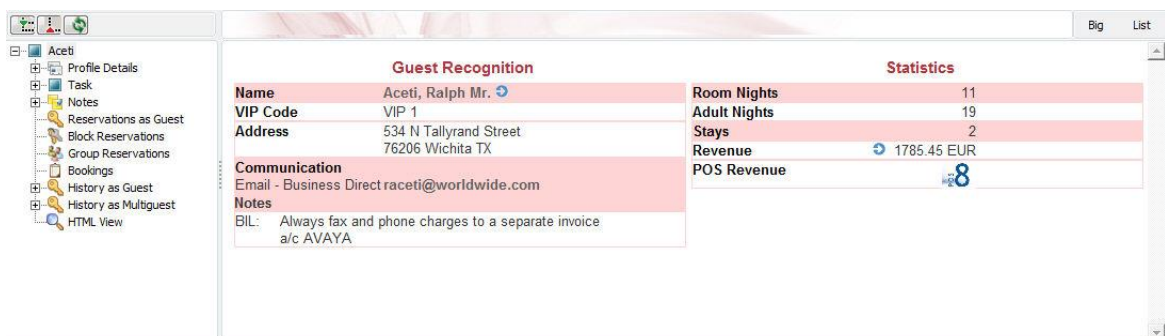
5. In this instance the HTML view displays a summary of the profile details. The tree listing is displayed by default expanded by one level. A plus sign next to a folder indicates that it can be expanded to show more folders; a minus sign indicates that it can be collapsed.

Change the display of the HTML

Two additional buttons on the html display allow you to change whether certain details are displayed in a non-grid style or in a list format. By default the 'big' view is displayed.

1. To view in list format click the [List] button.

Arrival	Departure	Nights	Customer	Arrival day	Departure day	No of Rooms	Room type	Room	Market	Rate Code
20/04/11	22/04/11	2	Aceti Ralph	20/04/11	22/04/11	1	Double Room		Individual	
30/03/11	31/03/11	1	Aceti Ralph	30/03/11	31/03/11	1	Double Room	109 Double Room	Individual	

2. To view in a non-grid style, click the [Big] button.

20/04/11

Departure:22/04/11
Nights:2
Customer: Aceti Ralph
Arrival day: 20/04/11
Departure day: 22/04/11
No of Rooms: 1
Room type: Double Room
Room:
Market: Individual
Rate Code:

30/03/11

Departure:31/03/11
Nights:1
Customer: Aceti Ralph
Arrival day: 30/03/11
Departure day: 31/03/11
No of Rooms: 1
Room type: Double Room
Room: 109 Double Room
Market: Individual
Rate Code:

Copy to clipboard

It is possible copying information from HTML files to clipboard by selecting items from HTML, using right mouse short cut menu and selecting Copy to clipboard or short cut key Ctrl + C. This information can then be pasted to any open file by using right mouse menu option Paste or short cut key Ctrl + V.

Print
Print with Setup
View source
Edit template with notepad
Edit template with associated application
Copy to clipboard
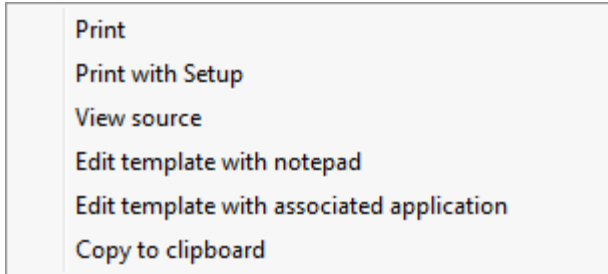
The menu option Copy to clipboard is controlled by the user right Copy to clipboard from HTML under Users → User Definition → Rights → Miscellaneous

The Quick Keys

Suite8 allows you to select the Quick Keys main menu from any screen. The quick keys are shortcuts to screens, searches, and desktop tools. Using these keys allows rapid access to information without having to leave the section that you are currently working on. For example, a customer is making a new reservation while at the same time asking questions about restaurants in the area. You can use the Telephone Book quick key for restaurant information instead of aborting the new reservation screen, looking up the restaurant information, closing the Telephone Book, and reopening the new reservation screen.

To access the Quick Keys main menu

▪ Click the Quick Keys menu option.

The Quick Keys menu is displayed.

Arrivals	Ctrl+A
Availability	Ctrl+D
Billing	Ctrl+B
Calendar	F4
Conference Diary	F3
Conference Floor Plan	Shift+Alt+F3
Currency Calculator	Shift+Alt+R
Event Vacancies	Ctrl+Shift+F3
Event Waitlist Priority	Ctrl+W
Floor Plan	Ctrl+F
Goals	Ctrl+Shift+G
Group Reservation	Ctrl+G
Hotel Segment Statistics	Ctrl+Shift+S
House Status	Ctrl+H
Inhouse Guests	Ctrl+I
Interface Functions	Shift+F8
Logbook	Shift+Alt+L
Maximum Availability	Ctrl+Shift+M
Messages	Ctrl+M
New Reservation	Ctrl+N
Postings	Ctrl+E
Profiles	Ctrl+P
Quick Reservation	Ctrl+Q
Rate Query	Ctrl+R
Reports	Ctrl+Shift+R
Room Rack	Ctrl+L
Room Search	Ctrl+S
Room Type Availability	Ctrl+Shift+D
Space Occupancy	Ctrl+F3
Table Reservation	Ctrl+Shift+A
Telephone Book	Ctrl+T
Update Reservation	Ctrl+U

The Date Box

The format of the dates and the separators between the dates may vary from one hotel to another. The date format is defined in the Control Panel Windows Regional Settings/Options.

Typical date formats include the following:

- dd/yy
- MM/dd/yyyy
- yy/MM/dd
- yyyy-MM-dd
- dd-MMM-YY

You can type the date directly in the date box; however it must be typed exactly as per the pre-defined format.

There are many date boxes in the system, for example, Arrival Date or From Date. The date can be either a specific date or an as of date.

Arrival date   01/03/2011 ▼   From: 01/03/2011 ▼
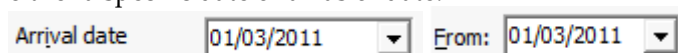
A specific date is when you need to see what happened on that day. For example, you need to see which guests have departed 01/01/03.

An 'as of date' is when you need to find out information starting from that date. For example, you need to read the room rack starting from 09/09/03 through 12/09/03.

Changing the date

The date can be changed by typing a new date or with the use of the calendar.

To type a new date

1. Place the cursor in the Date box.

2. Type the new date in the Date box, in the defined format including separators.

3. Press the **Tab** key, the date is changed.

To change a date using the calendar

1. Click the drop down arrow ▼ next to the Date box.

    The calendar appears.

```
01/03/2011

◄      March 2011      ►
 S  M  T  W  T  F  S
27 28     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

   Today          None
```
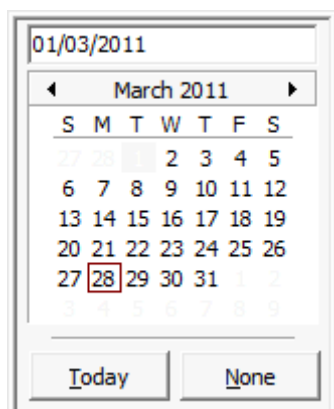
2. Change the month to a previous month or future month by clicking the horizontal arrows located on the top of the calendar or by pressing the **Ctrl + Page Up or Ctrl + Page Down key.**

3. Place the cursor on the date and click the left mouse button **or** move the keyboard arrow keys to locate the date and press **Enter**, the date is changed.

Customising Suite8 Grids

Many of the grids in Suite8 may be customised according to the needs of the property.
The customization options available are:

- Customize
- Restore Defaults
- Show Defaults

How to display the customization options

Place the cursor on the grid and right-click to display the short-cut menu. The following options are available:

- CUSTOMIZE - opens the customize dialog box so that columns on the grid can be added, changed or removed.

- RESTORE DEFAULTS - applies the default settings for this grid.

- SHOW DEFAULTS - applies the default settings to the current grid view, however, any customised settings are used the next time the grid is displayed.

- Select PRINT to print or export the existing grid layout, the possible export formats are ASCII File, CSV Format, HTML Document or an Excel Document.

> **Note:** The print or export function should be used before changes to the grid will be saved.

How to customize a grid

1. Place the cursor in the grid and right-click to display the short-cut menu.
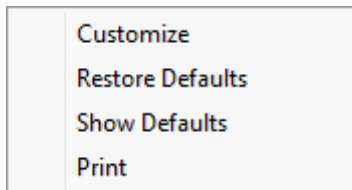
2. Select CUSTOMIZE to open the customize screen.
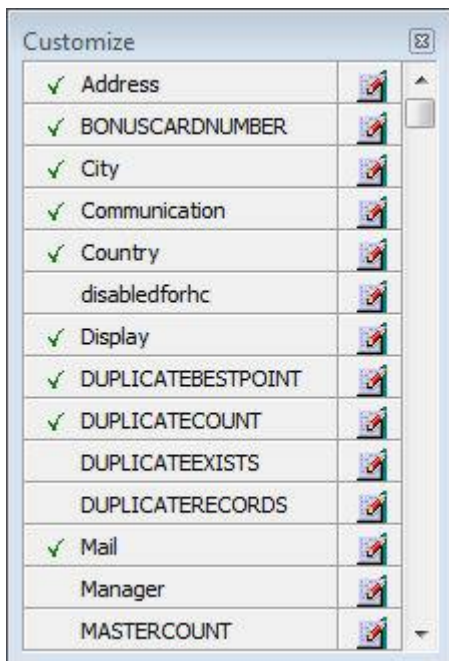
The fields already used are marked with a green check mark.

3. Click the PENCIL button to view or change the column properties.

Column Properties

Field	Description
Field name	The field name as it is defined in the database table.
Caption	The field caption.
Fixed	Defines if the column will be fixed to the left side, when scrolling to the right to view additional fields of the grid. Columns marked as fixed are highlighted grey.

4. To move a field to the grid, select the field and drag it to the required position.

5. Click the ☒ in the top right-hand corner to close the customize screen.

6. A message is displayed asking if you want to store the grid layout.
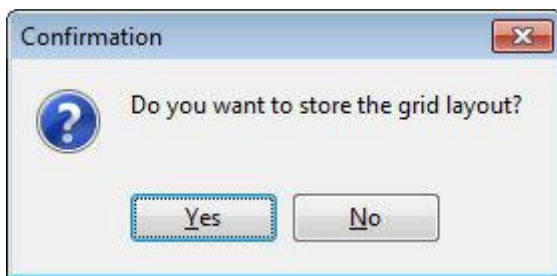
7. Select YES to save the changes or NO not to save any changes.

How to remove a column from a customized grid

1. Place the cursor in the grid and right-click to display the short-cut menu.
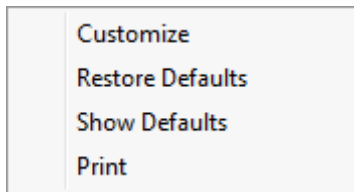
   Customize
   Restore Defaults
   Show Defaults
   Print

2. Select CUSTOMIZE to open the customize screen.

   The fields already used are marked with a green check mark.

3. On the grid point to the column to be removed and drag it to the customize screen; yellow arrows are displayed at each end of the column name.

   Once the column has been removed the green check mark is removed from the field name on the customize screen.

4. Click the ⊠ in the top right-hand corner to close the customize screen.

5. A message is displayed asking if you want to store the grid layout.

   Confirmation

   ❓ Do you want to store the grid layout?

   Yes   No

6. Select YES to save the changes or NO not to save any changes.

How to create a customised grid view for profile search

Users familiar with the Fidelio Suite8 table structure and fields can create a customised grid view for the profile search.

🛈 This functionality is controlled by the parameter CUSTOM VIEW IN PROFILE SEARCH under Setup → Configuration → Global Settings → Miscellaneous → Search Screens 2 tab.
To add fields to the Grid Customization dialog box, the view V8_SYS_CUSTOMXCMSSEARCH has to be amended.

Example: *"Adding the financial account long description to the profile navigator"*

The view has to be changed as follows:

CREATE OR REPLACE FORCE VIEW v8_sys_customxcmssearch

(customxcmssearch_xcms_id, zfac_longdesc)

AS SELECT xcms_id customxcmssearch_xcms_id,

(select zfac_longdesc from zfac where zfac_actvalidfrom is not null and zfac_actvaliduntil is null and xcms.xcms_id=zfac.zfac_xcms_id and rownum=1)

zfac_longdesc

from xcms;

The fields from the custom view are automatically added to the grid.

How to create a customised grid view for reservation search

Users familiar with the Fidelio Suite8 table structure and fields can create a customised grid view for the reservation navigator.

ⓘ This functionality is controlled by the parameter CUSTOM VIEW IN RES. NAVIGATOR under Setup → Configuration → Global Settings → Miscellaneous → Search Screens 2 tab.
To add fields to the Grid Customization dialog box, the view V8_SYS_CUSTOMXCMSSEARCH has to be amended.

Example: "Adding the housekeeping status to the reservation navigator"

How to create a customised grid view for booking search

Users familiar with the Fidelio Suite8 table structure and fields can create a customised grid view for the event booking search.

ⓘ This functionality is controlled by the parameter CUSTOM VIEW IN BOOKING SEARCH under Setup → Configuration → Global Settings → Miscellaneous → Search Screens 2 tab.
To add fields to the Grid Customization dialog box, the view V8_SYS_CUSTOMYBOMSEARCH has to be amended, however it must contain the field customybomsearch_ybom_id.

Example: "How to display the function type description"

The view has to be changed as follows:

CREATE OR REPLACE FORCE VIEW V8_SYS_CUSTOMYBOMSEARCH

AS

SELECT

ybom_id customybomsearch_ybom_id,

yfty_longdesc

from

ybom, yfty

where

ybom_yfty_id=yfty_id(+);

ⓘ Customization functionality is controlled by the user right EDIT under Setup → Configuration → Users → User Definition → Rights → Miscellaneous → Grid layout Customization.

ⓘ Print functionality is controlled by the user right PRINT GRID under Setup → Configuration → Users → User Definition → Rights → Miscellaneous.

Customising the HTML display

The HTML display may be customised according to the requirements of the property.
The customization options available are:

- View Source
- Edit template with notepad
- Edit template with associated application

How to customize the HTML display

- Place the cursor on the HTML display and right-click to display the short-cut menu.

> Print
> Print with Setup
> View source
> Edit template with notepad
> Edit template with associated application
> Copy to clipboard
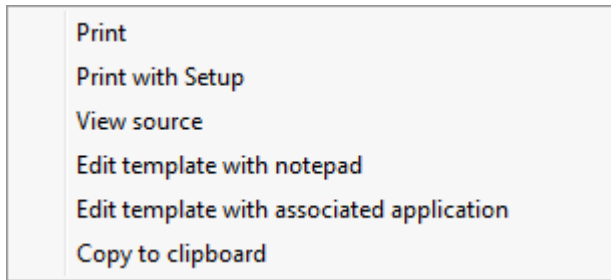
The following options are available:

- Select PRINT to print an exact copy of the HTML display. The print page margins and the actions to take if the HTML printout is too large for the defined paper size can be defined in the configuration.

- Select PRINT WITH SETUP to display the printer options and then print the HTML display.

- Select VIEW SOURCE to view the HTML code, no changes can be made.

- Select EDIT TEMPLATE WITH NOTEPAD to open the relevant *.htm and *.qry in notepad. Users with HTML programming knowledge can edit these files to meet the requirements of the property.

- Select EDIT TEMPLATE WITH ASSOCIATED APPLICATION to open the relevant *.htm and *.qry with the program associated with these file types. Users with HTML programming knowledge can edit these files to meet the requirements of the property.

How to use HTML Expressions to customize the HTML display

Properties can configure and store customised html files in the Version 8 directory for htm files. The files are displayed in Suite8 either by logged in user, user language, customised htm files for all users or language specific htm files for all users.

The priority Suite8 uses to determine which file to use is in the sequence as listed:

- Customised htm file by user initials

  - To display a customised htm file by user initials, the htm file has to be called USR_USERINTIALS_HTMFILENAME.HTM.

  - **Example:** For a user with the initials DS the file has to be called usr_ds_quickinfo.htm.

- Customised htm file by user language

  - To display a customised htm file by user language, the htm file has to be called CUST_LANG_LANGUAGE SHORT DESCRIPTION_QUICKINFO.HTM.

  - **Example:** If the language short description is F for French, the user has to select this language under User Settings → Startup → Language and the file, such as quickinfo.htm has to be called cust_lang_f_quickinfo.htm.

- Customised version for all users

  - To display a customised version of htm files for all users, the html files have to be called CUST_HTMLFILENAME.HTM.

  - **Example:** cust_quickinfo.htm.

- Customised version by language

  - To display a customised version by language, the html files have to be called LANG_SHORT DESCRIPTION OF THE LANGUAGE_HTMLFILE.HTM.

- **Example:** lang_f_quickinfo.htm, where f stands for the short description of the language.

If none of these files can be found then the standard htm file is displayed

How to hide or show expressions depending on activated features or license

The following expression can be used to hide for example, Conference Information on the HTM file when working with the small business edition:

if ({const isBnB})=(1)}{/if}{else} {if {feature Meeting Planner}} Conference {runquery 2}

ⓘ Customization functionality is controlled by the user right HTML source view and edit under Setup → Configuration → Users → User Definition → Rights → Miscellaneous.

ⓘ The print page margins and the actions to take if the HTML printout is too large for the defined paper size are defined via the option HTML PRINTOUT under Setup → Configuration → Global Settings → Miscellaneous → Visual Appearance 4.

Favourites

The Favourites shortcut toolbar allows you to keep your most frequently used options right where you can find them. Your most used options can be added to the Favourites shortcut toolbar where they are more noticeable and more easily organized to suit your purposes.
To make the most of the Favourites shortcut toolbar, you need to organize the options in it; this can be done using drag and drop.
In user settings the Favourites shortcut toolbar can be set to be listed first and will then be the default shortcut toolbar opened when logging on to Fidelio.

> **Note:** The Favourites shortcut toolbar cannot be removed from the toolbar.

How to add an option to the Favourites shortcut bar

1. Click one of the coloured shortcut toolbars on the left to list the options on that toolbar.

2. Right-click the option that you want to add, and then click ADD TO FAVOURITES on the shortcut menu.

   The option is now listed on the Favourites shortcut toolbar.

3. Repeat Steps 1 and 2 for each option that you want to add.

> **Note:** Options from Web Services cannot be added to the Favourites shortcut toolbar.

How to delete an option from the Favourites shortcut bar

1. Click the FAVOURITES shortcut toolbar on the left to list the options.

2. Right-click the option that you want to remove, and then click DELETE BUTTON on the shortcut menu.

   The option is removed from the Favourites shortcut toolbar.

3. Repeat Steps 1 and 2 for each option that you want to remove.

How to reorganise the options on the Favourites shortcut bar

1. Click the FAVOURITES shortcut toolbar on the left to list the options.

2. Select the option to be moved and then left-click and hold the mouse button while you drag the option to its new location on the toolbar.

3. Repeat Steps 1 and 2 for each option that you want to move.

On the toolbar the Favourites shortcut bar can be listed first by selecting the option FAVOURITE BUTTONS ON TOP under Miscellaneous → User Settings → Appearance Tab.

Logging off, Exiting Suite8 and Locking the Station

The windows menu consists of the following options:

▪ Close All - closes all open screens and dialog boxes.

▪ Lock Station - locks the workstation.

▪ Logout - closes all open screens and logs off Suite8.

▪ Exit Application - closes all open screens and exits the application.

Options	Description
Close All	▪ Click the WINDOWS menu and the option CLOSE ALL. All open screens and dialog boxes are closed.
Logout	1. Click the WINDOWS menu and the option LOGOUT All open screens and dialog boxes are closed and the Login screen appears. A new user can now login. 2. To close the application completely click CANCEL. Suite8 is closed and the desktop appears.
Exit Application	▪ Click the WINDOWS menu and the option EXIT APPLICATION. Suite8 is closed and the desktop appears.
Lock Station	▪ Click the WINDOWS menu and the option LOCK STATION. All open screens and dialog boxes are closed and the Login screen appears. A new user can now login.

Lock Station - the open screens and dialog boxes from the user who locked the station will not be closed if the parameter LEAVE OPENED SCREEN ON SWITCH USER is selected under Setup → Configuration → Global Settings → Generic → Generic 3 tab.

2   Table Reservation

About Table Reservations

The Suite8 Table Reservation Module is used for viewing or reserving a table in a restaurant, bar or other location which has tables that can be reserved. Restaurant and table preferences can be added to the guest's profile so that when making a table reservation for that guest the preferred restaurant and table are suggested.

The restaurants are setup with the opening hours and suggested booking times. In each restaurant all the available tables are defined with setup and stay times, as well as minimum and maximum number of guests per table.

A table can be reserved via the TABLE RESERVATION menu or via the OPTIONS menu of the both the Reservation Navigator and the Edit Reservation screen.

If a table is reserved for a reservation it will be indicated at the bottom of the edit reservation screen by an indicator. Selecting the TABLE RES. indicator opens the Table Reservation search screen.

When activating the parameter USE AS RESOURCE RESERVATION the module is called RESOURCE RESERVATIONS instead of TABLE RESERVATIONS and can be used to reserve a resource. A resource is a reservable service the property might offer such as, parking spaces, sun beds or pool chairs.

A custom SQL query can be added to the night audit queries in order to save table growth statistics on the last day of month during night audit.

> **Note:** Table/Resource reservation functionality requires an additional license code.

Resource reservation functionality is controlled by the parameter USE AS RESOURCE RESERVATION under Setup → Configuration → Global Settings → Generic → Generic 4 tab → Table Reservations.

Table reservations functionality is controlled by the user rights VIEW, EDIT, INSERT, DELETE and REINSTATE under Setup → Configuration → Users → User Definition → Rights → Table reservations → Reservation.

Day Message functionality is controlled by the user rights VIEW, EDIT, INSERT and DELETE under Setup → Configuration → Users → User Definition → Rights → Table reservations → Day Message.

Table Reservation Search

This option may be used to search for a specific table booking or to view all table reservations and is accessible via the TABLE RESERVATIONS menu.

From the table reservation search screen it is possible to:

- Search for and view table reservations
- Enter a new table reservation or a new table reservation series
- Edit an existing table reservation
- Cancel a table reservation
- Copy a table reservation
- Assign/Unassign a table to a reservation
- Print a table reservation
- Mark a table reservation as seated as planned or seated now
- Mark a table reservation as left as planner or left now

How to search for a table reservation

1. Click the TABLE RESERVATIONS menu and select RESERVATION SEARCH or press CTRL + SHIFT + A.

   The Table Reservation Search screen is displayed.

2. Complete the search criteria by typing information or selecting information from the available lists.

   For an explanation of the search criteria, see the Table Reservation Search Criteria table below:

Fill in this field	With this information
Restaurant	Select a restaurant from the list.
Date to	Enter from and to dates to limit the search to specific dates.
Start time from to	Enter from and to times to limit the search to a specific time period.
Include history	Select this check box to include historical table reservation bookings.
Not Assigned tables only	Select this check box to display only tables which have not been assigned.
Room #	Enter the room number to limit the search to a specific room number.
Booking	Select a booking from the list; all bookings within the selected dates are displayed.
Event	Select an event from the list; all events within the selected dates are displayed.
Last Name	The last name of the guest.
First Name	The first name of the guest.

Description	Enter the text to search for a table reservation with a specific description. The text can be entered using wildcards (%) in order to search anywhere within the description, e.g. %highchair will return reservations with the text 'Highchair required' and also 'Requires a highchair'.
Status	Select a table reservation status from the list, the status DEFINITE is selected by default.
Reservation #	Enter the reservation number to limit the search to a specific reservation.
Booking #	Enter the booking number to limit the search to a specific booking.

3. Click SEARCH to list the table reservations according to the entered search criteria.

4. Click CLOSE to close the table reservation search screen.

How to mark a table reservation as seated

1. Click the TABLE RESERVATIONS menu and select RESERVATION SEARCH or press CTRL + SHIFT + A.

   The Table Reservation Search screen is displayed.

2. Locate the required reservation using the search criteria.

3. Click SEATED AS PLANNED if the reservation was seated at the time booked or click SEATED NOW if the reservation was seated at this moment.

   If the reservation was marked as SEATED NOW then a message is displayed asking if you want to keep the reservation duration.
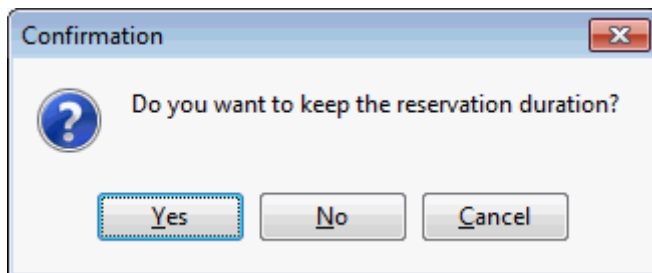
4. Click YES to keep the reservation duration; the START time is updated with the current time and the END time adjusted to keep the length of the reservation as originally booked.

5. Clicking NO will update the START time with the current time and the END time will remain as originally booked.

6. Click CLOSE to close the table reservation search screen.

How to mark a table reservation as departed

1. Click the TABLE RESERVATIONS menu and select RESERVATION SEARCH or press CTRL + SHIFT + A.

   The Table Reservation Search screen is displayed.

2. Locate the required reservation using the search criteria.

3. Click LEFT AS PLANNED if the reservation departed at the scheduled time or click LEFT NOW if the reservation departed at this moment.

   If the reservation was marked as LEFT NOW then the TIME TO on the edit table reservation screen is updated with the current time.

4. Click CLOSE to close the table reservation search screen.

Table reservation search criteria

Fill in this field	With this information
Restaurant	Select a restaurant from the list.
Date to	Enter from and to dates to limit the search to specific dates.
Start time from to	Enter from and to times to limit the search to a specific time period.
Include history	Select this check box to include historical table reservation bookings.
Not Assigned tables only	Select this check box to display only tables which have not been assigned.
Room #	Enter the room number to limit the search to a specific room number.
Booking	Select a booking from the list; all bookings within the selected dates are displayed.
Event	Select an event from the list; all events within the selected dates are displayed.
Last Name	The last name of the guest.
First Name	The first name of the guest.
Description	Enter the text to search for a table reservation with a specific description. The text can be entered using wildcards (%) in order to search anywhere within the description, e.g. %highchair will return reservations with the text 'Highchair required' and also 'Requires a highchair'.
Status	Select a table reservation status from the list, the status DEFINITE is selected by default.
Reservation #	Enter the reservation number to limit the search to a specific reservation.
Booking #	Enter the booking number to limit the search to a specific booking.

Options available on the table reservation search screen

- SEARCH - to activate the search for table reservation bookings according to the entered criteria

- RESET FILTER - resets the search criteria

- NEW - to enter a new table reservation

- NEW SERIES - to enter multiple table reservations

- EDIT - to edit an existing table reservation

- CANCEL - to cancel a table reservation

- COPY - to copy an existing table reservation

- PRINT - to print the selected table reservation

- PRINT SELECTED - to print the selected table reservations

- SEATED AS PLANNED - marks the reservation as seated at the scheduled time; the TIME FROM on the edit table reservation screen keeps the original time booked.

- SEATED NOW - marks the reservation as seated now; the TIME FROM on the edit table reservation screen is updated with the current time.

- LEFT AS PLANNED - marks the reservation as departed at the scheduled time; the TIME TO on the edit table reservation screen keeps the original time booked.

- LEFT NOW - marks the reservation as departed now; the TIME TO on the edit table reservation screen is updated with the current time.

- SHOW ASSIGNMENT - displays the available tables for the selected restaurant; a table can be assigned to a reservation by dragging the table to the reservation and unassigned by dragging the table to the table listing. Selecting the SHOW ALL RESTAURANTS option will display all available tables from all restaurants.

- HIDE ASSIGNMENT - removes the available tables listing.

Table Search

This option may be used to search for a specific table and is accessible via the TABLE RESERVATIONS menu.

From the table search screen it is possible to:

- Search for and view tables according to the specified criteria

- Select a table and enter a new reservation

How to search for a table

1. Click the TABLE RESERVATIONS menu and select TABLE SEARCH.

   The Search Table screen is displayed.

2. The DATE defaults to today's date; enter the required date or select a date from the calendar.

3. Complete the START TIME FROM and TO.

4. By default IGNORE ATTRIBUTES is selected, but this can be changed to ALL ATTRIBUTES or AT LEAST ONE ATTRIBUTE.

5. Tables can be displayed according to attribute type such as smoking or non-smoking; in the TABLE TYPES box select the attributes required.

6. Click SEARCH; all restaurants are displayed with a list of the tables meeting the entered search.

7. Select the required table and then click SELECT.

   The Table Reservation Edit screen is displayed.

8. The DATE, RESTAURANT and TIME FROM TO are completed from the table search; complete the remaining table reservation details.

9. Click OK to save the table reservation.

Table Reservation Edit dialog box

Fill in this field	With this information
Profiles	The ADD button may be used to link a guest profile to the table reservation. Multiple guest profiles may be linked to a single table reservation.
Reservations	The ADD button may be used to link a guest reservation to the table reservation. Multiple guest reservations may be linked to a single table reservation.
Reservation	This option is displayed if a series of table reservations is being reserved, select the required reservation in order to list all the possible reservation dates.
Date/Dates	Select the date or dates for which a table reservation is to be made.
Restaurant	Select a restaurant from the list.
Templates	Based on the restaurant selected the first available reservation booking time is selected by default. Click the down arrow to select the required reservation booking time.
Time from to	The from and to times are completed with the times from the reservation booking template, but may be adjusted as required.
# of adults Baby Child Teenager	If the table reservation is being made using a guest profile the # of adult's defaults to one. If the reservation is being made using a reservation then the # of adults, Baby, Child and Teenager entries are taken from the reservation, but maybe changed if required.
Tables	Select the table to be reserved from the Select Available Table dialog box. Multiple tables can be selected if required and tables can be displayed according to attribute type such as smoking or non-smoking. A table number must be selected if the parameter TABLE NUMBER IS MANDATORY is active.
Colour	Select the colour in which the table reservation is to be displayed on the Table Reservation Availability grid.
Description	Enter any additional service information. On the Availability and Restaurant Plan screens an icon 📄 is displayed if there is additional information.
Table Card	Enter the information to be printed on the table card.

New Table Reservation

This option may be used to reserve a table in one of the properties restaurants or bars and is accessible via the TABLE RESERVATIONS menu. A table can be reserved for a guest using the guest's profile or using the guest's reservation and multiple guest profiles and/or reservations may be linked to the same table reservation. Multiple table reservations can be made for a single table by marking the table reservation as shareable.
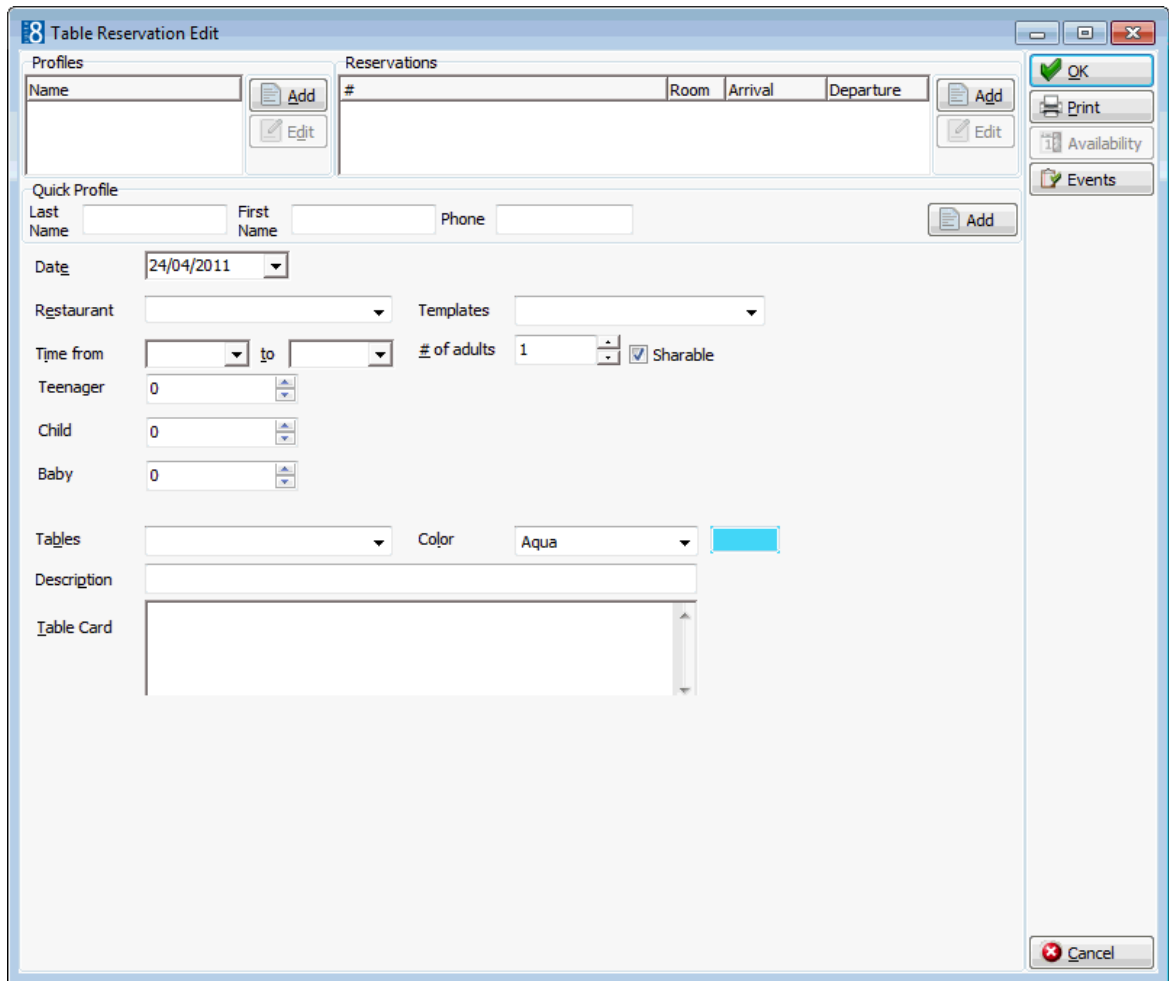
If a table is reserved for a reservation it will be indicated at the bottom of the edit reservation screen by the indicator Table Res. . Selecting the TABLE RES. indicator opens the Table Reservation search screen.
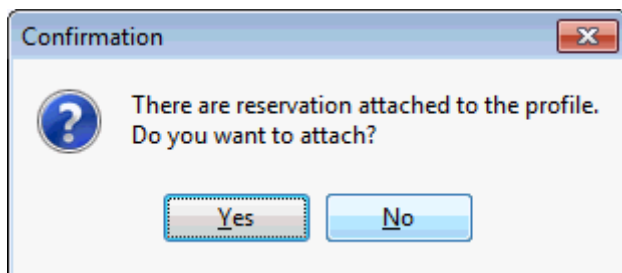
How to reserve a table using the guest's profile

1. Click the TABLE RESERVATION menu and select NEW RESERVATION.

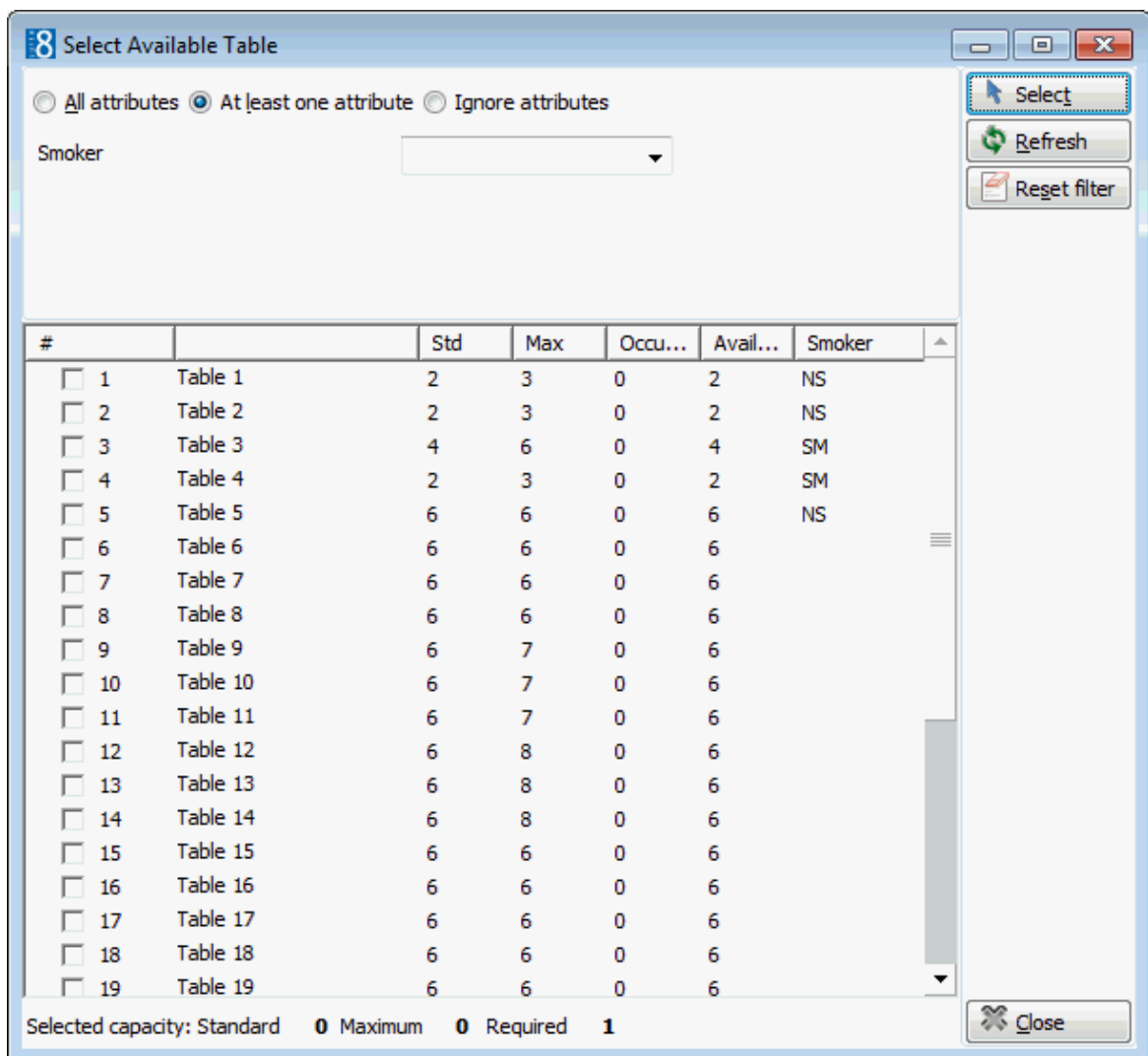   The Table Reservation Edit screen is displayed.

2. In the PROFILES panel click the ADD button and select the required profile from the Profile Search screen.

3. If the selected profile has a reservation then a message is displayed asking if the reservation should be attached.

4. Click YES to attach the reservation to the table reservation.

   If YES was selected then the reservation is now marked as selected in the RESERVATIONS panel.

5. The DATE defaults to today's date enter the date for which the table reservation is to be made or select a date from the calendar.

6. Select the RESTAURANT required from the list.

7. In the TEMPLATE box the first available reservation booking time is selected by default. Click the down arrow to select the required reservation booking time.

8. The TIME FROM and TO are completed with the times from the reservation booking template, but may be adjusted as required.

9. If the reservation is being made using a guest profile the # OF ADULTS defaults to one, if the reservation is being made using a reservation then the # OF ADULTS, BABY, CHILD and TEENAGER are taken from the reservation, but maybe changed if required.

10. If more than one reservation can be made for this table, select the SHAREABLE check box.

11. In the TABLES box, click on the down arrow to open the Select Available Table dialog box.

#		Std	Max	Occu...	Avail...	Smoker
☐ 1	Table 1	2	3	0	2	NS
☐ 2	Table 2	2	3	0	2	NS
☐ 3	Table 3	4	6	0	4	SM
☐ 4	Table 4	2	3	0	2	SM
☐ 5	Table 5	6	6	0	6	NS
☐ 6	Table 6	6	6	0	6	
☐ 7	Table 7	6	6	0	6	
☐ 8	Table 8	6	6	0	6	
☐ 9	Table 9	6	7	0	6	
☐ 10	Table 10	6	7	0	6	
☐ 11	Table 11	6	7	0	6	
☐ 12	Table 12	6	8	0	6	
☐ 13	Table 13	6	8	0	6	
☐ 14	Table 14	6	8	0	6	
☐ 15	Table 15	6	6	0	6	
☐ 16	Table 16	6	6	0	6	
☐ 17	Table 17	6	6	0	6	
☐ 18	Table 18	6	6	0	6	
☐ 19	Table 19	6	6	0	6	

Select Available Table

All attributes ○ At least one attribute ● Ignore attributes ○

Smoker

Select

Refresh

Reset filter

Selected capacity: Standard **0** Maximum **0** Required **1**

Close

Multiple tables can be selected if required and tables can be displayed according to attribute type such as smoking or non-smoking.

The standard and maximum number of available seats is displayed for the selected table or tables.

A table number must be selected if the parameter TABLE NUMBER IS MANDATORY is active.

12. Select the required table and then click SELECT.

13. Select the CoLOUR in which the table reservation should be displayed in the Table Reservation Availability grid.

14. Enter any additional information in the DESCRIPTION box.

15. Enter information in the TABLE CARD box.

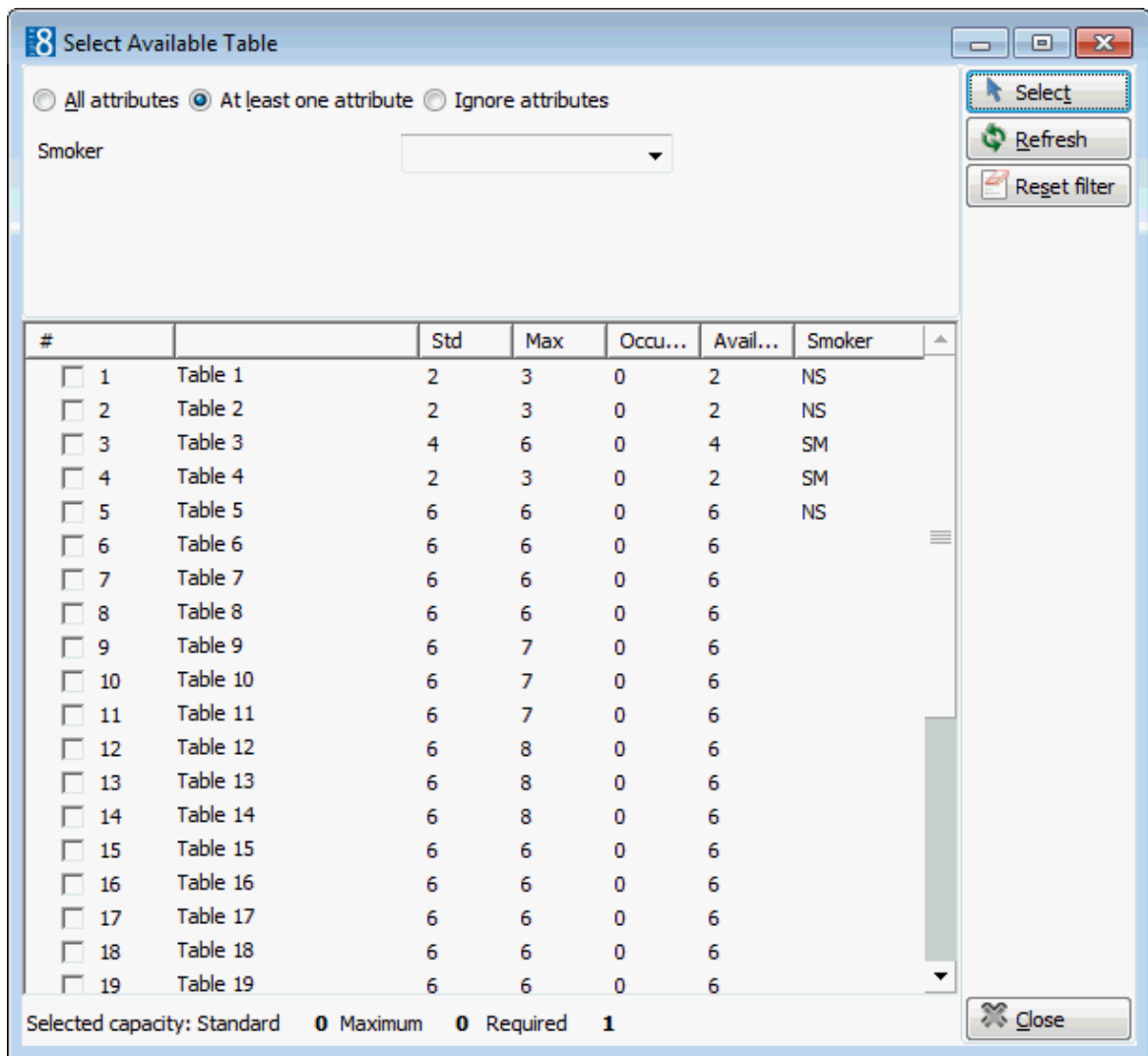16. Click OK to save the table reservation.

How to reserve a table using the guest's reservation

1. Click the TABLE RESERVATION menu and select NEW RESERVATION.

   The Table Reservation Edit screen is displayed.

2. In the RESERVATIONS panel click the ADD button and select the required reservation from the Reservation Search screen.

   The reservation is now marked as selected in the RESERVATIONS panel.

3. The DATE defaults to today's date enter the date for which the table reservation is to be made or select a date from the calendar.

4. If the date selected is out with the reservation dates then a message is displayed asking if you want to change the table reservation date.
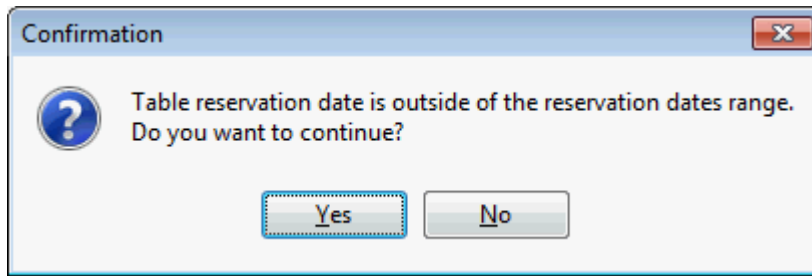
5. Select YES to change the table reservation date to the actual arrival date of the selected reservation, select NO to remove the selected reservation but leave the profile attached.

6. Select the RESTAURANT required from the list.

7. In the TEMPLATE box the first available reservation booking time is selected by default. Click the down arrow to select the required reservation booking time.

8. The TIME FROM and TO are completed with the times from the reservation booking template, but may be adjusted as required.

9. The # OF ADULTS, BABY, CHILD and TEENAGER are taken from the reservation, but maybe changed if required.

10. If more than one reservation can be made for this table, select the SHAREABLE check box.

11. In the TABLES box, click on the down arrow to open the Select Available Table dialog box.

#		Std	Max	Occu...	Avail...	Smoker	
☐ 1	Table 1	2	3	0	2	NS	
☐ 2	Table 2	2	3	0	2	NS	
☐ 3	Table 3	4	6	0	4	SM	
☐ 4	Table 4	2	3	0	2	SM	
☐ 5	Table 5	6	6	0	6	NS	
☐ 6	Table 6	6	6	0	6		
☐ 7	Table 7	6	6	0	6		
☐ 8	Table 8	6	6	0	6		
☐ 9	Table 9	6	7	0	6		
☐ 10	Table 10	6	7	0	6		
☐ 11	Table 11	6	7	0	6		
☐ 12	Table 12	6	8	0	6		
☐ 13	Table 13	6	8	0	6		
☐ 14	Table 14	6	8	0	6		
☐ 15	Table 15	6	6	0	6		
☐ 16	Table 16	6	6	0	6		
☐ 17	Table 17	6	6	0	6		
☐ 18	Table 18	6	6	0	6		
☐ 19	Table 19	6	6	0	6		

Selected capacity: Standard **0** Maximum **0** Required **1**

Multiple tables can be selected if required and tables can be displayed according to attribute type such as smoking or non-smoking.

The standard and maximum number of available seats is displayed for the selected table or tables.

A table number must be selected if the parameter TABLE NUMBER IS MANDATORY is active.

12. Select the required table and then click SELECT.

13. Select the COLOUR in which the table reservation should be displayed in the Table Reservation Availability grid.

14. Enter any additional information in the DESCRIPTION box.

15. Enter information in the TABLE CARD box.

16. Click OK to save the table reservation.

How to reserve a table using quick profile

1. Click the TABLE RESERVATION menu and select NEW RESERVATION.

   The Table Reservation Edit screen is displayed.

2. In the QUICK PROFILE panel enter the LAST NAME, FIRST NAME and PHONE number.

3. Click the ADD button, the name is displayed in the PROFILES panel; however, no actual profile is created.

4. The DATE defaults to today's date enter the date for which the table reservation is to be made or select a date from the calendar.

5. Select the RESTAURANT required from the list.

6. In the TEMPLATE box the first available reservation booking time is selected by default. Click the down arrow to select the required reservation booking time.

7. The TIME FROM and TO are completed with the times from the reservation booking template, but may be adjusted as required.

8. If the reservation is being made using a guest profile the # OF ADULTS defaults to one, if the reservation is being made using a reservation then the # OF ADULTS, BABY, CHILD and TEENAGER are taken from the reservation, but maybe changed if required.

9. If more than one reservation can be made for this table, select the SHAREABLE check box.

10. In the TABLES box, click on the down arrow to open the Select Available Table dialog box.
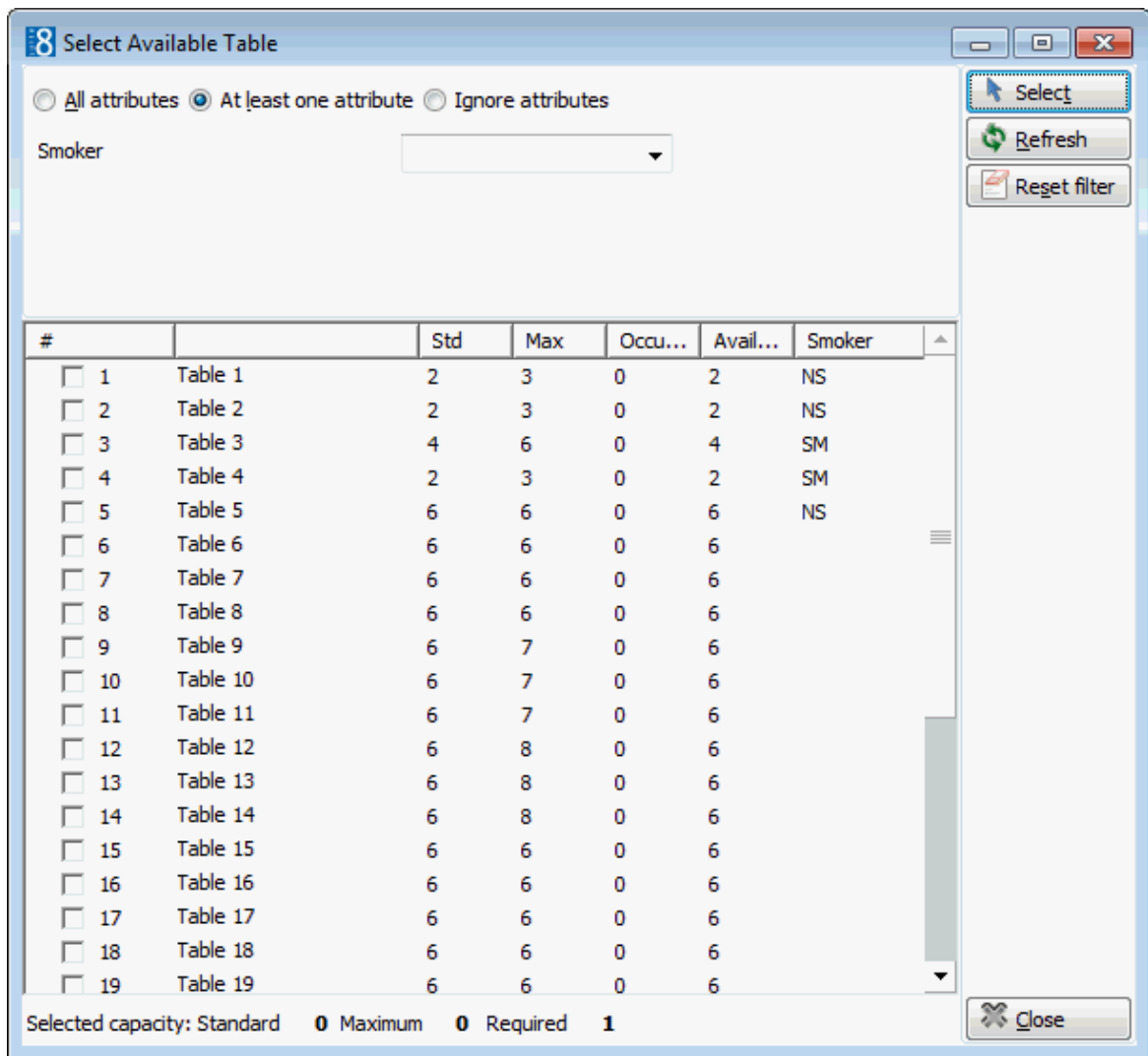
Multiple tables can be selected if required and tables can be displayed according to attribute type such as smoking or non-smoking.

The standard and maximum number of available seats is displayed for the selected table or tables.

A table number must be selected if the parameter TABLE NUMBER IS MANDATORY is active.

11. Select the required table and then click SELECT.

12. Select the COLOUR in which the table reservation should be displayed in the Table Reservation Availability grid.

13. Enter any additional information in the DESCRIPTION box.

14. Enter information in the TABLE CARD box.

15. Click OK to save the table reservation.

How to reserve a table for multiple guest profiles

1. Click the TABLE RESERVATION menu and select NEW RESERVATION.

   The Table Reservation Edit screen is displayed.

2. In the PROFILES panel click the ADD button and select the required profile from the Profile Search screen.

3. If the selected profile has a reservation then a message is displayed asking if the reservation should be attached.

4. Click YES to attach the reservation to the table reservation.

   If YES was selected then the reservation is now marked as selected in the RESERVATIONS panel.

   Repeat steps 2 -4 for each additional guest profile to be added to the table reservation.

   The number of persons now takes into account all the reservations attached to this table reservation.

5. Complete the remaining table reservation details.

6. Click OK to save the table reservation.

How to reserve a table for multiple reservations

1. Click the TABLE RESERVATION menu and select NEW RESERVATION.

   The Table Reservation Edit screen is displayed.

2. In the RESERVATIONS panel click the ADD button and select the required reservation from the Reservation Search screen.

   The reservation is now marked as selected in the RESERVATIONS panel.

   Repeat step 2 for each additional reservation to be added to the table reservation.

   The number of persons now takes into account all the reservations attached to this table reservation.

3. Complete the remaining table reservation details.

4. Click OK to save the table reservation.

How to print a single restaurant booking

1. Click the TABLE RESERVATION menu and select RESTAURANT PLAN.

2. Select the required RESTAURANT.

3. Complete any required filter criteria and click REFRESH.

4. Point to the reservation to be printed and right-click to display the short-cut menu.

5. Select PRINT.

   The Print Table Reservation dialog box is displayed.

6. Select the required TEMPLATES.

7. Select the required LANGUAGE.

8. The RESTAURANT and the FROM and TO dates default to the restaurant and dates selected on the availability grid, but can be changed as required.

9. Click PREVIEW to view and then print the report.

10. Click EMAIL or FAX to email or fax the report respectively.

11. Click SMS to send an SMS.

ⓘ Reports to be printed via the PRINT button must exist with the section role TABLE RESERVATION SINGLE PRINT.

How to print a confirmation letter

1. Click the TABLE RESERVATIONS menu and select RESERVATION SEARCH or press CTRL + SHIFT + A.

   The Table Reservation Search screen is displayed.

2. Locate the required reservation using the search criteria and click EDIT.

   The Table Reservation Edit screen is displayed.

3. If the table reservation has a linked profile then a confirmation letter for the table reservation can be printed or emailed.

4. Click the CONFIRMATION button to display the Print Table Reservation Confirmation screen.
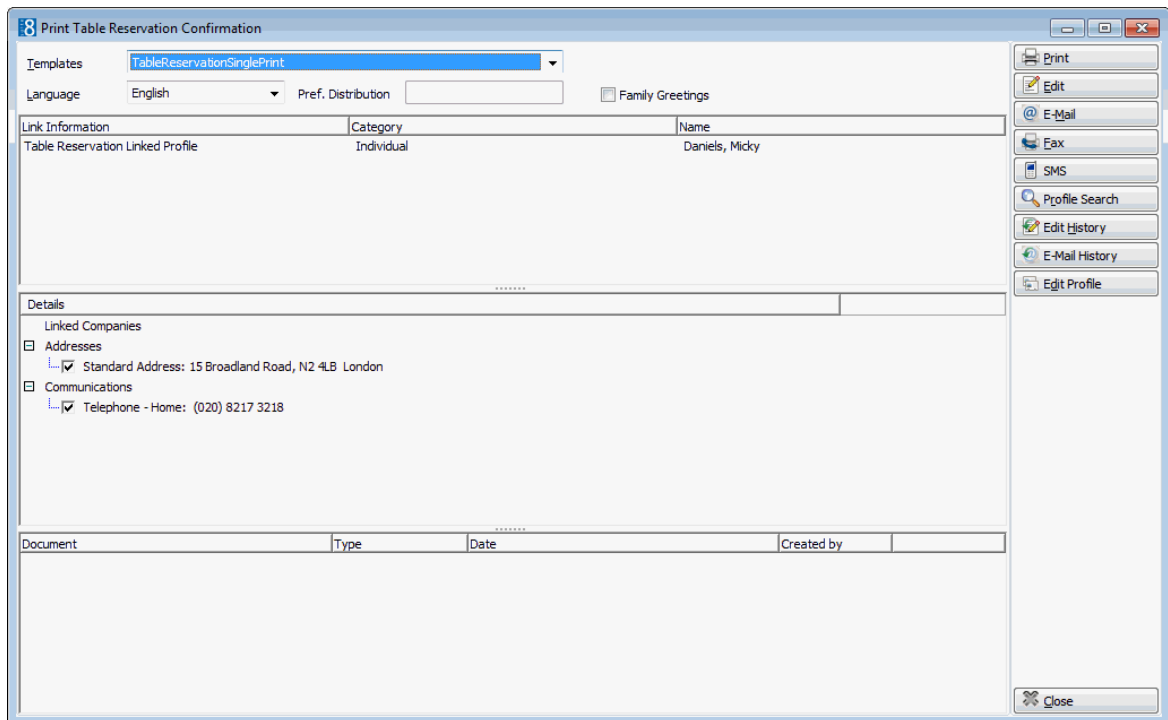
5. Proceed as for a reservation confirmation letter.

How to view events

1. Click the TABLE RESERVATION menu and select NEW RESERVATION.

   The Table Reservation Edit screen is displayed.

2. Select a profile or reservation for which the table reservation is to be made.

3. Select the RESTAURANT required from the list.

4. In the TEMPLATE box the first available reservation booking time is selected by default; click the down arrow to select the required reservation booking time.

5. The TIME FROM and TO are completed with the times from the reservation booking template, but may be adjusted as required.

6. Click EVENTS to display the Space Occupancy screen for the selected restaurant and the selected time.

7. All events booked for the selected restaurant and time frame are displayed.

   See: Space Occupancy for more information on the options available on the space occupancy screen.

8. Click CLOSE to save the space occupancy screen.

9. Complete the remaining table reservation details.

10. Click OK to save the table reservation.

Table Reservation Edit dialog box

Fill in this field	With this information
Profiles	The ADD button may be used to link a guest profile to the table reservation. Multiple guest profiles may be linked to a single table reservation.
Reservations	The ADD button may be used to link a guest reservation to the table reservation. Multiple guest reservations may be linked to a single table reservation.
Reservation	This option is displayed if a series of table reservations is being reserved, select the required reservation in order to list all the possible reservation dates.
Date/Dates	Select the date or dates for which a table reservation is to be made.
Restaurant	Select a restaurant from the list.
Templates	Based on the restaurant selected the first available reservation booking time is selected by default. Click the down arrow to select the required reservation booking time.
Time from to	The from and to times are completed with the times from the reservation booking template, but may be adjusted as required.

# of adults Baby Child Teenager	If the table reservation is being made using a guest profile the # of adult's defaults to one. If the reservation is being made using a reservation then the # of adults, Baby, Child and Teenager entries are taken from the reservation, but maybe changed if required.
Shareable	Defines if the table reservation is shareable; if marked as shareable then multiple table reservations can be made for the same table. A warning message is displayed if the standard number of persons is exceeded; if the maximum persons are exceeded then the reservation cannot be completed.
Tables	Select the table to be reserved from the Select Available Table dialog box. Multiple tables can be selected if required and tables can be displayed according to attribute type such as smoking or non-smoking. A table number must be selected if the parameter TABLE NUMBER IS MANDATORY is active.
Colour	Select the colour in which the table reservation is to be displayed on the Table Reservation Availability grid.
Description	Enter any additional service information. On the Availability and Restaurant Plan screens an icon 🖹 is displayed if there is additional information.
Table Card	Enter the information to be printed on the table card.

ⓘ SMS Sending functionality is controlled by the parameter ENABLE SMS SENDING under Setup → Configuration → Global Settings → Interfaces → Misc. Interface 5 tab.

ⓘ Restaurants are defined via the option RESTAURANTS under Setup → Configuration → Table Reservations.

ⓘ Tables are defined via the option TABLES under Setup → Configuration → Table Reservations.

ⓘ Restaurant booking time templates are defined via the option RESTAURANTS OPENING TIMES under Setup → Configuration → Table Reservations.

ⓘ The mandatory selection of a table number is controlled by the parameter TABLE NUMBER IS MANDATORY under Setup → Configuration → Global Settings → Generic → Generic 4 tab → Table Reservations.

ⓘ Quick profile functionality is controlled by the parameter USE QUICK PROFILE under Setup → Configuration → Global Settings → Generic → Generic 4 tab → Table Reservations.

ⓘ Marking table reservations as shareable by default is controlled by the parameter RESERVATIONS ARE SHAREABLE BY DEFAULT under Setup → Configuration → Global Settings → Generic → Generic 4 tab → Table Reservations.

New Table Reservation Series

This option may be used to reserve the same table reservation for several different dates in one of the properties restaurants or bars and is accessible via the TABLE RESERVATIONS menu.
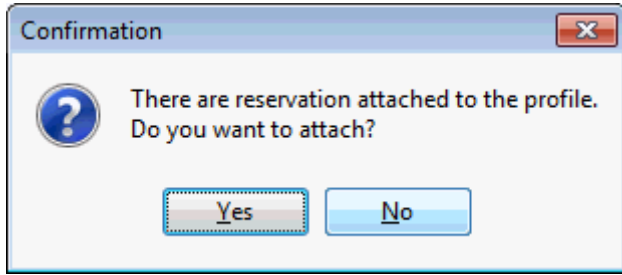
How to reserve a table reservation for multiple dates using the guest's profile

1. Click the TABLE RESERVATION menu and select NEW SERIES.

   The Table Reservation Edit screen is displayed.

2. In the PROFILES panel click the ADD button and select the required profile from the Profile Search screen.

3. If the selected profile has a reservation then a message is displayed asking if the reservation should be attached.

Confirmation

There are reservation attached to the profile. Do you want to attach?

Yes   No

4. Click Y<small>ES</small> to attach the reservation to the table reservation.

   If Y<small>ES</small> was selected then the reservation is now marked as selected in the R<small>ESERVATIONS</small> panel.

   If required, repeat steps 2 -4 for each additional guest profile to be added to the table reservation.

   The number of persons now takes into account all the reservations attached to this table reservation.

5. Click the down arrow in the R<small>ESERVATIONS</small> box and select the required reservation.

   In the D<small>ATES</small> panel all the dates for the reservation selected are listed and by default all dates are selected. If no reservation is selected then today's date and tomorrow's date are listed and by default both dates are selected.

6. Select the dates for which a table reservation is to be made; the S<small>ELECT ALL</small>, D<small>ESELECT ALL</small> and S<small>ET</small> D<small>ATES</small> buttons may be used.

7. Complete the remaining table reservation details.

8. Click OK to save the table reservation.

   > **Note:** Tables which are not available for all or part of the series being booked are marked in red.

#		Std	Max	Occupied	Available	Smoker
☐ 1	Table 1	2	3	0	2	NS
☐ 2	Table 2	2	3	0	2	NS
☐ 3	Table 3	4	6	0	4	SM
☐ 4	Table 4	2	3	0	2	SM
☐ 5	Table 5	6	6	0	6	NS
☐ 6	Table 6	6	6	0	6	

How to reserve a table reservation for multiple dates using the guest's reservation

1. Click the TABLE RESERVATION menu and select NEW SERIES.

    The Table Reservation Edit screen is displayed.

2. In the RESERVATIONS panel click the ADD button and select the required reservation from the Reservation Search screen.

    The reservation is now marked as selected in the RESERVATIONS panel.

    Repeat step 2 for each additional reservation to be added to the table reservation.

    The number of persons now takes into account all the reservations attached to this table reservation.

3. Click the down arrow in the RESERVATIONS box and select the required reservation.

    In the DATES panel all the dates for the reservation selected are listed and by default all dates are selected. If no reservation is selected then today's date and tomorrow's date are listed and by default both dates are selected.

4. Select the dates for which a table reservation is to be made; the SELECT ALL, DESELECT ALL and SET DATES buttons may be used.

5. Complete the remaining table reservation details.

6. Click OK to save the table reservation.

> **Note:** Tables which are not available for all or part of the series being booked are marked in red.

#		Std	Max	Occupied	Available	Smoker
☐ 1	Table 1	2	3	0	2	NS
☐ 2	Table 2	2	3	0	2	NS
☐ 3	Table 3	4	6	0	4	SM
☐ 4	Table 4	2	3	0	2	SM
☐ 5	Table 5	6	6	0	6	NS
☐ 6	Table 6	6	6	0	6	

How to view events

1. Click the TABLE RESERVATION menu and select NEW SERIES.

   The Table Reservation Edit screen is displayed.

2. Select a profile or reservation for which the table reservations are to be made.

3. In the DATES panel all the dates for the reservation selected are listed and by default all dates are selected. If no reservation is selected then today's date and tomorrow's date are listed and by default both dates are selected.

4. Select the dates for which a table reservation is to be made; the SELECT ALL, DESELECT ALL and SET DATES buttons may be used.

5. Select the RESTAURANT required from the list.

6. In the TEMPLATE box the first available reservation booking time is selected by default; click the down arrow to select the required reservation booking time.

7. The TIME FROM and TO are completed with the times from the reservation booking template, but may be adjusted as required.

8. Click EVENTS to display the Space Occupancy screen for the selected restaurant and the selected time.
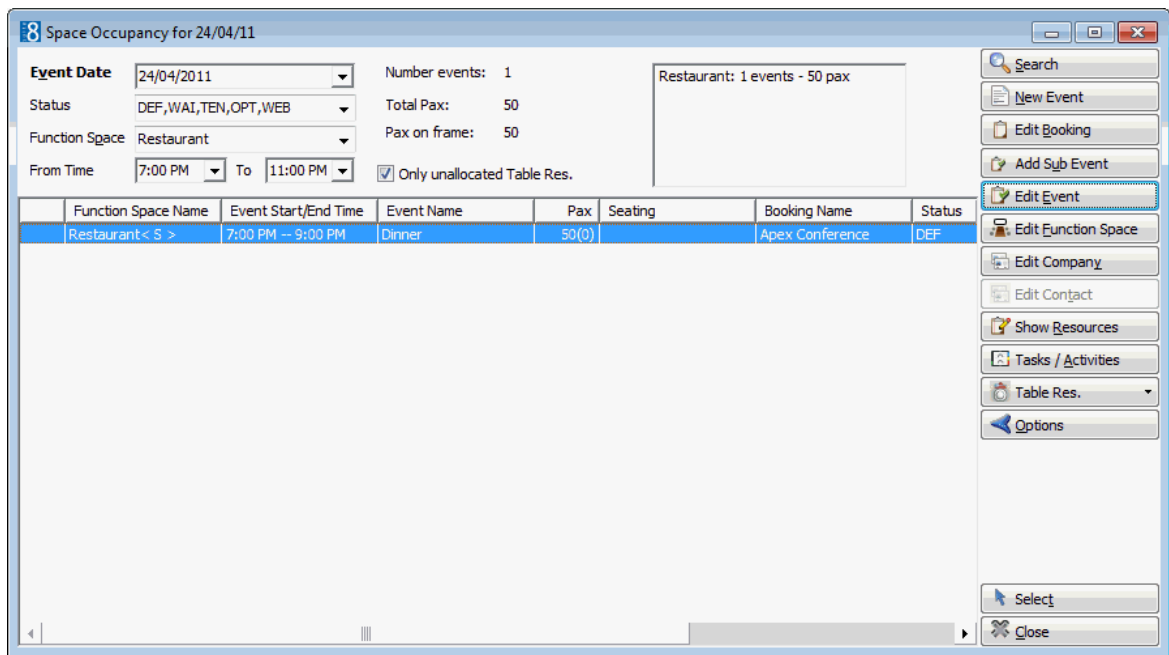
9. All events booked for the selected restaurant, the first date selected and time frame are displayed.

   See: Space Occupancy for more information on the options available on the space occupancy screen.

10. Click CLOSE to save the space occupancy screen.

11. Complete the remaining table reservation details.

12. Click OK to save the table reservation.

Table Reservation Edit dialog box

Fill in this field	With this information
Profiles	The ADD button may be used to link a guest profile to the table reservation. Multiple guest profiles may be linked to a single table reservation.
Reservations	The ADD button may be used to link a guest reservation to the table reservation. Multiple guest reservations may be linked to a single table reservation.
Reservation	This option is displayed if a series of table reservations is being reserved, select the required reservation in order to list all the possible reservation dates.
Date/Dates	Select the date or dates for which a table reservation is to be made.
Restaurant	Select a restaurant from the list.
Templates	Based on the restaurant selected the first available reservation booking time is selected by default. Click the down arrow to select the required reservation booking time.
Time from to	The from and to times are completed with the times from the reservation booking template, but may be adjusted as required.

# of adults Baby Child Teenager	If the table reservation is being made using a guest profile the # of adult's defaults to one. If the reservation is being made using a reservation then the # of adults, Baby, Child and Teenager entries are taken from the reservation, but maybe changed if required.
Tables	Select the table to be reserved from the Select Available Table dialog box. Multiple tables can be selected if required and tables can be displayed according to attribute type such as smoking or non-smoking.
Colour	Select the colour in which the table reservation is to be displayed on the Table Reservation Availability grid.
Description	Enter any additional information.
Table Card	Enter the information to be printed on the table card.

Table Reservation Availability

This option may be used to view restaurant table availability and is accessible via the TABLE RESERVATIONS menu.

The TOTAL figure displayed at the bottom of the availability grid is the total number of persons reserved for the selected restaurant; this figure also includes the number of persons that are part of an event which has been booked in the selected restaurant. The UNALLOCATED CCM figure is the number of persons that are part of an event but have not yet been allocated a table, they are however already included in the total figure.

From the restaurant availability grid it is possible to:

- View table availability and occupancy
- Enter a new table reservation
- Edit an existing table reservation
- Cancel a table reservation
- Display the restaurant plan
- Print the table availability and occupancy grid
- Mark a table reservation as seated as planned or seated now

Understanding the Availability Screen

How to view restaurant availability

1. Click the TABLE RESERVATION menu and select AVAILABILITY.

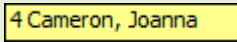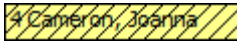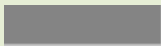   The Table Reservation Availability screen is displayed.
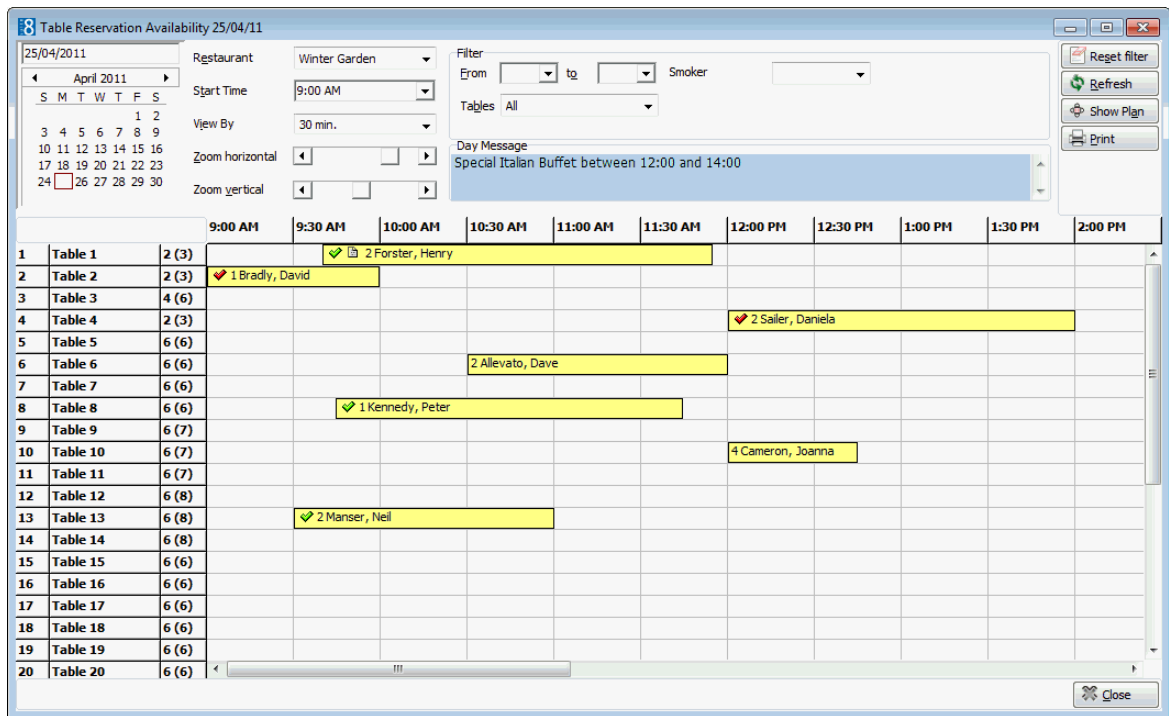
Note: The availability displayed initially is according to the restaurant order defined in the configuration.

Availability search criteria

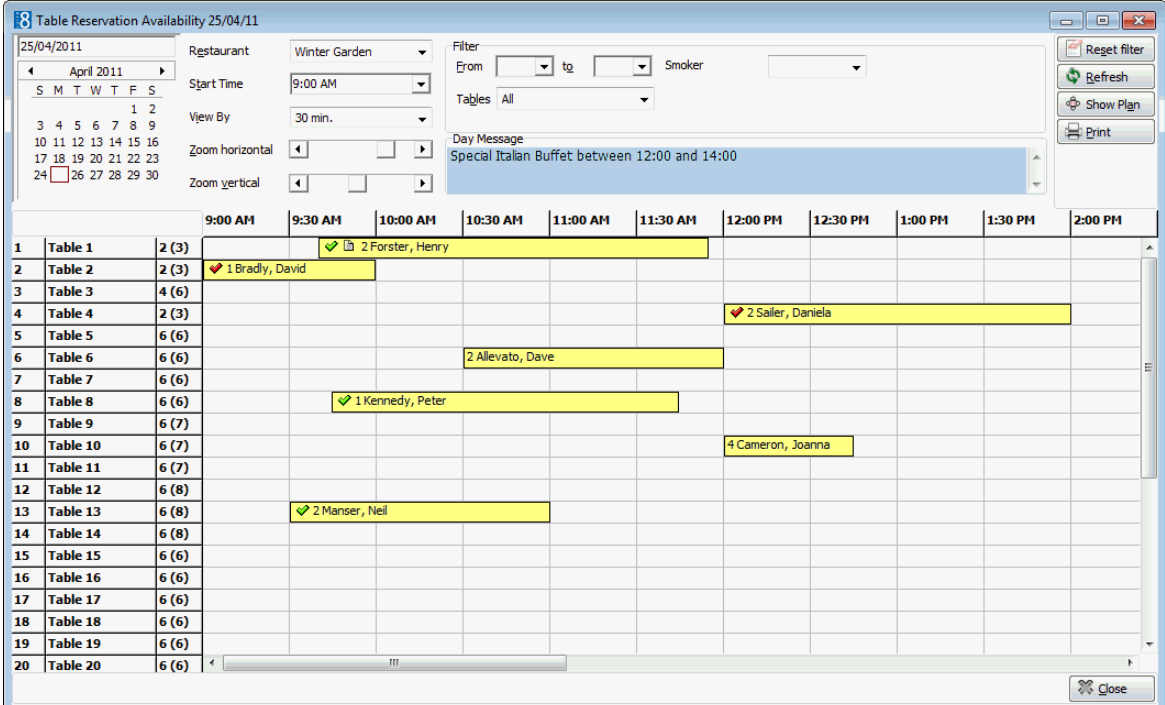| Search criteria	Description
Restaurant	Select the required restaurant from the list.
Start Time	The start time is used as the start time for showing the availability and occupancy of the restaurant. The default start time for each restaurant is defined in the configuration.
View By	Select the time interval to view the availability display; intervals such as, 30 minutes, 1 hour, 4 hours, a week, 2 weeks and a month can be defined in the configuration.
Zoom Horizontal	Used to change the zoom settings horizontally of the time/date slots, to expand the view for example. The zoom settings are stored per user. After an upgrade or if using them for the first time, the zoom settings can be by default set to the minimum, but once changed they will be the same every time the user logs on.
Zoom Vertical	Used to change the zoom settings vertically, i.e. enlarge the table names on the left hand side.
Filter	
From...to	Select the from and to time to display on the availability screen; the selected time span is displayed coloured pale green.
Tables	Displays the tables according to reserved status; All, Empty Only, Empty & Partially Available, Occupied Only
Restaurant Table Type	Displays the tables according to table feature, for example, smoking or non-smoking.
Day Message	Displays any day messages which have been defined for this restaurant on this day.

Availability screen icons

Icon	Legend Term	What it represents
4 Cameron, Joanna	Table Reservation	A table reservation with the number of booked persons and the booker's name.
4 Cameron, Joanna	Tentative	The diagonal lines indicate that the table reservation is linked to an event with tentative status.
	Closed Hours	Indicates that the restaurant is closed for the selected time period.
	Blocked function space	Indicates that a function room which is used in combination with table reservations, such as a restaurant or bar, is exclusively blocked via conference and catering management. Right-clicking a blocked function space displays the SPACE OCCUPANCY screen for the selected date and time.
📄	Additional Information	Indicates that there is additional service information.
✔	Seated	The guest has been seated as planned or seated now.
✔	Left	The guest has left as planned or left now.

How to search for table availability

1. Click the TABLE RESERVATION menu and select AVAILABILITY.

   The Table Reservation Availability screen is displayed.

> **Note:** The availability displayed initially is according to the restaurant order defined in the configuration.

2. Click the required DATE in the Calendar, the default is today's date.

3. Select a RESTAURANT from the list.

4. Change the START TIME and VIEW BY options if required.

5. Complete the required filter criteria and click REFRESH.

   The availability is displayed for the selected restaurant.

6. Click CLOSE to close the availability screen.
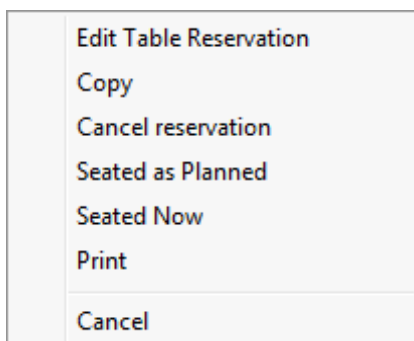
How to enter a new table reservation

1. Click the TABLE RESERVATION menu and select AVAILABILITY.

   The Table Reservation Availability search screen is displayed.

2. Click the required DATE in the Calendar and select the RESTAURANT from the list.

3. Complete the required filter criteria and click REFRESH.

   The availability is displayed for the selected restaurant.

4. Place the cursor on the grid box for the table and start time the reservation is required.

5. Left-click and hold down the left-mouse button.

6. Drag the mouse to the right until the required time is selected, release the left-mouse button, the short-cut menu is displayed.
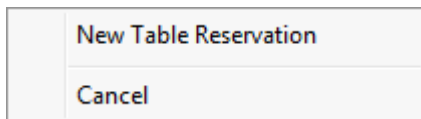
7. Click NEW TABLE RESERVATION on the shortcut menu to display the table reservation edit dialog box.

   The DATE, RESTAURANT, TIME FROM TO and TABLES are completed with the details selected on the availability grid.

8. Complete the remaining table reservation details.

9. Click OK to save the table reservation.

How to edit a table reservation

1. Click the TABLE RESERVATION menu and select AVAILABILITY.

   The Table Reservation Availability search screen is displayed.

2. Select the required DATE and RESTAURANT.

3. Point to the table reservation to be edited and double-click or right-click to display the short-cut menu.

4. Select EDIT TABLE RESERVATION, the table reservation edit screen is displayed.
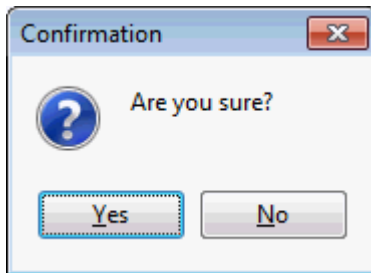
5. Make any changes necessary.

6. Click OK to save the changes.

How to cancel a table reservation

1. Click the TABLE RESERVATION menu and select AVAILABILITY.

   The Table Reservation Availability search screen is displayed.

2. Select the required RESTAURANT and DATE.

3. Point to the table reservation to be cancelled and right-click to display the short-cut menu.

   Edit Table Reservation
   Copy
   Cancel reservation
   Seated as Planned
   Seated Now
   Print

   Cancel

4. Click CANCEL RESERVATION, a confirmation message is displayed.

   Confirmation

   Are you sure?

   Yes   No
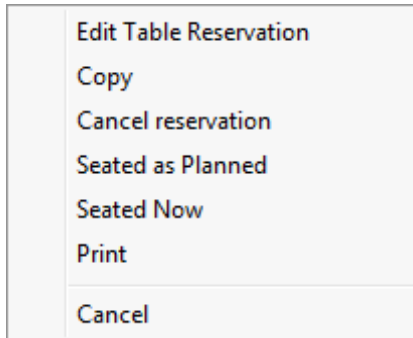
5. Click YES to cancel the table reservation.

**How to view the restaurant plan**

1. Click the TABLE RESERVATION menu and select AVAILABILITY.

   The Table Reservation Availability screen is displayed.

2. Select the RESTAURANT required and complete any other required filter criteria.

3. Click the SHOW PLAN button.

   The Restaurant Plan screen is displayed according to the selected criteria.
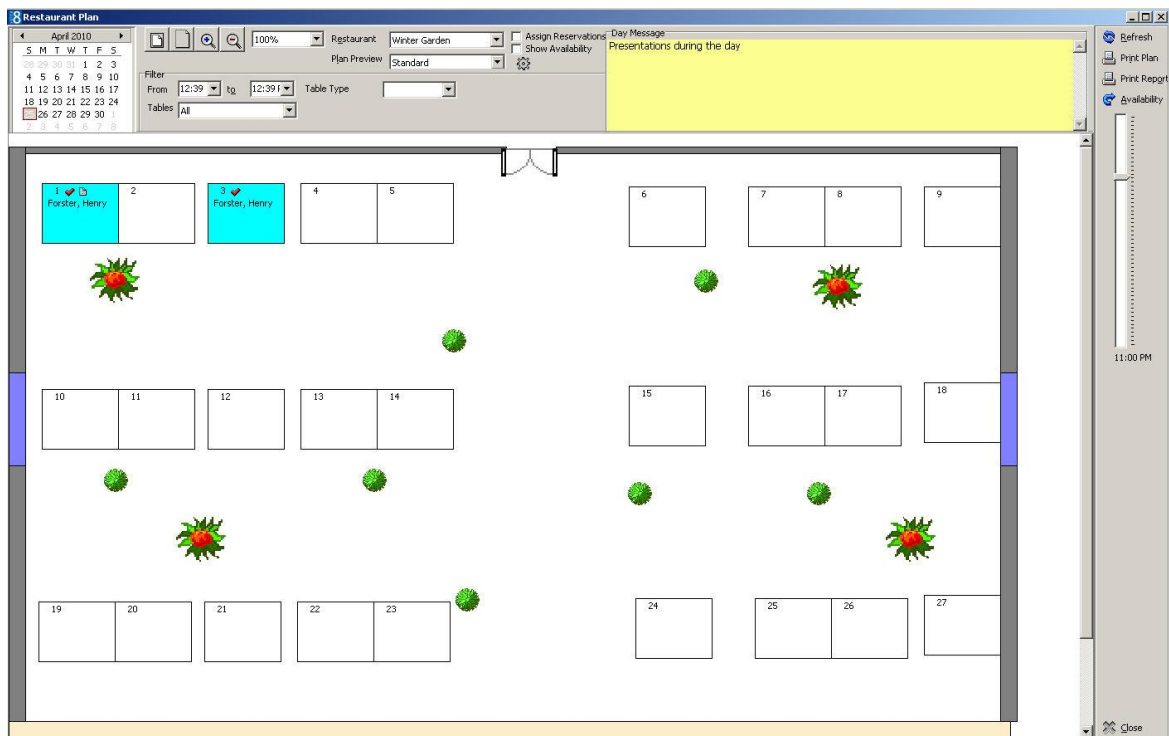
> **Note:** If the restaurant is closed for the selected time period then the
> background colour of the restaurant plan is dark grey.

How to print restaurant table availability

1. Click the TABLE RESERVATION menu and select AVAILABILITY.

   The Table Reservation Availability screen is displayed.

2. Click the required DATE in the Calendar, the default is today's date.

3. Select a RESTAURANT from the list.

4. Click PRINT to display the Print Table Reservation dialog box.
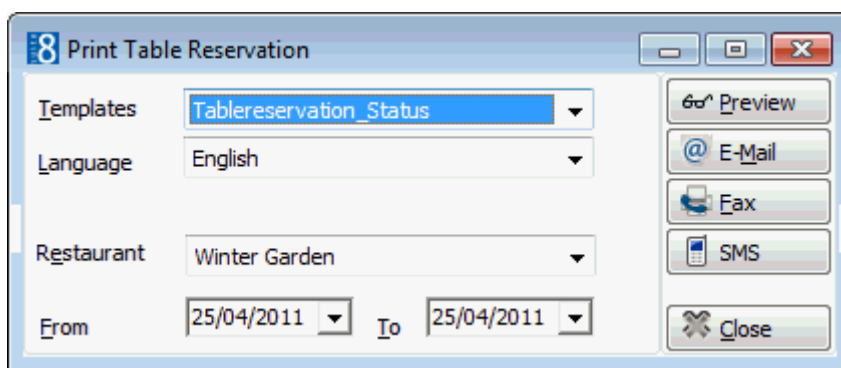
5. Select the required TEMPLATE.

6. Select the required LANGUAGE.

7. The RESTAURANT and the FROM and TO dates default to the restaurant and dates
   selected on the availability grid, but can be changed as required.

8. Click PRINT to print the table reservation availability.

9. Click EMAIL or FAX to email or fax the table availability respectively.

10. Click SMS to send an SMS.

Edit Reservation - Availability

1. Display the Table Reservation Edit screen.

2. Click AVAILABILITY; this shows the following information as per the booked time for the selected reservation:
   - Occupied Tables - number of occupied tables.
   - Free Tables - number of available tables.
   - Occupied Persons - number of persons booked and number of persons that are part of an event but have not yet been allocated a table.
   - Avail Std Persons - the minimum capacity of the restaurant.
   - Avail Max Persons - the maximum capacity of restaurant.

Occupied Tables	4
Free Tables	26
Occupied Persons	7 / 0 Unallocated
Avail Std Persons	159
Avail Max Persons	173

3. Click OK to close the edit reservation screen.

**How to mark a table reservation as seated**

1. Click the TABLE RESERVATION menu and select AVAILABILITY.

   The Table Reservation Availability search screen is displayed.

2. Select the required RESTAURANT and DATE.

3. Point to the table reservation to be marked as seated and right-click to display the short-cut menu.

Edit Table Reservation
Copy
Cancel reservation
Seated as Planned
Seated Now
Print
Cancel
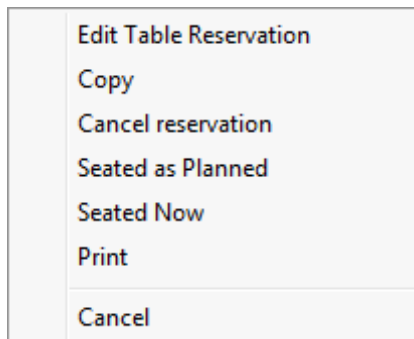
4. Click SEATED AS PLANNED if the reservation was seated at the time booked or click SEATED NOW if the reservation was seated at this moment.

   If the reservation was marked as SEATED NOW then the TIME FROM on the edit table reservation screen is updated with the current time.

5. Click CLOSE to close the availability screen.

How to mark a table reservation as departed

1. Click the TABLE RESERVATION menu and select AVAILABILITY.

   The Table Reservation Availability search screen is displayed.

2. Select the required RESTAURANT and DATE.

3. Point to the table reservation to be marked as departed and right-click to display the short-cut menu.

Edit Table Reservation
Copy
Cancel reservation
Left as Planned
Left Now
Print

Cancel
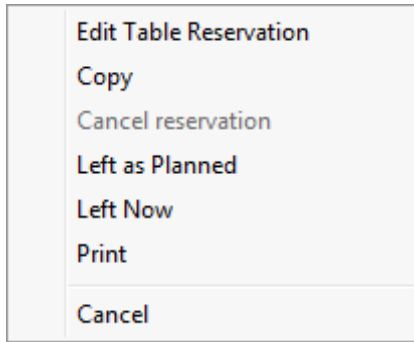
4. Click LEFT AS PLANNED if the reservation departed at the scheduled time or click LEFT NOW if the reservation departed at this moment.

   If the reservation was marked as LEFT NOW then the TIME TO on the edit table reservation screen is updated with the current time.

5. Click CLOSE to close the availability screen.

ⓘ The default colour for reservations on the availability grid is defined via the option DEFAULT RESERVATION COLOUR under Setup → Configuration → Global Settings → Generic → Generic 3 tab → Table Reservations.

ⓘ The default colour for day messages on the availability grid is defined via the option DAY MESSAGE COLOUR under Setup → Configuration → Global Settings → Generic → Generic 3 tab → Table Reservations.

ⓘ The default minutes when creating a reservation from the table availability screen is controlled by the parameter SNAP TO under Setup → Configuration → Global Settings → Generic → Generic 4 tab → Table Reservations. For example, if snap to is set to 15 minutes then when creating a new reservation on the availability grid by selecting a time range in the middle of the field 12.00 and dragging it to the end of 13.00, the proposed start time for the new table reservation will be 12.15.

> **Note:** The SHOW PLAN option is not available if there is no restaurant plan setup for the selected restaurant.

Table Reservation Day Messages

This option may be used to enter restaurant notices, such as specials of the day, themes or special messages.
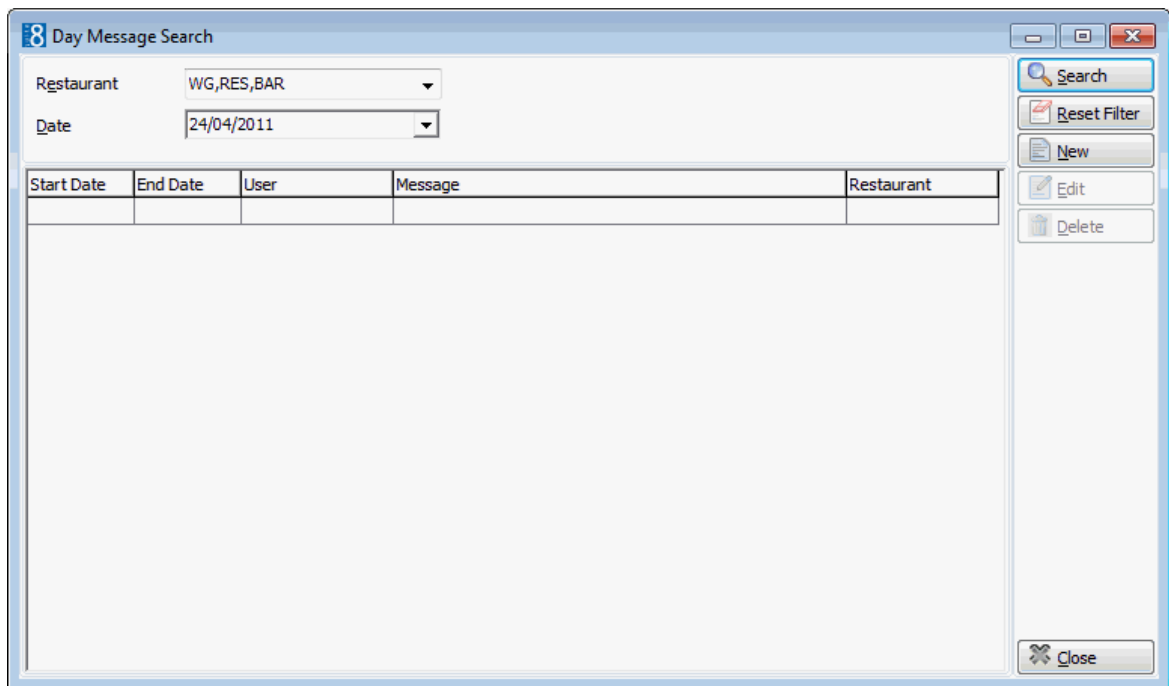Day messages are displayed on the table reservation availability screen and the restaurant plan.
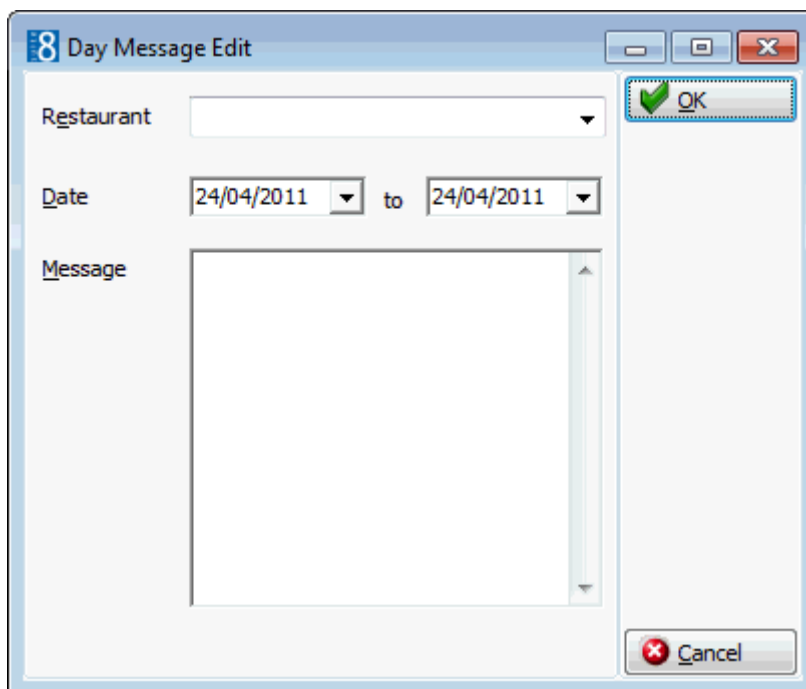
How to enter a day message

1. Click the TABLE RESERVATION menu and select DAY MESSAGES.
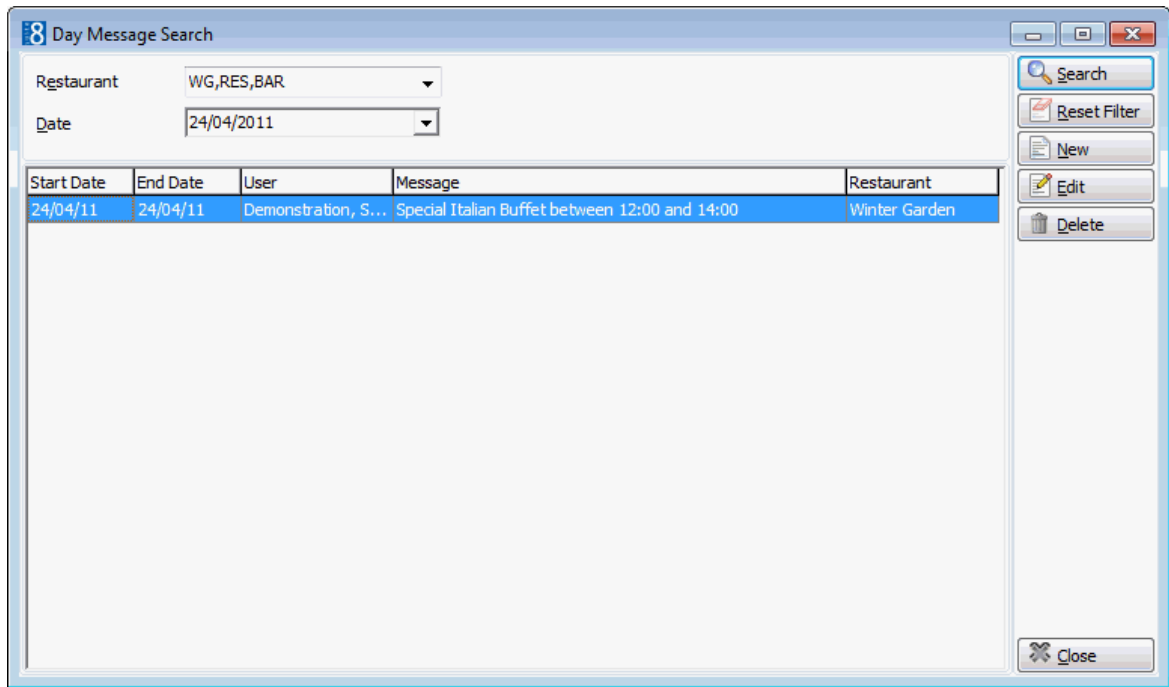
   The Day Message Search screen is displayed.

2. Click NEW to enter a new day message, the Day Message Edit dialog box is displayed.

3. Select the RESTAURANT from the list.

4. Enter the from and to DATE for which the day message is valid or select the dates from the calendar.

5. Enter the text of the day MESSAGE.

6. Click OK to save the message.

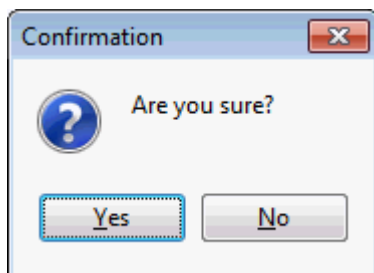   The message is listed in the Day Message Search screen.

How to edit a day message

1. Click the TABLE RESERVATION menu and select DAY MESSAGES.

   The Day Message Search screen is displayed.

2. Select the required RESTAURANT and DATE.

3. Click SEARCH to display all the day messages for the selected day and restaurant.

4. Select the day message to be edited and click EDIT.

   The day message edit screen is displayed.

5. Make any changes necessary.

6. Click OK to save the changes.

7. Click CLOSE to close the day message search screen.

How to delete a day message

1. Click the TABLE RESERVATION menu and select DAY MESSAGES.

   The Day Message Search screen is displayed.

2. Select the required RESTAURANT and DATE.

3. Click SEARCH to display all the day messages for the selected day and restaurant.

4. Select the day message to be deleted and click DELETE.

5. A confirmation message is displayed.

6. Click YES to delete the day message.

7. Click CLOSE to close the day message search screen.

ⓘ The default colour for day messages on the availability grid is defined via the option DAY MESSAGE COLOUR under Setup → Configuration → Global Settings → Generic → Generic 3 tab → Table Reservations.

ⓘ Day Message functionality is controlled by the user rights VIEW, EDIT, INSERT and DELETE under Setup → Configuration → Users → User Definition → Rights → Table reservations → Day Message.

Restaurant Plan

The restaurant plan displays the layout of each restaurant or bar in diagram format.
Different layouts can be defined for each restaurant, for example, if a restaurant is used for private functions the layout may be different than from the normal daily setup.
On the restaurant plan you can:

- View the assigned and available tables
- Create a new table reservation
- Add another table reservation to an existing reservation
- Edit an existing table reservation
- Cancel a table reservation
- Mark a table reservation as seated or departed
- Assign a table to a reservation
- Print the restaurant layout
- Print table reservation reports
- Display the table reservation availability in grid format.

Understanding the Restaurant Plan

How to view the restaurant plan

1. Click the TABLE RESERVATION menu and select RESTAURANT PLAN.

    The Restaurant Plan screen is displayed showing the first restaurant according to the order defined in the configuration.
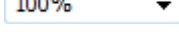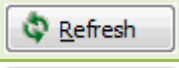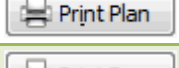
    By default the restaurant plan displays all tables regardless of status or type for today's date and time.
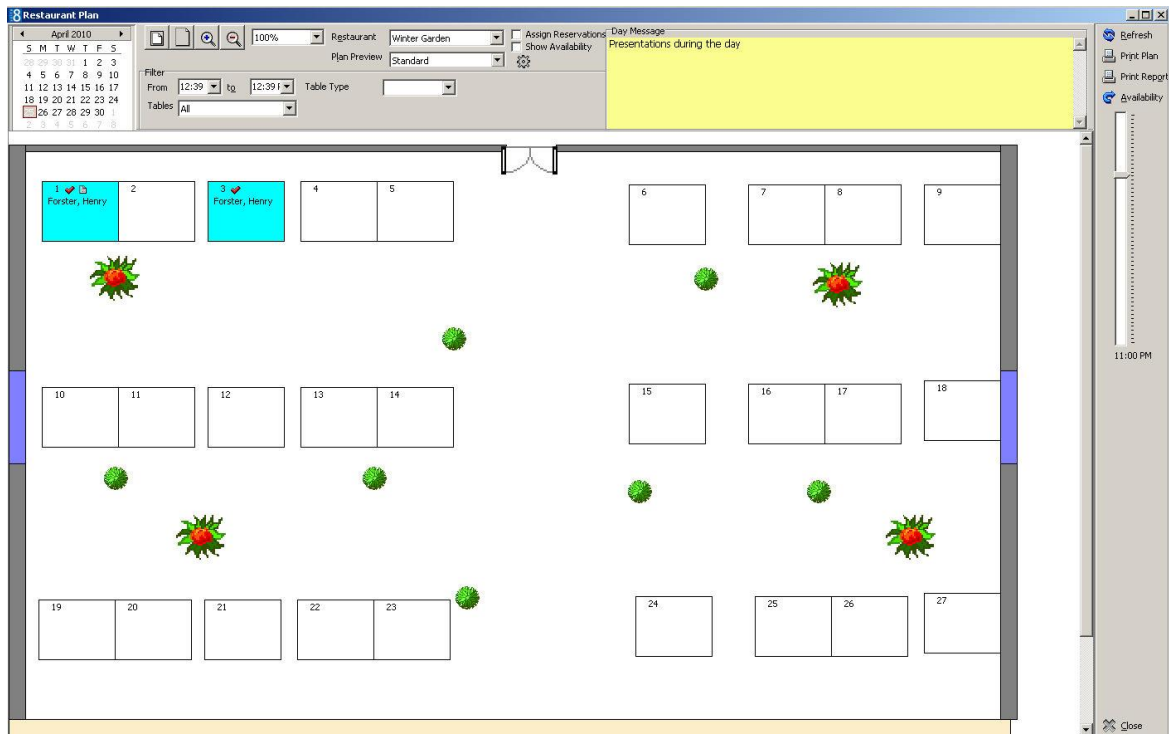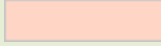
Restaurant Plan display criteria

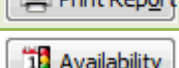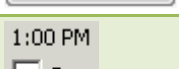| Field Name	What it does
Calendar	Displays the restaurant plan according to the selected date. Today's date is selected by default.
Restaurant	Lists all the available restaurants.
Plan Preview	Lists the available layouts for the selected restaurant.
Assign Reservations	Displays a list of the reservations that have not yet been assigned a table; the total of the number of unassigned reservations and persons is displayed.
Show Availability	Displays the standard and maximum number of persons defined for each table.
Filter	
From...to	Displays the restaurant plan according to the selected from and to times. The current time is selected by default.
Tables	Displays the tables according to reserved status: ▪ All ▪ Empty Only ▪ Empty & Partially Available ▪ Occupied Only
Table Type (User Definable)	Displays the tables according to table feature, for example, smoking or non-smoking. This feature is user definable.

Restaurant Plan screen buttons

Click this button	To do this:
[icon: page]	Scale the restaurant plan to the size of the screen.
[icon: blank page]	Resize the restaurant plan to its original size.
[icon: zoom in]	Increases the size of the restaurant plan.
[icon: zoom out]	Reduces the size of the restaurant plan.
[icon: save]	Displays the restaurant plan configuration screen. This allows restaurant plans to be created 'on the fly'.
100% ▾	Change the size of the screen display and the size of the tables.
🔄 Refresh	Refresh the restaurant plan screen.
🖨 Print Plan	Print the restaurant plan screen.
🖨 Print Report	Print restaurant reports.
📋 Availability	Display the table reservation availability screen.
1:00 PM	Change the restaurant display time. If the slider is at 1:00PM then the reservations booked for 1:00 PM are displayed, move the pointer to 7:00PM and the reservations booked for 7:00 PM are displayed. **Note:** The scale is displayed from when the restaurant is first opened until it closes; hours closed in between times are not indicated.
[icon: close]	Close the restaurant plan screen.

Restaurant Plan screen icons

Icon	Legend Term	What it represents
[icon: page]	Additional Information	Indicates that there is additional service information.
✔	Seated	The guest has been seated as planned or seated now.
✔	Left	The guest has left as planned or left now.
[dark grey bar]	Closed Hours	Indicates that the restaurant is closed for the selected time period. If the restaurant is closed for the selected time period then the background colour of the restaurant plan is dark grey.
[apricot bar]	Blocked function space	If the restaurant is exclusively blocked for the selected time period via conference and catering management for a function room which is used in combination with table reservations, such as a restaurant or bar, then the background colour of the restaurant plan is coloured apricot.

Viewing the table hint

When you place the cursor over a table, a hint is displayed for approximately five seconds.

The hint displays Capacity (Std/Max), Occupancy, Available Seats, Contact, Time, Service Info, Number of Adults and children.

```
Capacity: 6(6)
Occupancy: 2
Available: 4(4)
Contact: 2 Allevato, Dave
Time: 10:30 AM-12:00 PM
Service Info:
Adults: 2
Children: 0
```

Change the view of the restaurant plan

You can change the view of the restaurant plan screen by:

- Viewing a different restaurant - you can view the plan of each restaurant by selecting the restaurant from the list of defined restaurants.
- Selecting a zoom option - you can change the view of the restaurant plan screen by selecting one of the zoom options. The zoom options allow you to change the view by either making the tables on the screen appear larger, smaller, or fit to the size of the screen.

Zoom Options

- Click this [🔍+] button to increase the size of the display.

- Click this [🔍-] button to decrease the size of the display.

- Click this [▣] button to fit the restaurant plan diagram to the size of the screen.

- Click this [▯] button to display the restaurant plan diagram in its original size.

How to create a new reservation

1. Click the TABLE RESERVATION menu and select RESTAURANT PLAN.

2. Select the required RESTAURANT.

3. Complete any required filter criteria and click REFRESH.

4. Point to a vacant table or to a table which still has seats available if the existing reservation is marked as shared and double-click.

    The Table Reservation Edit screen is displayed.

    or

    Point to a vacant table and right-click to display the short-cut menu.

5. Select NEW RESERVATION, the Table Reservation Edit screen is displayed.

6. Complete the table reservation and click OK.

    The restaurant plan screen is re-displayed with name of the guest is assigned to the table and the table highlighted in the defined reservation colour.

How to edit a table reservation

1. Click the TABLE RESERVATION menu and select RESTAURANT PLAN.

2. Select the required RESTAURANT.

3. Complete any required filter criteria and click REFRESH.

4. Select the table reservation that you want to edit or view and double click.

   The Table Reservation Edit screen is displayed.
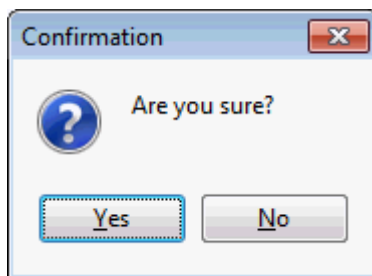
   or

   Point to the table reservation and right-click to display the short-cut menu.

5. Select EDIT TABLE RESERVATION, the Table Reservation Edit screen is displayed.

6. Make the changes on the Table Reservation Edit screen.

7. Click OK.

   The restaurant plan screen is displayed.

How to cancel a reservation

1. Click the TABLE RESERVATION menu and select RESTAURANT PLAN.

2. Select the required RESTAURANT.

3. Complete any required filter criteria and click REFRESH.

4. Point to the reservation to be cancelled and right-click to display the short-cut menu.

5. Select CANCEL RESERVATION.

   A confirmation message is displayed.

6. Click YES to cancel the reservation.

   The reservation is cancelled and is no longer shown on the restaurant plan screen.

How to mark a reservation as seated

1. Click the TABLE RESERVATION menu and select RESTAURANT PLAN.

2. Select the required RESTAURANT.

3. Complete any required filter criteria and click REFRESH.

4. Point to the required table reservation and right-click to display the short-cut menu.

5. Click SEATED AS PLANNED if the reservation was seated at the time booked or click SEATED NOW if the reservation was seated at this moment.

   If the reservation was marked as SEATED NOW then a message is displayed asking if you want to keep the reservation duration.
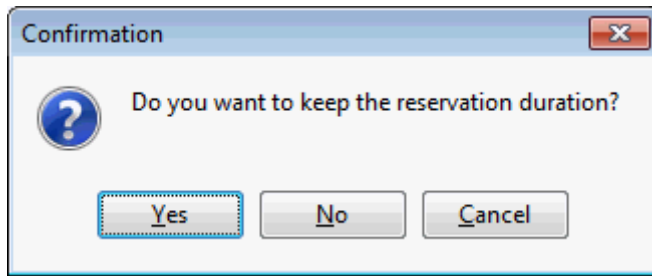
6. Click YES to keep the reservation duration; the START time is updated with the current time and the END time adjusted to keep the length of the reservation as originally booked.

7. Clicking NO will update the START time with the current time and the END time will remain as originally booked.

8. Click CLOSE to close the table reservation search screen.

How to mark a table reservation as departed

1. Click the TABLE RESERVATION menu and select RESTAURANT PLAN.

2. Select the required RESTAURANT.

3. Complete any required filter criteria and click REFRESH.

4. Point to the required table reservation and right-click to display the short-cut menu.

5. Click LEFT AS PLANNED if the reservation departed at the scheduled time or click LEFT NOW if the reservation departed at this moment.

   If the reservation was marked as LEFT NOW then the TIME TO on the edit table reservation screen is updated with the current time.

6. Click CLOSE to close the reservation plan screen.

How to assign a reservation to a table

1. Click the TABLE RESERVATION menu and select RESTAURANT PLAN.

2. Select the required RESTAURANT.

3. On the restaurant plan screen, select the check-box next to ASSIGN RESERVATIONS; the Not Assigned Reservations dialog box is displayed.

   The names of the guests who have made a reservation and have not yet been assigned a table are listed.

Not Assigned Reservations

Name	/	Start	End	Per...
Daniels, Micky		12:00	13:00	
Salina, Francesco		12:00	13:00	
Mansfield, Jane		13:00	14:00	

Reservations:	**3**
Total Persons	**8**

The number of reservations and the total number of persons are shown at the bottom of the panel.

4. Select the guest name from the list and drag it to an empty table.

5. The name of the guest is added to the table and the table is highlighted in the defined reservation colour.

   A reservation can be unassigned by dragging the guest name back to the Not Assigned Reservations dialog box.

How to move a reservation to another table

1. Click the TABLE RESERVATION menu and select RESTAURANT PLAN.

2. Select the required RESTAURANT.

3. Complete any required filter criteria and click REFRESH.

4. Point to the reservation to be moved, hold down the left-mouse button and drag the reservation to the desired table.

   The reservation is moved to the new table.
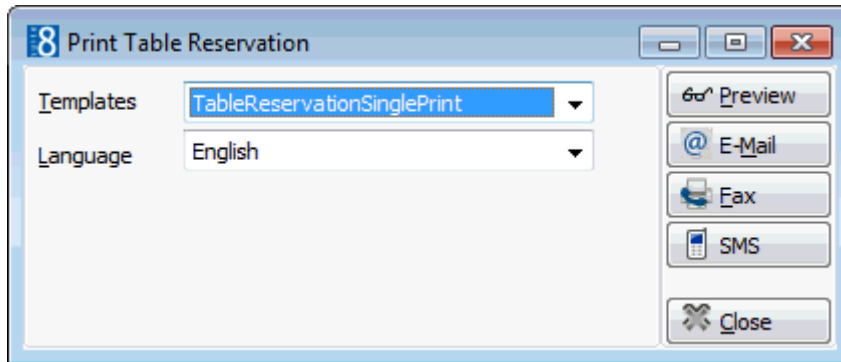
How to print the restaurant layout

1. Click the TABLE RESERVATION menu and select RESTAURANT PLAN.

2. Select the required RESTAURANT.

3. Click the PRINT PLAN button.

   The restaurant plan is printed on the printer defined as the default printer on that workstation.

How to print a single restaurant booking

1. Click the TABLE RESERVATION menu and select RESTAURANT PLAN.

2. Select the required RESTAURANT.

3. Complete any required filter criteria and click REFRESH.

4. Point to the reservation to be printed and right-click to display the short-cut menu.

5. Select PRINT.

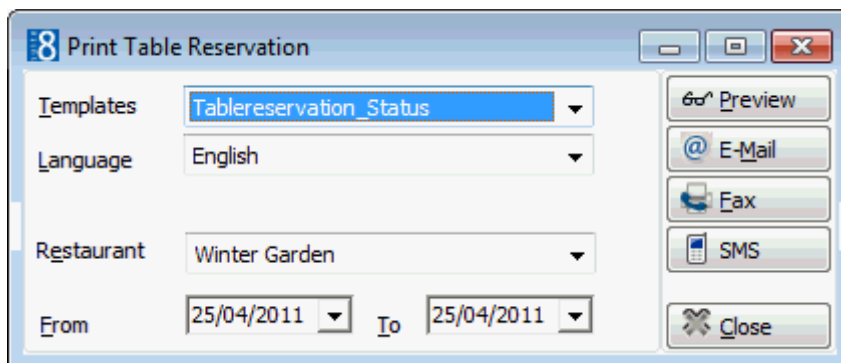   The Print Table Reservation dialog box is displayed.

6. Select the required TEMPLATES.

7. Select the required LANGUAGE.

8. Click PREVIEW to view and then print the report.

9. Click Email or Fax to email or fax the report respectively.

10. Click SMS to send the report as an SMS.

ⓘ Reports to be printed via the PRINT button must exist with the section role TABLE RESERVATION SINGLE PRINT under Miscellaneous → Reports.

How to print restaurant reports

1. Click the TABLE RESERVATION menu and select RESTAURANT PLAN.

2. Select the required RESTAURANT.

3. Click the PRINT REPORT button to display the Print Table Reservation dialog box.

4. Select the required TEMPLATES.

5. Select the required LANGUAGE.

6. The RESTAURANT and the FROM and TO dates default to the restaurant and dates selected on the availability grid, but can be changed as required.

7. Click PREVIEW to view and then print the report.

8. Click Email or Fax to email or fax the report respectively.

9. Click SMS to send the report as an SMS.

ⓘ Reports to be printed via the PRINT REPORT button must exist with the section role TABLE RESERVATION LIST.

How to display HTML Info

1. Click the TABLE RESERVATION menu and select RESTAURANT PLAN.

2. Select the required RESTAURANT.

3. Complete any required filter criteria and click REFRESH.

4. Point to the required table reservation and right-click to display the short-cut menu.

5. Select HTML INFO, the Table Reservation Details screen is displayed.

How to create a restaurant plan 'on the fly'

1. Click the TABLE RESERVATION menu and select RESTAURANT PLAN.

2. Select the required RESTAURANT.

3. Click the configuration icon [icon] to display the Restaurant Plans setup screen.

   See Restaurants for how to define a new graphic floor plan.

ⓘ Reports to be printed via the PRINT REPORT button must exist with the section role TABLE RESERVATION LIST under Miscellaneous → Reports.

ⓘ Table reservation setup is controlled by the user right TABLE RESERVATION under Setup → Configuration → Users → User Definition → Rights → Configuration → Table Reservations.

> **Note:** On the restaurant plan the options ASSIGN RESERVATIONS and SHOW AVAILABILITY are stored per user and remain selected/not selected until next changed by the user.

Restaurant Availability

This option may be used to view restaurant availability and is accessible via the TABLE RESERVATIONS menu.

On the restaurant availability screen each restaurant is listed with the standard and maximum person capacity for that restaurant.

The following information can be displayed per restaurant for the selected time interval:

- Person Availability Max - the maximum capacity of restaurant.
- Person Availability Std - the standard capacity of the restaurant.
- Occupied Tables - number of occupied tables.
- Free Tables - number of available tables.
- Persons Occupied - number of persons booked and number of persons that are part of an event but have not yet been allocated a table.

How to view restaurant availability

1. Click the TABLE RESERVATION menu and select RESTAURANT AVAILABILITY.

   The Restaurants Availability screen is displayed.

2. To make a table reservation, click the blue arrow ↓ next to the restaurant name to display the Table Availability screen for that restaurant.

3. Click the ▦ icon to display the Diary Table Reservation Info.

4. Click CLOSE to close the Diary Table Reservation Info screen.

How to enter a new table reservation

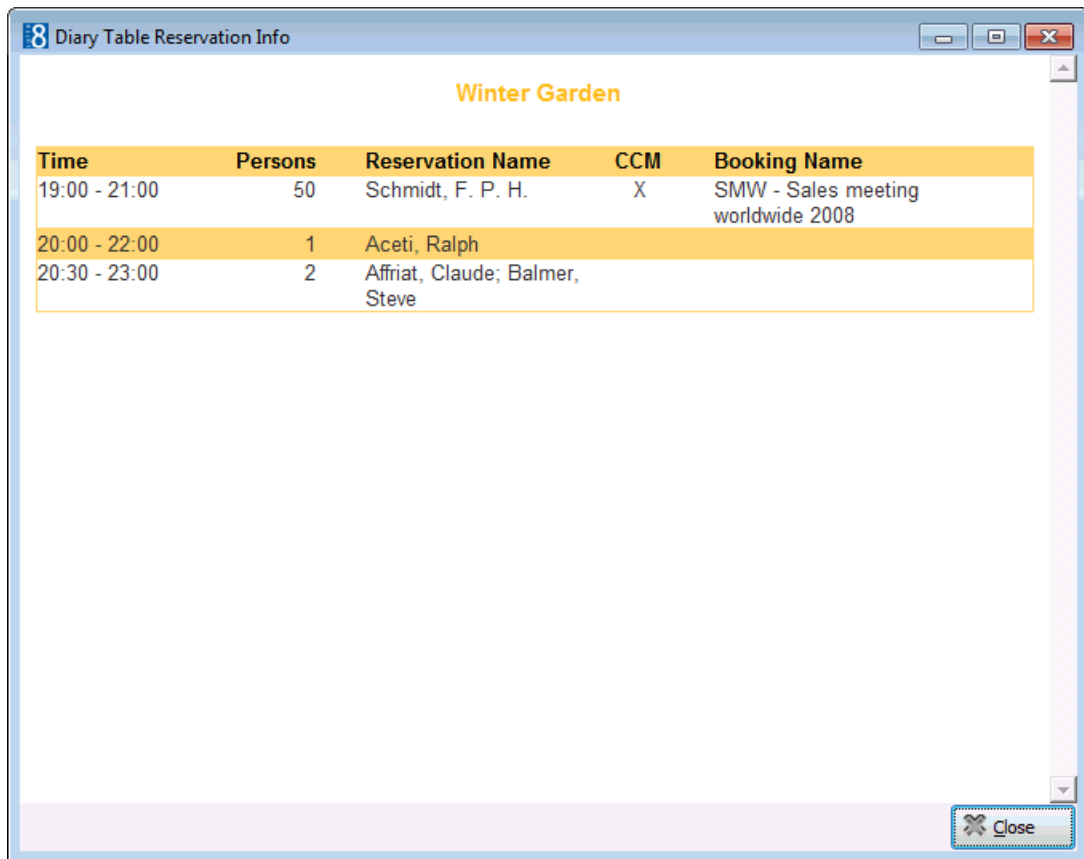1. Click the TABLE RESERVATION menu and select RESTAURANT AVAILABILITY.

   The Restaurants Availability screen is displayed.

2. Click the required DATE in the Calendar and complete the required filter criteria; click REFRESH.

3. Place the cursor on the grid box for the restaurant and start time the reservation is required.

4. Left-click and hold down the left-mouse button.

5. Drag the mouse to the right until the required time is selected, release the left-mouse button, the short-cut menu is displayed.
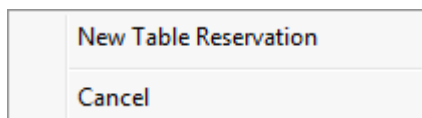
6. Click NEW TABLE RESERVATION on the shortcut menu to display the table reservation edit dialog box.

   The DATE, RESTAURANT and TIME FROM TO are completed with the details selected on the availability grid.

7. Complete the remaining table reservation details.

8. Click OK to save the table reservation.

How to view events

1. Click the TABLE RESERVATION menu and select RESTAURANT AVAILABILITY.

The Restaurants Availability screen is displayed.
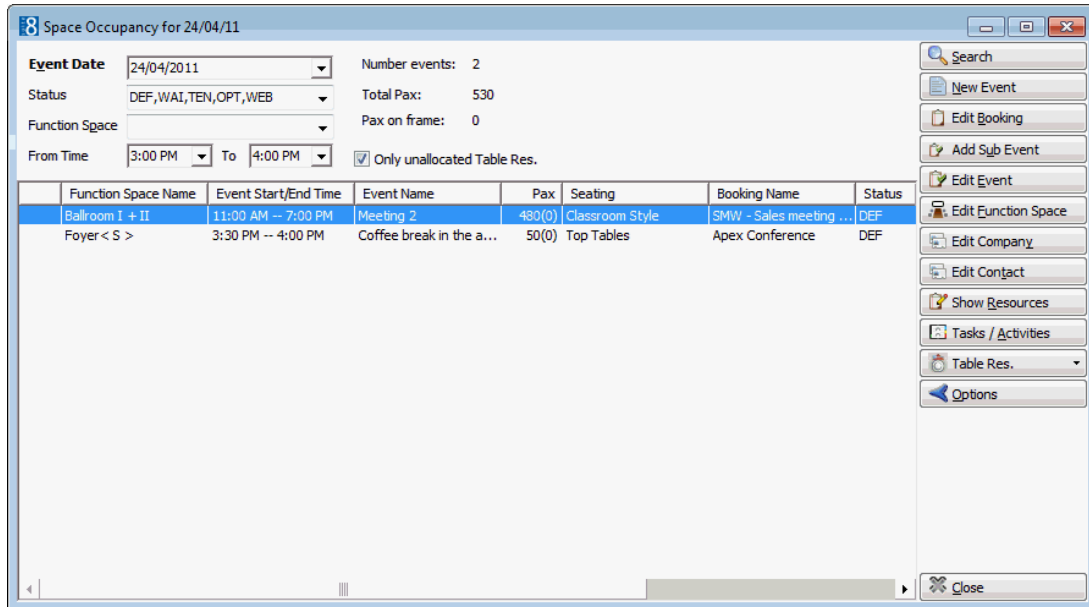
2. Click the required DATE in the Calendar and complete the required filter criteria; click REFRESH.

3. Place the cursor on the grid box for the required restaurant and start time.

4. Right-click to display the Space Occupancy screen for the selected restaurant and the selected time.

7. All events booked for the selected restaurant and time frame are displayed.

See: Space Occupancy for more information on the options available on the space occupancy screen.

8. Click CLOSE to save the space occupancy screen.

9. Click OK to save the table reservation.

Availability search criteria

Search criteria	Description
Start Time	The start time is used as the start time for showing the availability and occupancy of the restaurant. The default start time for each restaurant is defined in the configuration.
View By	Select the time interval to view the availability display, the options available are: 30 minutes, 1 hour and 4 hours.
Zoom Horizontal	Used to change the zoom settings horizontally of the time/date slots, to expand the view for example. The zoom settings are stored per user. After an upgrade or if using them for the first time, the zoom settings can be by default set to the minimum, but once changed they will be the same every time the user logs on.
Zoom Vertical	Used to change the zoom settings vertically, i.e. enlarge the restaurant names on the left hand side.
Filter	
From....To	Select the from and to time to display on the availability screen; the selected time span is displayed coloured pale green.
Options	Displays restaurant information as follows:

	- Person Availability Max - Person Availability Std - Occupied Tables - Free Tables - Persons Occupied

Note: A time interval which is greyed out indicates that the restaurant is closed for the selected time period.

3   Resource Reservation

About Resource Reservations

The Suite 8 Resource Reservation Module is used for viewing or reserving a resource in an outlet which has reservable resources. A resource is a reservable service the property might offer such as, parking spaces, sun beds or pool chairs. Outlet and resource preferences can be added to the guest's profile so that when making a resource reservation for that guest the preferred outlet and resource are suggested.

The outlets are setup with the opening hours and suggested booking times. In each outlet all the available resources are defined with setup and stay times, as well as minimum and maximum number of guests per resource. When booking a resource a price can be entered on a per adult basis.

A resource can be reserved via the RESOURCE RESERVATION menu or via the OPTIONS menu of the both the Reservation Navigator and the Edit Reservation screen.

If a resource is reserved for a reservation it will be indicated at the bottom of the edit reservation screen by an indicator. Selecting the RESRC. RES. indicator opens the Resource Reservation search screen.

If the parameter USE AS RESOURCE RESERVATION is not selected then the module is called TABLE RESERVATIONS instead of RESOURCE RESERVATIONS and can be used to view or reserve a table in a restaurant, bar or other location which has tables that can be reserved.

> **Note:** Table/Resource reservation functionality requires an additional license code.

Resource reservation functionality is controlled by the parameter USE AS RESOURCE RESERVATION under Setup → Configuration → Global Settings → Generic → Generic 4 tab → Table Reservations.

Table reservations functionality is controlled by the user rights VIEW, EDIT, INSERT, DELETE and REINSTATE under Setup → Configuration → Users → User Definition → Rights → Table reservations → Reservation.

Day Message functionality is controlled by the user rights VIEW, EDIT, INSERT and DELETE under Setup → Configuration → Users → User Definition → Rights → Table reservations → Day Message.

Reservation Search

This option may be used to search for a specific resource booking or to view all resource reservations and is accessible via the RESOURCE RESERVATIONS menu.

From the resource reservation search screen it is possible to:

- Search for and view resource reservations
- Enter a new resource reservation
- Edit an existing resource reservation
- Cancel a resource reservation
- Copy a resource reservation
- Print a resource reservation

How to search for a resource reservation

1. Click the RESOURCE RESERVATIONS menu and select RESERVATION SEARCH or press CTRL + SHIFT + A.

   The Resource Reservation Search screen is displayed.

2. Complete the search criteria by typing information or selecting information from the available lists.

   For an explanation of the search criteria, see the Resource Reservation Search Criteria table below:

Fill in this field	With this information
Outlet	Select an outlet from the list.
Date to	Enter the from and to dates to limit the search to specific dates.
Start time from to	Enter the from and to times to limit the search to a specific time period.
Include history	Select this check box to include historical resource reservation bookings.
Not Assigned resources only	Select this check box to include only resources which have not been assigned.
Room #	Enter the room number to limit the search to a specific room number.
Last Name	The last name of the guest.
First Name	The first name of the guest.

Resource Reservation

Description	Enter the text to search for a resource reservation with a specific description. The text can be entered using wildcards (%) in order to search anywhere within the description, e.g. %elevator will return reservations with the text 'Elevator access required' and also 'Next to elevator'.
Status	Select a resource reservation status from the list, the status Definite is selected by default.
Reservation #	Enter the reservation number to limit the search to a specific reservation.

3. Click SEARCH to list the resources reservations according to the entered search criteria.

4. Click CLOSE to close the resource reservation search screen.

Resource reservation search criteria

Fill in this field	With this information
Outlet	Select an outlet from the list.
Date to	Enter from and to dates to limit the search to specific dates.
Start time from to	Enter from and to times to limit the search to a specific time period.
Include history	Select this check box to include historical resource reservation bookings.
Not Assigned resources only	Select this check box to include only resources which have not been assigned.
Room #	Enter the room number to limit the search to a specific room number.
Last Name	The last name of the guest.
First Name	The first name of the guest.
Description	Enter the text to search for a resource reservation with a specific description. The text can be entered using wildcards (%) in order to search anywhere within the description, e.g. %elevator will return reservations with the text 'Elevator access required' and also 'Next to elevator'.
Status	Select a resource reservation status from the list, the status Definite is selected by default.
Reservation #	Enter the reservation number to limit the search to a specific reservation.

Options available on the resource reservation search screen
- SEARCH - to activate the search for resource reservation bookings according to the entered criteria
- RESET FILTER - resets the search criteria
- NEW - to enter a new resource reservation
- NEW SERIES - to enter multiple resource reservations
- EDIT - to edit an existing resource reservation
- CANCEL - to cancel a resource reservation
- COPY - to copy an existing resource reservation
- PRINT LIST - to print the selected resource reservations in a batch
- PRINT SELECTED - to print the selected resource reservation
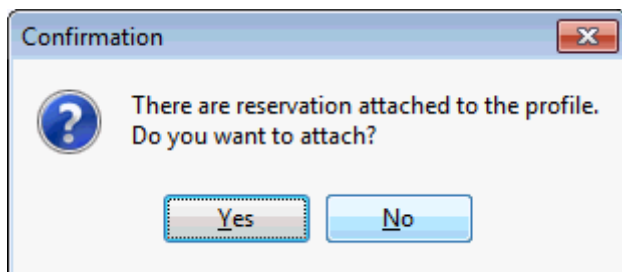
New Reservation

This option may be used to reserve a resource in one of the properties outlets and is accessible via the RESOURCE RESERVATIONS menu. A resource can be reserved for a guest using the guest's profile or using the guest's reservation and multiple guest profiles and/or reservations may be linked to the same resource reservation.

If a resource is reserved for a reservation it will be indicated at the bottom of the edit reservation screen by the indicator `Resrc. Res.`. Selecting the RESRC. RES. indicator opens the Resource Reservation search screen.

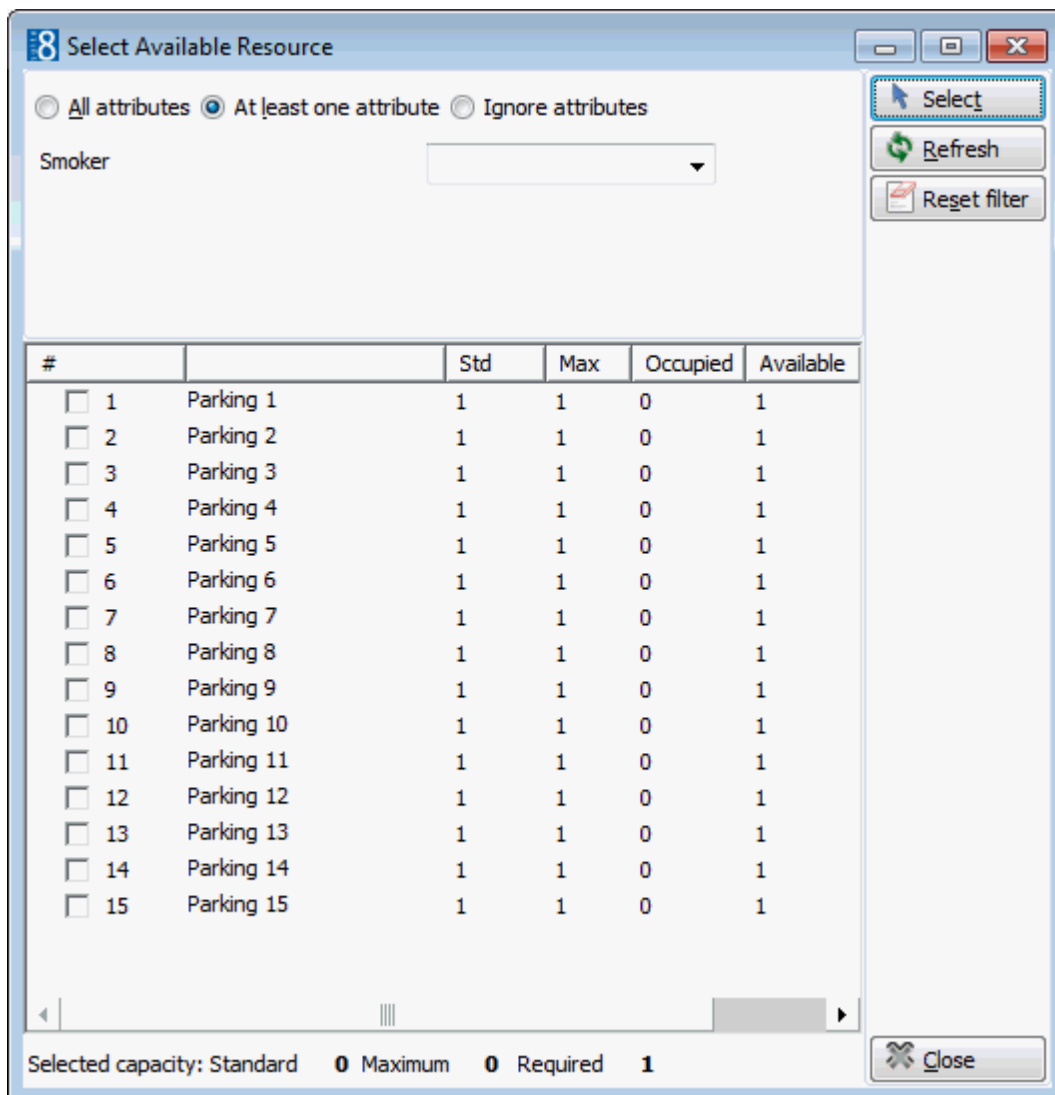**How to reserve a resource using the guest's profile**

1. Click the RESOURCE RESERVATION menu and select NEW RESERVATION.

   The Resource Reservation Edit screen is displayed.

2. In the PROFILES panel click the ADD button and select the required profile from the Profile Search screen.

3. If the selected profile has a reservation then a message is displayed asking if the reservation should be attached.

4. Click YES to attach the reservation to the resource reservation.

If YES was selected then the reservation is now marked as selected in the RESERVATIONS panel.

5. The DATE defaults to today's date enter the date for which the resource reservation is to be made or select a date from the calendar.

6. Select the OUTLET required from the list.

7. In the TEMPLATES box the first available reservation booking time is selected by default. Click the down arrow to select the required reservation booking time.

8. The TIME FROM and TO are completed with the times from the reservation booking template, but may be adjusted as required.

9. If the reservation is being made using a guest profile the # OF ADULTS defaults to one, if the reservation is being made using a reservation then the # OF ADULTS, Baby, CHILD and TEENAGER are taken from the reservation, but maybe changed if required.

10. If the resource being booked is chargeable, enter the amount in the PRICE box.

11. The price is multiplied by the number of adults and the TOTAL displayed.

12. In the RESOURCES box, click on the down arrow to open the Select Available Resource dialog box.

Multiple resources can be selected if required and resources can be displayed according to attribute type.

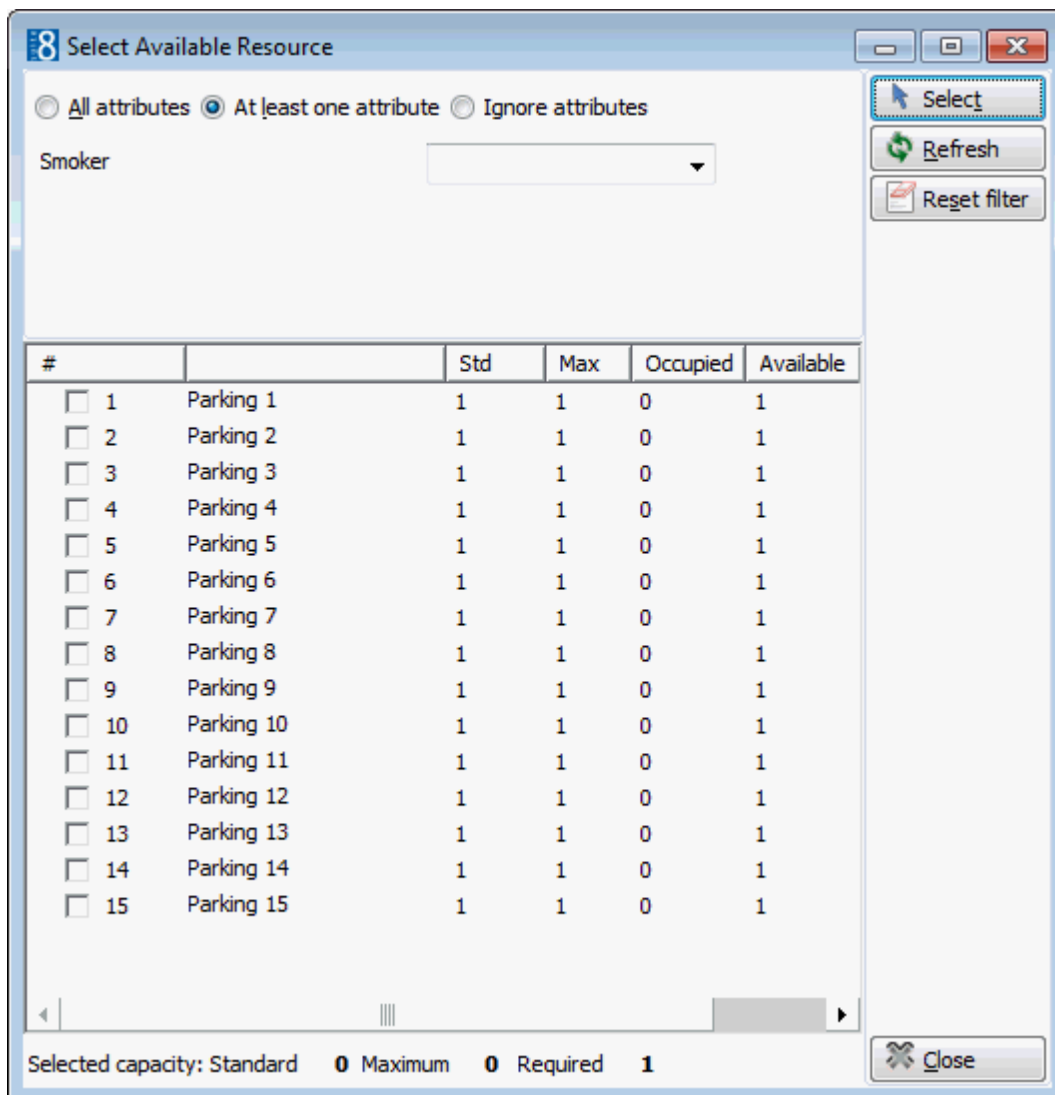13. Select the required resource and then click SELECT.

14. Select the COLOUR in which the resource reservation should be displayed in the Resource Reservation Availability grid.

15. Enter any additional information in the DESCRIPTION box.

16. Enter information in the RESOURCE INFO box.

17. Click OK to save the resource reservation.

How to reserve a resource using the guest's reservation

1. Click the RESOURCE RESERVATION menu and select NEW RESERVATION.

    The Resource Reservation Edit screen is displayed.

2. In the RESERVATIONS panel click the ADD button and select the required reservation from the Reservation Search screen.

    The reservation is now marked as selected in the RESERVATIONS panel.

3. The DATE defaults to today's date enter the date for which the resource reservation is to be made or select a date from the calendar.

4. Select the OUTLET required from the list.

5. In the TEMPLATES box the first available reservation booking time is selected by default. Click the down arrow to select the required reservation booking time.

6. The TIME FROM and TO are completed with the times from the reservation booking template, but may be adjusted as required.

7. If the reservation is being made using a guest profile the # OF ADULTS defaults to one, if the reservation is being made using a reservation then the # OF ADULTS, BABY, CHILD and TEENAGER are taken from the reservation, but maybe changed if required.

8. If the resource being booked is chargeable, enter the amount in the PRICE box.

9. The price is multiplied by the number of adults and the TOTAL displayed.

10. In the RESOURCES box, click on the down arrow to open the Select Available Resource dialog box.

Multiple resources can be selected if required and resources can be displayed according to attribute type.

11. Select the required resource and then click SELECT.

12. Select the COLOUR in which the resource reservation should be displayed in the Resource Reservation Availability grid.

13. Enter any additional information in the DESCRIPTION box.

14. Enter information in the RESOURCE INFO box.

15. Click OK to save the resource reservation.

How to reserve a resource for multiple guest profiles

1. Click the RESOURCE RESERVATION menu and select NEW RESERVATION.

   The Resource Reservation Edit screen is displayed.

2. In the PROFILES panel click the ADD button and select the required profile from the Profile Search screen.

3. If the selected profile has a reservation then a message is displayed asking if the reservation should be attached.

4. Click YES to attach the reservation to the resource reservation.

   If YES was selected then the reservation is now marked as selected in the RESERVATIONS panel.

   Repeat steps 2 -4 for each additional guest profile to be added to the resource reservation.

   The number of persons now takes into account all the reservations attached to this resource reservation.

5. Complete the remaining resource reservation details.

6. Click OK to save the resource reservation.

How to reserve a resource for multiple reservations

1. Click the RESOURCE RESERVATION menu and select NEW RESERVATION.

   The Resource Reservation Edit screen is displayed.

2. In the RESERVATIONS panel click the ADD button and select the required reservation from the Reservation Search screen.

   The reservation is now marked as selected in the RESERVATIONS panel.

   Repeat step 2 for each additional reservation to be added to the resource reservation.

   The number of persons now takes into account all the reservations attached to this resource reservation.

3. Complete the remaining resource reservation details.

4. Click OK to save the resource reservation.

Resource Reservation Edit dialog box

Fill in this field	With this information
Profiles	The ADD button may be used to link a guest profile to the resource reservation. Multiple guest profiles may be linked to a single resource reservation.
Reservations	The ADD button may be used to link a guest reservation to the resource reservation. Multiple guest reservations may be linked to a single resource reservation.
Reservation	This option is displayed if a series of resource reservations is being reserved, select the required reservation in order to list all the possible reservation dates.
Date/Dates	Select the date or dates for which a resource reservation is to be made.
Outlet	Select an outlet from the list.
Templates	Based on the outlet selected the first available reservation booking time is selected by default. Click the down arrow to select the required reservation booking time.
Time from to	The from and to times are completed with the times from the reservation booking template, but may be adjusted as required.
# of adults Baby Child Teenager	If the resource reservation is being made using a guest profile the # of adult's defaults to one. If the reservation is being made using a reservation then the # of adults, Baby, Child and Teenager entries are taken from the reservation, but maybe changed if required.
Resources	Select the resource to be reserved from the Select Available Table dialog box. Multiple resources can be selected if required and resources can be displayed according to attribute type.
Colour	Select the colour in which the resource reservation is to be displayed on the Resource Reservation Availability grid.
Description	Enter any additional information.
Resource Info	Enter the information to be printed under resource info.

Outlets are defined via the option OUTLETS under Setup → Configuration → Resource Reservations.

Resources are defined via the option RESOURCES under Setup → Configuration → Resource Reservations.

Resource booking time templates are defined via the option OUTLET DEFAULT TIMES under Setup → Configuration → Resource Reservations.

New Series

This option may be used to reserve the same resource reservation for several different dates in one of the properties outlets and is accessible via the RESOURCE RESERVATIONS menu.
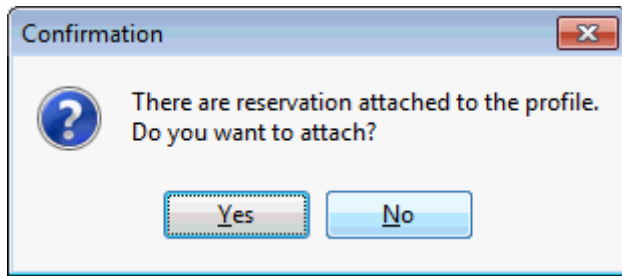
How to reserve a resource reservation for multiple dates using the guest's profile

1. Click the RESOURCE RESERVATION menu and select NEW SERIES.

   The Resource Reservation Edit screen is displayed.

2. In the PROFILES panel click the ADD button and select the required profile from the Profile Search screen.

3. If the selected profile has a reservation then a message is displayed asking if the reservation should be attached.

Confirmation

There are reservation attached to the profile.
Do you want to attach?

Yes   No

4. Click YES to attach the reservation to the resource reservation.

    If YES was selected then the reservation is now marked as selected in the RESERVATIONS panel.

    If required, repeat steps 2 -4 for each additional guest profile to be added to the resource reservation.

    The number of persons now takes into account all the reservations attached to this resource reservation.

5. Click the down arrow in the RESERVATIONS box and select the required reservation.

    In the DATES panel all the dates for the reservation selected are listed and by default all dates are selected. If no reservation is selected then today's date and tomorrow's date are listed and by default both dates are selected.

6. Select the dates for which a resource reservation is to be made; the SELECT ALL, DESELECT ALL and SET DATES buttons may be used.

7. Complete the remaining resource reservation details.

8. Click OK to save the resource reservation.

How to reserve a resource reservation for multiple dates using the guest's reservation

1. Click the RESOURCE RESERVATION menu and select NEW SERIES.

    The Resource Reservation Edit screen is displayed.

2. In the RESERVATIONS panel click the ADD button and select the required reservation from the Reservation Search screen.

   The reservation is now marked as selected in the RESERVATIONS panel.

   Repeat step 2 for each additional reservation to be added to the resource reservation.

   The number of persons now takes into account all the reservations attached to this resource reservation.

3. Click the down arrow in the RESERVATIONS box and select the required reservation.

   In the DATES panel all the dates for the reservation selected are listed and by default all dates are selected. If no reservation is selected then today's date and tomorrow's date are listed and by default both dates are selected.

4. Select the dates for which a resource reservation is to be made; the SELECT ALL, DESELECT ALL and SET DATES buttons may be used.

5. Complete the remaining resource reservation details.

6. Click OK to save the resource reservation.

Resource Reservation Edit dialog box

| Fill in this field	With this information
Profiles	The ADD button may be used to link a guest profile to the resource reservation. Multiple guest profiles may be linked to a single resource reservation.
Reservations	The ADD button may be used to link a guest reservation to the resource reservation. Multiple guest reservations may be linked to a single resource reservation.
Reservation	This option is displayed if a series of resource reservations is being reserved, select the required reservation in order to list all the possible reservation dates.
Date/Dates	Select the date or dates for which a resource reservation is to be made.
Outlet	Select an outlet from the list.
Templates	Based on the outlet selected the first available reservation booking time is selected by default. Click the down arrow to select the required reservation booking time.
Time from to	The from and to times are completed with the times from the reservation booking template, but may be adjusted as required.
# of adults Baby Child Teenager	If the resource reservation is being made using a guest profile the # of adult's defaults to one. If the reservation is being made using a reservation then the # of adults, Baby, Child and Teenager entries are taken from the reservation, but maybe changed if required.
Resources	Select the resource to be reserved from the Select Available Table dialog box. Multiple resources can be selected if required and resources can be displayed according to attribute type.
Colour	Select the colour in which the resource reservation is to be displayed on the Resource Reservation Availability grid.
Description	Enter any additional information.
Resource Info	Enter the information to be printed under resource info.

Availability

This option may be used to view resource availability by outlet and is accessible via the RESOURCE RESERVATIONS menu.

From the resource availability grid it is possible to:

- View resource availability and occupancy
- Enter a new resource reservation
- Edit an existing resource reservation
- Cancel a resource reservation
- Print the resource availability and occupancy grid

How to search for resource availability

1. Click the RESOURCE RESERVATION menu and select AVAILABILITY.

   The Resource Availability screen is displayed.
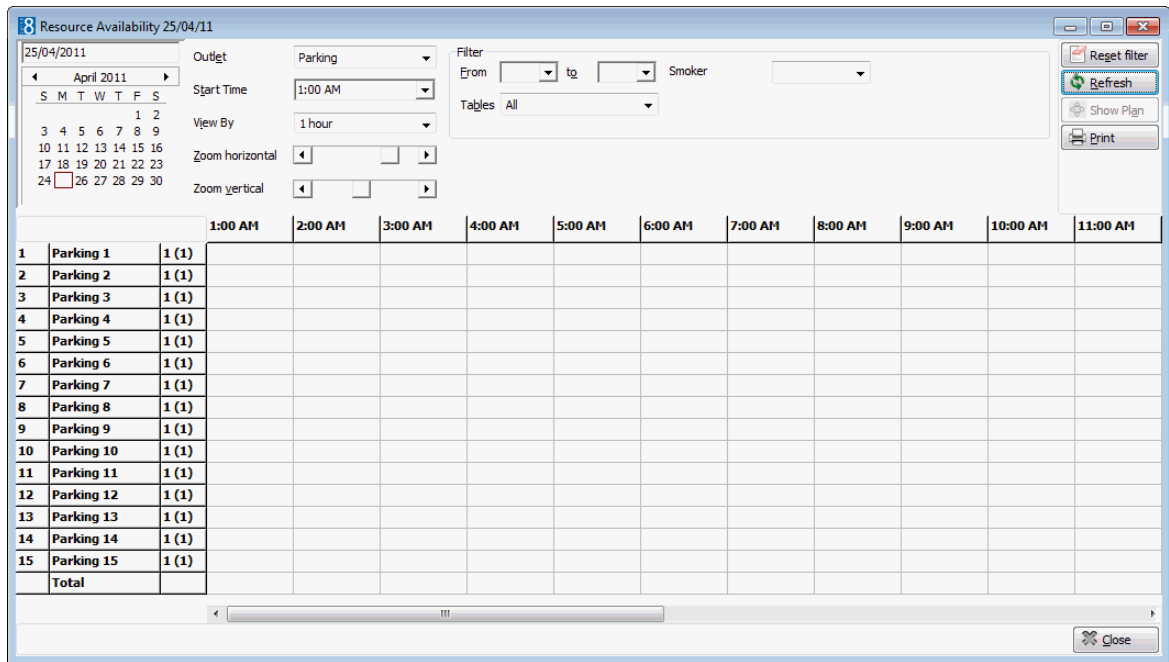
> **Note:** The availability displayed initially is according to the outlet order defined in the configuration.

2. Click the required DATE in the Calendar, the default is today's date.

3. Select an OUTLET from the list.

4. Change the START TIME and VIEW BY options if required.

   The availability is displayed for the selected outlet.

5. Click CLOSE to close the availability screen.
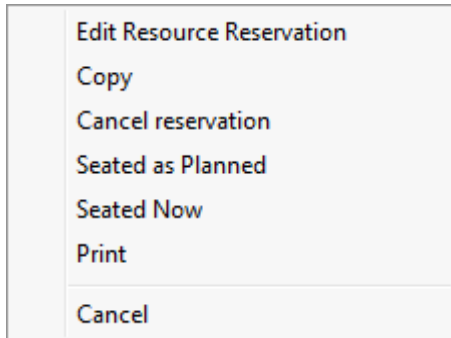
How to enter a new resource reservation

1. Click the RESOURCE RESERVATION menu and select AVAILABILITY.

   The Resource Availability search screen is displayed.

2. Click the required DATE in the Calendar.

3. Select the OUTLET from the list.

4. Place the cursor on the grid box for the resource and start time the reservation is required.

5. Left-click and hold down the left-mouse button.

6. Drag the mouse to the right until the required time is selected, release the left-mouse button, the short-cut menu is displayed.
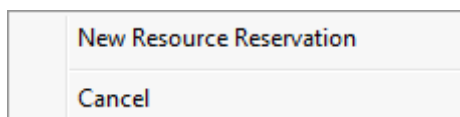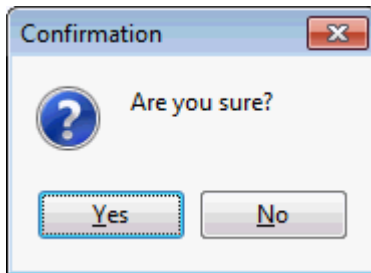

7. Click NEW RESOURCE RESERVATION on the shortcut menu to display the Resource reservation edit dialog box.

   The DATE, OUTLET, TIME FROM TO and RESOURCES are completed with the details selected on the availability grid.

8. Complete the remaining resource reservation details.

9. Click OK to save the resource reservation.

How to cancel a resource reservation

1. Click the RESOURCE RESERVATION menu and select AVAILABILITY.

    The Resource Availability search screen is displayed.

2. Select the required OUTLET and DATE.

3. Point to the resource reservation to be cancelled and right-click to display the short-cut menu.
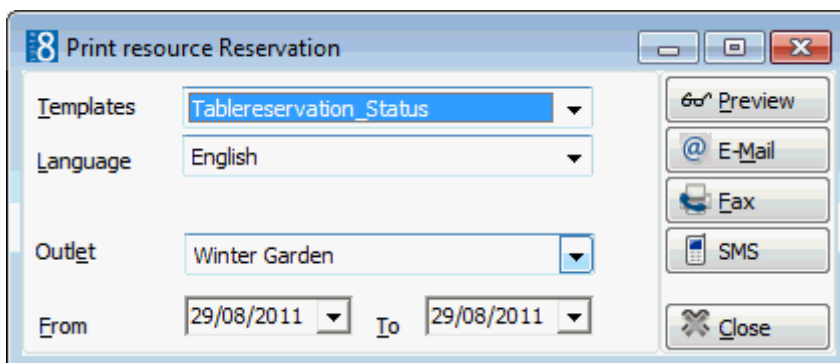
Edit Resource Reservation
Copy
Cancel reservation
Seated as Planned
Seated Now
Print

Cancel

4. Click CANCEL RESERVATION, a confirmation message is displayed.

Confirmation

Are you sure?

Yes   No

5. Click YES to cancel the resource reservation.

How to print resource availability

1. Click the RESOURCE RESERVATION menu and select AVAILABILITY.

    The Resource Availability screen is displayed.

2. Click the required DATE in the Calendar, the default is today's date.

3. Select an OUTLET from the list.

4. Click PRINT to display the Print Resource Reservation dialog box.

Print resource Reservation

Templates   Tablereservation_Status   ▾   👓 Preview
Language   English   ▾   @ E-Mail
                                                      🖨 Fax
Outlet   Winter Garden   ▾   📱 SMS
From   29/08/2011 ▾ To 29/08/2011 ▾   ✖ Close

5. Select the required TEMPLATE.

6. Select the required LANGUAGE.

7. The OUTLET and the FROM and TO dates default to the resource and dates selected on the availability grid, but can be changed as required.

8. Click PREVIEW to view and then print the resource reservation availability.

9. Click EMAIL, FAX or SMS to email, fax or SMS the resource availability respectively.

Availability search criteria

Search criteria	Description
Start Time	The start time is used as the start time for showing the availability and occupancy of the outlet. The default start time for each outlet is defined in the configuration.
View By	Select the time interval to view the availability display, the options available are: 30 minutes, 1 hour, 4 hours, a week, 2 weeks and a month.
Zoom Horizontal	Used to change the zoom settings horizontally of the time/date slots, to expand the view for example. The zoom settings are stored per user. After an upgrade or if using them for the first time, the zoom settings can be by default set to the minimum, but once changed they will be the same every time the user logs on.
Zoom Vertical	Used to change the zoom settings vertically, i.e. enlarge the resource names on the left hand side.
Outlet	Select the required outlet from the list.
Day Message	Displays any day messages which have been defined for this outlet on this day.

ⓘ The default colour for reservations on the availability grid is defined via the option DEFAULT RESERVATION COLOUR under Setup → Global Settings → Generic → Generic 3 tab → Table Reservations.

ⓘ The default colour for day messages on the availability grid is defined via the option DAY MESSAGE COLOUR under Setup → Configuration → Global Settings → Generic → Generic 3 tab → Table Reservations.

ⓘ The default minutes when creating a reservation from the resource availability screen is controlled by the parameter SNAP TO Configuration → Global Settings → Generic → Generic 3 tab → Table Reservations. For example, if snap to is set to 15 minutes then when creating a new reservation on the availability grid by selecting a time range in the middle of the field 12.00 and dragging it to the end of 13.00, the proposed start time for the new resource reservation will be 12.15.
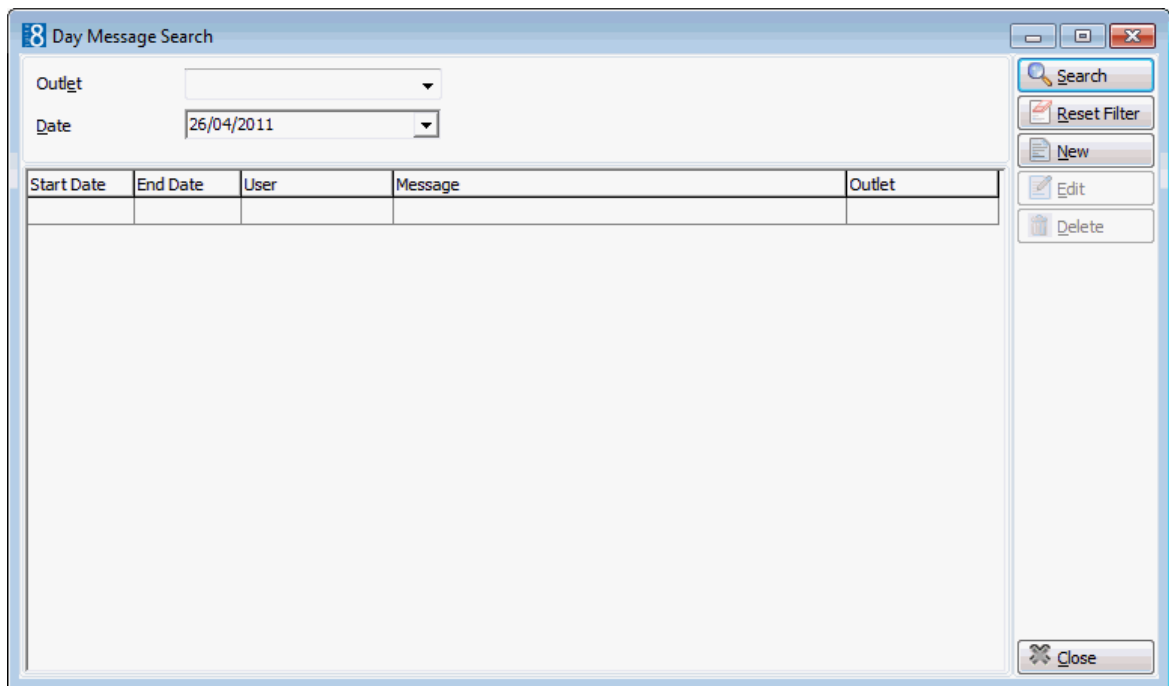
Day Messages

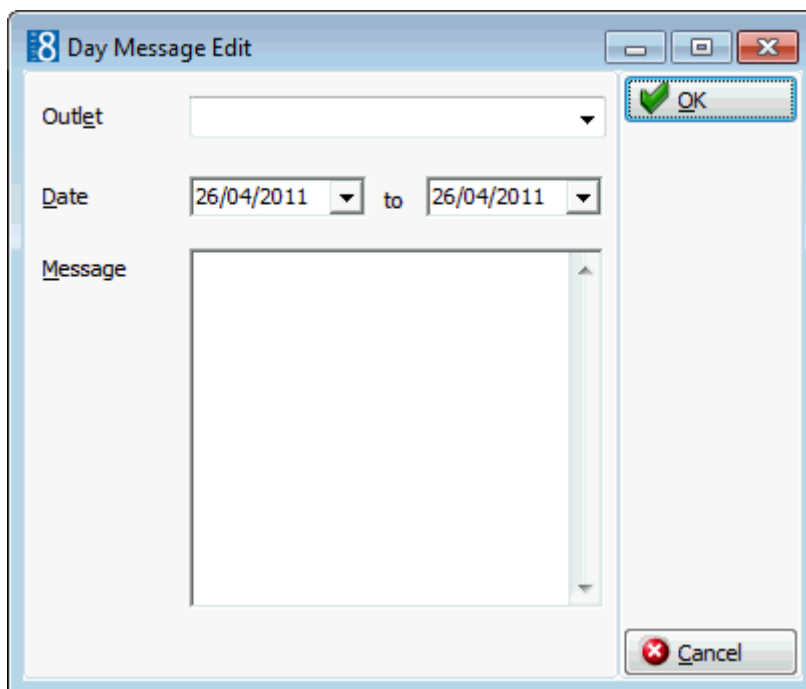This option may be used to enter resource notices, such as specials of the day, themes or special messages.
Day messages are displayed on the resource availability screen.
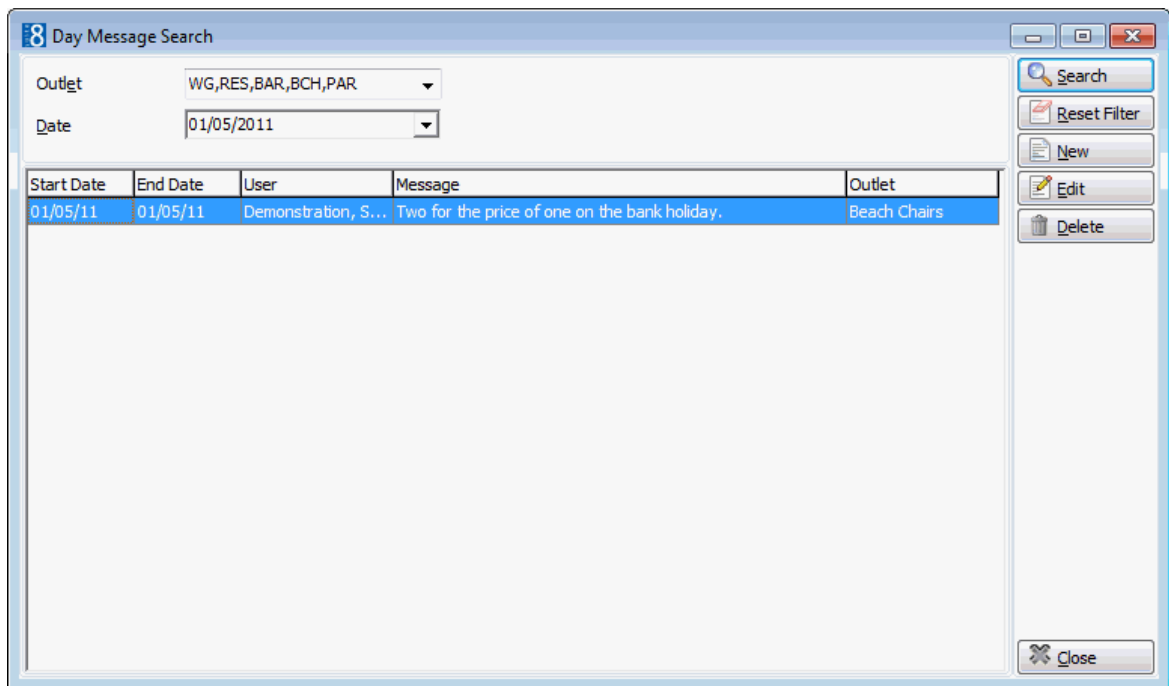
How to enter a day message

1. Click the RESOURCE RESERVATION menu and select DAY MESSAGES.

   The Day Message Search screen is displayed.

2. Click NEW to enter a new day message, the Day Message Edit dialog box is displayed.

3. Select the OUTLET from the list.

4. Enter the from and to DATE for which the day message is valid or select the dates from the calendar.

5. Enter the text of the day MESSAGE.

6. Click OK to save the message.

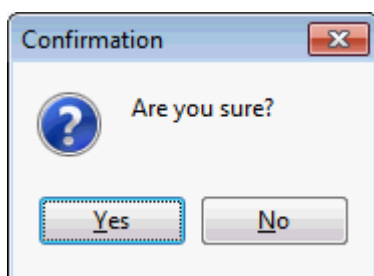   The message is listed in the Day Message Search screen.

Resource Reservation

How to edit a day message

1. Click the RESOURCE RESERVATION menu and select DAY MESSAGES.

   The Day Message Search screen is displayed.

2. Select the required RESOURCE and DATE.

3. Click SEARCH to display all the day messages for the selected day and resource.

4. Select the day message to be edited and click EDIT.

   The day message edit screen is displayed.

5. Make any changes necessary.

6. Click OK to save the changes.

7. Click CLOSE to close the day message search screen.

How to delete a day message

1. Click the RESOURCE RESERVATION menu and select DAY MESSAGES.

   The Day Message Search screen is displayed.

2. Select the required RESOURCE and DATE.

3. Click SEARCH to display all the day messages for the selected day and resource.

4. Select the day message to be deleted and click DELETE.

5. A confirmation message is displayed.

6. Click YES to delete the day message.

7. Click CLOSE to close the day message search screen.

🛈 The default colour for day messages on the availability grid is defined via the option DAY MESSAGE COLOUR under Setup → Configuration → Global Settings → Generic → Generic 3 tab → Table Reservations.

🛈 Day Message functionality is controlled by the user rights VIEW, EDIT, INSERT and DELETE under Setup → Configuration → Users → User Definition → Rights → Table reservations → Day Message.

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