TableCheck

Settings User Guide

September 09, 2020

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1. Introduction

TableCheck is an in-restaurant reservation & customer management system developed in 2013. Headquartered in Tokyo, Japan, its mission is to provide a single reservation board that integrates reservations free of charge from multiple sources/ channels. **TableCheck** also has a very robust CRM System that allows to maintain advanced guest profiles to provide best class customer service. The system a multitude of features that can be used not just to manage reservations & customers, but also to carry out extensive analysis on data using various permutations and combinations than can help the business make informed decisions.

Since its founding, **TableChec** has been used by global hotel brands like InterContinental, Hyatt, Hilton etc. and by over 4,000 restaurants in Japan, South Korea, Thailand, USA, UAE etc.

2. History

Industry	Internet
Founded	March 2013
Founder	Yu Taniguchi, John Shields
Headquarters	Tokyo, Japan
Areas served	Asia, USA, UK & Europe
Website	https://www.tablecheck.com/en/company/

3. Services

On the **Settings** system, shops (restaurants) are created and configured. While **Manager** system is used by restaurant staff for creating and managing reservations, **Settings** system is used by restaurant managers to configure restaurants and various settings. **Settings** works in conjunction with **Manager** system and all the changes made in **Settings** are immediately reflected in **Manager**.

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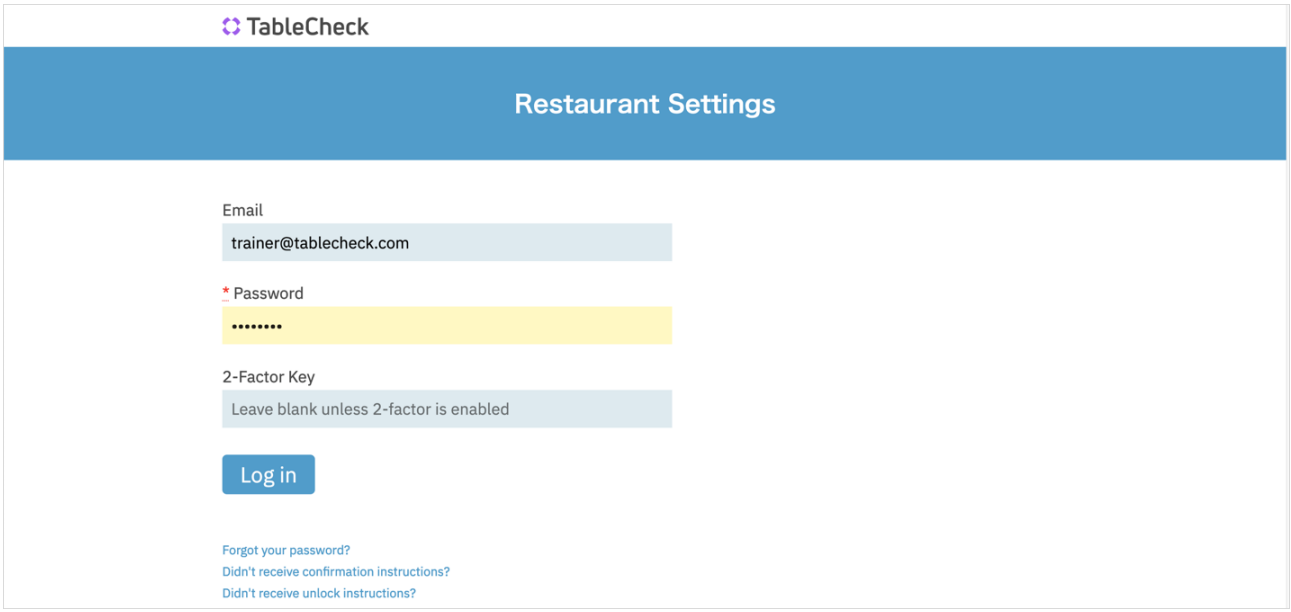
4. User Guide

System Requirements

OS	Windows 7/8/8.1/10, Mac OS X 10.9, iOS7, Android 4.4 & higher
CPU	CPU Core i3 or higher
Memory	Memory 4GB higher
Web Browser	Internet Explorer, Google Chrome, Firefox, Edge, Opera, Safari (Latest Version)
Internet connection	5 Mbps or higher

Login

Login with your username and password at https://production.tablesolution.com/



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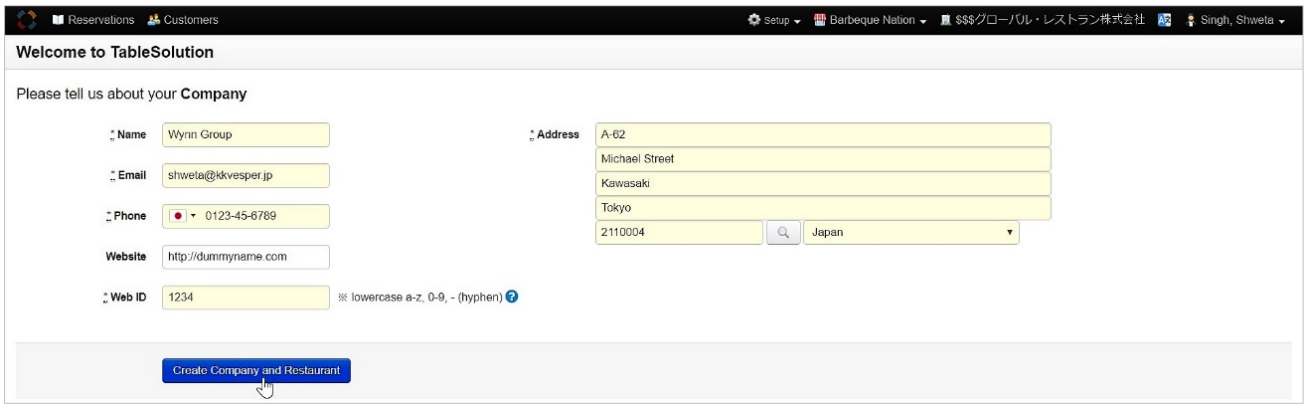
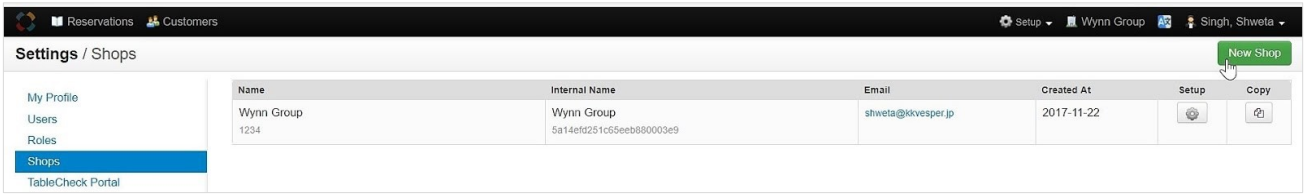
Create Franchise & Shop(s)

Purpose: A Franchise and its outlets are created in the system to denote the client franchise and its outlets(restaurants). Multiple outlets can be created under a franchise.

Workflow: On login, you will be auto directed to the below page and asked for Company/ Franchise details:





After creating the franchise, click on *New Shop* to create a new shop under the franchise

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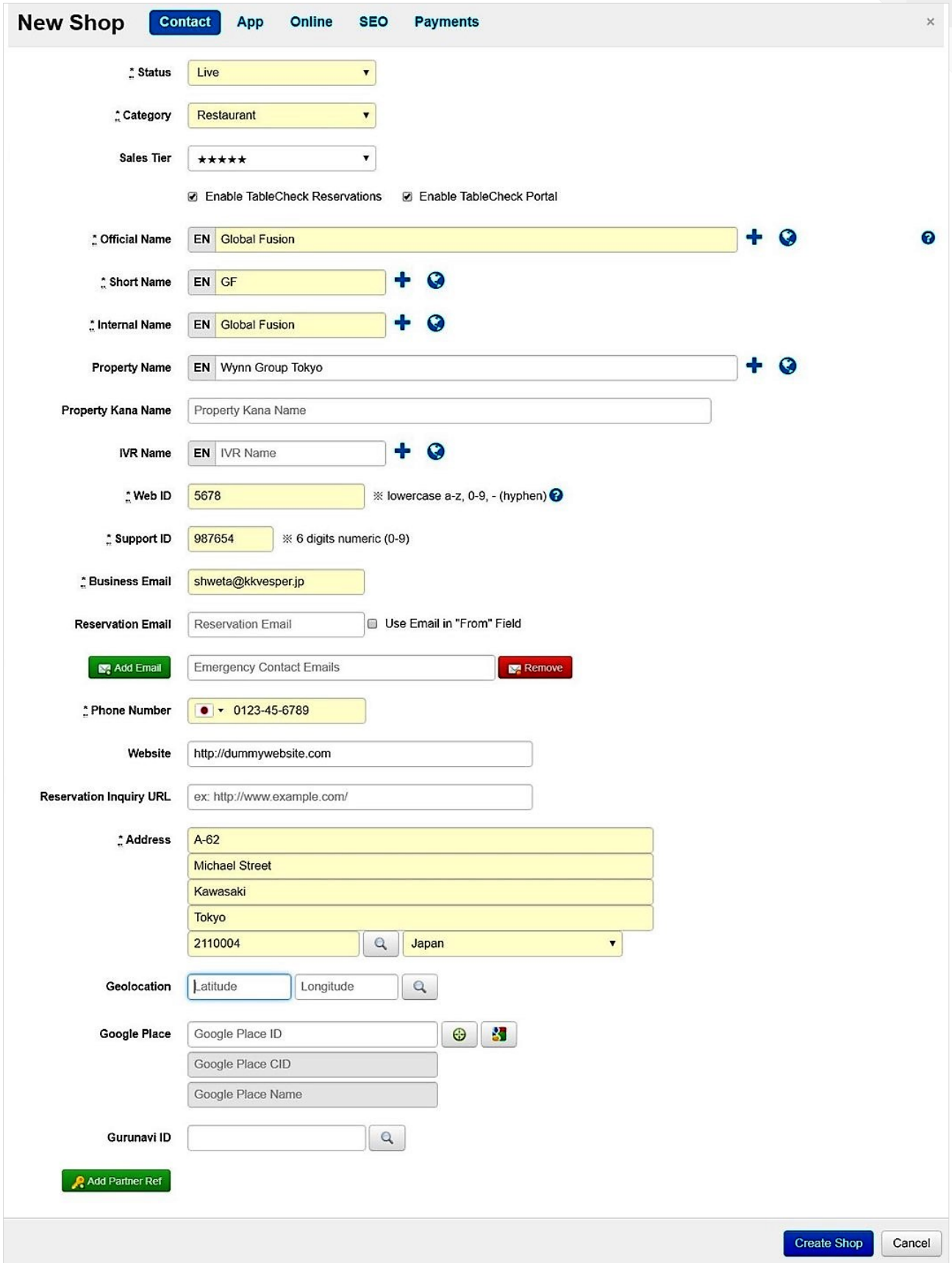

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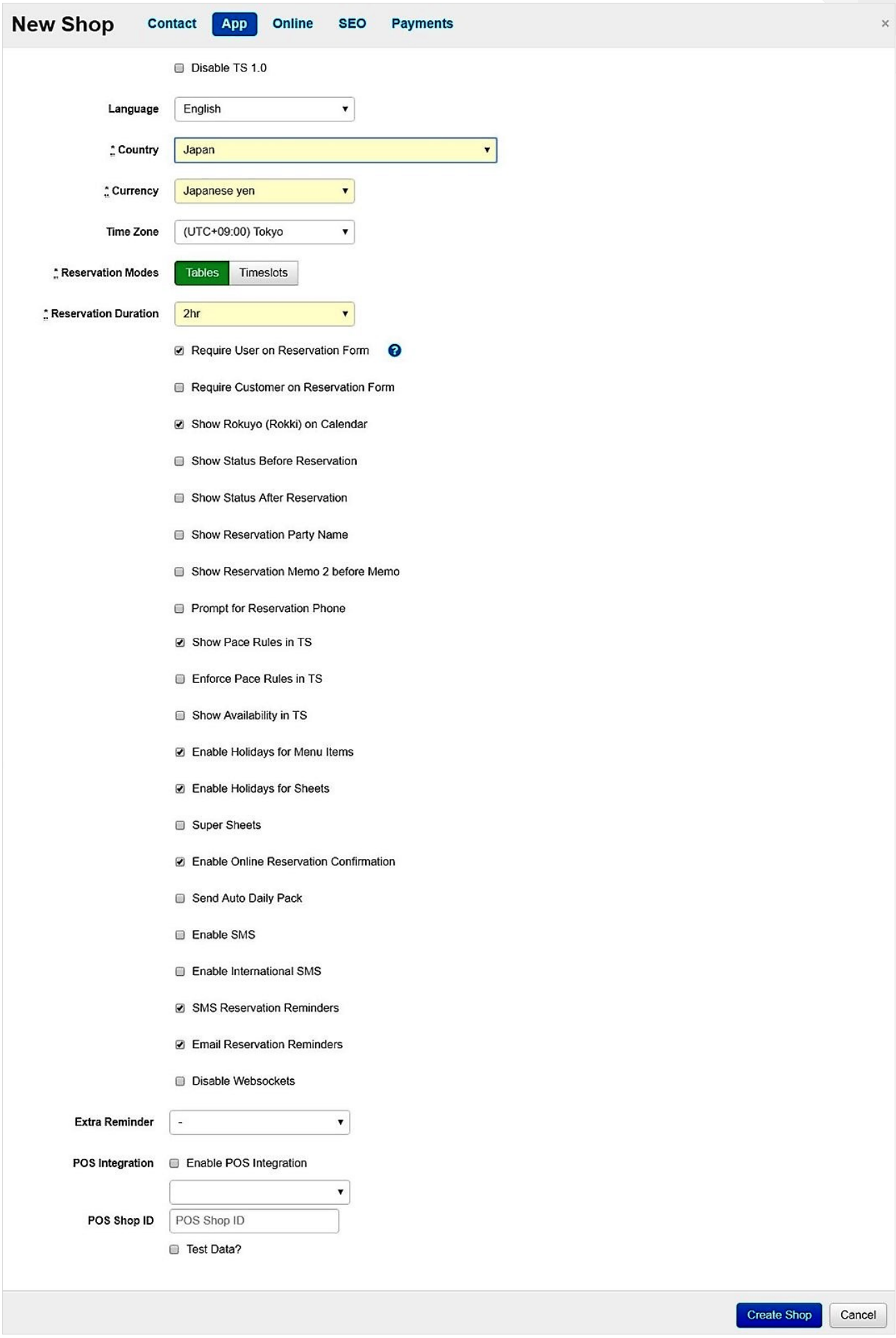
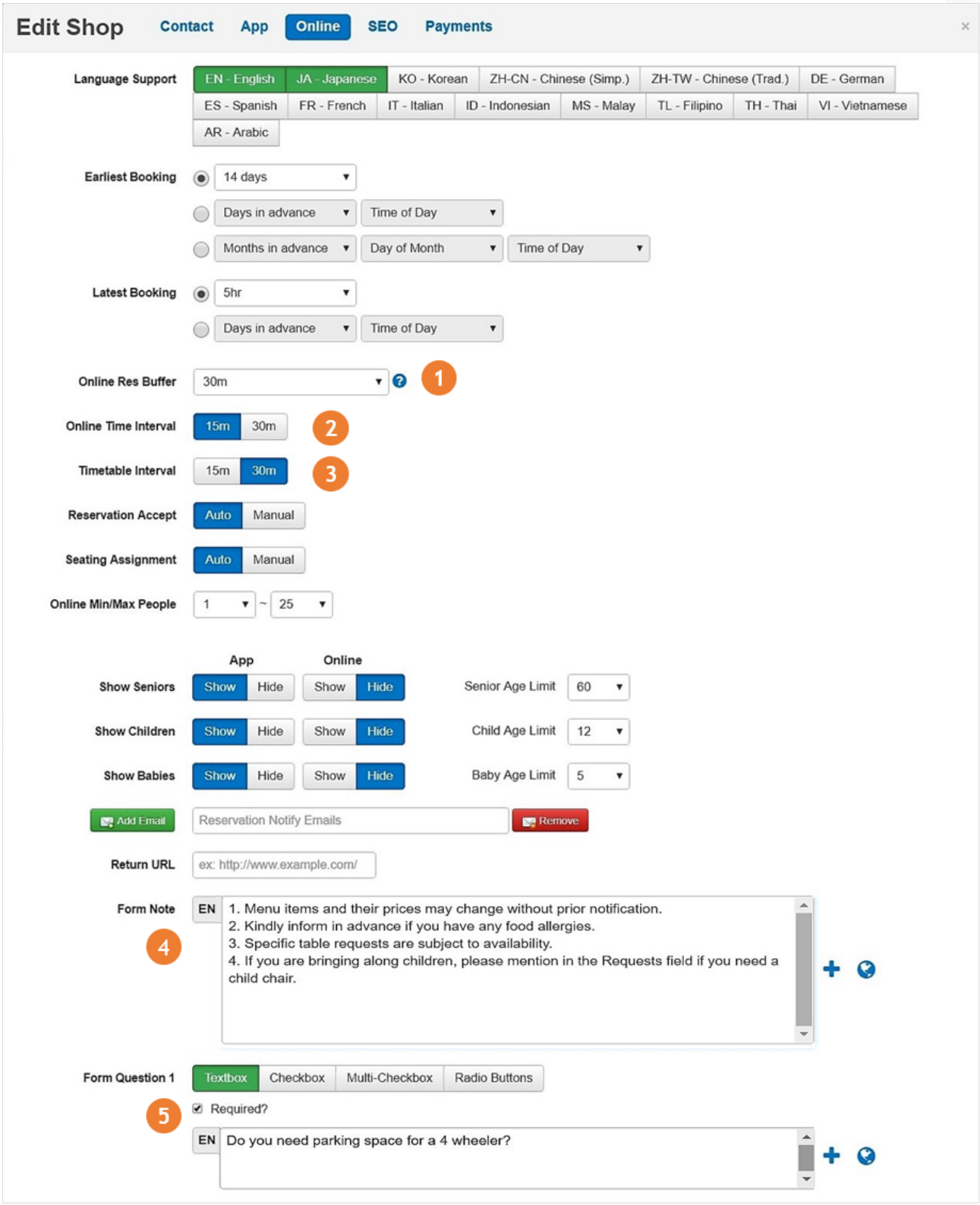

New Shop
Contact
App
Online
SEO
Payments
Disable TS 1.0
Language
English
* Country
Japan
* Currency
Japanese yen
Time Zone
(UTC+09:00) Tokyo
* Reservation Modes
Tables
Timeslots
* Reservation Duration
2hr
Require User on Reservation Form
Require Customer on Reservation Form
Show Rokuyo (Rokki) on Calendar
Show Status Before Reservation
Show Status After Reservation
Show Reservation Party Name
Show Reservation Memo 2 before Memo
Prompt for Reservation Phone
Show Pace Rules in TS
Enforce Pace Rules in TS
Show Availability in TS
Enable Holidays for Menu Items
Enable Holidays for Sheets
Super Sheets
Enable Online Reservation Confirmation
Send Auto Daily Pack
Enable SMS
Enable International SMS
SMS Reservation Reminders
Email Reservation Reminders
Disable Websockets
Extra Reminder
-
POS Integration
Enable POS Integration
POS Shop ID
POS Shop ID
Test Data?
Create Shop
Cancel



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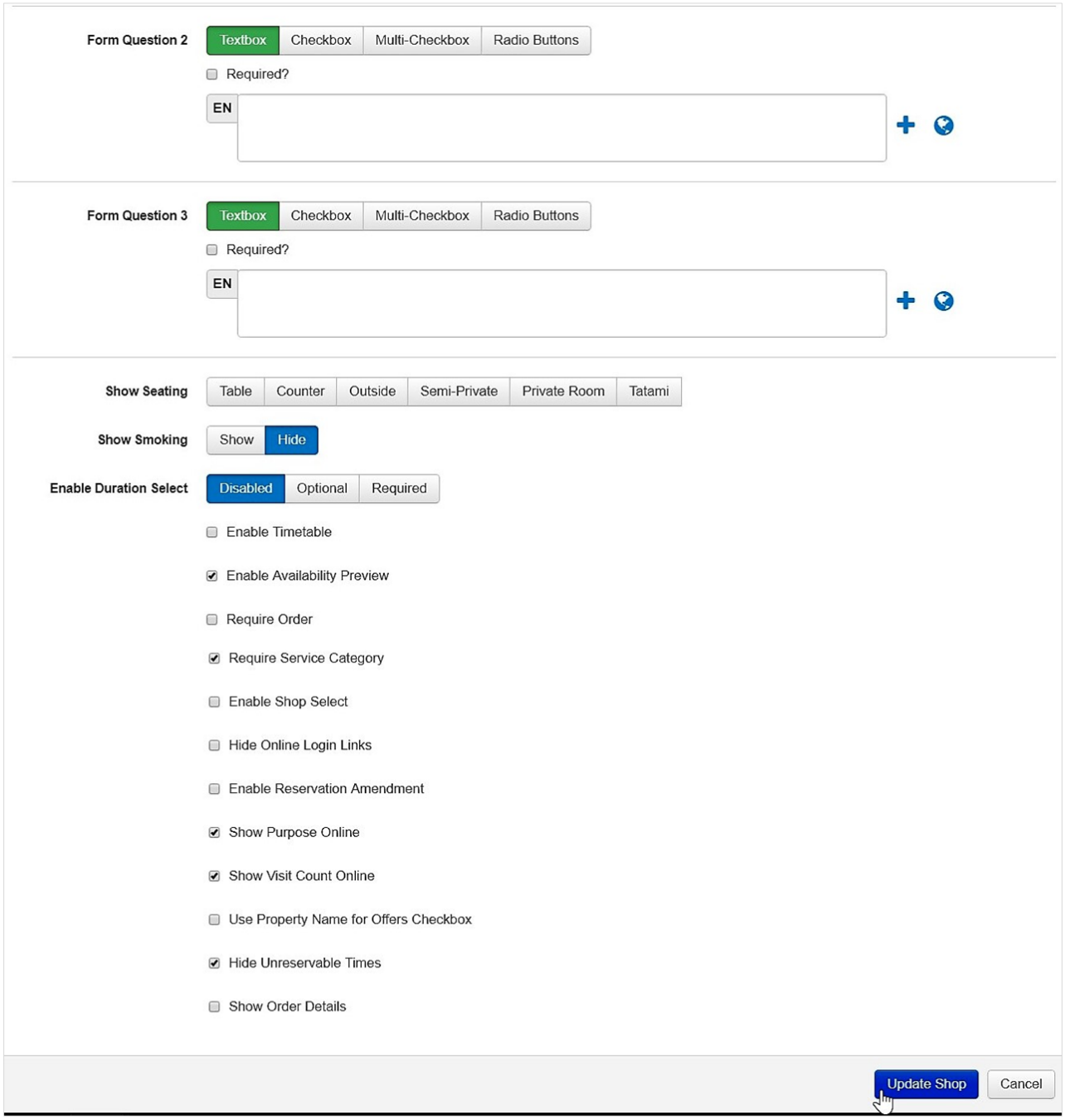

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1

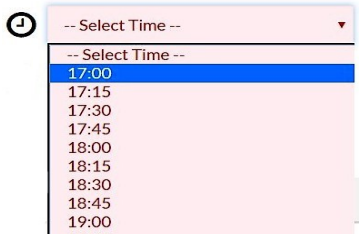
Online Res Buffer

A buffer can be set to a desired time in between reservations for a table (example: for setting up table for next customer). A customer will not be able to book a table during the set buffer time.

2

Online Time Interval

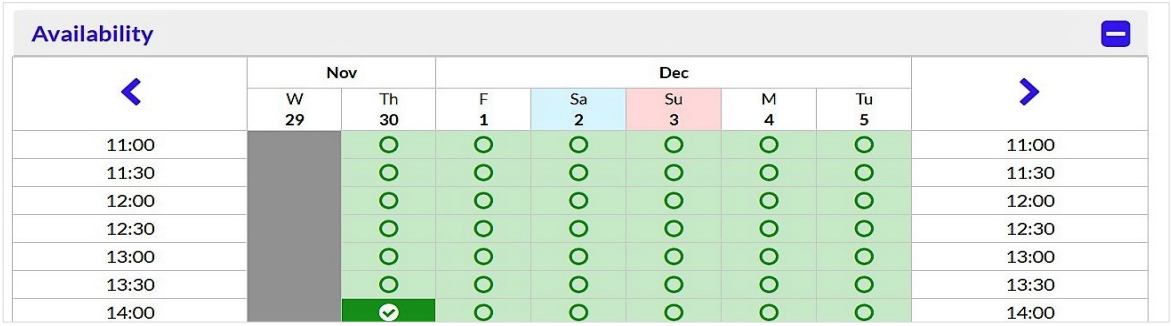
Time Interval between reservation time slots on TableCheck booking page



3

Timetable Interval

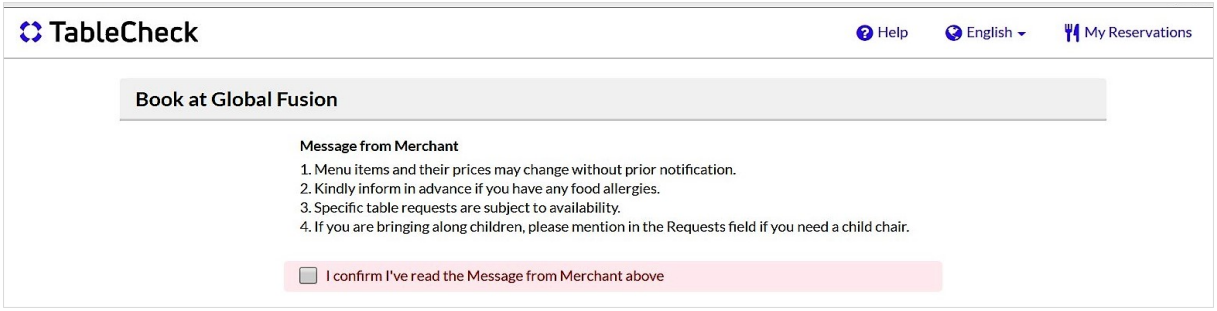
Set this field to 15/ 30 mins based on the time intervals you want to show customers on TableCheck online booking page at the time of booking.



4

Form Note

This is the “Message from Merchant” on TableCheck page. The customer needs to read and agree to the rules before proceeding to the reservation.



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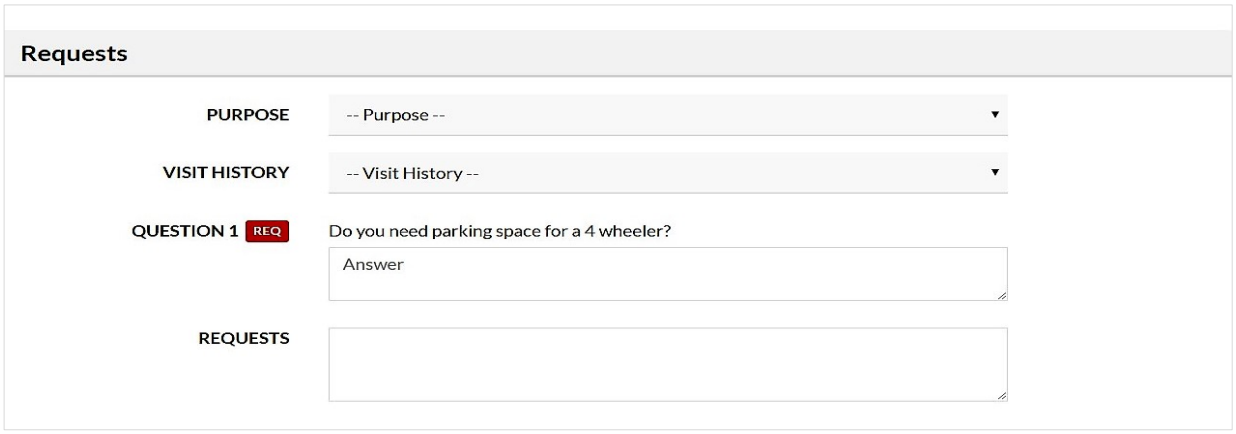
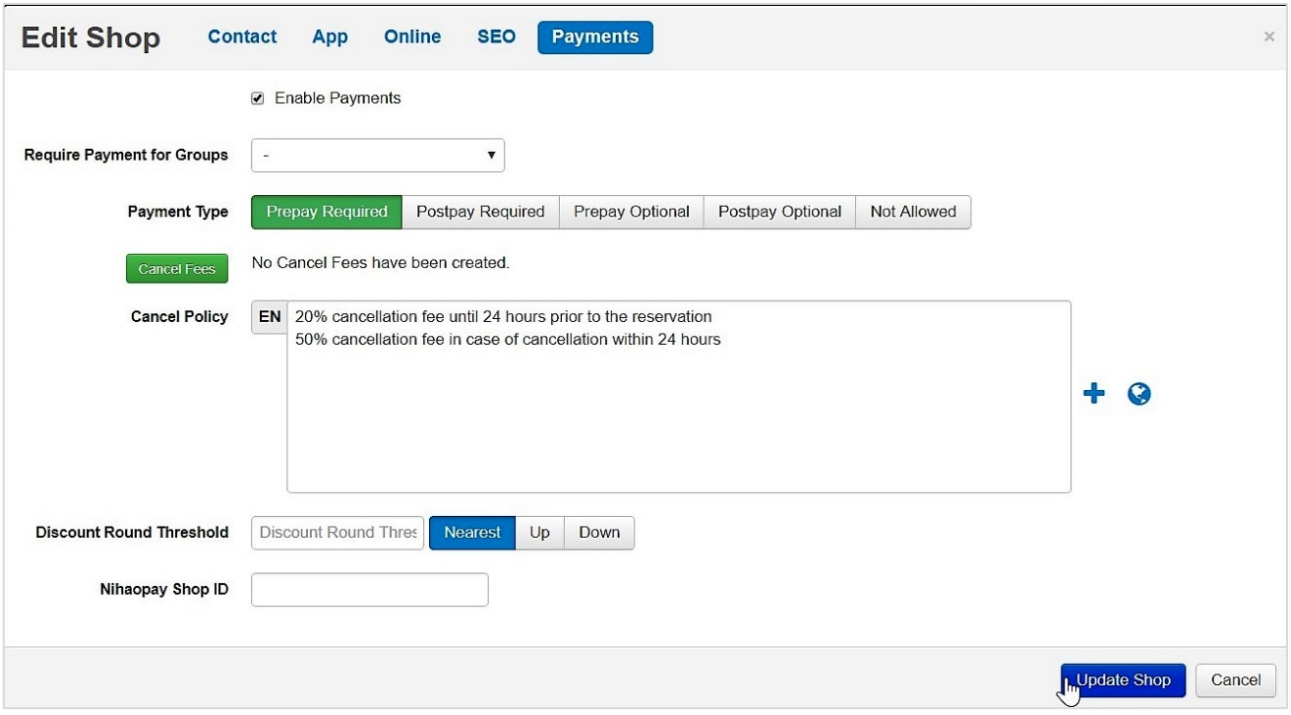
5

Form Question 1

This is a question that the restaurant might want to ask a customer at the time of booking.

It appears on TableCheck page in Requests section as shown below.





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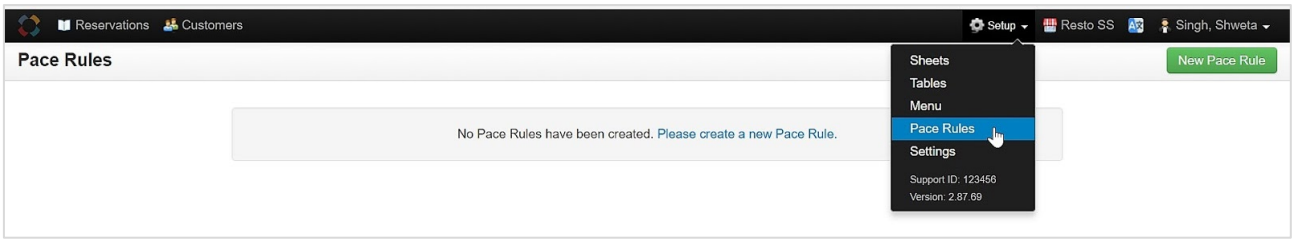
Create Pace Rules

Purpose: Pace rules are set to put a restriction on

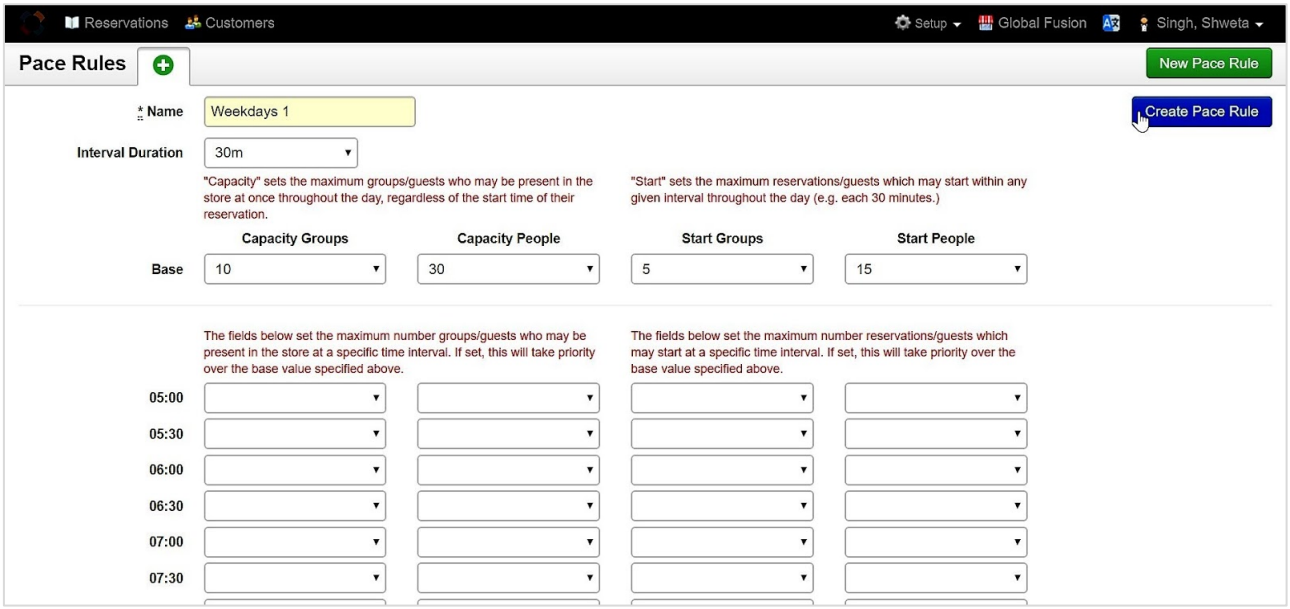
a. the number of customers allowed to arrive within a particular timeslot
b. the number of customers that can be seated within a timeslot

Workflow: Go to *Setup* -> *Pace Rules* -> *New Pace Rule*



A Pace Rule can be defined in the following ways-

a. One pace rule for the entire day



b. Different pace rules for different timeslots of the day

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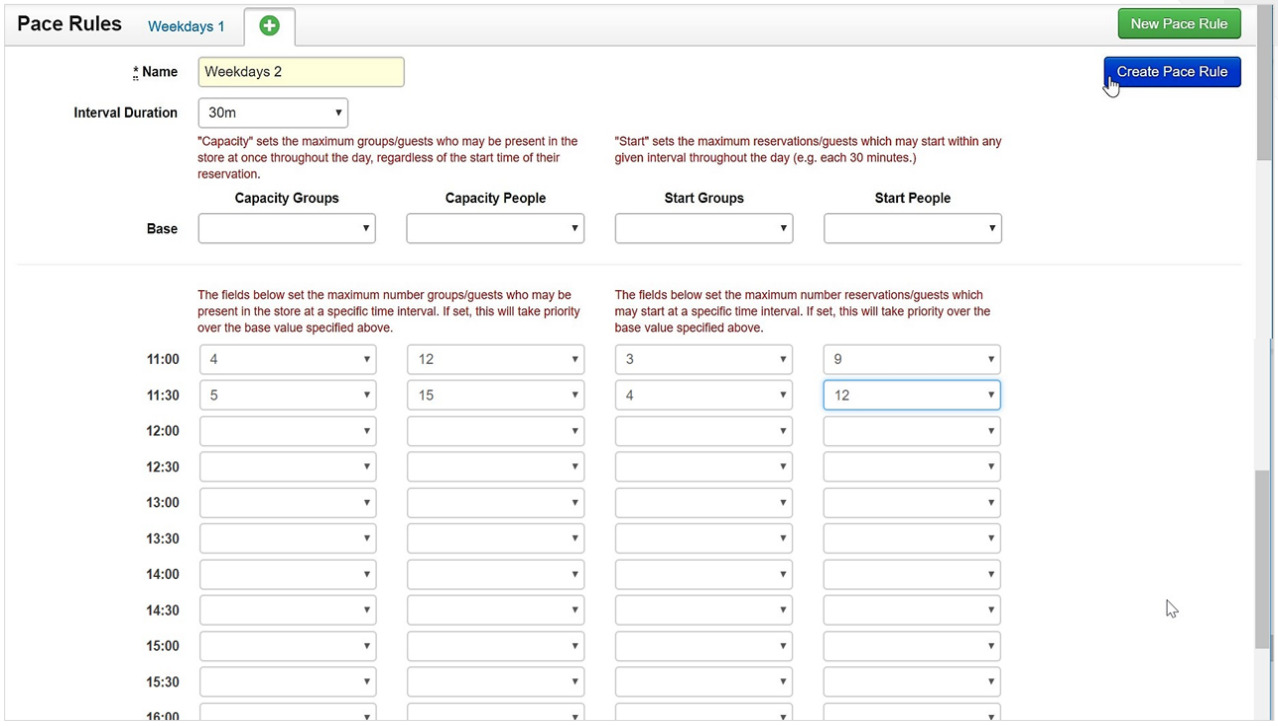

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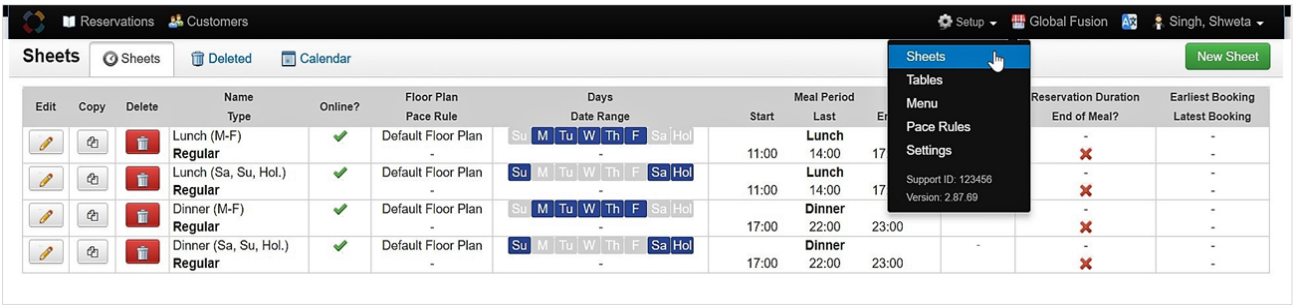
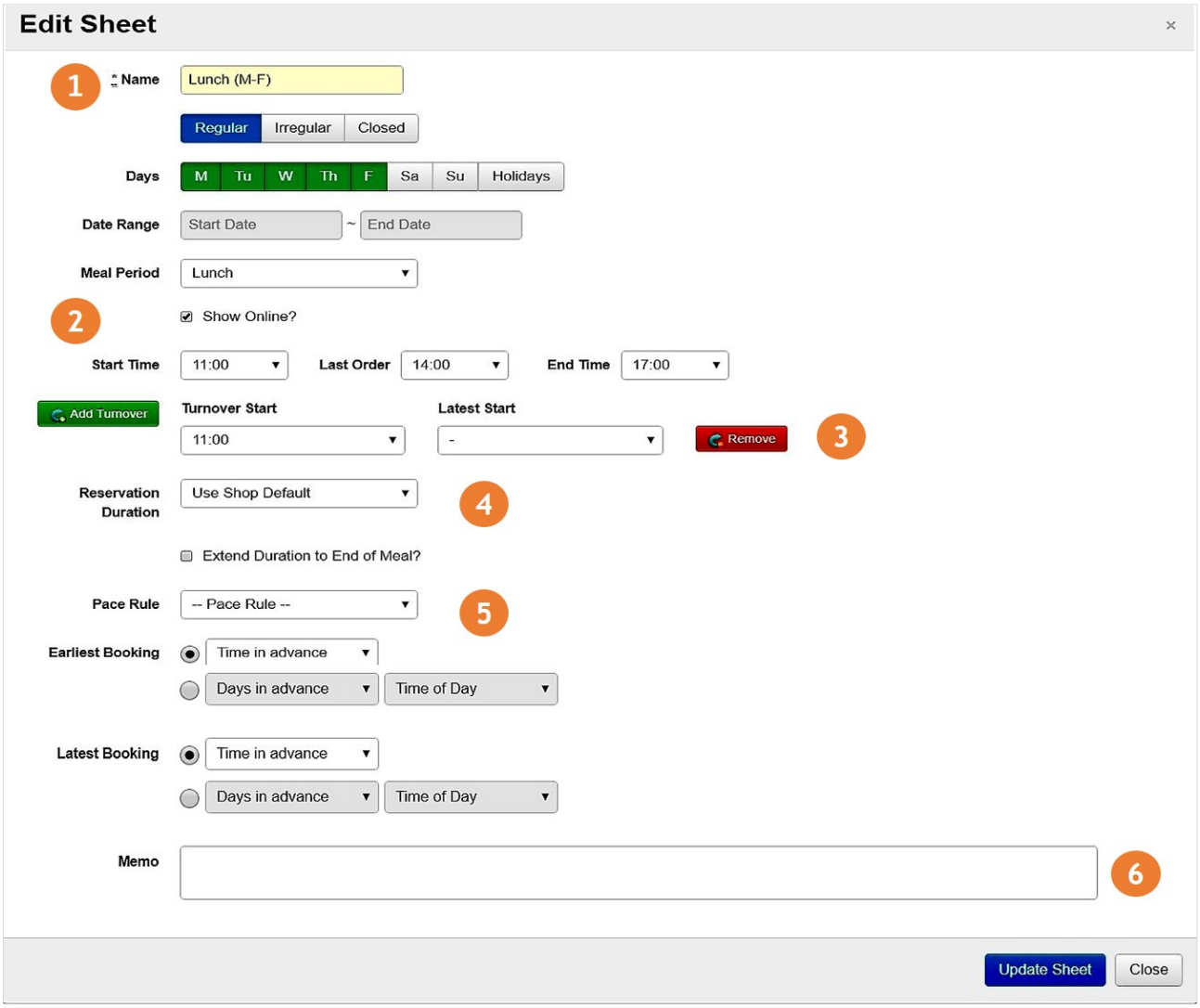
Create Sheets

Purpose: Various parameters related to an outlet, such as business hours, reservation start & end times, meal times etc. are configured in Sheets

Workflow: Go to *Setup* -> *Sheets*



a. *Edit* default sheet(s) as per your requirements



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1

Sheet Hours

Regular - usual business hours

Irregular - business hours different from usual

Closed - shop closed

2

Meal Periods

Choose one

3

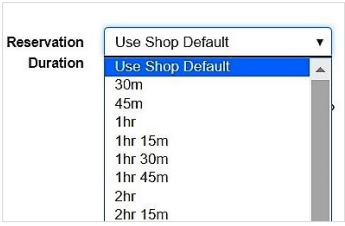
Turnover

Turnover is created if the restaurant wants to accept reservations at specific times only.

4

Reservation Duration

Set default or choose from drop down menu



5

Pace Rules

Choose from earlier created Pace Rules

6

Sheet Memo

Create a memo for the sheet (the memo is visible only on opening the sheet)

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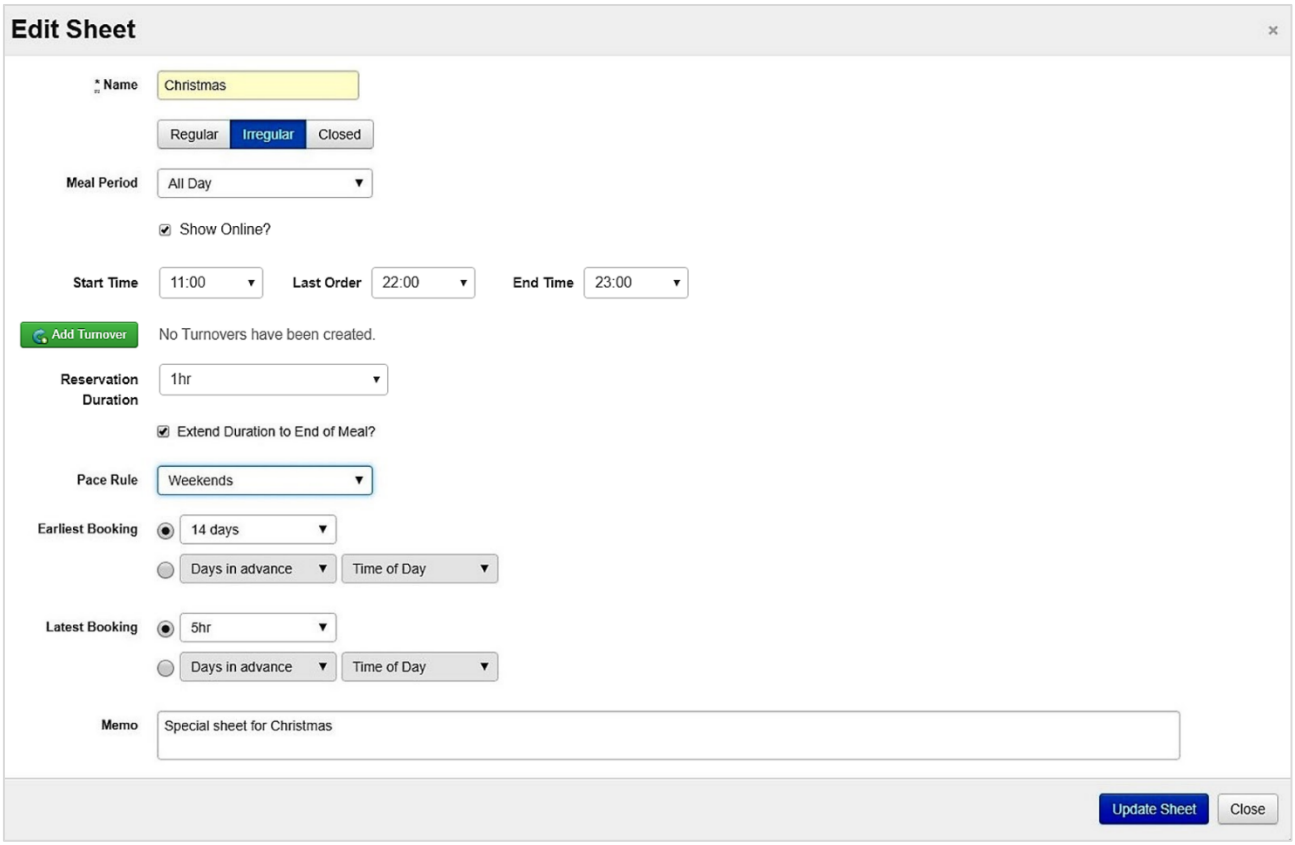
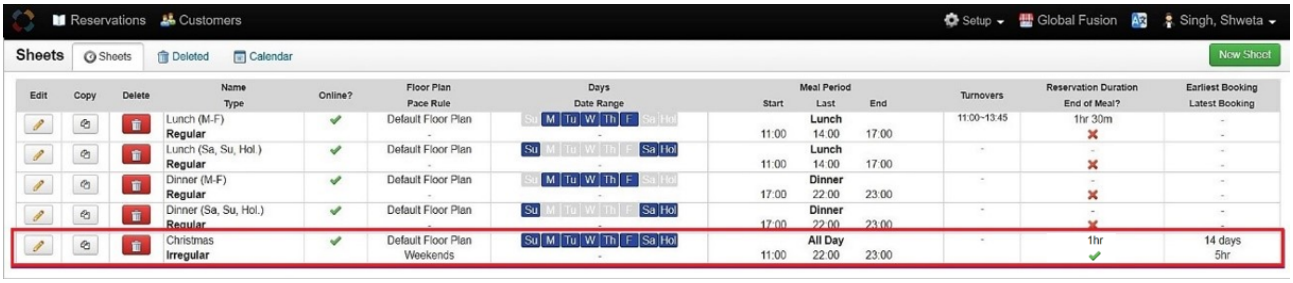
b. *Create a New Sheet* (example “Christmas” to be used during Christmas season)



The new created sheet appears in the list of sheets as shown below:



Go to *Calendar* and select the days and time Christmas sheet has to be applicable for.

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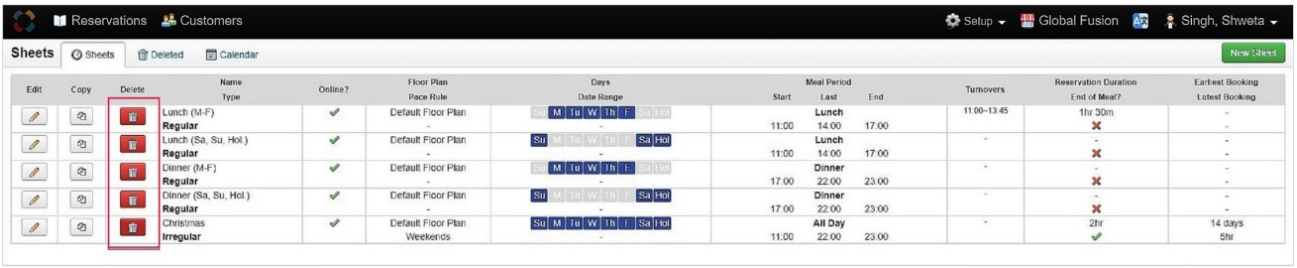
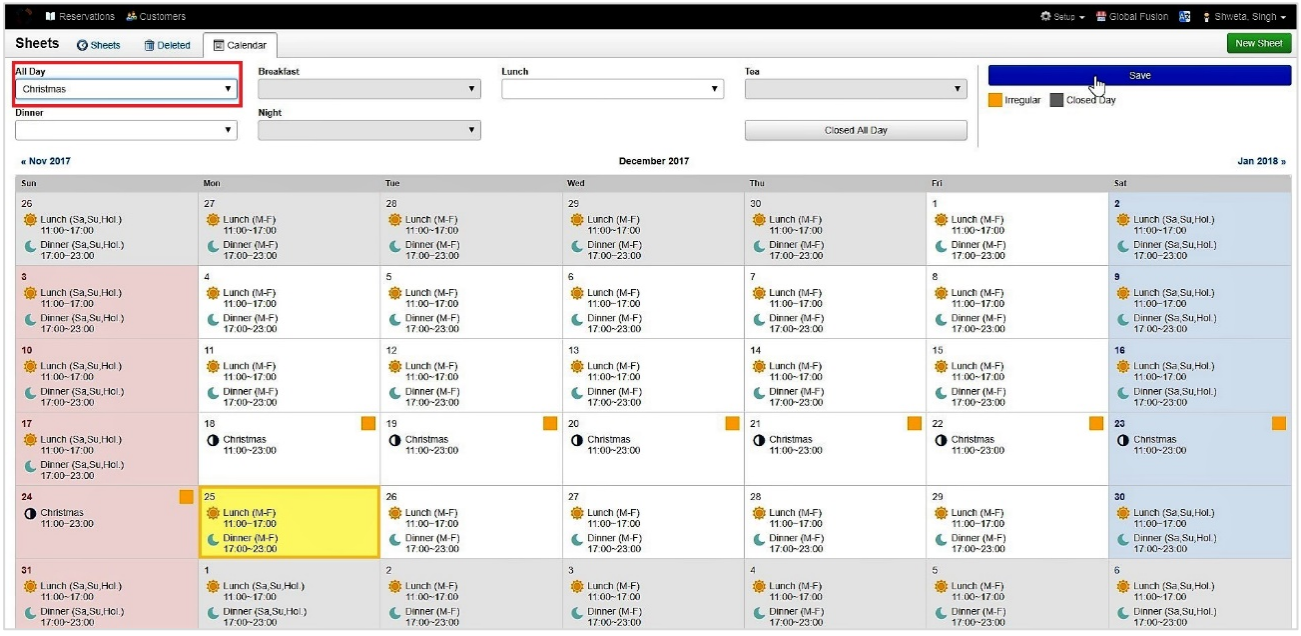
The sheets that are no longer in use can be deleted from the existing list of sheets.



Please note that deleted sheets can be restored any time from the *Deleted* tab.



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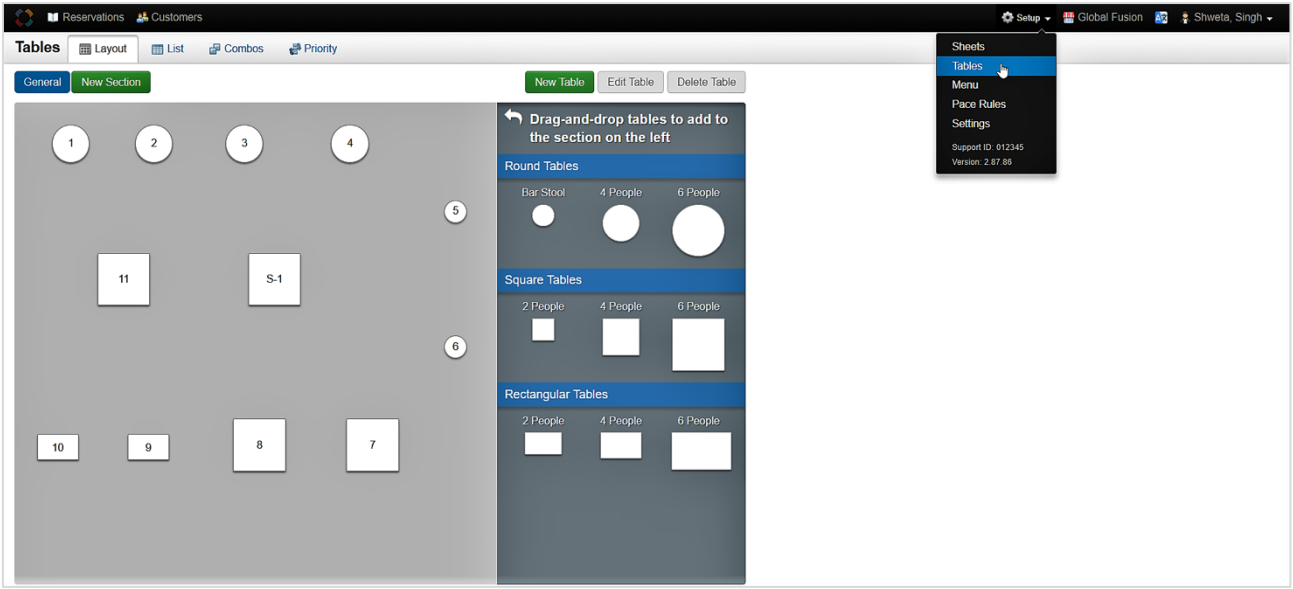
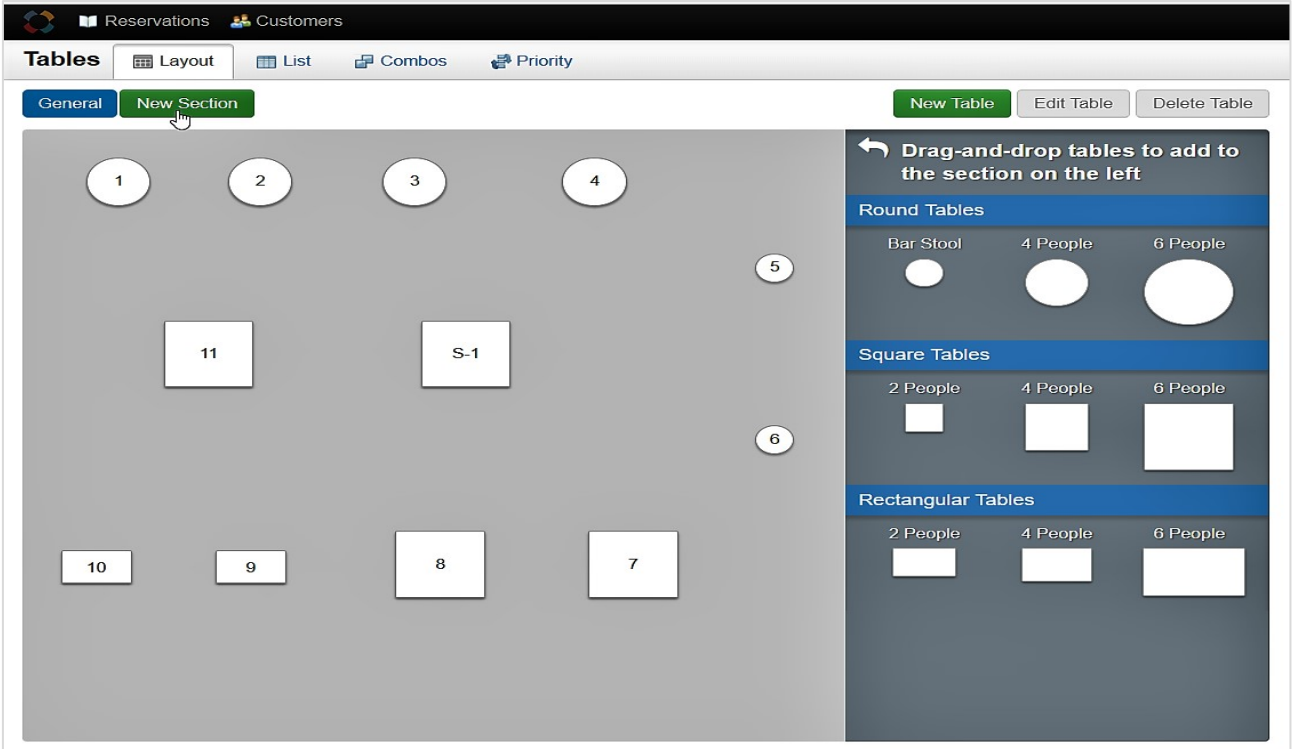
Create Floor/ Table Layout

Purpose: Floor layout represents the actual layout of tables in the restaurant. A number of table layouts can be configured in the system. These table layouts are visible on **Manager** system to manage reservations, blocks etc. *To know more about blocks, please refer* **Manager User Guide**.

Workflow: Go to *Settings -> Tables*



Create *New Section* and give it a name.



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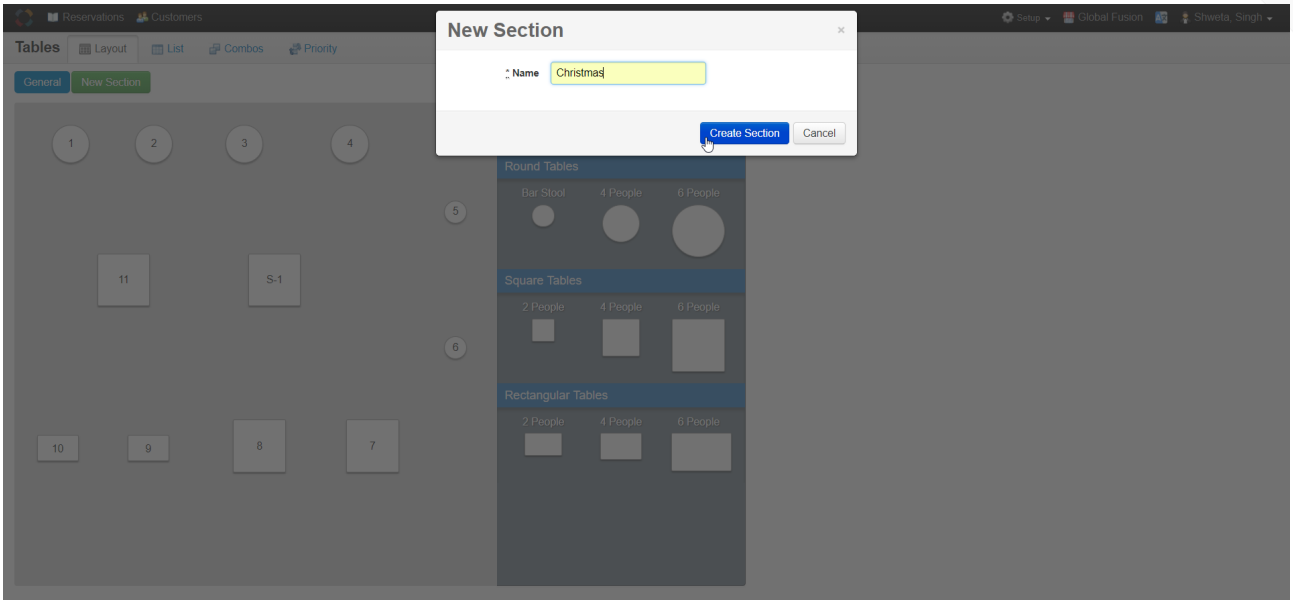
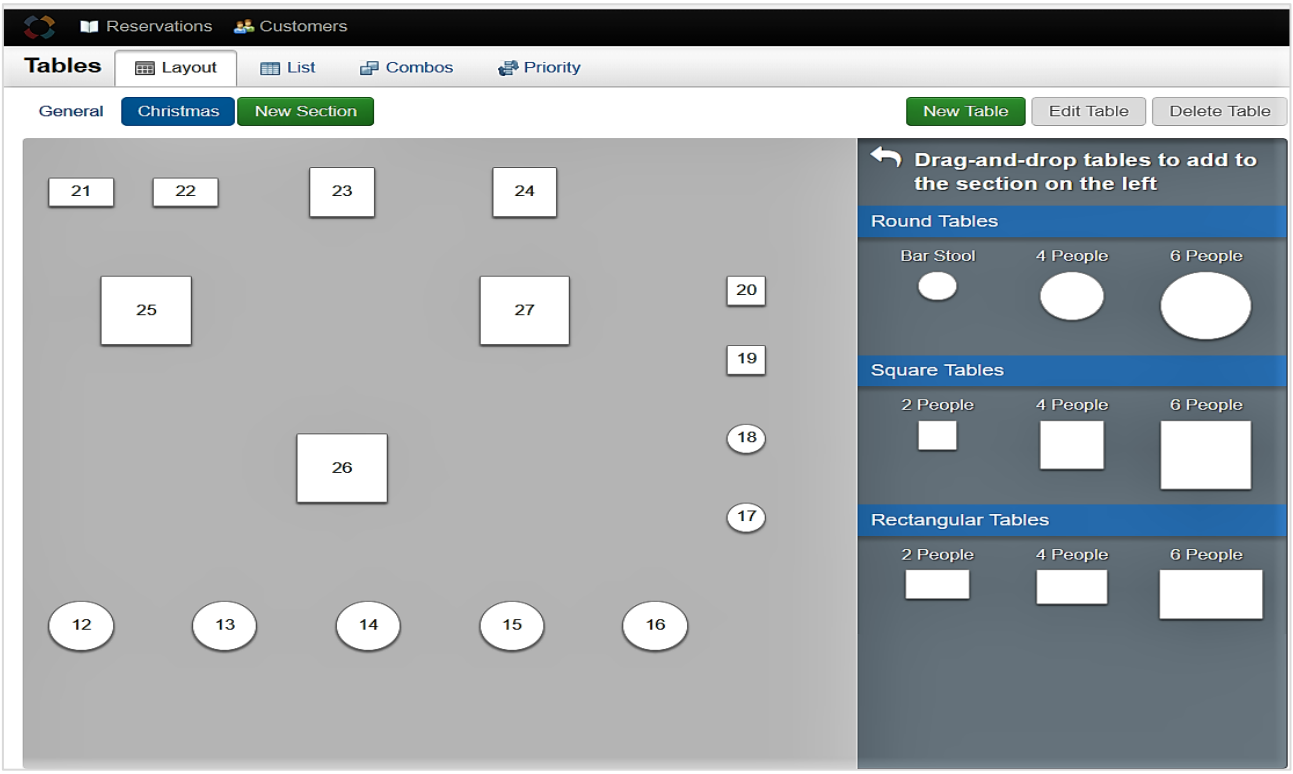


Drag and drop tables into the new section (Christmas) created.



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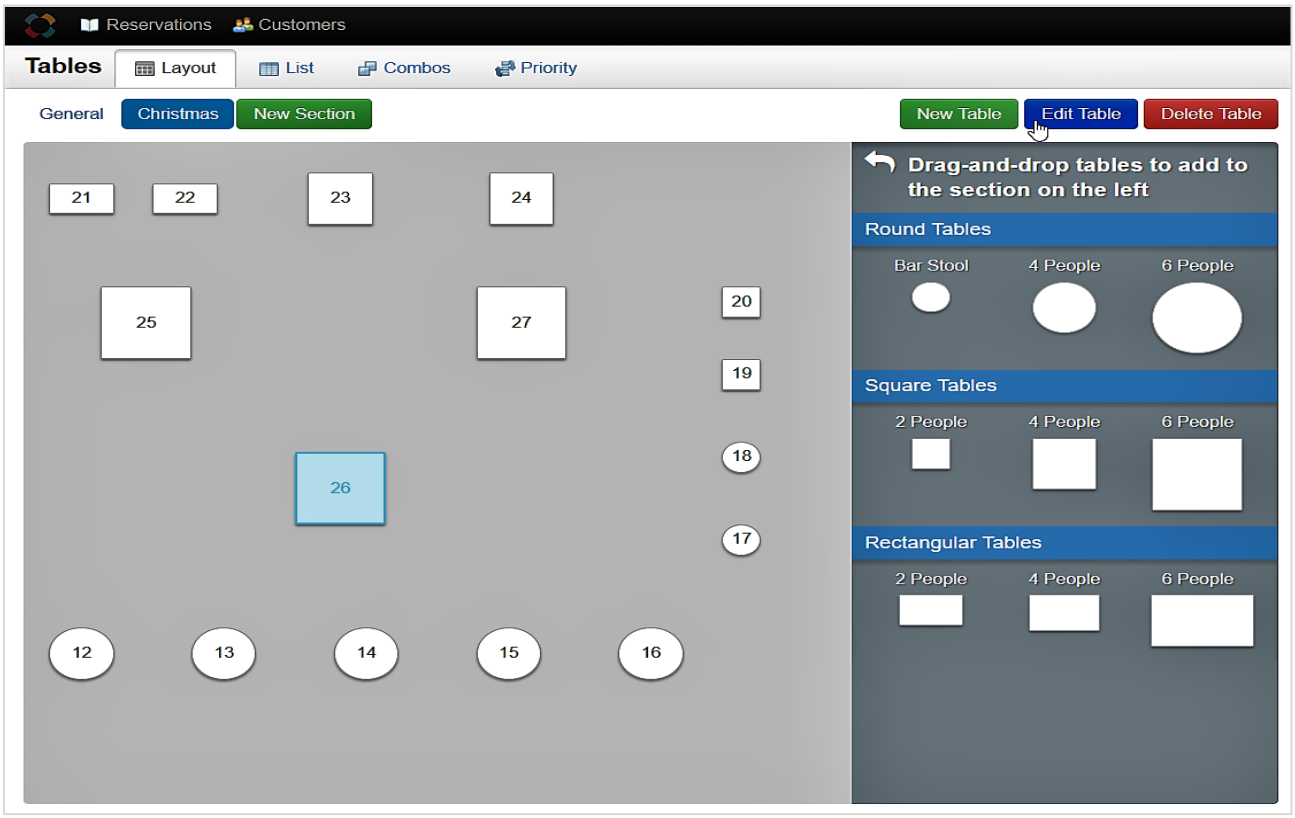
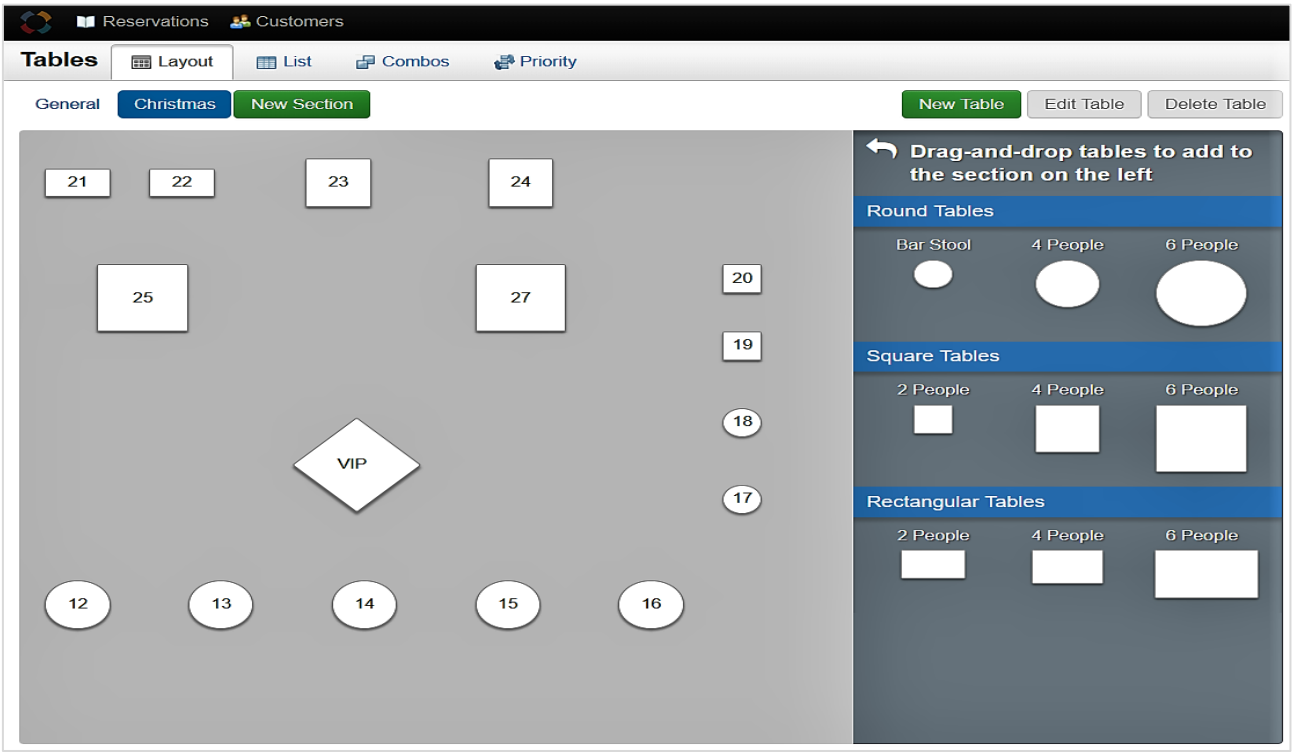
Select one/ group of tables and *Edit Table* to change its name, default capacity, rotation, tier etc.



The table is updated as shown below.



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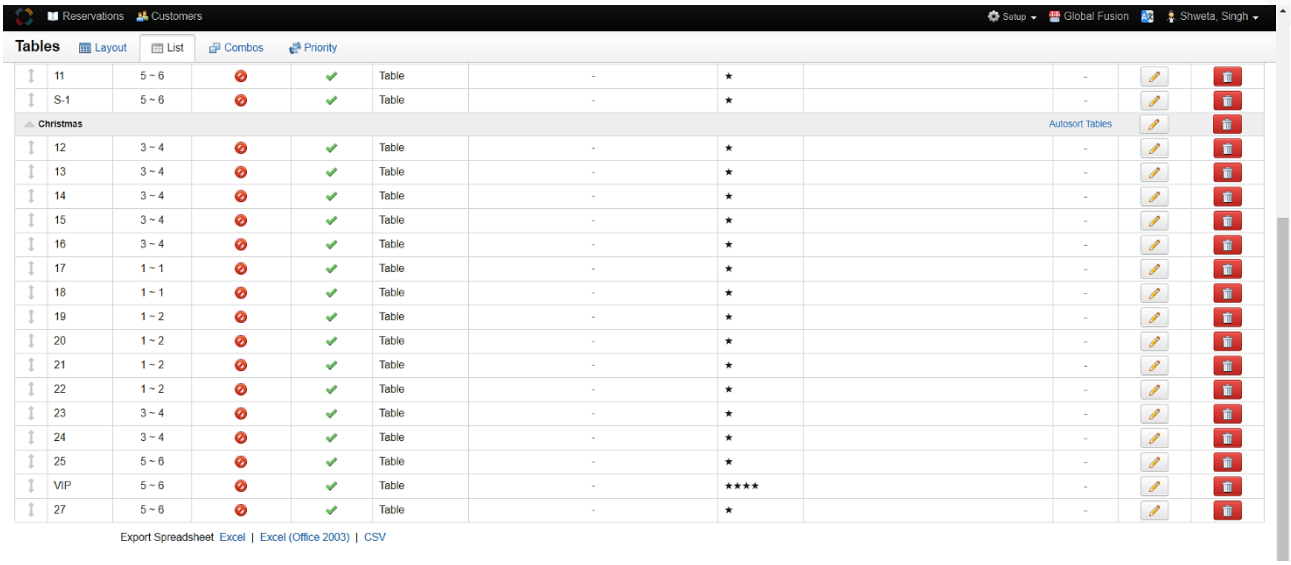
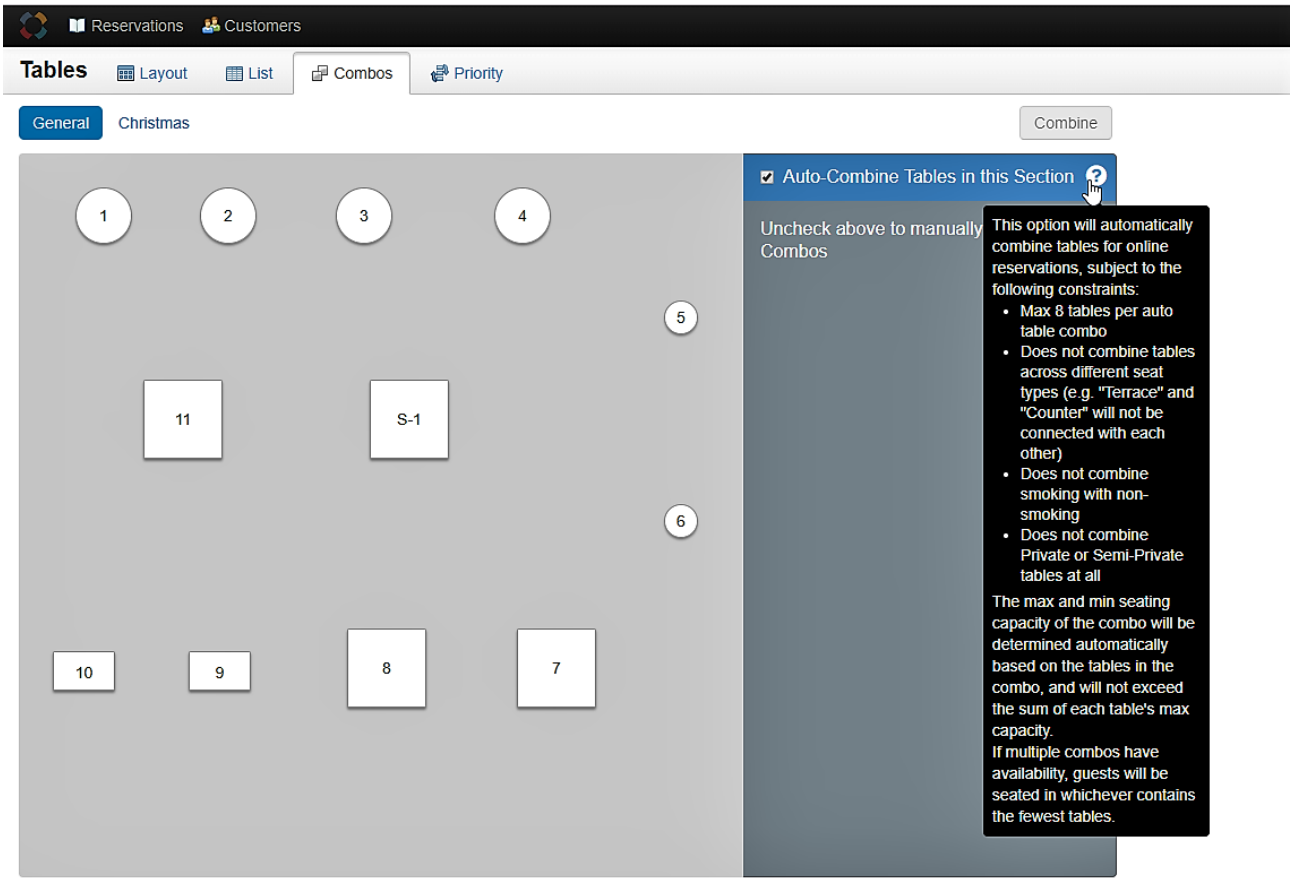
The tables can also be seen as a list in the *List* tab.



Create table combinations in *Combos* tab. Tables are auto combined at the time of reservation as per the conditions shown below:



You can uncheck *Auto-combine* and manually form table combos. Select tables and *Combine*.

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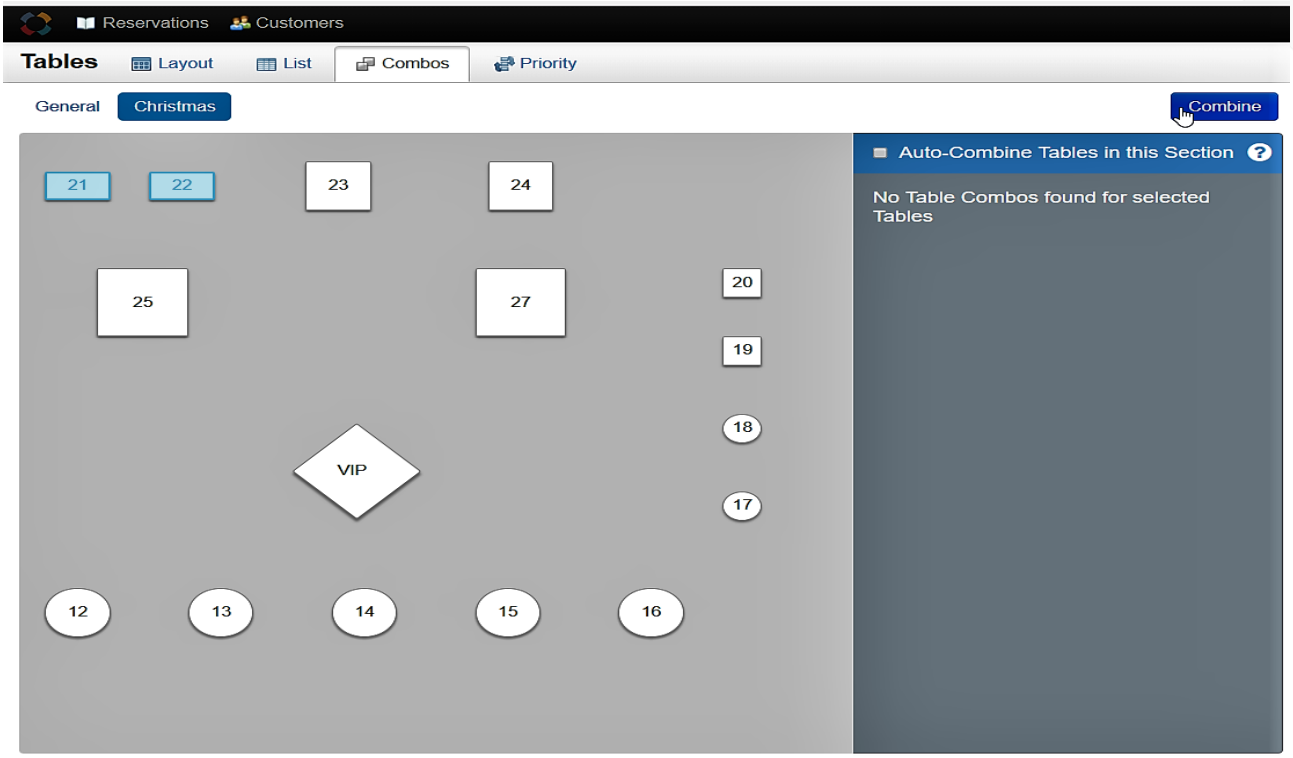
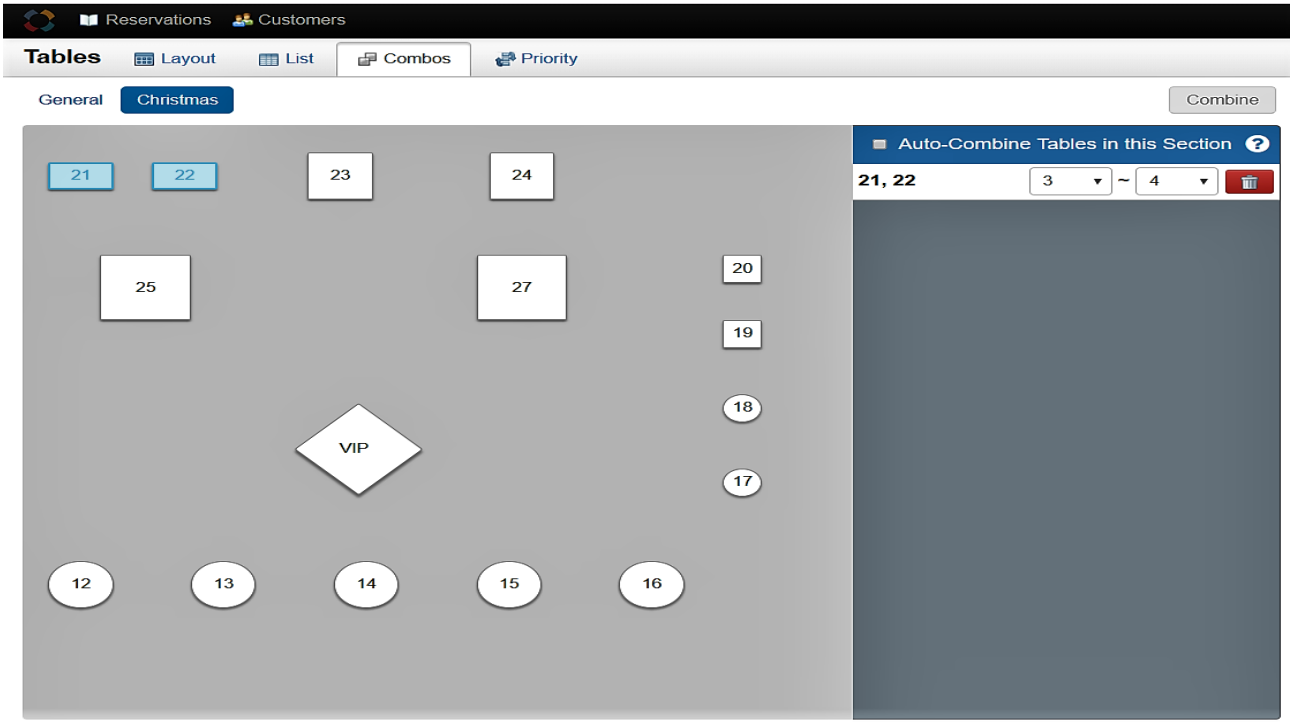


Combined tables' list appears on the right side as shown below:



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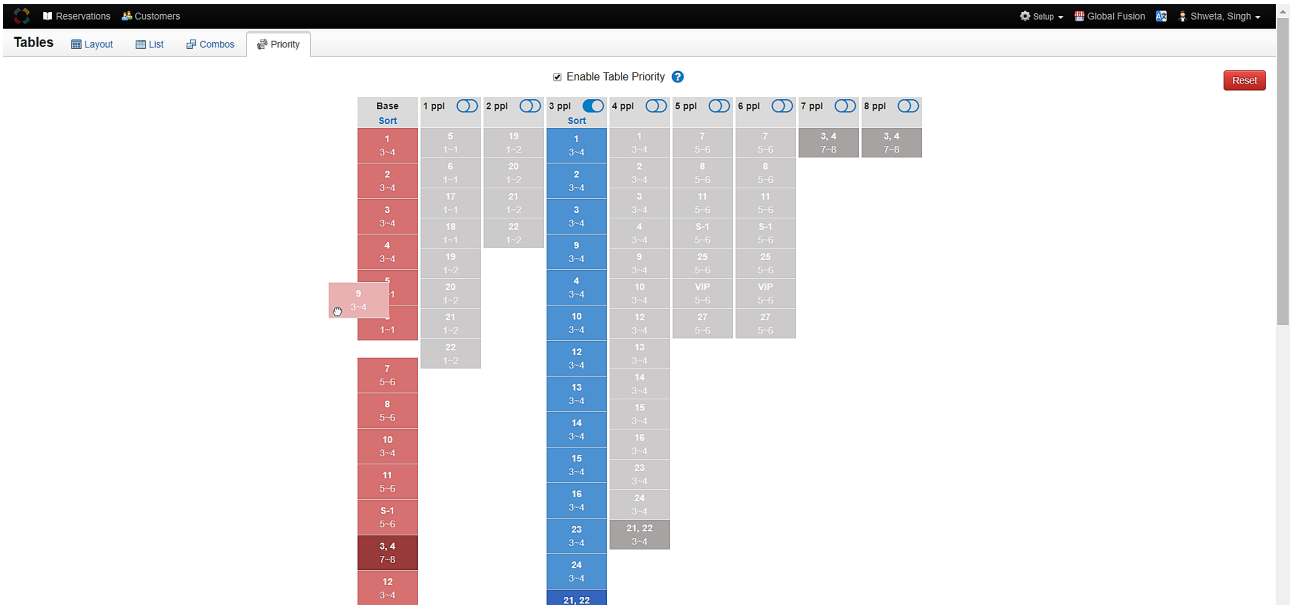
The tables are assigned default priority as show below.

The priority of tables can be changed by dragging tables to top/ bottom.



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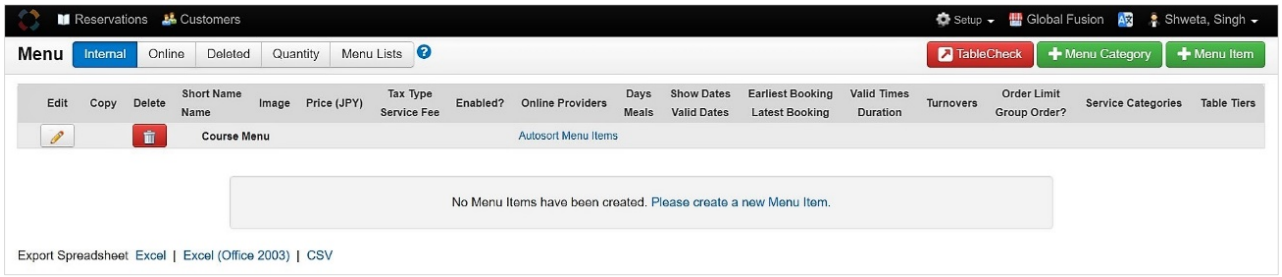
Create Menu Items

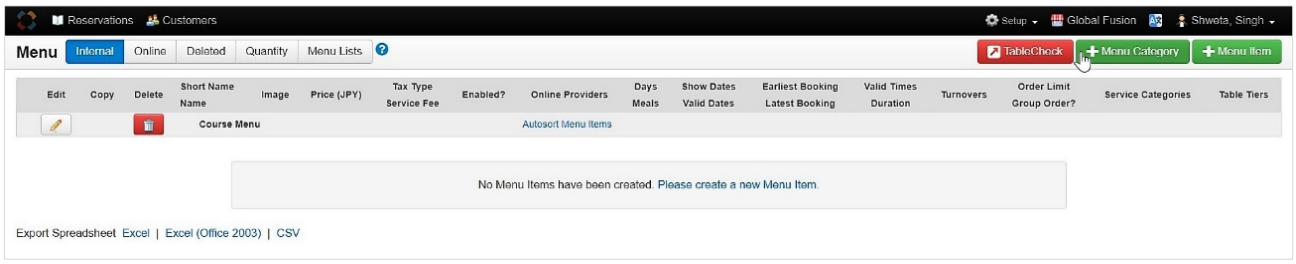
Purpose: Menu Categories & Items are created to make them available for pre-booking on TableCheck online booking page and/ or on TableCheck Manager system.

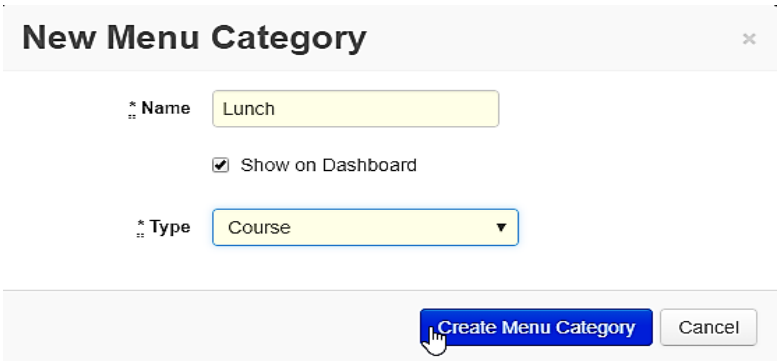
Workflow: Go to *Setup* -> *Menu*

Below is an example of a Default Menu Category.



Create a New *Menu Category*





Create a *New Menu Item* under the Menu Category

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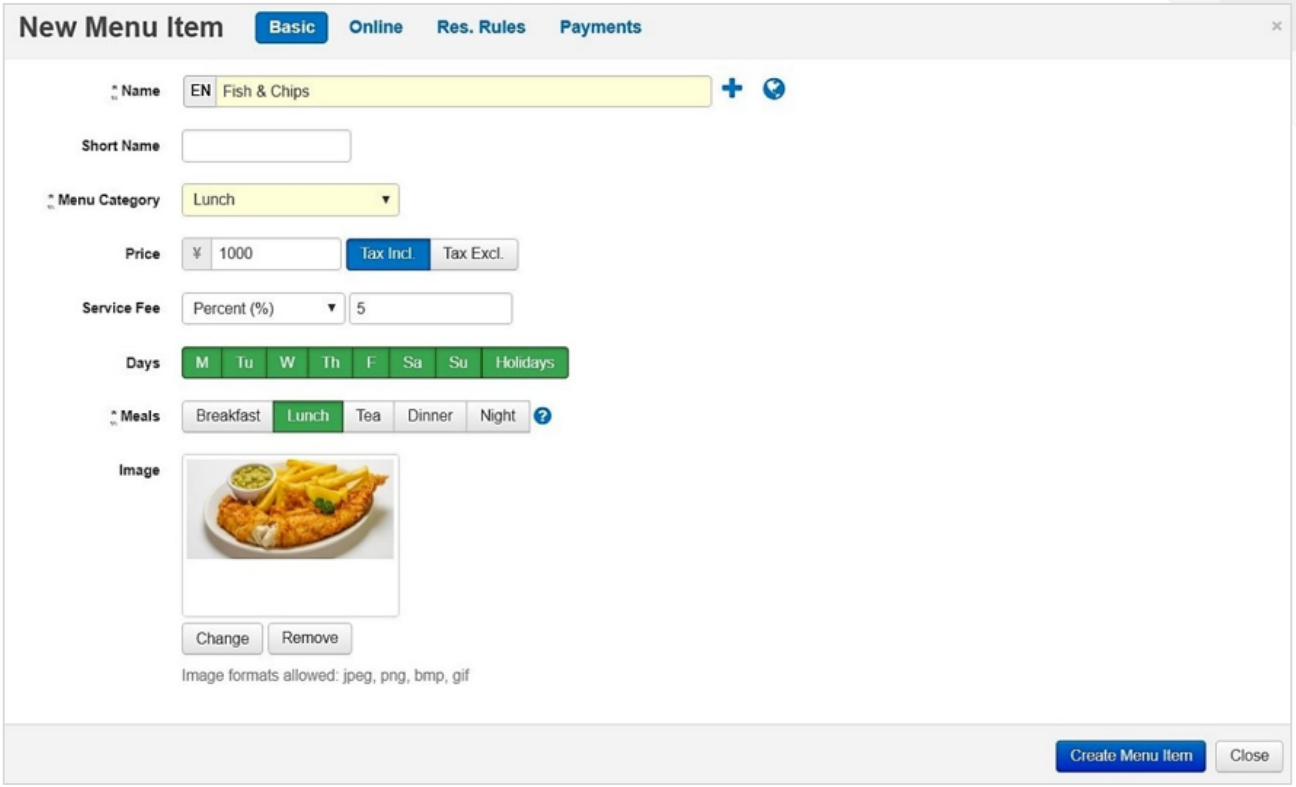

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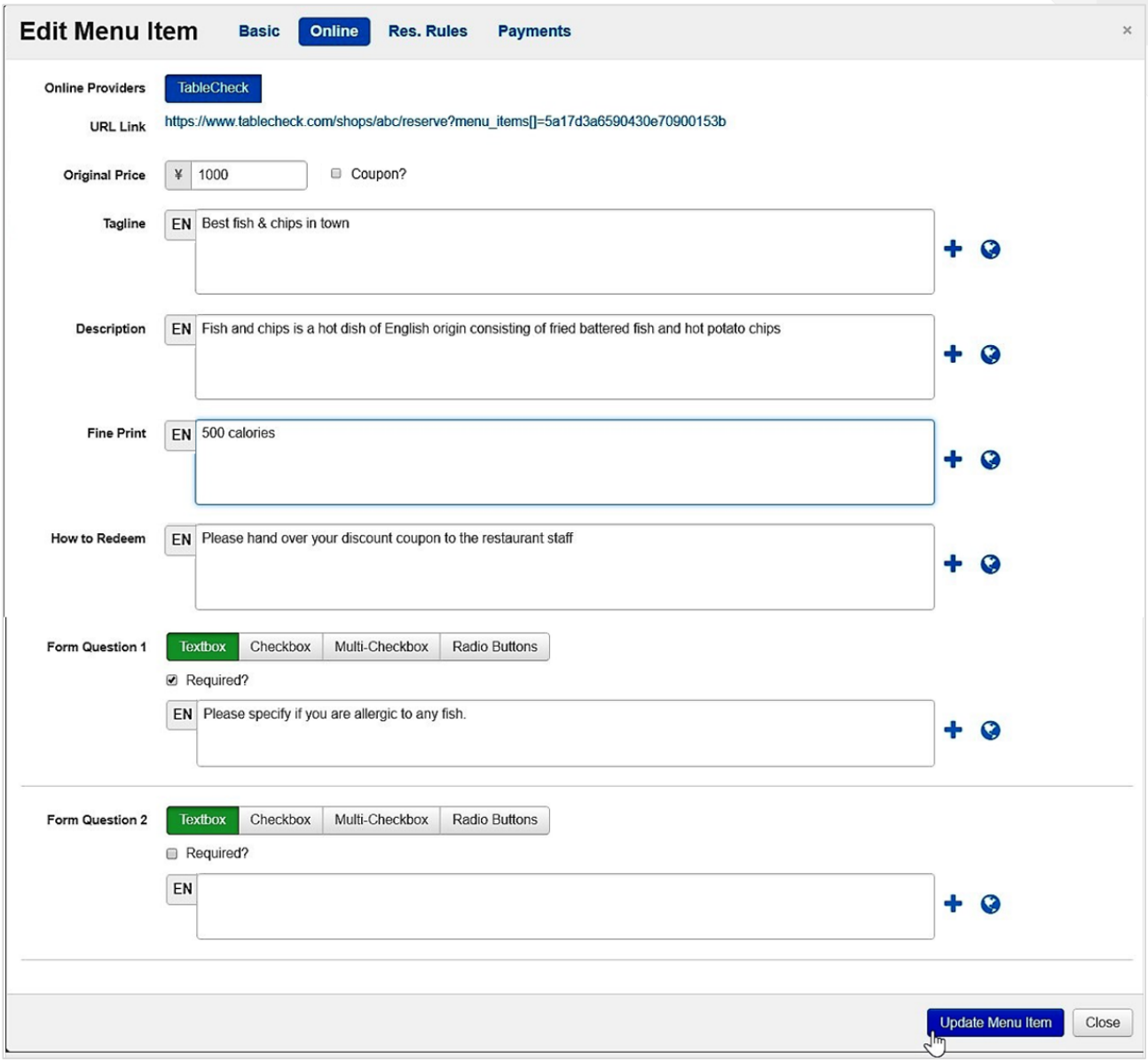

Note: Uncheck TableCheck and do not fill the above details if you want a menu item to be available only on the Manager system and not on TableCheck online booking page.

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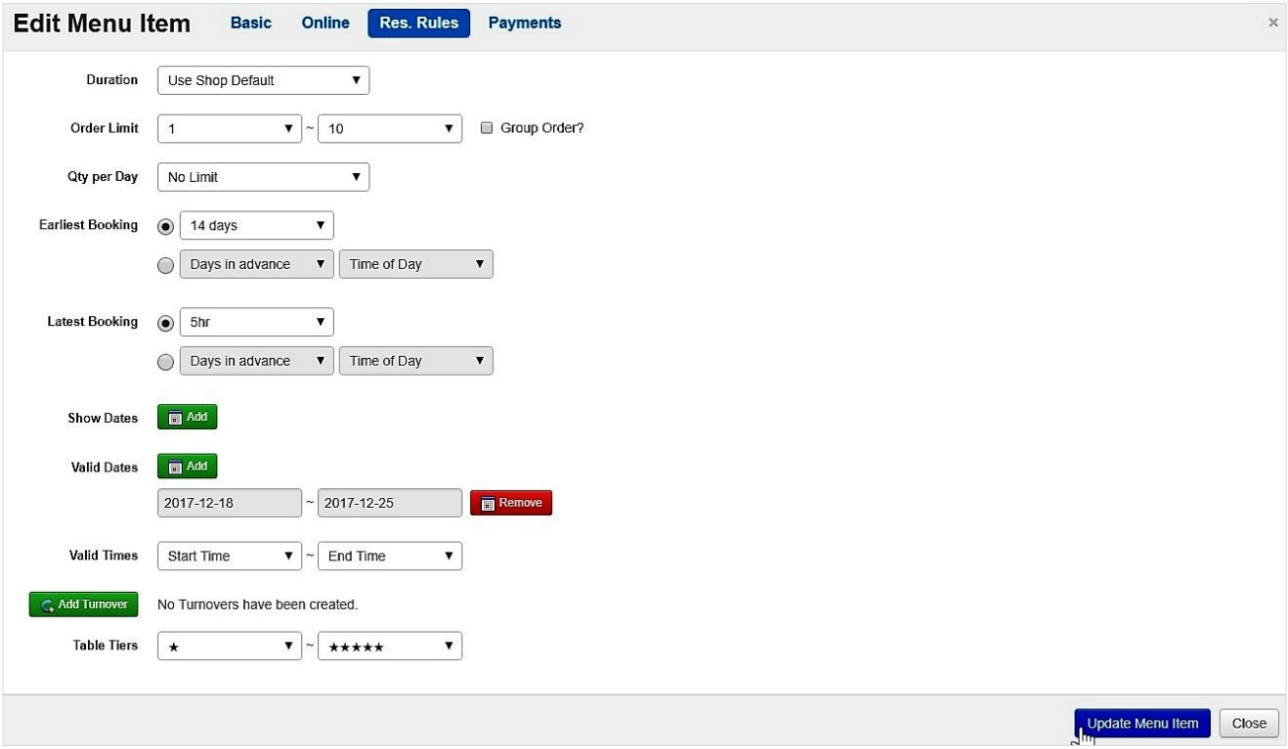

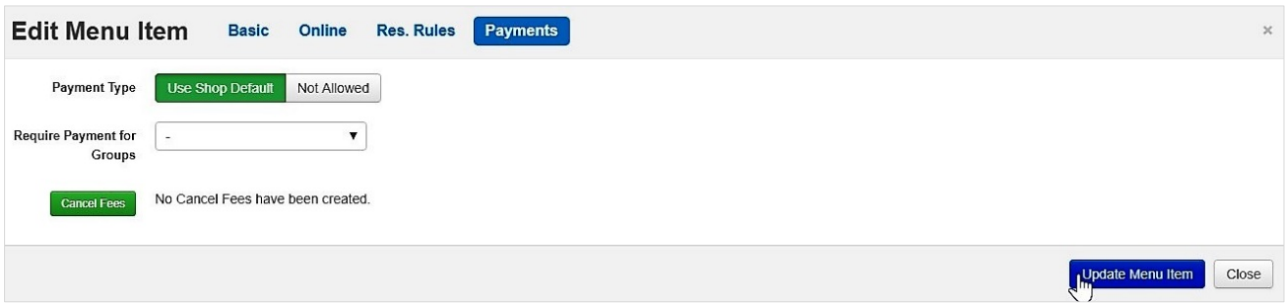

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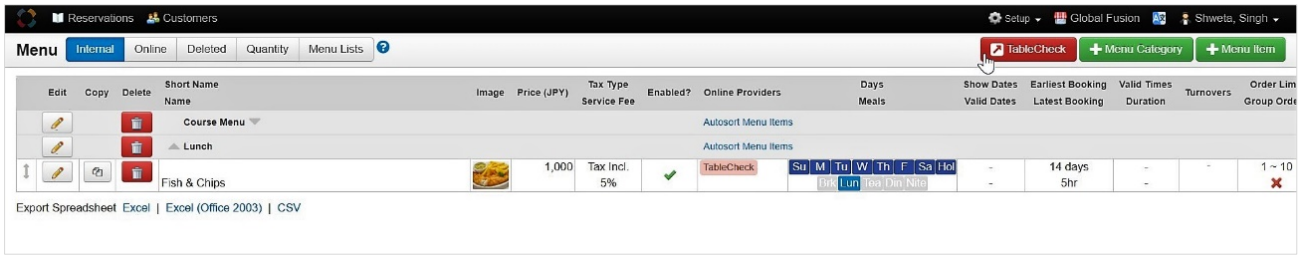
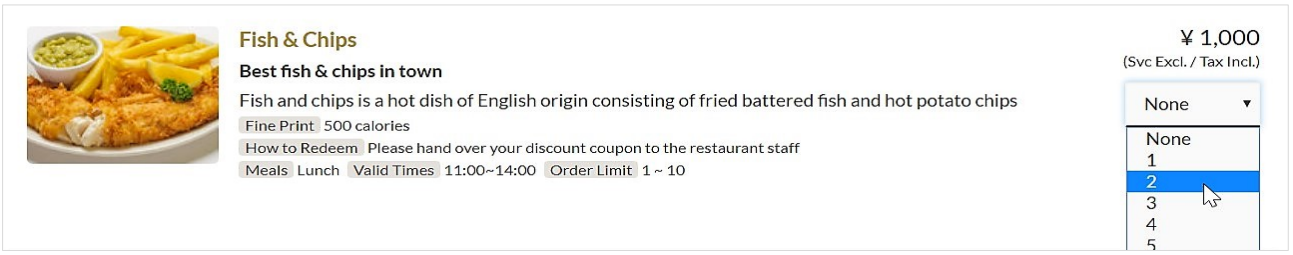
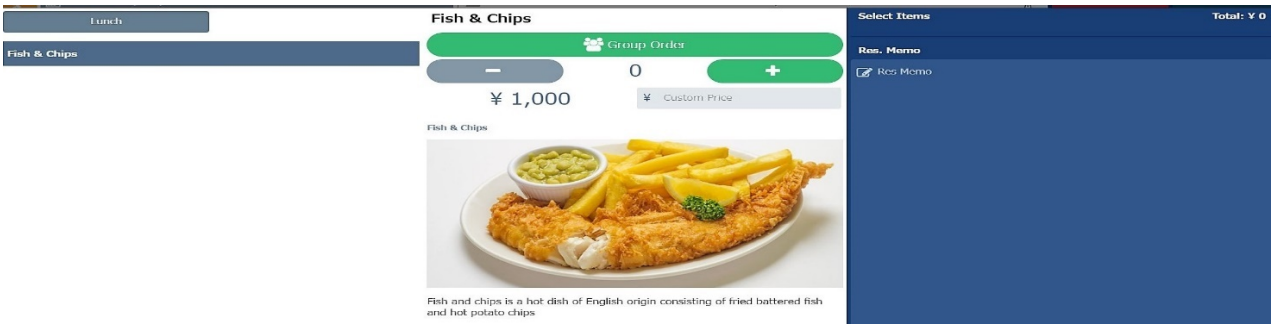
Click *TableCheck* to see how the menu item and its details appear on TableCheck.



Menu Item on TableCheck online page:



The same menu item is also available on **Manager** system for pre-booking while creating a reservation.



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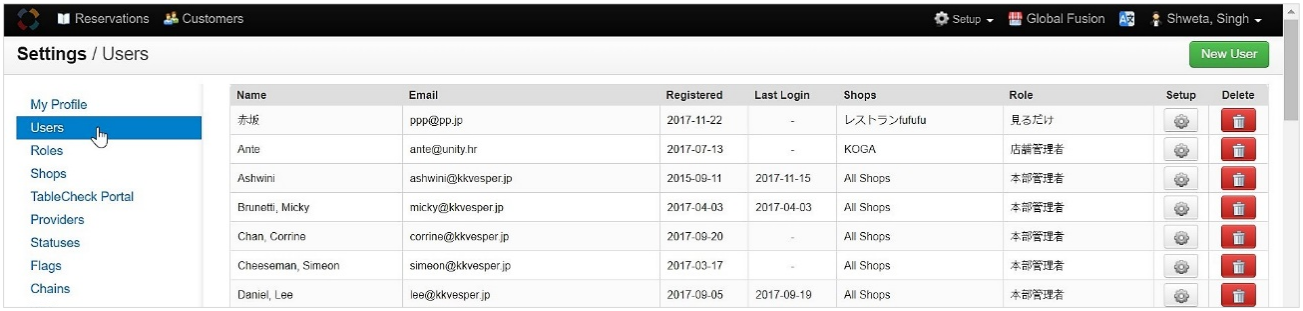
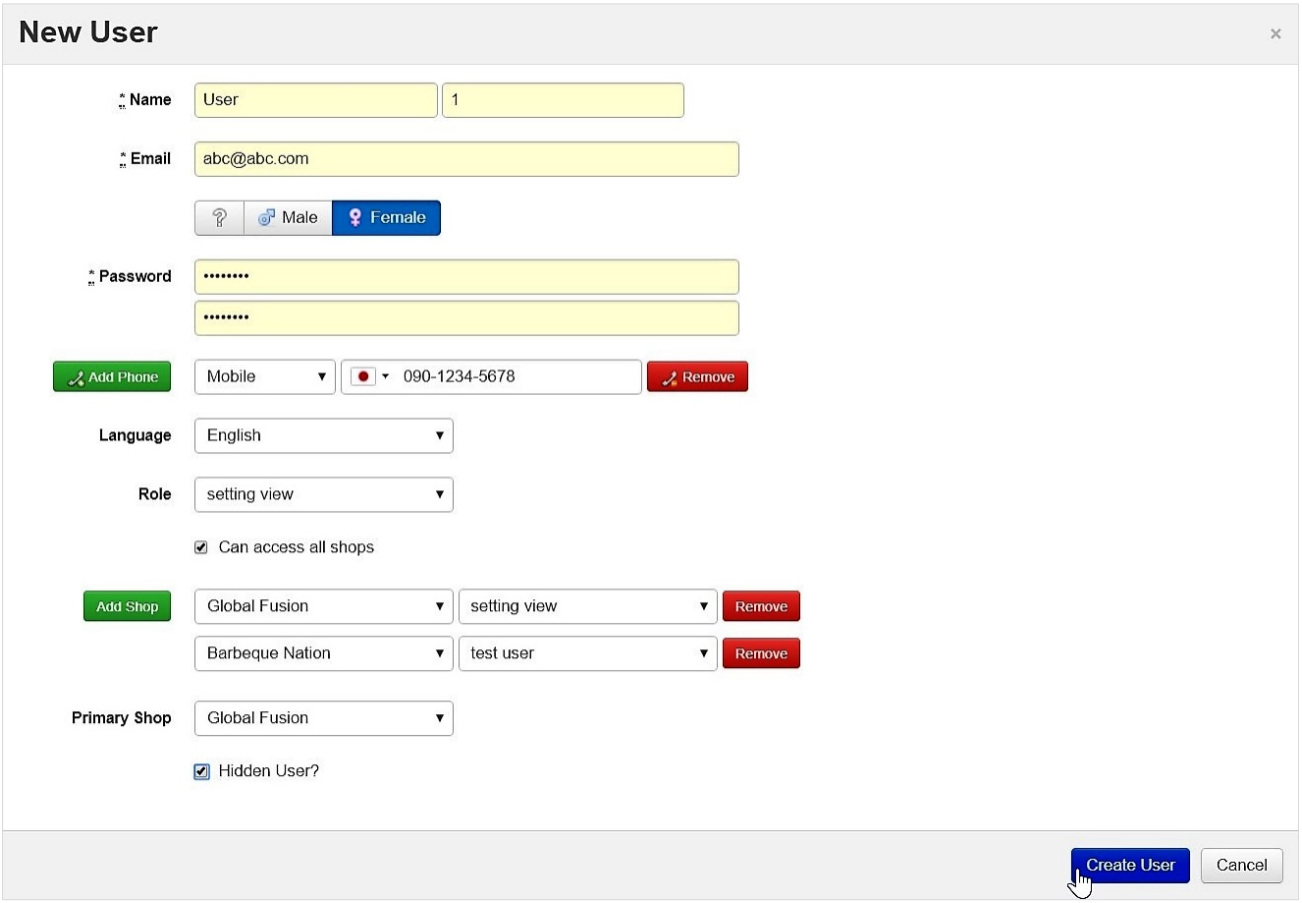
Assign User Roles

Purpose: User roles are created to grant different permissions to staff as per their roles in the outlet(s)/ hotel.

Workflow: Go to *Users* and click on *New User*





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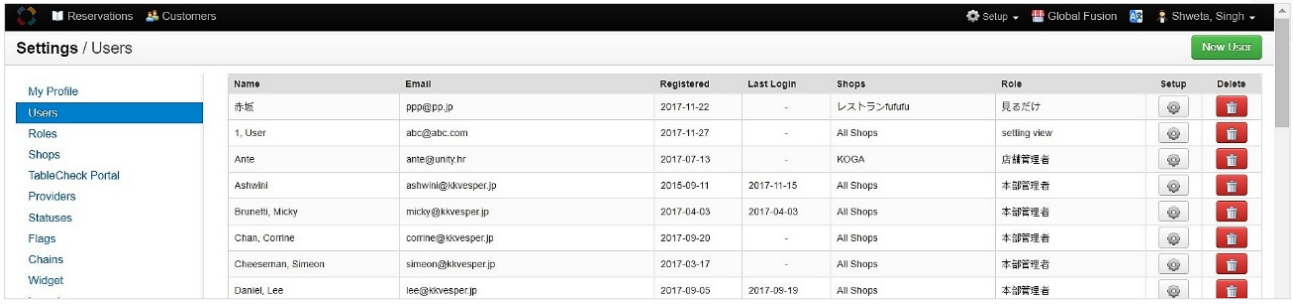

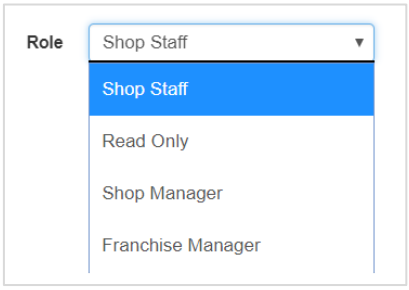

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4. Special Features

1. Multiple Table Layouts

Multiple table layouts can be created in the system based on the restaurant's requirement. For example, a restaurant can have different table layouts for different meal periods or for different days of the week. Special layouts can also be created for special occasions like Christmas, New Year etc.

2. Enhanced Customization

The system is completely customizable which offers the restaurant great flexibility in terms of designing its own pace rules, variety of menu items and courses, reservation & payment rules etc. Also, different users of the system can be assigned different authorizations depending on their roles.

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