

Manager 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. It also has a very robust CRM System that allows to maintain an advanced guest profiles to provide best class customer service. TableCheck has 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, **TableCheck** 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 **Manager** system, table reservations and customer profiles are created, managed and analyzed using various tools. Before using **Manager** for an outlet, the outlet's initial settings are configured on **Settings** system. Please refer the User Manual for **Settings** system for more details on outlet configuration.

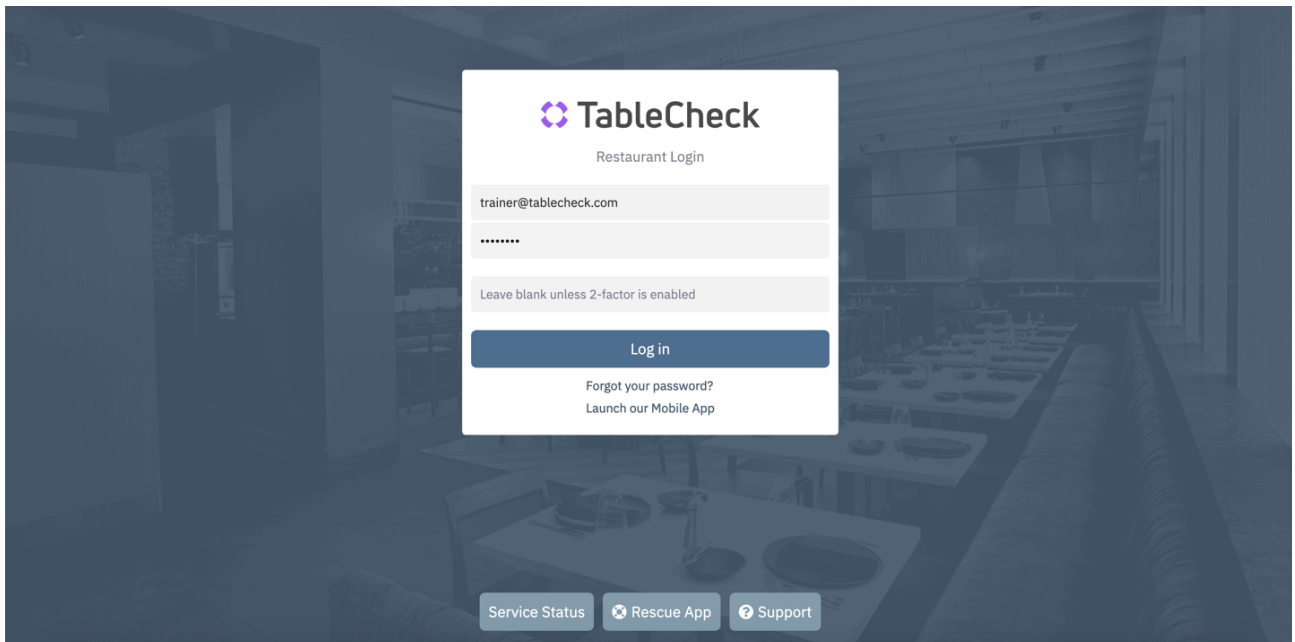
4. User Guide

System Requirements

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

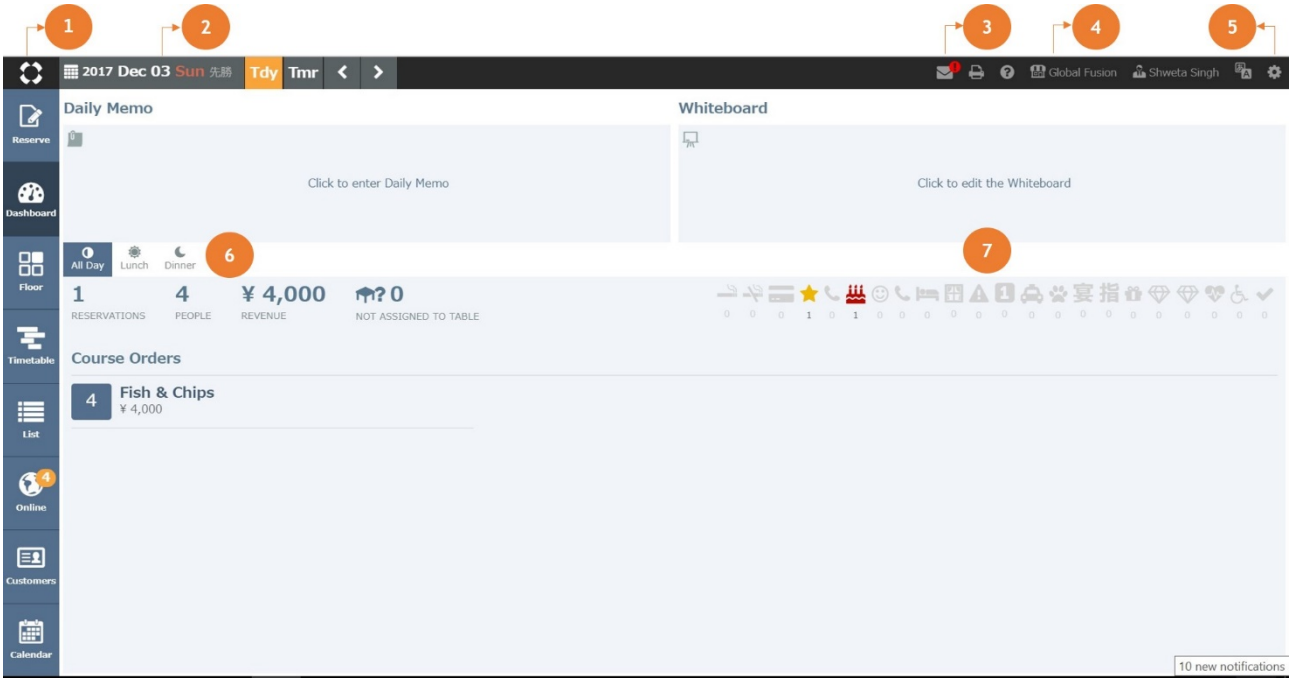
Login

Go to <https://app.tablesolution.com/> → Login with User Name and Password.



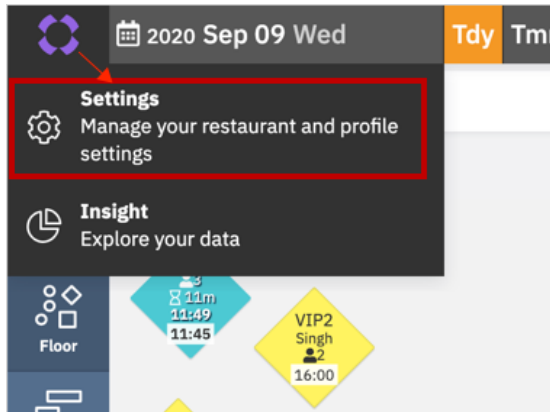
Homepage

You will be directed to the following homepage which is the Dashboard. The Dashboard shows a quick snapshot of the reservation details (no. of reservations, pax, number & names of the courses, revenue etc.) for the day.



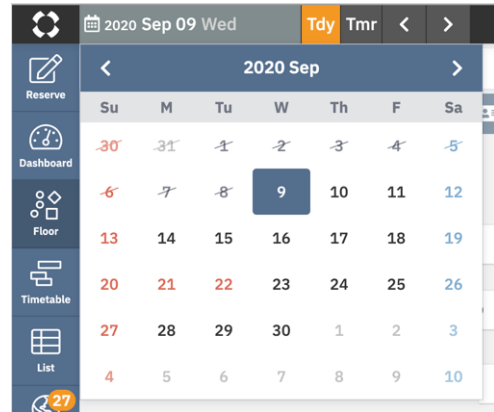
1

Navigate to Settings System



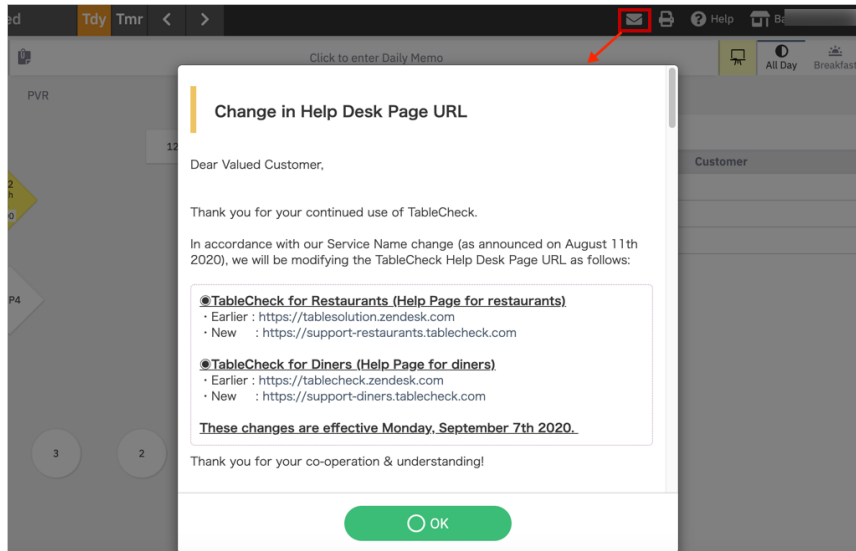
2

Calendar



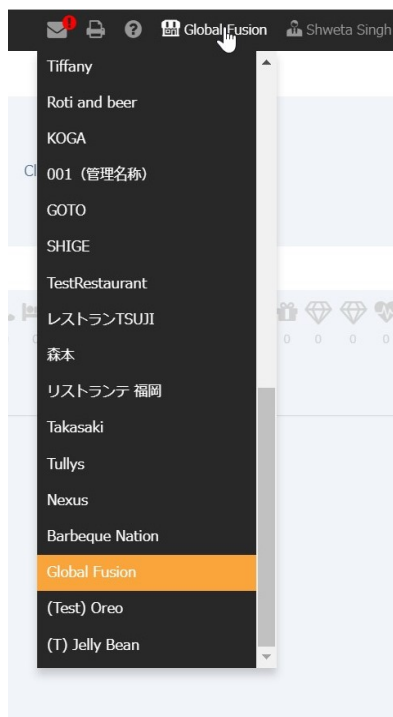
3

Message from TableCheck



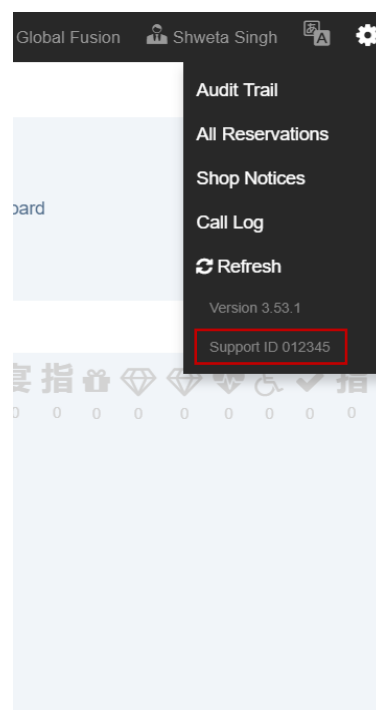
4

Switch between Shops



5

Support ID



6

Meal Times, Revenue & Course Orders

The screenshot shows a restaurant management dashboard. At the top, there are three tabs: 'All Day', 'Lunch', and 'Dinner'. Below the tabs, the following statistics are displayed: 1 RESERVATIONS, 4 PEOPLE, ¥ 4,000 REVENUE, and 0 NOT ASSIGNED TO TABLE. A 'Course Orders' section is visible, listing '4 Fish & Chips' for ¥ 4,000. On the left side, there are navigation icons for 'Floor', 'Timetable', and 'List'.

7

Flags

The screenshot shows a row of 16 flags, each with a corresponding numerical value below it. The flags and their values are: a crossed-out flag (0), a crossed-out flag (0), a crossed-out flag (0), a star (1), a birthday cake (0), a smiley face (0), a telephone (0), a flag (0), a warning triangle (0), a wheelchair (0), a dog (0), a cat (0), a gift (0), a diamond (0), a heart (0), and a checkmark (0).

Create Whiteboard & Daily Memo

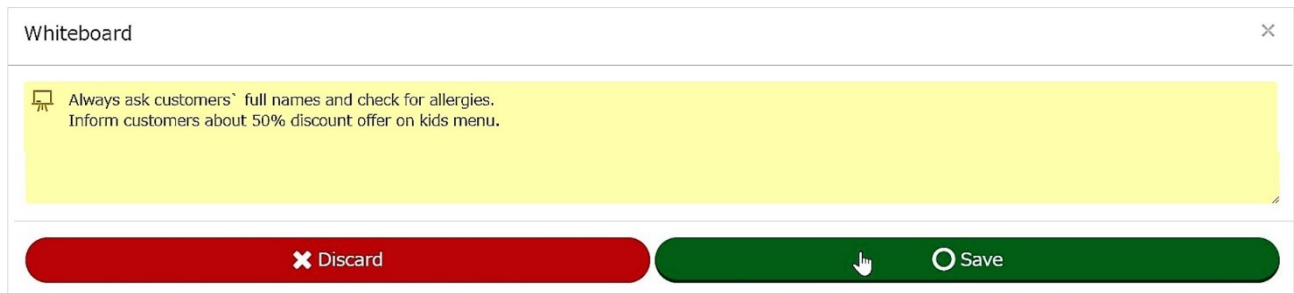
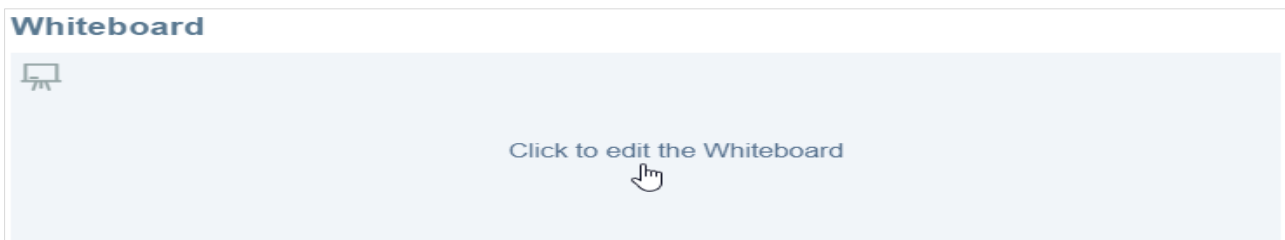
Purpose: Whiteboard & daily memo are created to make important notes for the restaurant staff.

Daily memo is used for information such as meetings, interviews, today's special etc. It is valid and visible only on a given day.

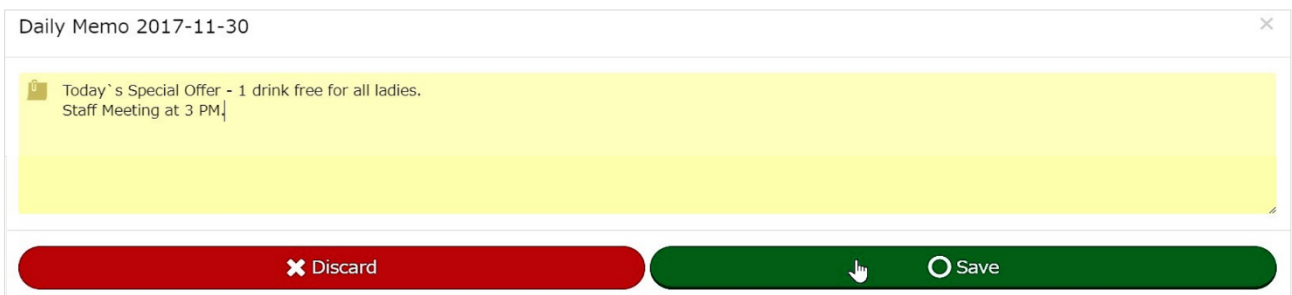
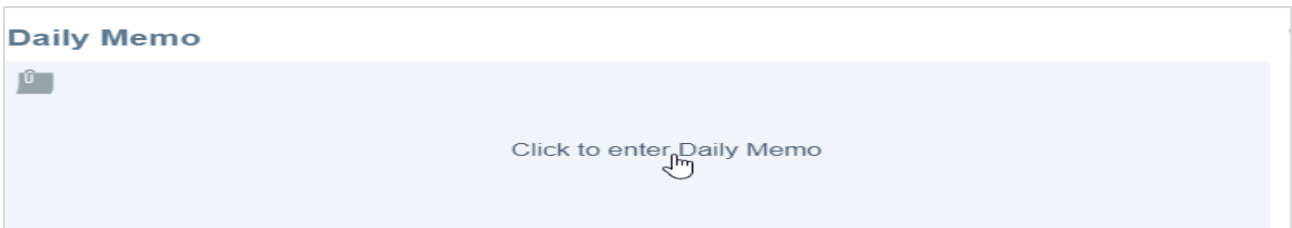
Whiteboard is used for information that is important regardless of the day (such as TableCheck Support Desk contact details, items lost and found, basic reservation rules etc.). Whiteboard information remains fixed until changed manually.

Workflow:

[Click to edit the Whiteboard](#) -> Add the desired text -> [Save](#).



[Click to enter Daily Memo](#) -> Add the desired text -> [Save](#).



Create Reservation

Purpose: A reservation is created in the system to book a table at a specific time for a particular duration. Customers are added to every reservation that allows easy management and analysis of reservations.

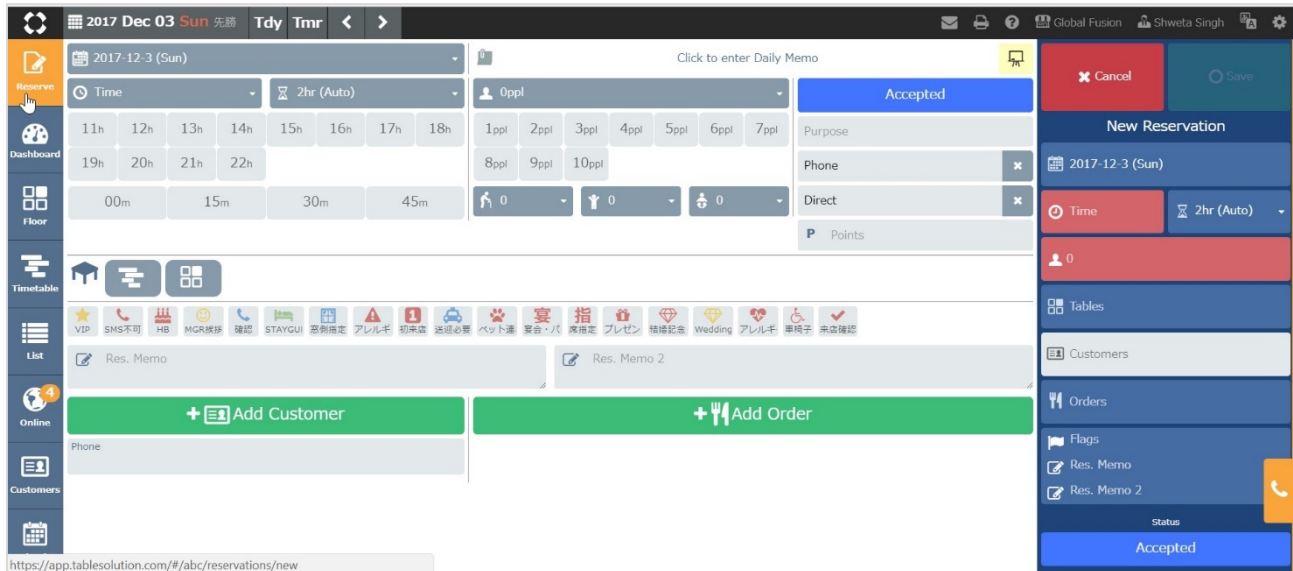
It is also possible to add menu items and attach reservation memos to reservations.

A reservation can be created from one of the 4 tabs - *Reserve, Floor, Timetable and Customers*.

Workflow:

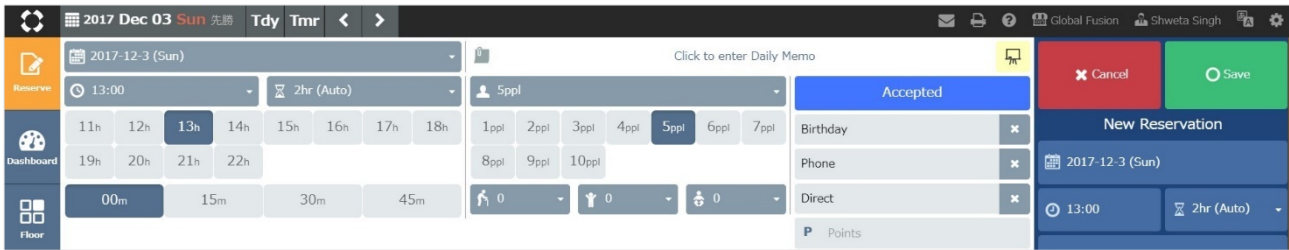
1. From *Reserve*

Go to *Reserve*.



A. Enter reservation details

Choose a date, time, number of guests, purpose and source.

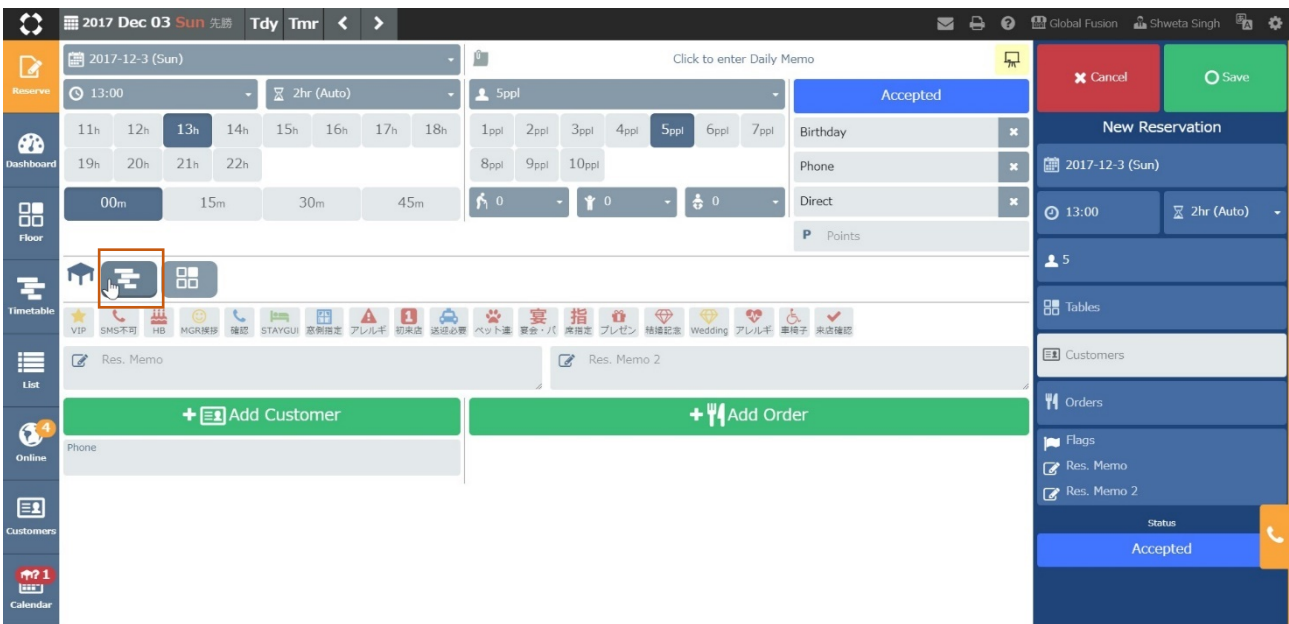


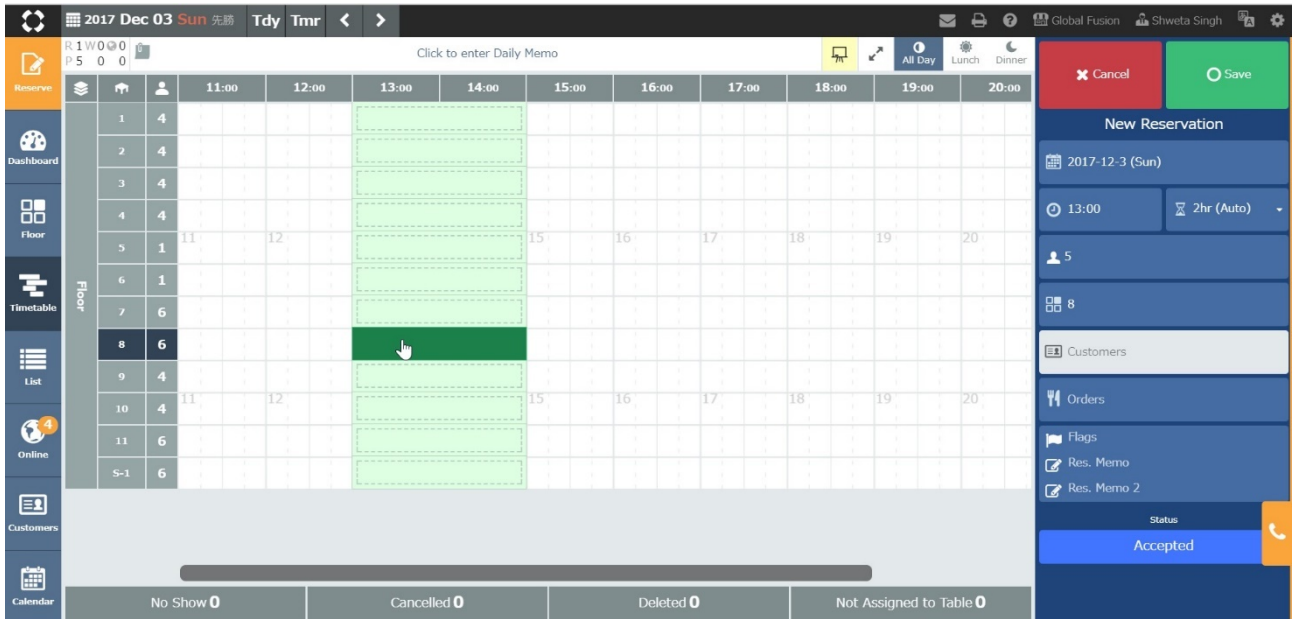
B. Assign a table

A table can be assigned to a reservation via timetable or floor layout.

- i. via Timetable Layout

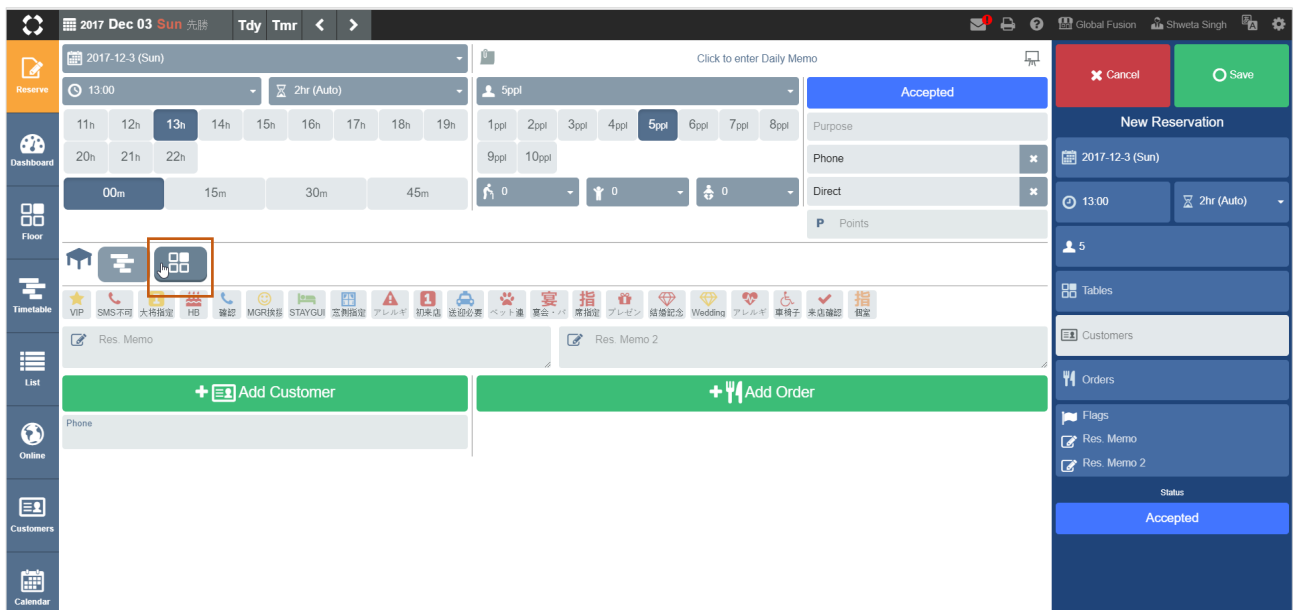
Click on *Timetable* layout -> Select a table from the available options.

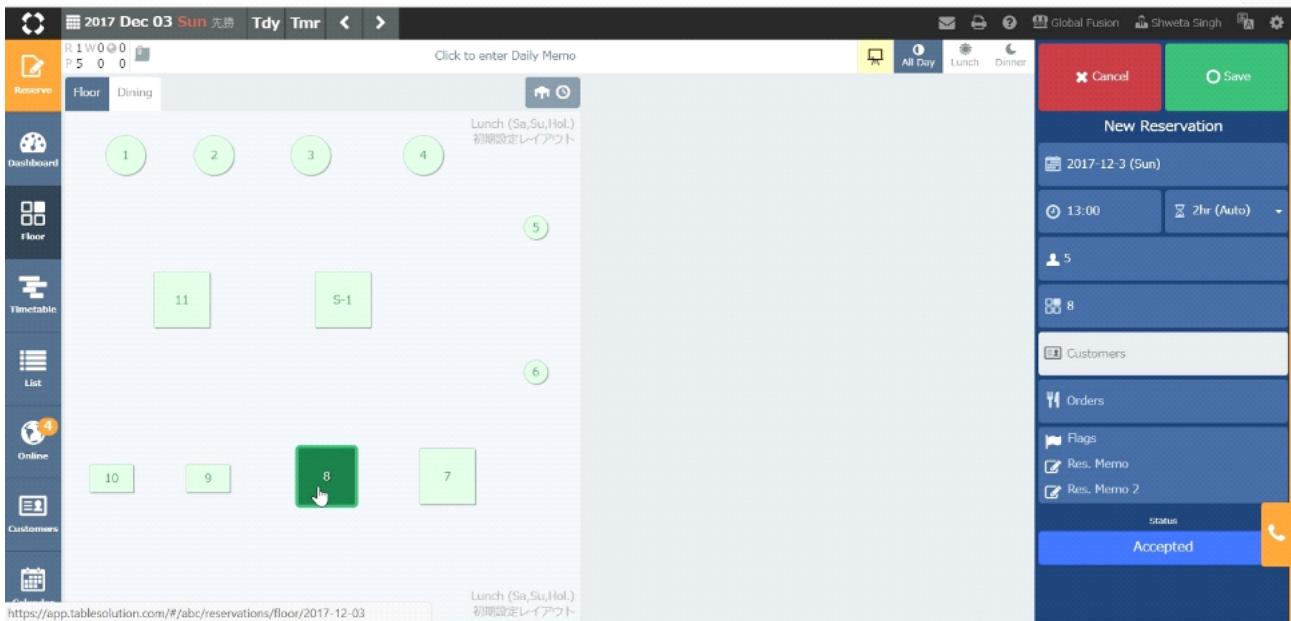




ii. via Floor Layout

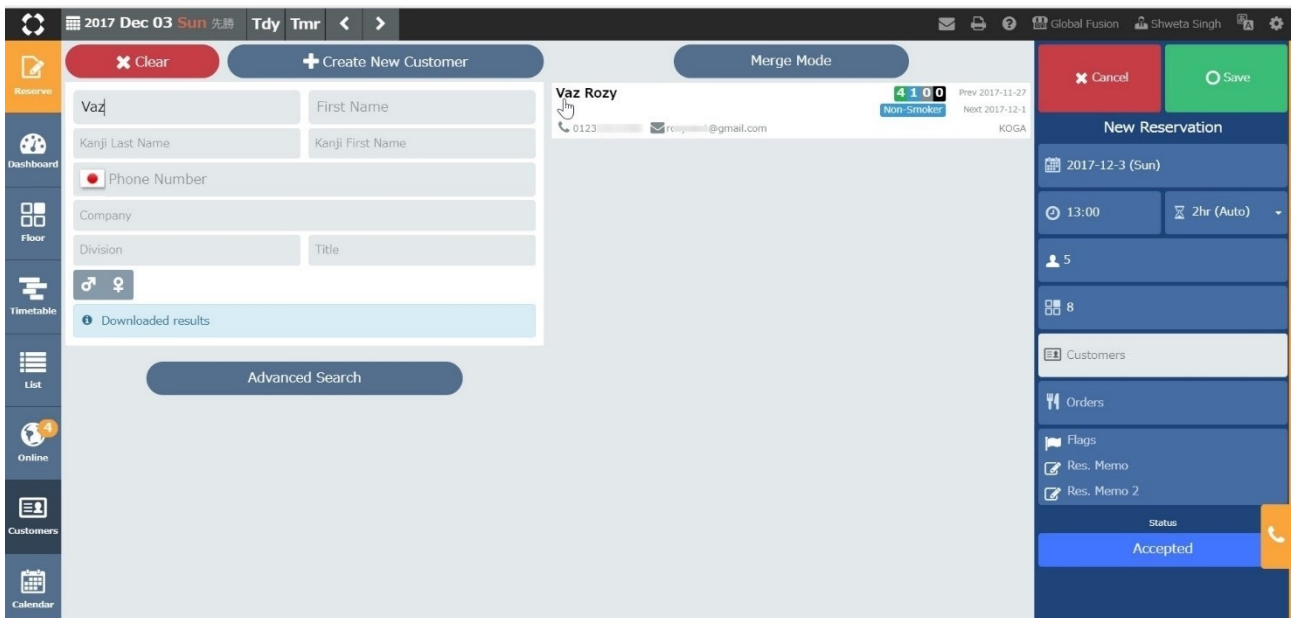
Click on **Floor** layout -> Select a table from the available options.

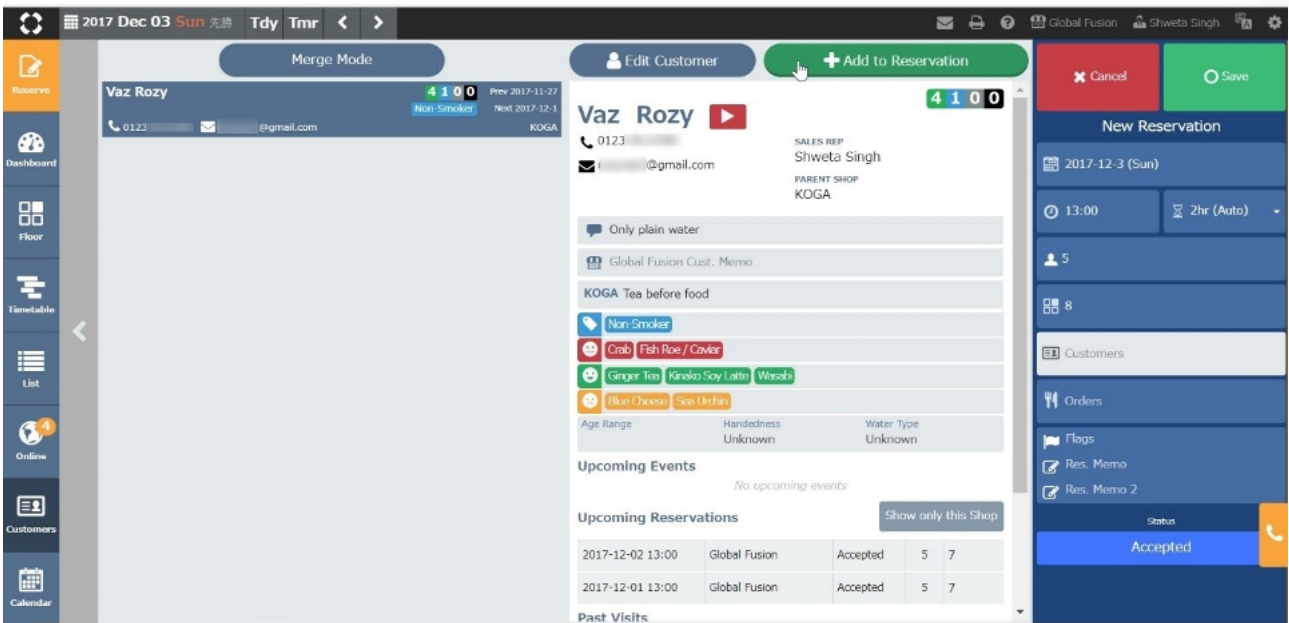




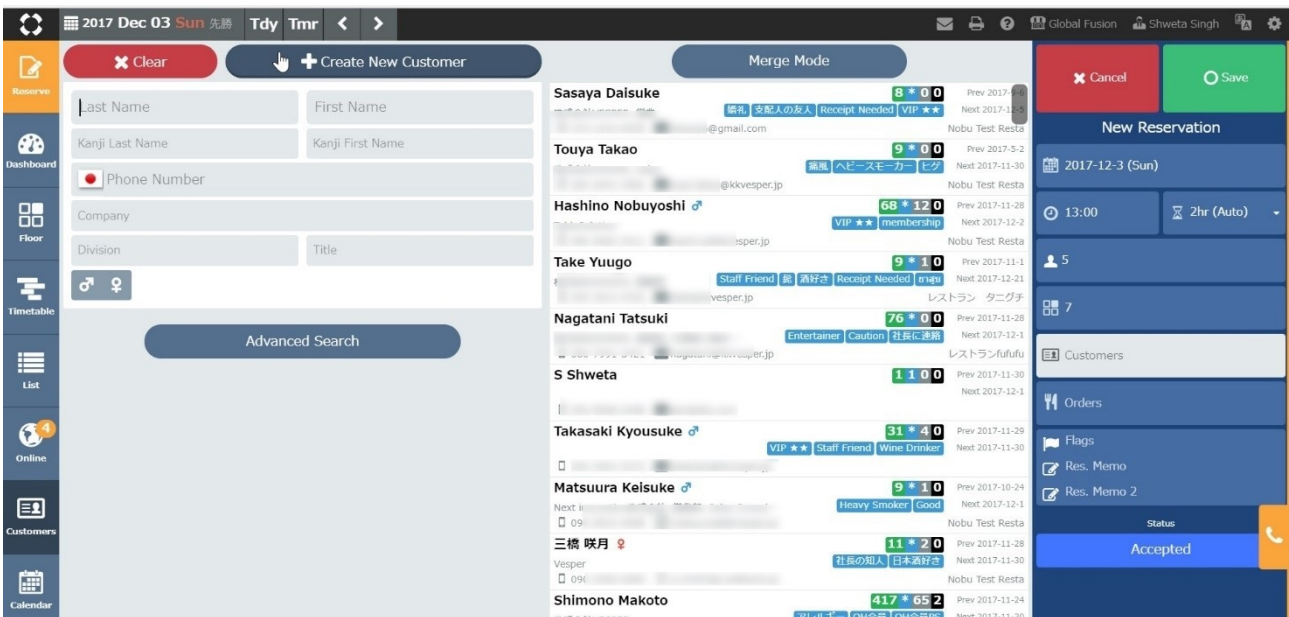
C. Add Customers.

You can add an existing customer to a reservation or create a new customer to add to reservation. Enter the customer information in corresponding Search field to look for an existing customer. If the customer is found, click on the Customer shown on the right side and [Add to Reservation](#).

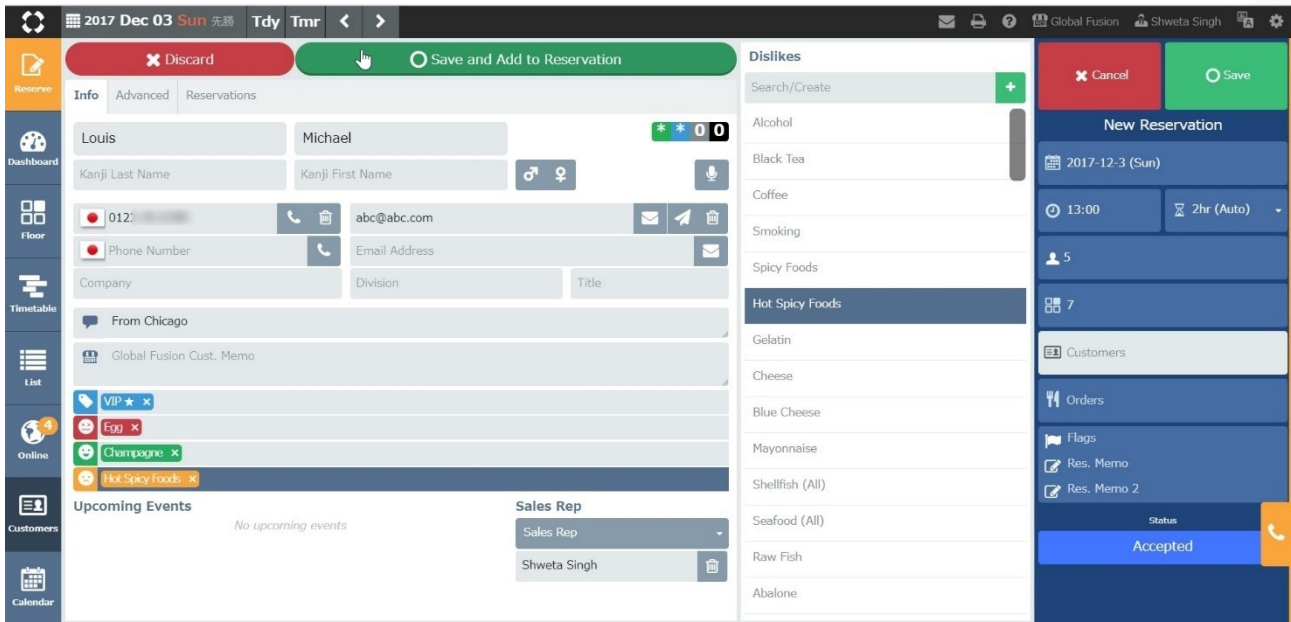




If the customer is not found in the system, click on **+Create New Customer**.



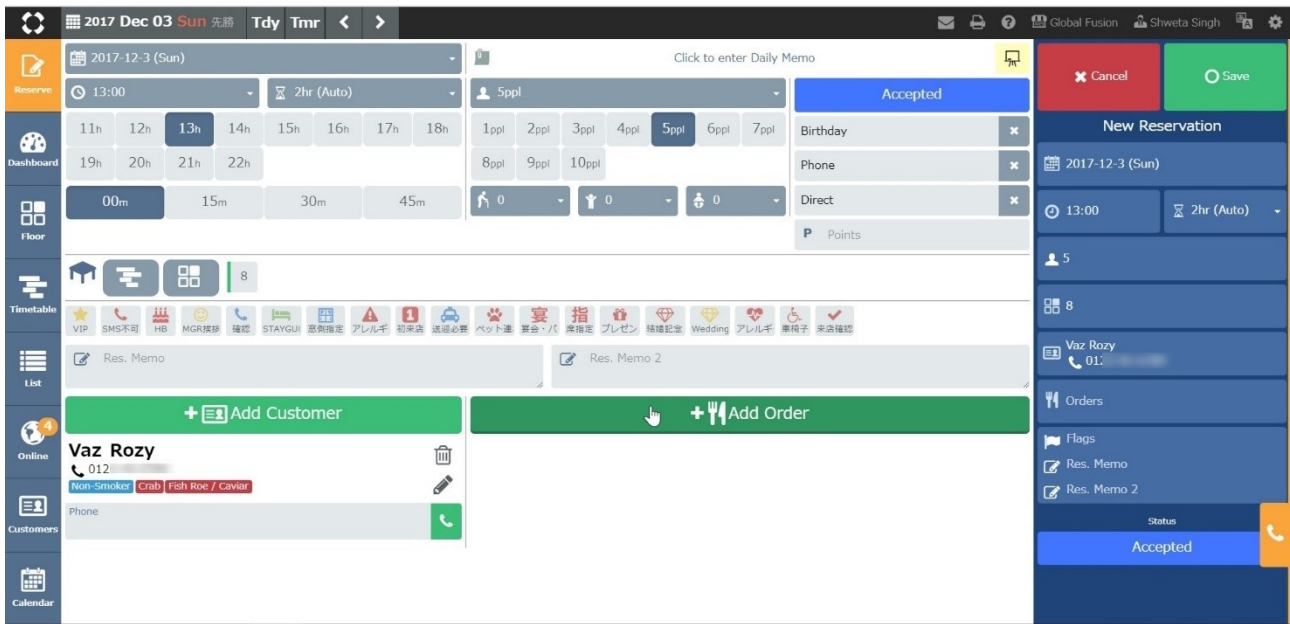
Enter customer details (such as name, phone number, tags, likes, dislikes, allergies etc.) -> **Save & Add to Reservation**.



Note: It is possible (though not recommended) to create a reservation without adding a customer.

D. Add Menu Items

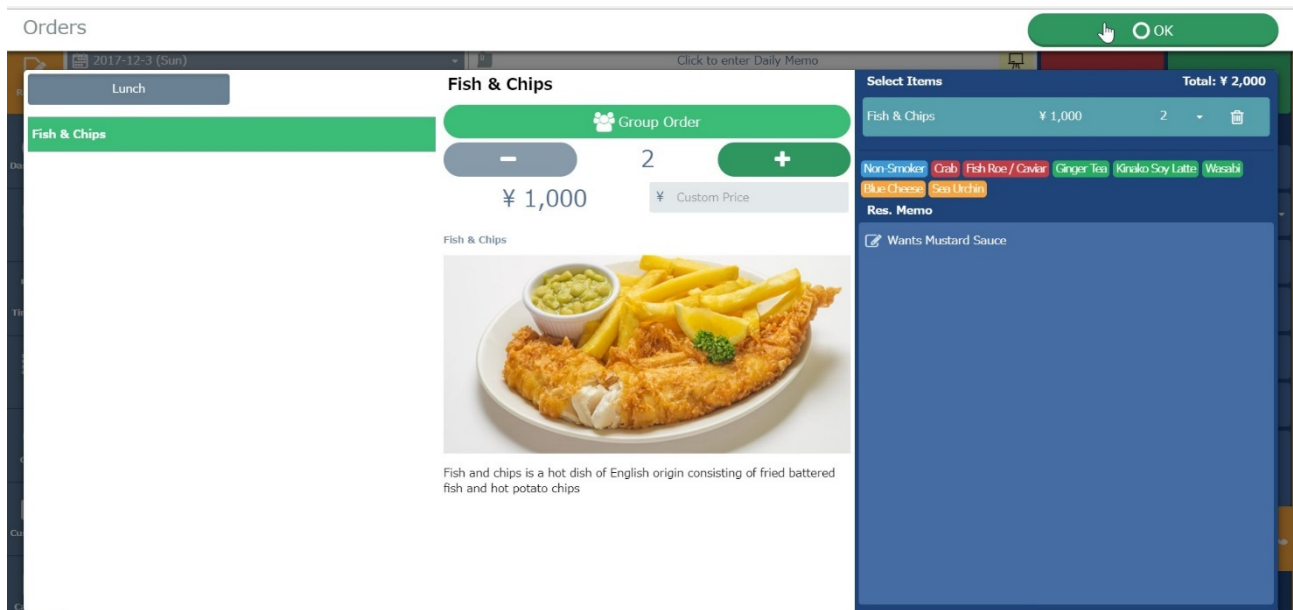
Click on [Add Order](#).



Menu Items created in **Settings** system for the chosen reservation timeslots will appear as shown below.

You can choose a single order or group order based on your configurations in the **Settings** system.

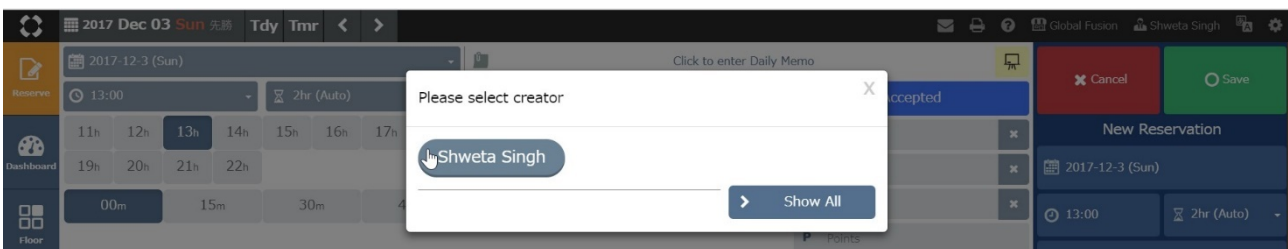
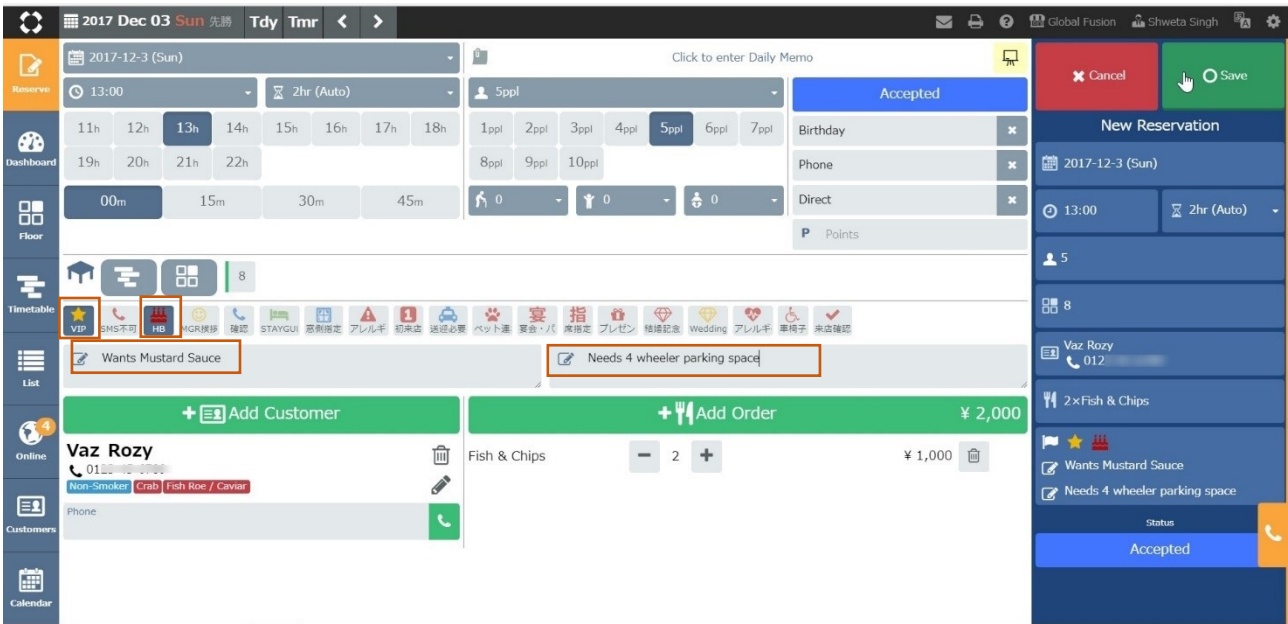
Select the (number of) orders -> click [OK](#).



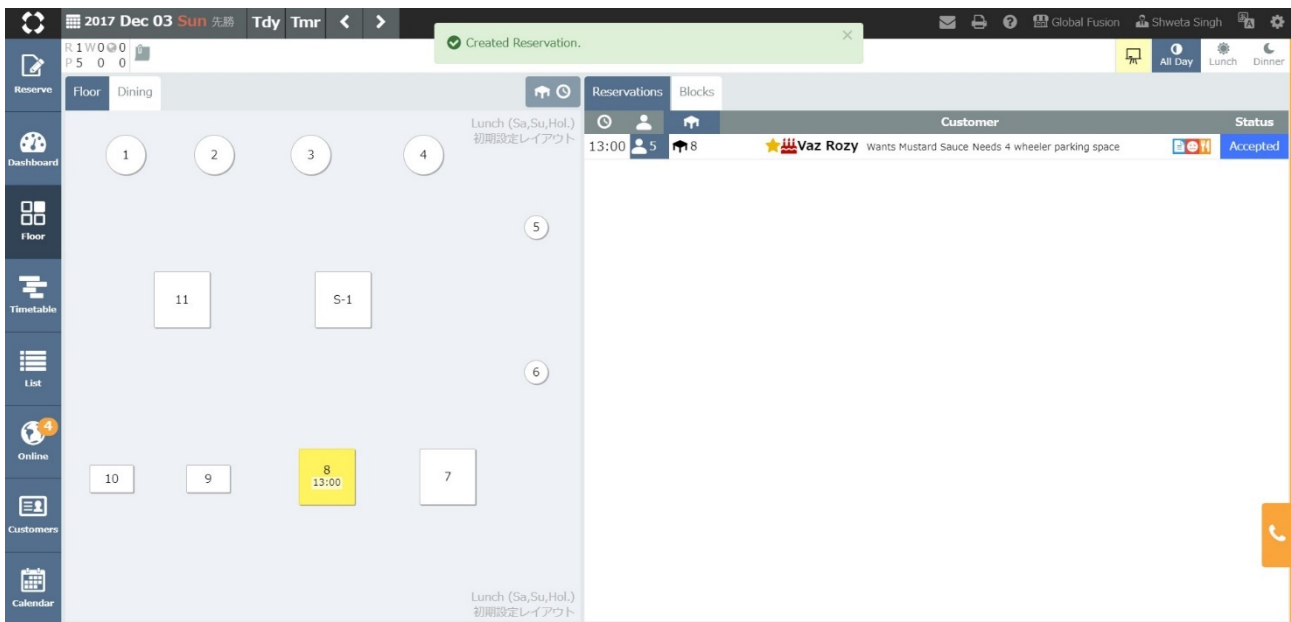
E. Add Tags and Memos

You can add tags and memos to a reservation. 2 reservation memos and 2 tags (VIP & HB) are created for the reservation as shown below.

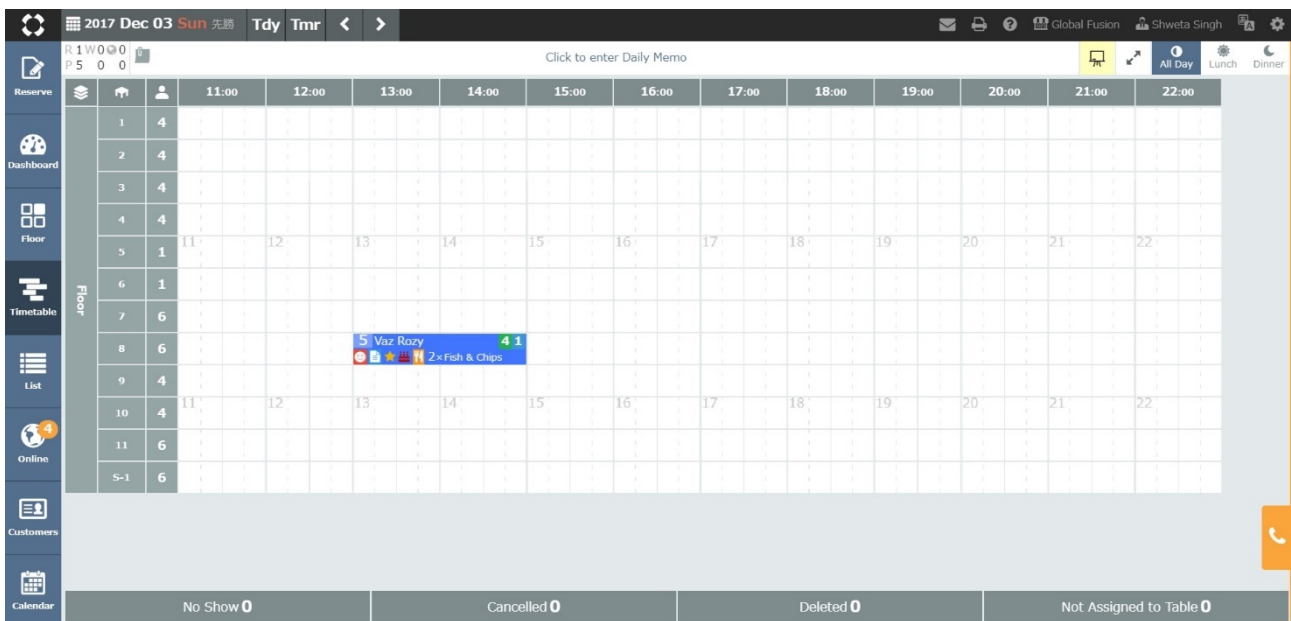
Save after ensuring all the details have been correctly entered and *Select Creator*.



The reservation is created in the system and is visible on the Floor Layout with reservation time as shown below.

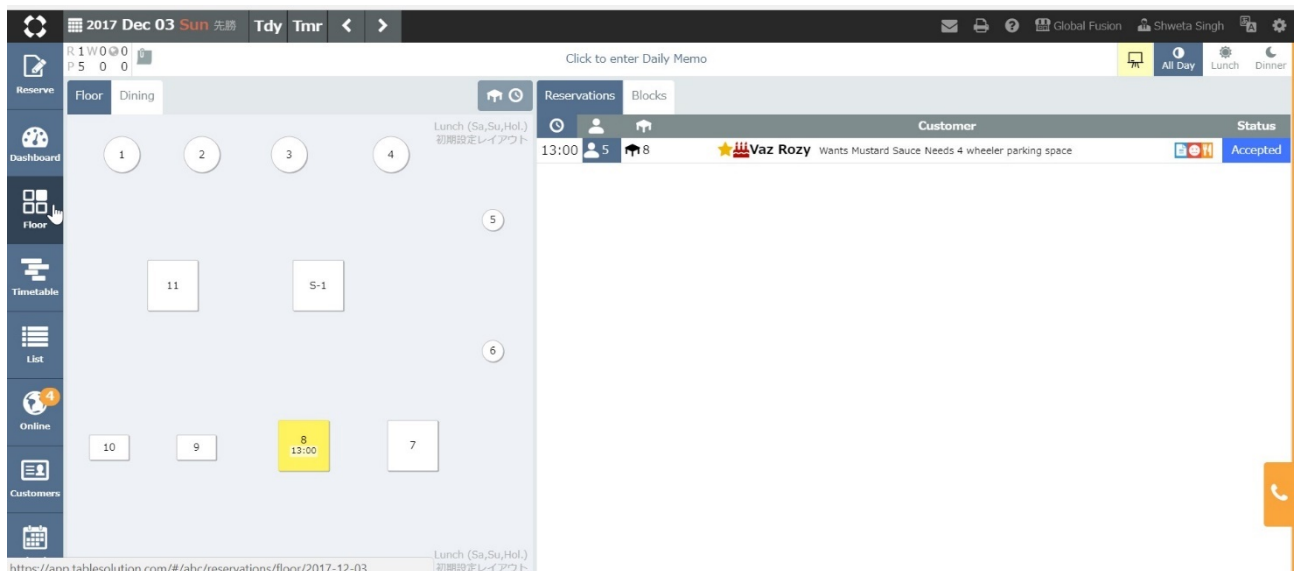


The reservation is also visible in the Timetable Layout as shown below.

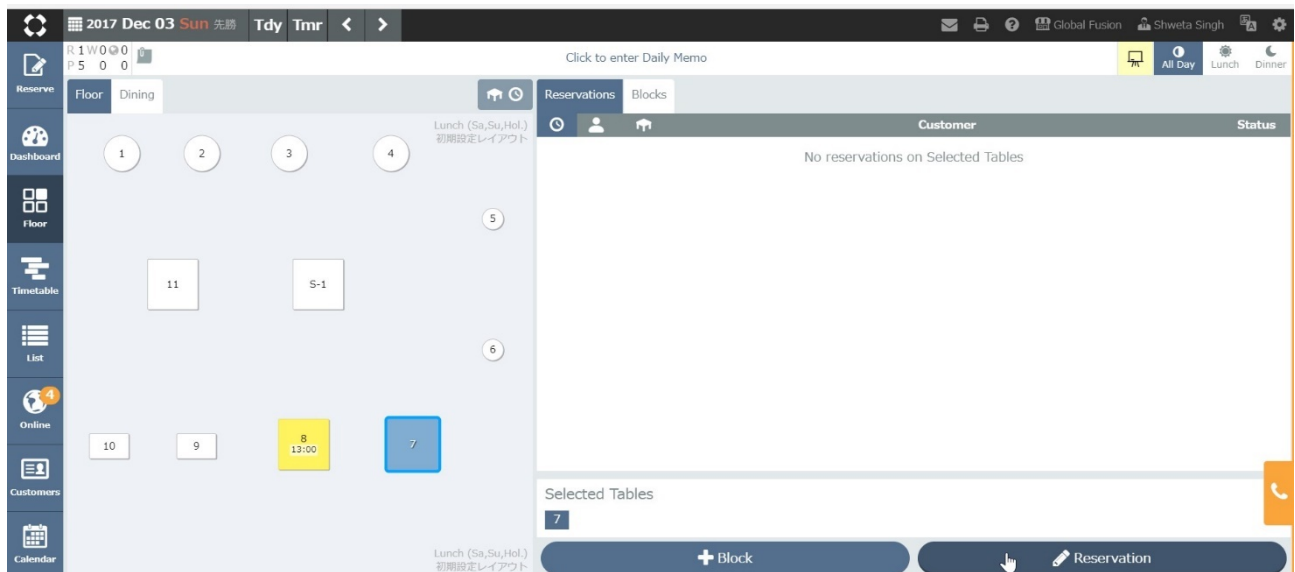


2. From *Floor*

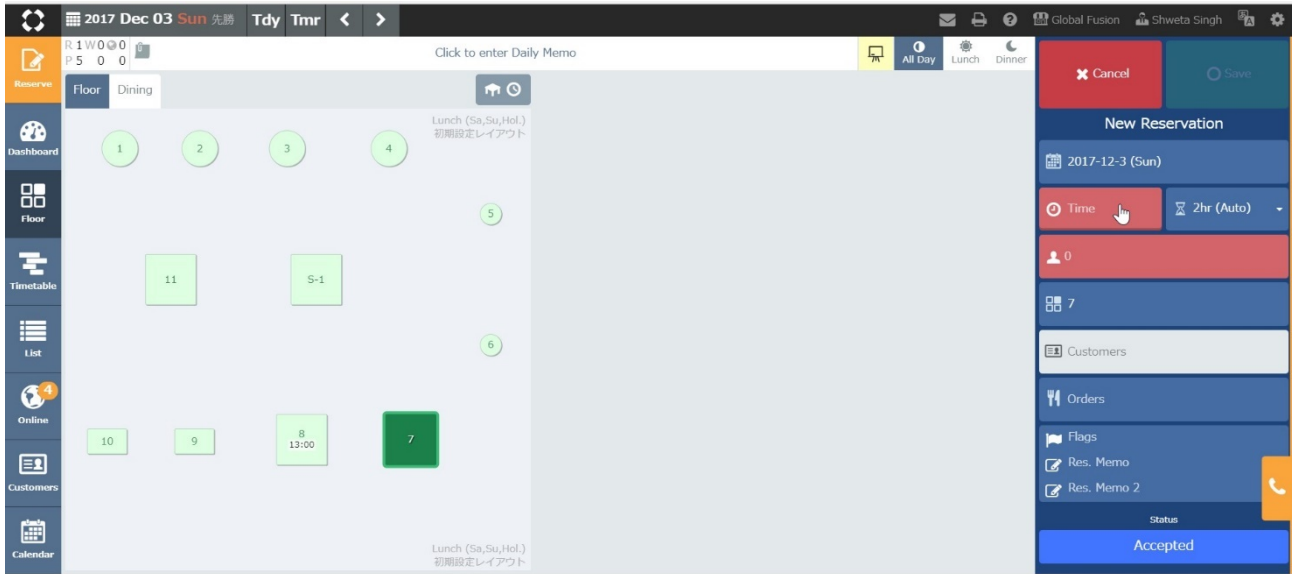
Go to *Floor*.



Select a table -> *Edit Reservation*



You will be directed to the below page.

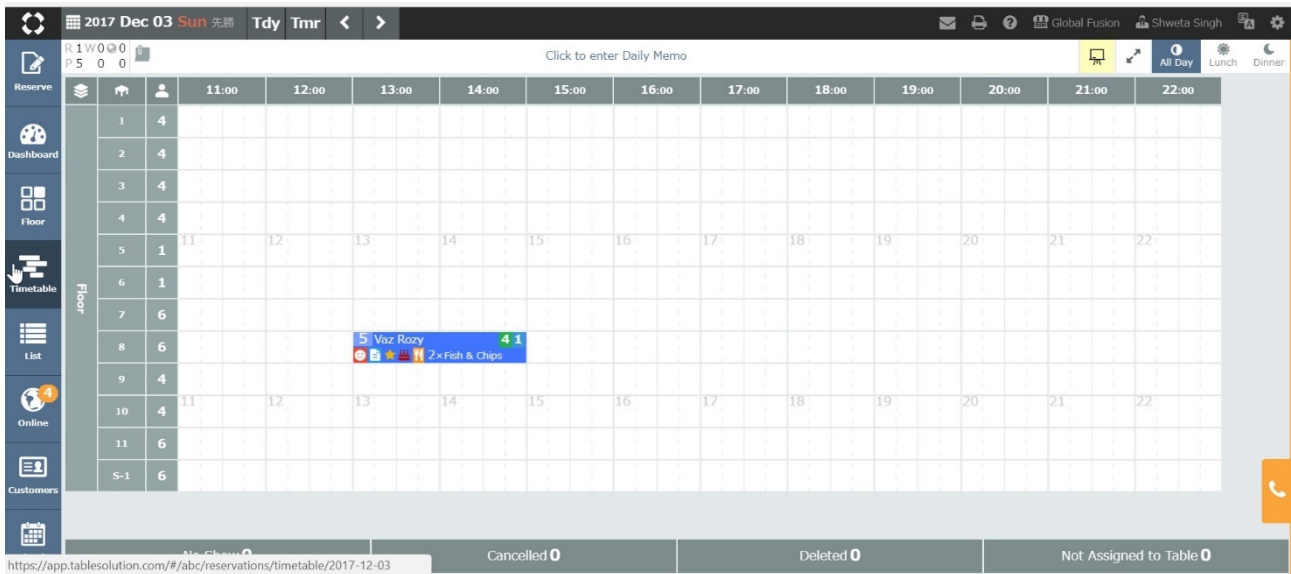


Enter the reservation fields (fields highlighted red are mandatory, rest are optional) one by one, shown on the right side and complete the reservation as shown earlier. The reservation thus created will be visible on Timetable & Floor layouts.

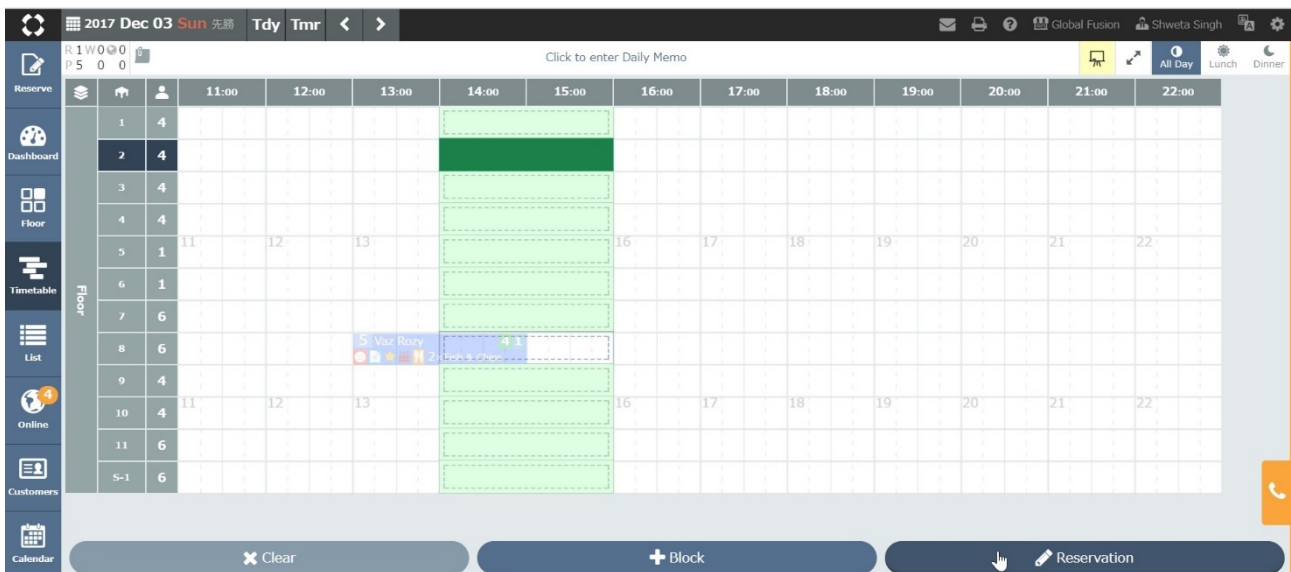
3. From *Timetable*

Workflow:

Go to *Timetable*.



Select time -> *Edit Reservation*



You will be directed to the below page.

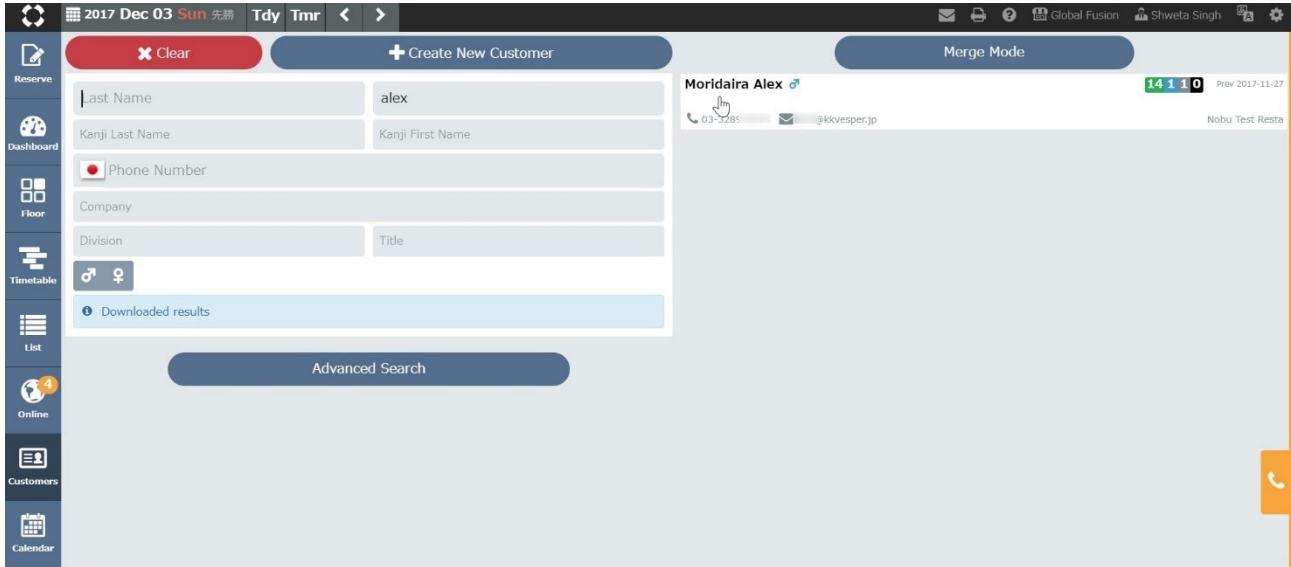
The screenshot displays a reservation management application interface. The main window shows a timetable for Sunday, December 3, 2017. The timetable grid has columns for time slots (11:00, 12:00, 13:00, 14:00, 15:00, 16:00, 17:00, 18:00, 19:00, 20:00) and rows for different floors (1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 5-1). A reservation for 'Vaz Rozy' is visible in the 14:00-15:00 slot on floor 8. On the right side, a 'New Reservation' form is open, showing fields for date (2017-12-3), time (14:00), duration (2hr), and a list of customers. The status is set to 'Accepted'.

Enter the reservation fields one by one, shown on the right side and complete the reservation as shown earlier. The reservation thus created will be visible on Timetable & Floor layouts.

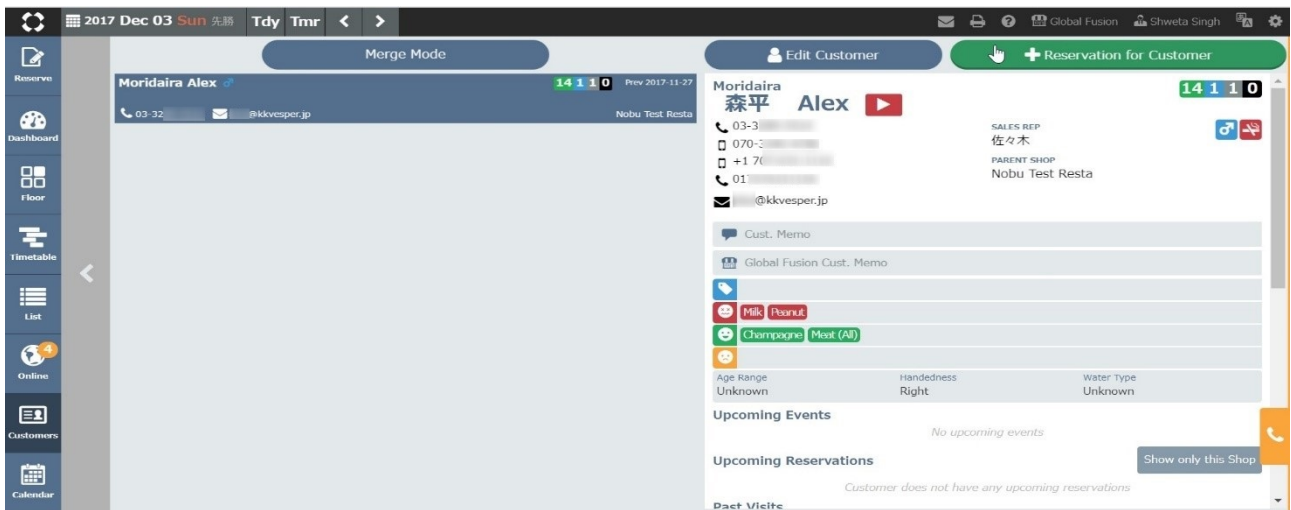
4. From *Customers*

Go to *Customers*.

Search for an existing customer as shown below.



Select the customer -> *+Reservation for Customer*.



You will be directed to the below reservation page with the Customer already added. Enter the remaining details one by one and save the reservation.

2017 Dec 03 Sun 先勝 Tdy Tmr < >

2017-12-3 (Sun) Click to enter Daily Memo

Time: 11h 12h 13h 14h 15h 16h 17h 18h 19h 20h 21h 22h

00m 15m 30m 45m

0ppl 1ppl 2ppl 3ppl 4ppl 5ppl 6ppl 7ppl 8ppl 9ppl 10ppl

Accepted

Purpose

Phone *

Direct *

P Points

Cancel Save

New Reservation

2017-12-3 (Sun)

Time 2hr (Auto)

0

Tables

Moridaira Alex
03-3-...

Orders

Flags

Res. Memo

Res. Memo 2

Status

Accepted

Reserve

Dashboard

Floor

TimeTable

List

Online

Customers

Calendar

VIP SMS不可 HB NGR探検 稼働 STAYGU 高層指定 アレルギ 初来店 送迎必要 ペット連 宴会・バ 席指定 プレゼン 結婚記念 Wedding アレルギ 車椅子 来店確認

Res. Memo Res. Memo 2

+ Add Customer + Add Order

Moridaira Alex
森平 Alex
03-... 070-...
+17-... 017-...
Milk Pisanut
Phone

Edit Reservation Details

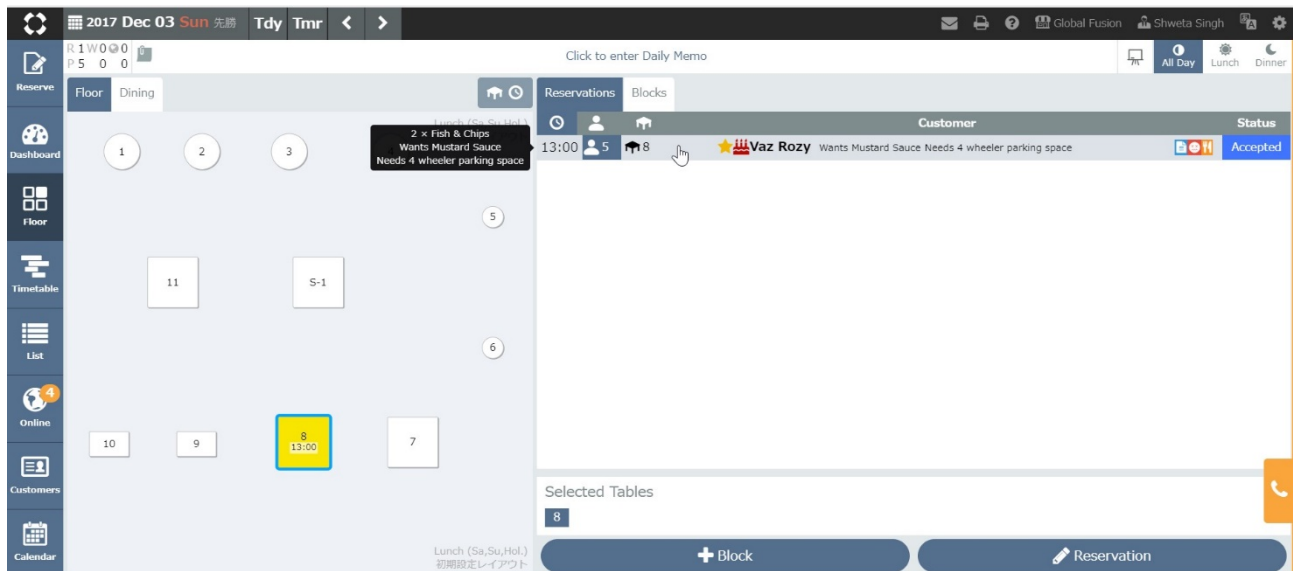
Purpose: An existing reservation in the system can be edited to change its timeslot, number of guests, menu orders etc.

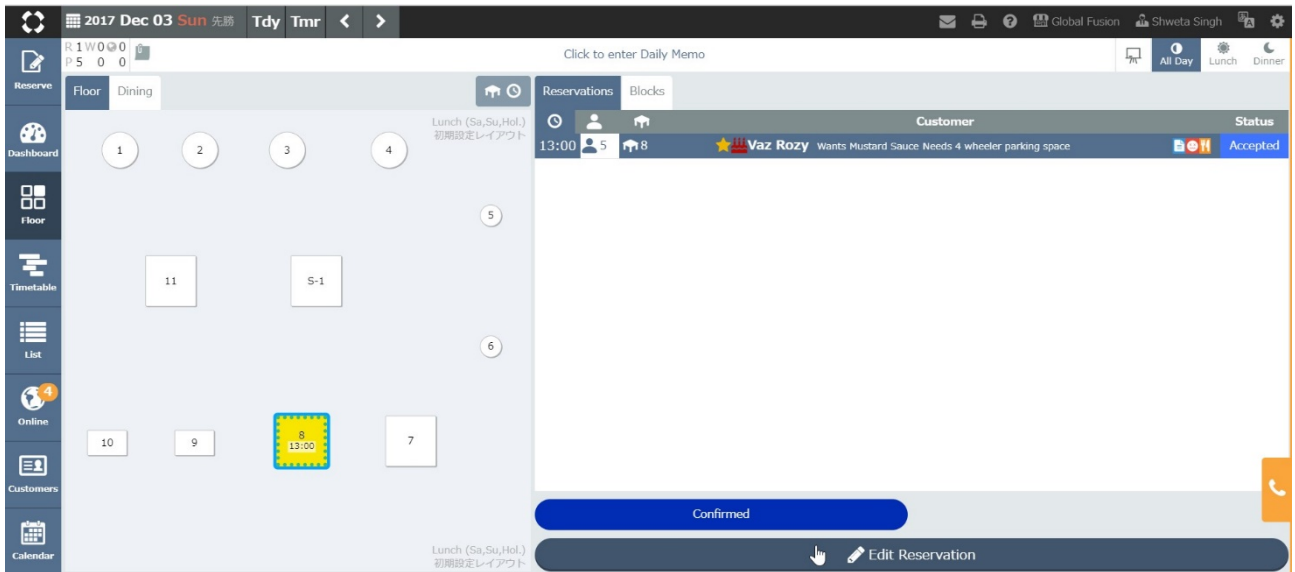
Reservations can be edited from any of the 4 tabs - *Floor, Timetable, List or Customers*.

Workflow:

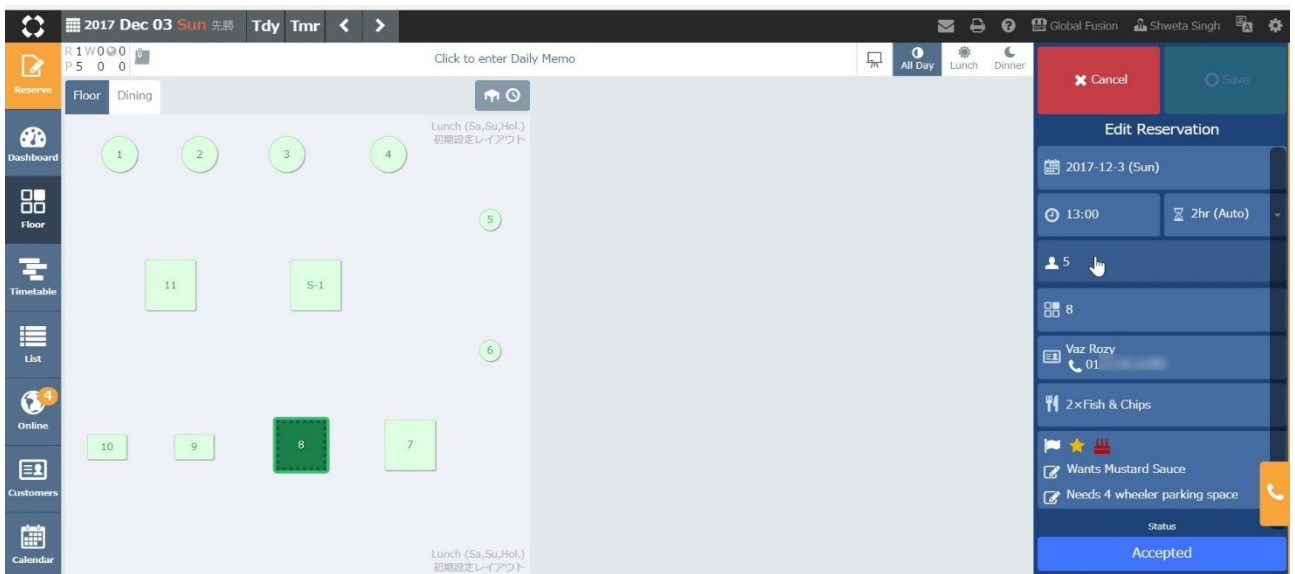
1. From *Floor*

Go to Floor -> Select the table (containing reservation to be edited) -> Select reservation to be edited-> *Edit Reservation*.

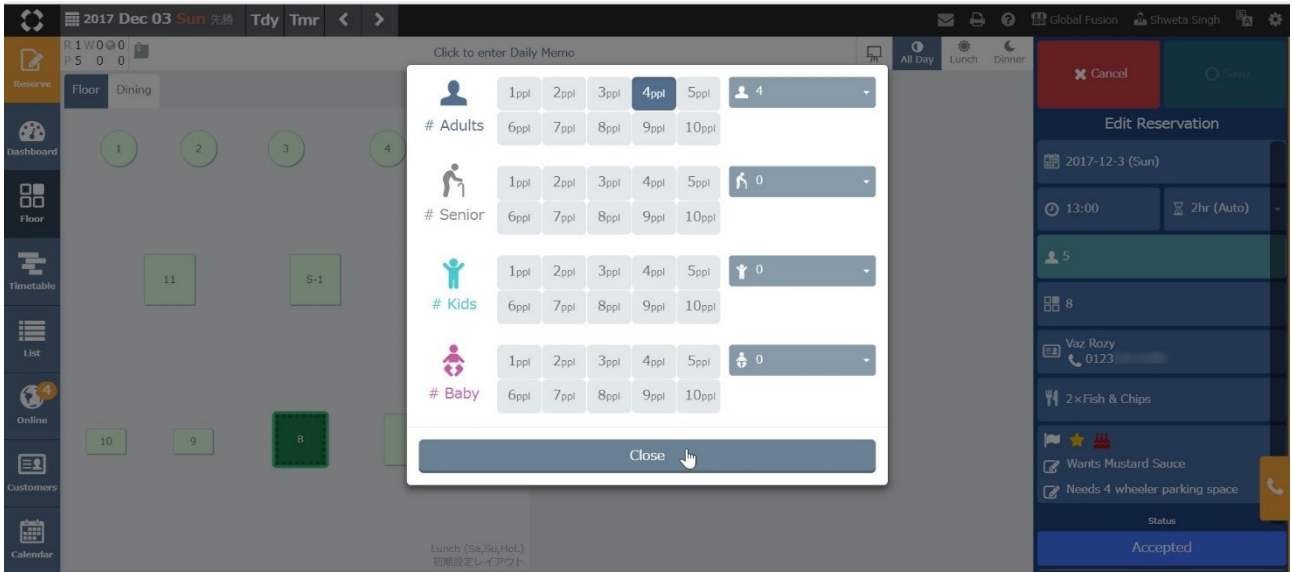




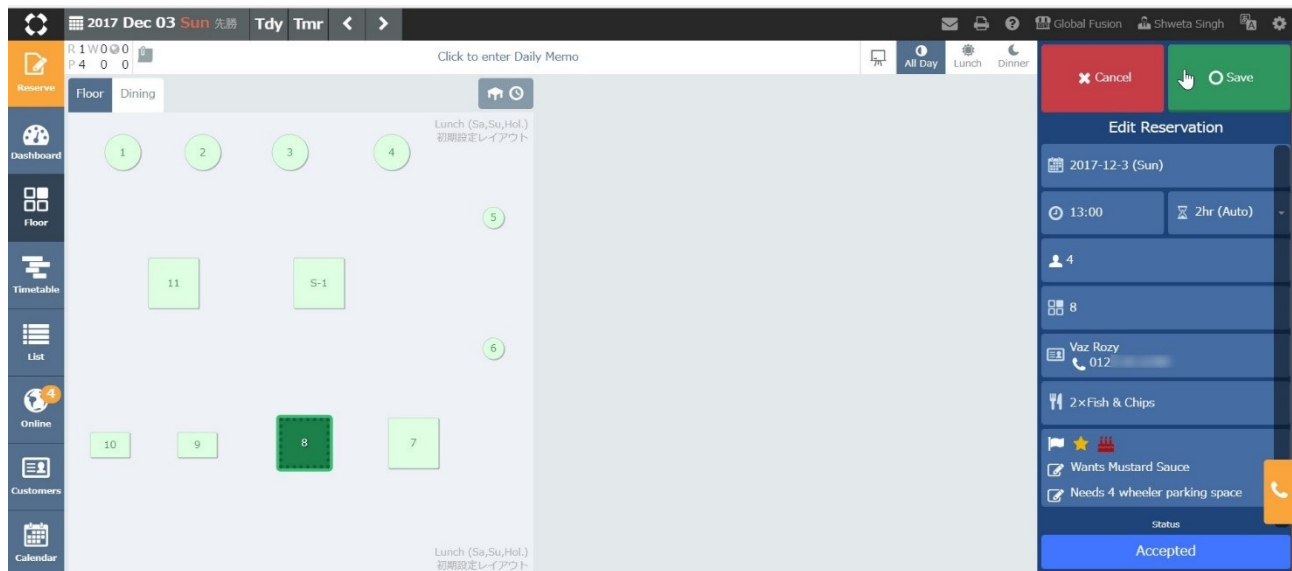
You will be directed to the [Reserve](#) page with the reservation details on the right side. Modify the required field (for example - number of guests).



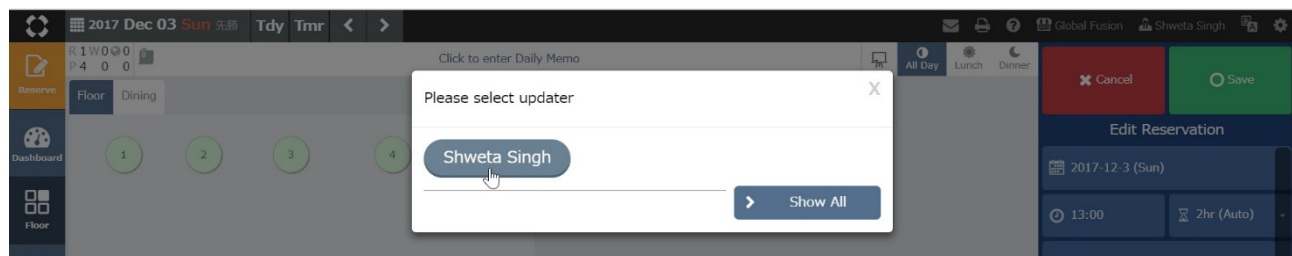
Change the number of guests (or any other detail) as shown below.



Save the modified reservation.



Select the *Updater*.



The modified reservation appears as below.

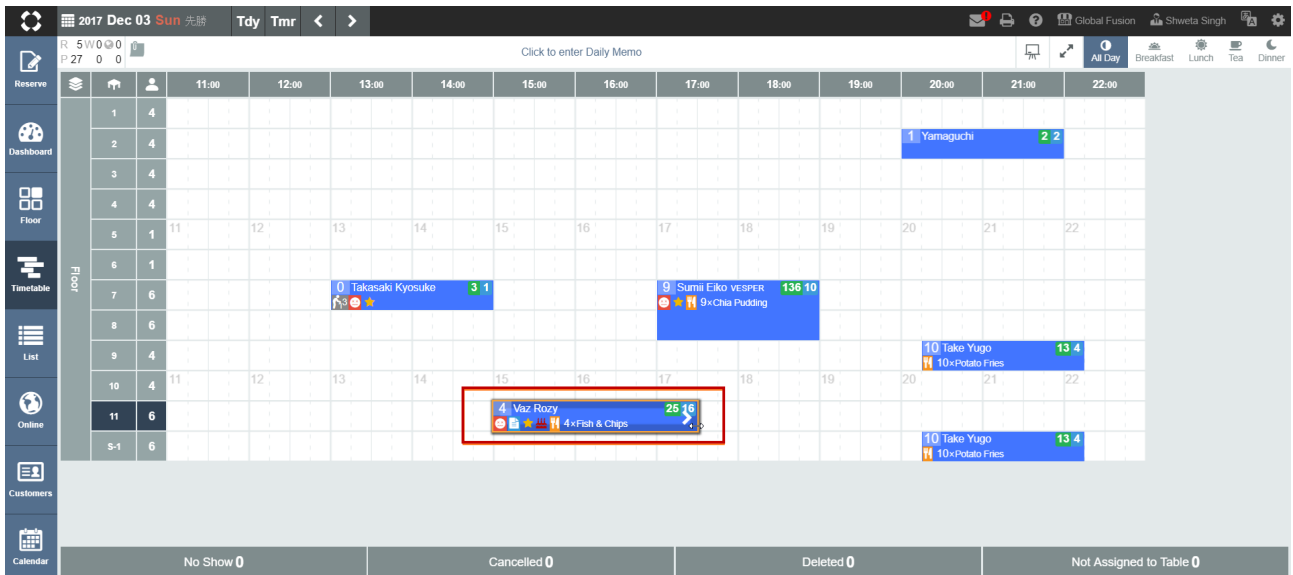
The screenshot displays a reservation management interface. At the top, the date is 2017 Dec 03 Sun, and the time is 13:00. The interface is divided into several sections:

- Left Sidebar:** Contains navigation icons for Reserve, Dashboard, Floor, Timetable, List, Online, Customers, and Calendar.
- Main Area:** Shows a dining floor plan with tables numbered 1 through 11. Table 8 is highlighted in yellow and contains a reservation for 13:00. The floor plan is labeled "Lunch (Sa,Su,Hol) 初期設定レイアウト".
- Right Panel:** Shows reservation details for a customer named "Vaz Rozy". The reservation is for 13:00, with 4 people and 8 tables. The customer's requirements are "Wants Mustard Sauce" and "Needs 4 wheeler parking space". The reservation status is "Accepted".

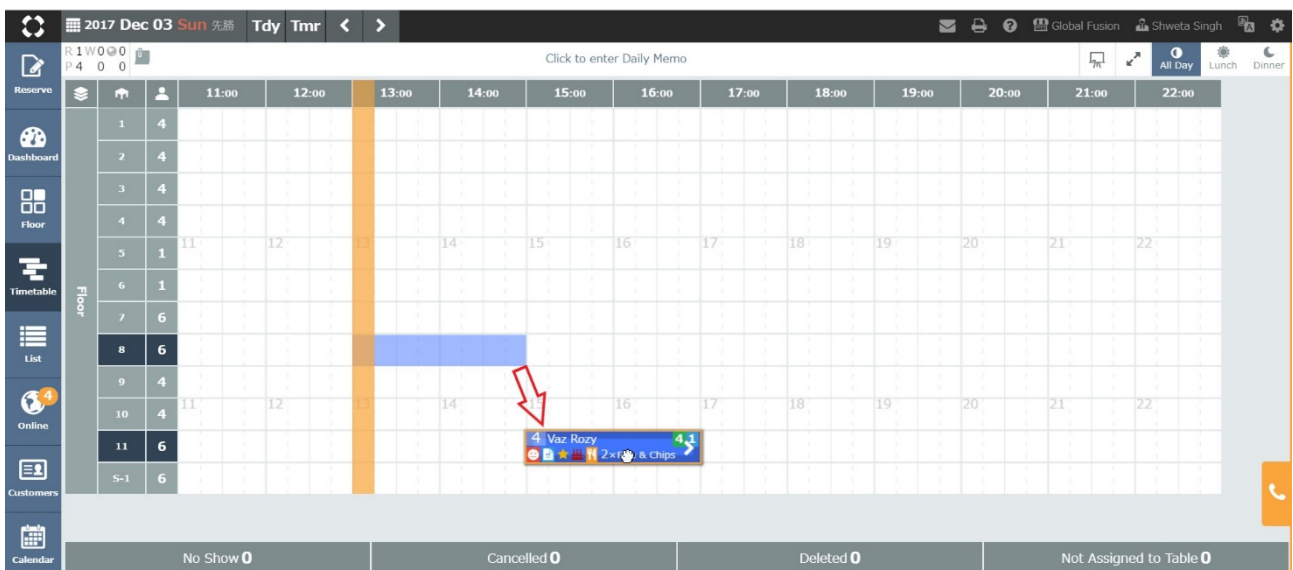
2. From *Timetable*

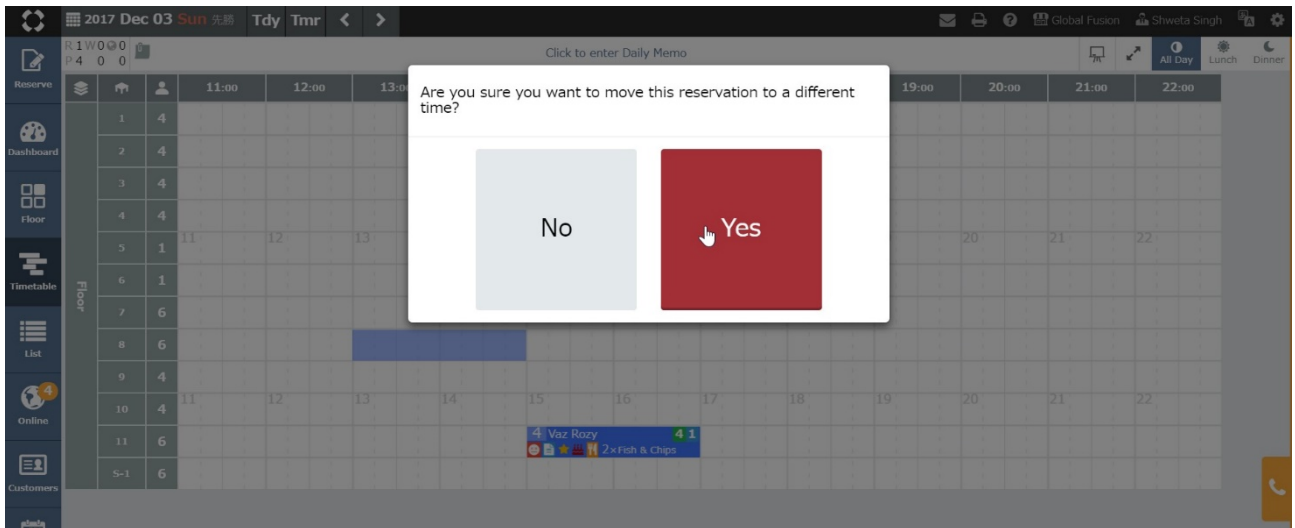
A. Edit Time/ Table

The duration of a reservation can also be increased or decreased by dragging right side of the bar.

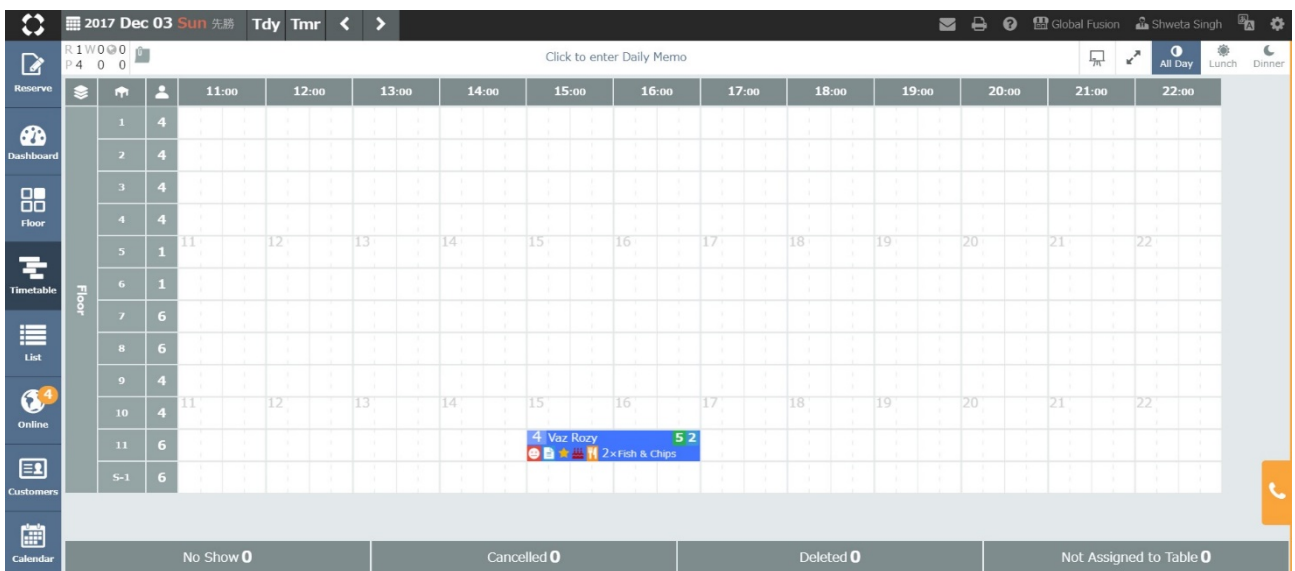


The time and/or table of the reservation can be edited in Timetable layout by dragging and dropping the reservation from the old table/ time to new table/ time.





Select *Updater* and the reservation can be seen on the new table/ time.



B. Edit Other Details

Click on the reservation on the timetable as shown below.

The screenshot shows a reservation management interface with a timetable grid. The grid has columns for time slots from 11:00 to 22:00 and rows for different floors (1-11 and S-1). A reservation for 'Vaz Rozy' is highlighted in the grid at 15:00 on table 4. The reservation details show 2 Fish & Chips and 5 drinks. The interface also includes a sidebar with navigation options like Reserve, Dashboard, Floor, TimeTable, List, Online, Customers, and Calendar. At the bottom, there are summary statistics: No Show 0, Cancelled 0, Deleted 0, and Not Assigned to Table 0.

You will be directed to the below page, with customer details on the left and reservation details on the right. [Edit Reservation](#) to modify part(s) of the reservation (modifying number of menu orders).

The screenshot shows the 'Reservation Details' page. The left panel displays customer information for 'Vaz Rozy', including contact details, sales rep (Shweta Singh), and parent shop (KOGA). It also lists menu items like 'Crab Fish Roe / Caviar', 'Ginger Tea', 'Kinako Soy Latte', 'Wasabi', and 'Blue Cheese Sea Urchin'. The right panel shows reservation details for 2017-12-3 (Sun) at 15:00 for 2 hours. It includes a list of orders: 2 Fish & Chips for ¥ 1,000, totaling ¥ 2,000. The reservation is marked as 'Accepted'.

The screenshot shows a reservation management interface. At the top, it displays the date '2017 Dec 03 Sun' and navigation options. A calendar grid shows a reservation for 4 people at 15:00 on floor 11, table 6. The 'Edit Reservation' sidebar on the right includes fields for date, time, duration (2hr), number of people (4), floor (11), and contact name (Vaz Rozy). It also lists items like '2x Fish & Chips' and special requests like 'Wants Mustard Sauce' and 'Needs 4 wheeler parking space'. The status is 'Accepted'.

Orders

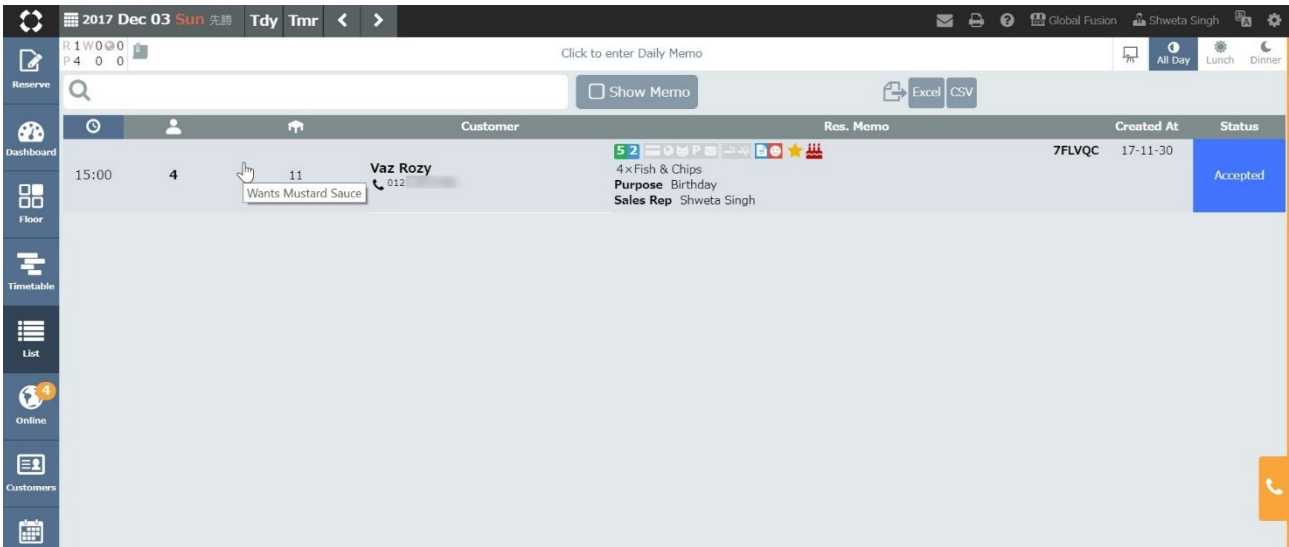
The 'Orders' screen displays a 'Fish & Chips' item. The quantity is set to 4, with a price of ¥1,000 per item, totaling ¥4,000. A description states: 'Fish and chips is a hot dish of English origin consisting of fried battered fish and hot potato chips'. The 'Res. Memo' field contains 'Wants Mustard Sauce'. The 'Select Items' list shows 'Fish & Chips' with a price of ¥1,000 and a quantity of 4. The interface includes a 'Group Order' button and a 'Save' button.

Select Updater -> Save the reservation.

This screenshot shows the reservation management interface after the reservation has been updated. The calendar grid shows the reservation for 4 people at 15:00 on floor 11, table 6. The 'Edit Reservation' sidebar on the right now shows '4x Fish & Chips' and 'Needs 4 wheeler parking space'. The status is 'Accepted'. The 'Save' button in the sidebar is highlighted, indicating the reservation has been successfully updated.

3. From *List*

Go to *List* -> Select the reservation to be modified.



Edit part(s) of the reservation as needed and save the modified reservation as shown earlier.



4. From *Customers*

Go to *Customers* and select the customer whose reservation needs to be modified.

2017 Dec 03 Sun 先勝 Tdy Tmr < > Global Fusion Shweta Singh

Clear Create New Customer Merge Mode

Last Name roz

Kanji Last Name Kanji First Name

Phone Number

Company

Division Title

Downloaded results

Advanced Search

Edit Reservation as needed and save the modified reservation.

Reservation Details Close Edit Customer Edit Reservation

Customer Images Audit Trail Merge Mode

Vaz Rozy 5 2 0 0

012-... @gmail.com

SALES REP: Shweta Singh

PARENT SHOP: KOGA

Only plain water

Global Fusion Cust. Memo

KOGA Tea before food

Non-Smoker

Crab Fish Roe / Caviar

Ginger Tea Kinako Soy Latte Wasabi

Blue Cheese Sea Urchin

Age Range Handedness Water Type

Unknown Unknown Unknown

Upcoming Events No upcoming events

Upcoming Reservations Show only this Shop

Reservation Images Audit Trail Edit Customer + Reservation for Customer

2017-12-3 (Sun) Accepted

15:00 2hr (Auto)

SMS Email

Phone

People: 4 Purpose: Birthday

Tables: 11 Source: Phone

Smoking Pref. Media: Direct

Seat Pref. Points

Service Category Reservation ID: 7FLVQC

Created At: 2017-11-30 18:36 Updated At: 2017-12-01 16:46

Orders ¥ 4,000

Qty	Menu Item	Price	Duration
4	x Fish & Chips	¥ 1,000	

Res. Memo

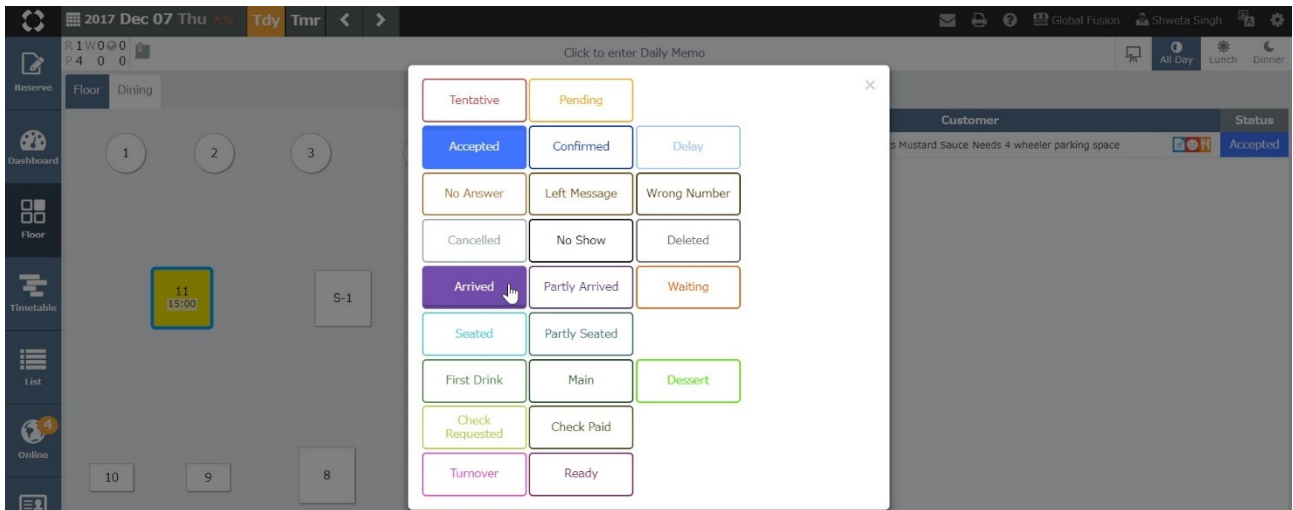
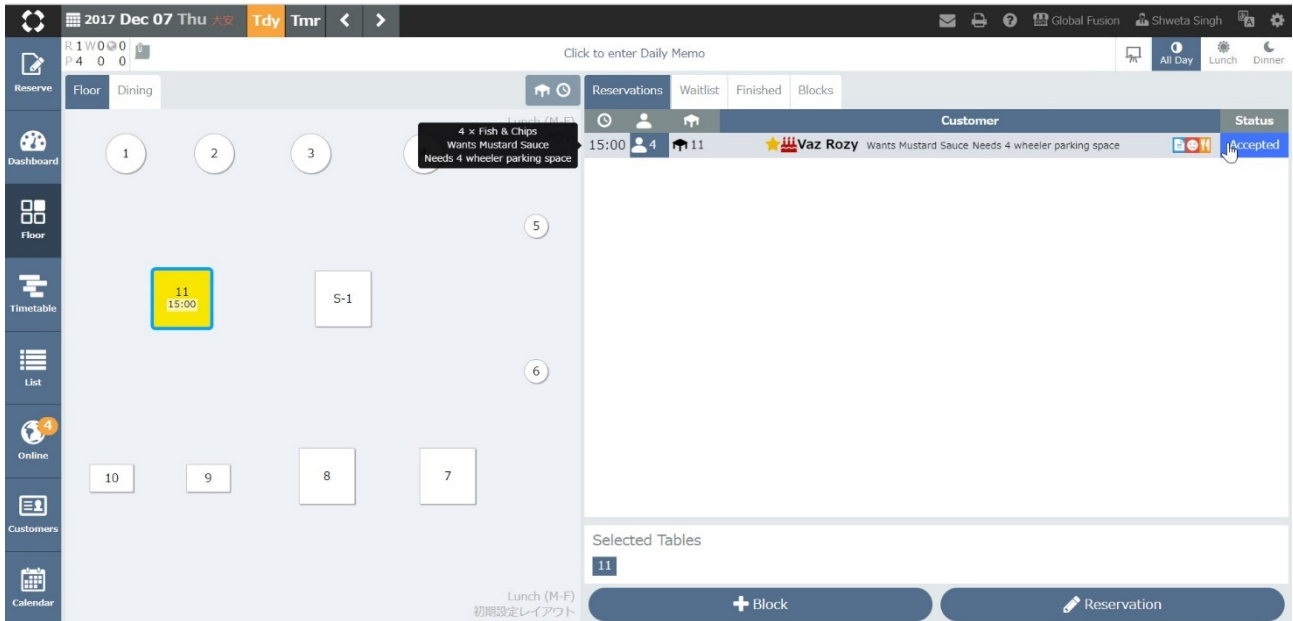
Change Reservation Status

Purpose: The status of a reservation should be correctly reflected in the system for accurate tracking. The different status (customizable list) are show in the following images.

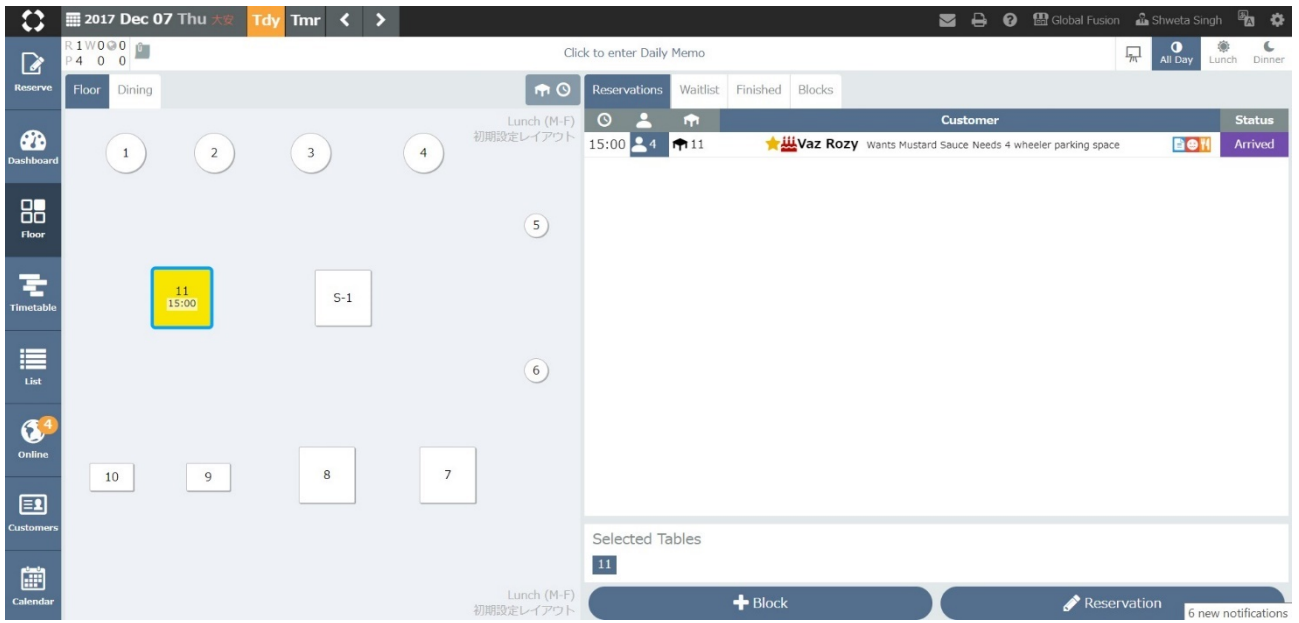
Workflow:

1. From *Floor*

Select the table and the reservation whose status needs to be modified -> Select desired status.



The changed status is seen as below.



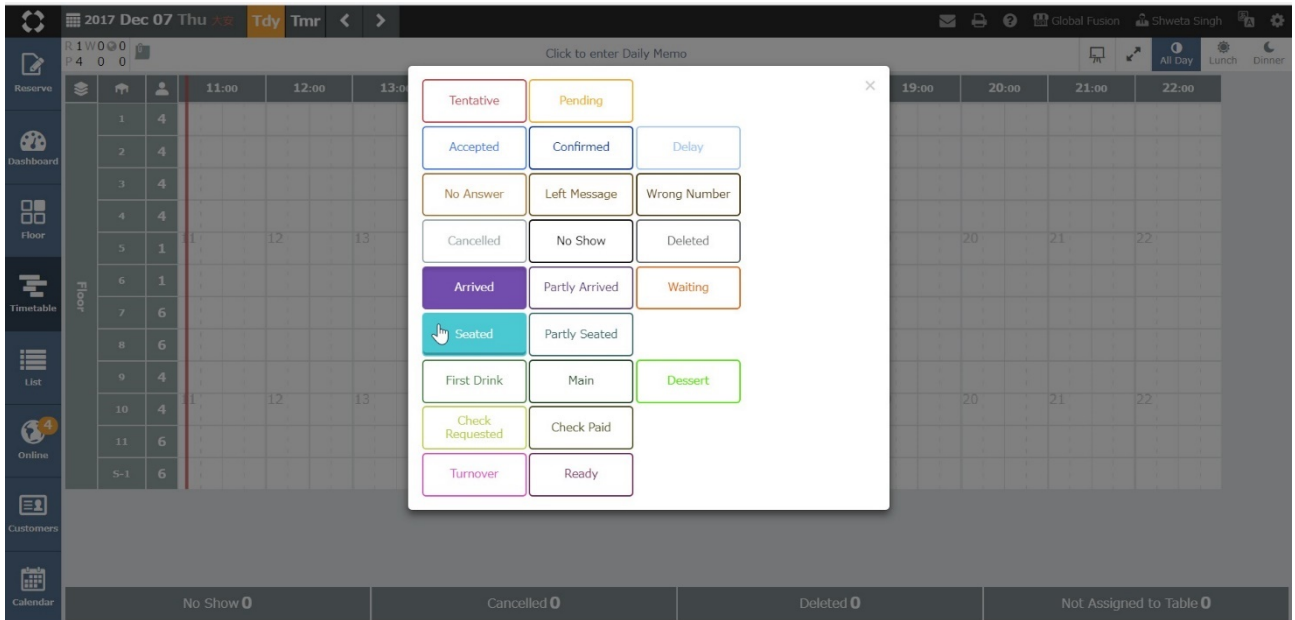
2. From *Timetable*

Select the reservation whose status needs to be changed -> Click on current status -> Change to desired status.

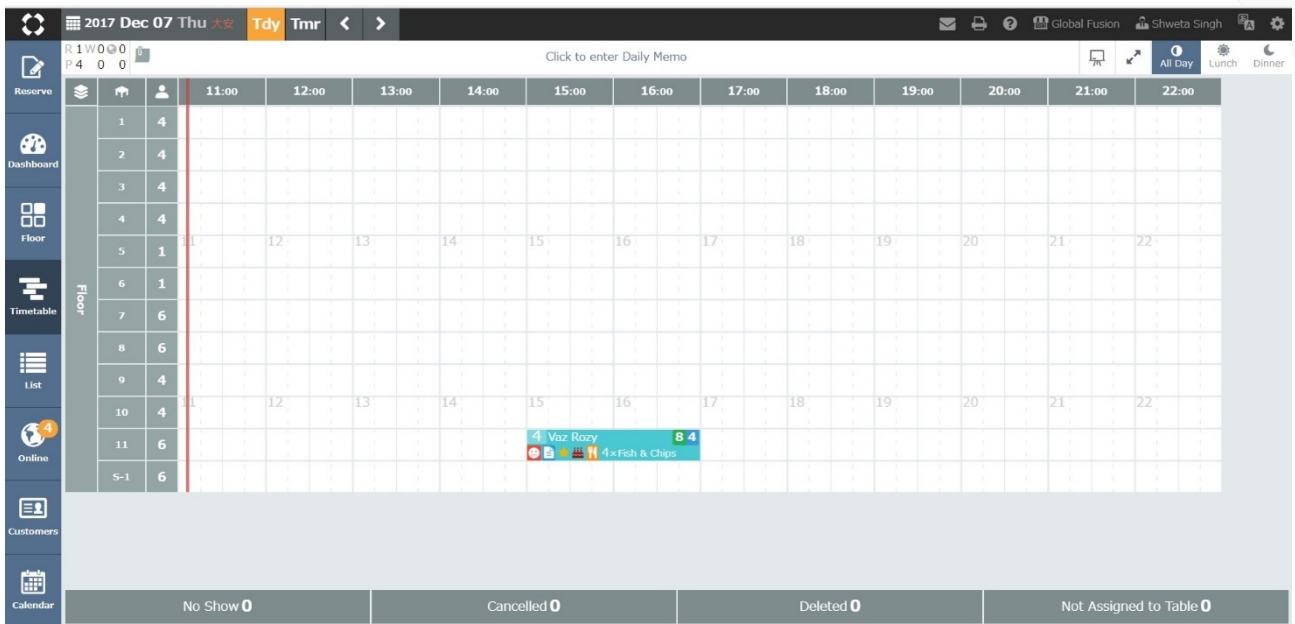
The screenshot shows a timetable interface for December 7, 2017. The interface includes a top navigation bar with the date, day (Tdy), and time (Tmr). Below the navigation bar is a grid of reservations. The grid has columns for time slots from 11:00 to 22:00 and rows for different floors (1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 5-1). A reservation for 'Vaz Rozy' is highlighted in the 15:00-16:00 slot on floor 4. The status bar for this reservation shows '4' and '8,4'. The interface also includes a sidebar with navigation options like Reserve, Dashboard, Floor, Timetable, List, Online, and Customers. At the bottom, there are summary statistics: Cancelled 0, Deleted 0, and Not Assigned to Table 0.

The screenshot shows the 'Reservation Details' interface for a reservation made by 'Vaz Rozy'. The interface is divided into several sections:

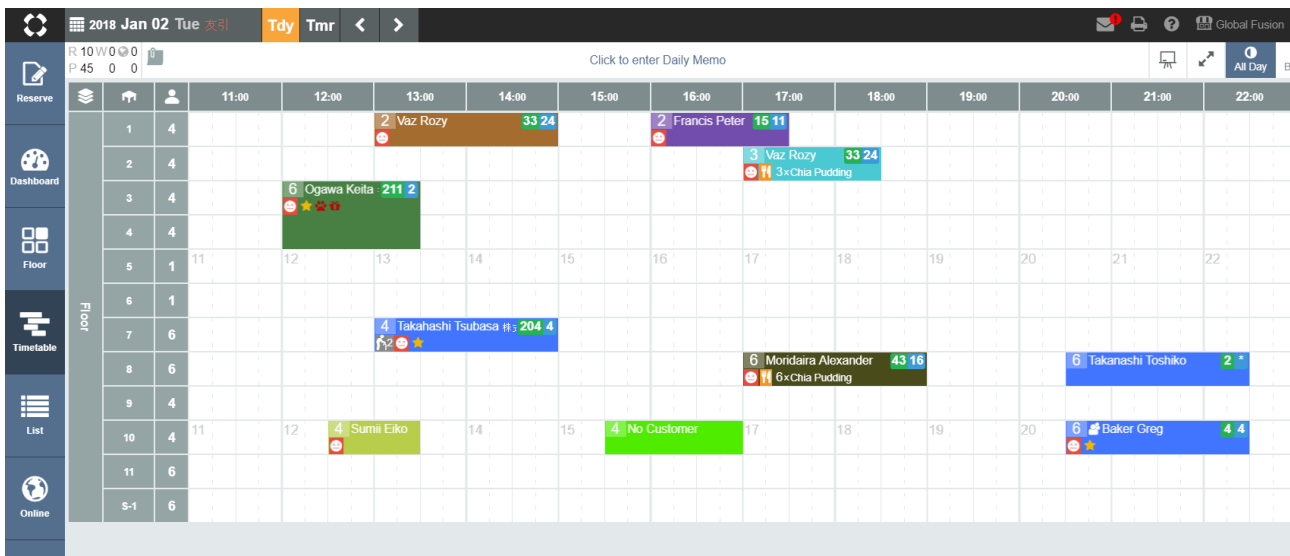
- Customer Information:** Name: Vaz Rozy, Phone: 0123..., Email: @gmail.com, Sales Rep: Shweta Singh, Parent Shop: KOGA.
- Reservation Details:** Date: 2017-12-7 (Thu), Time: 15:00, Duration: 2hr (Auto), Status: Arrived.
- Customer Preferences:** Only plain water, Non-Smoker, Crab, Fish Roe / Caviar, Ginger Tea, Kinako Soy Latte, Wasabi, Blue Cheese, Sea Urchin.
- Upcoming Events:** No upcoming events.
- Upcoming Reservations:** A table showing the current reservation: 2017-12-07 15:00, Global Fusion, Arrived, 4, 11.
- Orders:** A table showing the order: 4 x Fish & Chips, Price: ¥ 1,000, Total: ¥ 4,000.



The status change can be seen on the timetable.

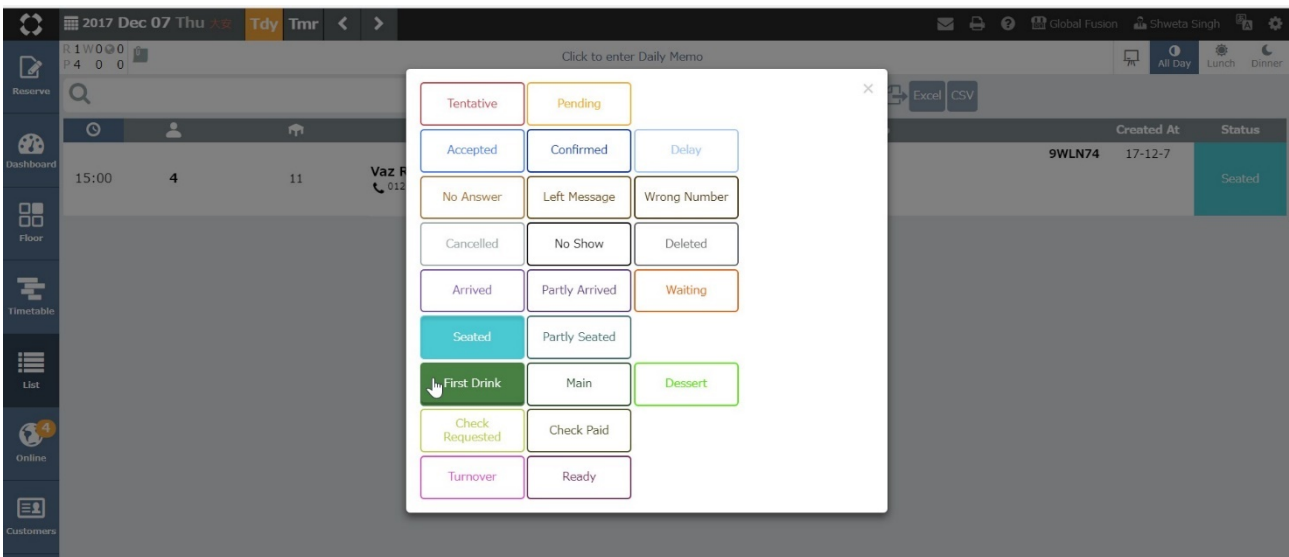
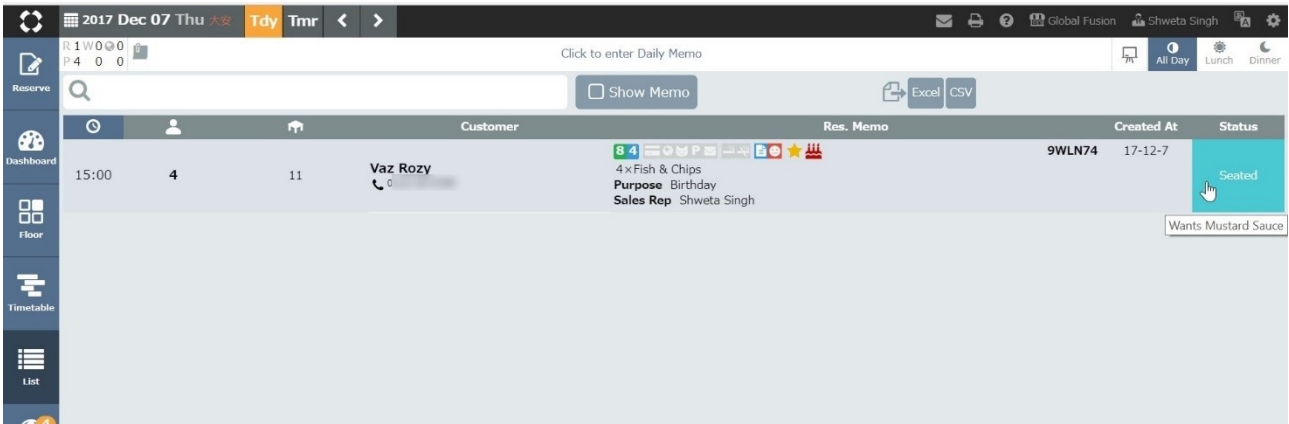


Note: The color of the reservation on the timetable reflects the reservation's status. Some examples are shown below.

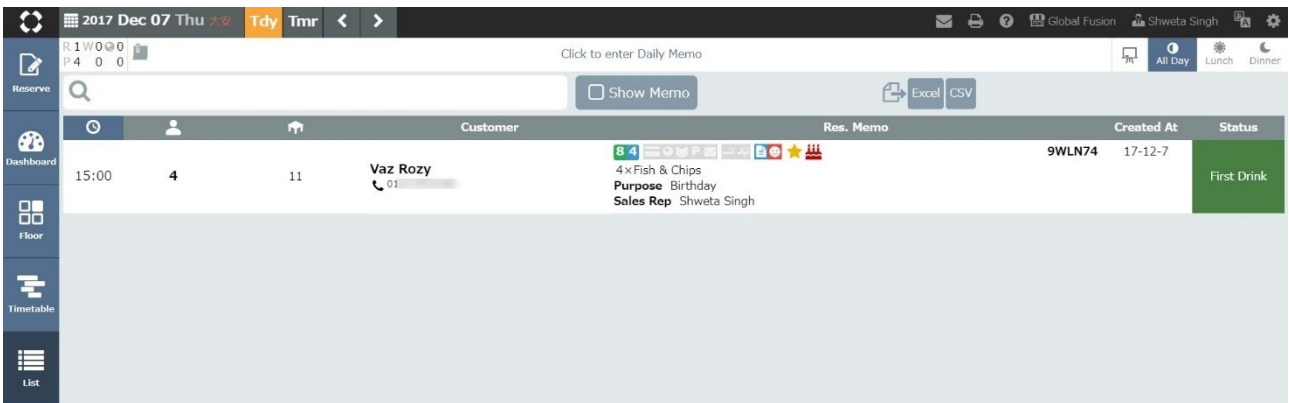


3. From *List*

Select the reservation -> Click on current status -> Change to desired status.



Modified status is seen as below.



4. From *Customers*

Search for the customer whose reservation needs to be modified.

The screenshot shows a web application interface for searching customers. At the top, there is a navigation bar with the date '2017 Dec 07 Thu', a calendar icon, and navigation buttons for 'Tdy' and 'Tmr'. The main header includes a 'Clear' button, a '+ Create New Customer' button, and a 'Merge Mode' button. Below the header is a search form with fields for 'vaz', 'First Name', 'Kanji Last Name', 'Kanji First Name', 'Phone Number', 'Company', 'Division', and 'Title'. There are also gender selection buttons (male and female) and a 'Downloaded results' indicator. An 'Advanced Search' button is located at the bottom of the search form. On the right side, a customer profile for 'Vaz Rozy' is displayed, showing contact information and a 'Non-Smoker' status. A sidebar on the left contains navigation icons for 'Reserve', 'Dashboard', 'Floor', 'Timetable', 'List', and 'Online'.

Select the customer's upcoming reservation -> Change the status as desired.

The screenshot shows the customer profile page for 'Vaz Rozy'. The page includes a 'Merge Mode' button, an 'Edit Customer' button, and a '+ Reservation for Customer' button. The customer's name 'Vaz Rozy' is displayed at the top, along with contact information and a 'Non-Smoker' status. Below this, there are sections for 'Only plain water', 'Global Fusion Cust. Memo', and 'KOGA Tea before food'. The 'Upcoming Events' section shows 'No upcoming events'. The 'Upcoming Reservations' section displays a table of reservations, with the first one highlighted. The 'Past Visits' section shows a table of previous reservations. A sidebar on the left contains navigation icons for 'Reserve', 'Dashboard', 'Floor', 'Timetable', 'List', 'Online', 'Customers', and 'Calendar'.

Reservation Date	Location	Status	Count	Notes
2017-12-07 15:00	Global Fusion	First Drink	4	11
2017-12-03 15:00	Global Fusion	Accepted	4	11
2017-12-02 13:00	Global Fusion	Accepted	5	7
2017-12-01 13:00	Global Fusion	Accepted	5	7
2017-11-27 17:00	Barbeque Nation	Accepted	6	20

Reservation Details

Close Edit Customer Edit Reservation

Customer Images Audit Trail

Vaz Rozy 8 4 0 0

01 [Redacted] SALES REP: Shweta Singh
 [Redacted]@gmail.com PARENT SHOP: KOGA

Only plain water

Global Fusion Cust. Memo

KOGA Tea before food

Non-Smoker

Crab Fish Roe / Caviar

Ginger Tea Kinako Soy Laitto Wasabi

Blue Cheese Sea Urchin

Age Range: Unknown | Handedness: Unknown | Water Type: Unknown

Upcoming Events: No upcoming events

Upcoming Reservations

Date	Time	Shop	Event	Qty	Tables
2017-12-07	15:00	Global Fusion	First Drink	4	11

Reservation Images Audit Trail

2017-12-7 (Thu) 15:00 2hr (Auto) First Drink

SMS [Redacted] Email [Redacted]

Phone [Redacted]

People: 4 Purpose: Birthday

Tables: 11 Source: Phone

Smoking Pref. Media: Direct

Seat Pref. Points

Service Category: Reservation ID: 9WLN74

Created At: 2017-12-07 10:54 Updated At: 2017-12-07 11:09

Orders ¥ 4,000

Qty	Menu Item	Price	Duration
4	x Fish & Chips	¥ 1,000	

Res. Memo: Wants Mustard Sauce

2017 Dec 07 Thu Tdy Tmr

Reserve Dashboard Floor Timetable List Online Customers

Vaz Rozy [Redacted]@gmail.com

Tentative	Pending	
Accepted	Confirmed	Delay
No Answer	Left Message	Wrong Number
Cancelled	No Show	Deleted
Arrived	Partly Arrived	Waiting
Seated	Partly Seated	
First Drink	Main	Dessert
Check Requested	Check Paid	
Turnover	Ready	

KOGA

Wasabi

Handedness: Unknown | Water Type: Unknown

No upcoming events

Show only this Shop

Shop	Event	Qty	Tables
Global Fusion	First Drink	4	11
Global Fusion	Accepted	4	11

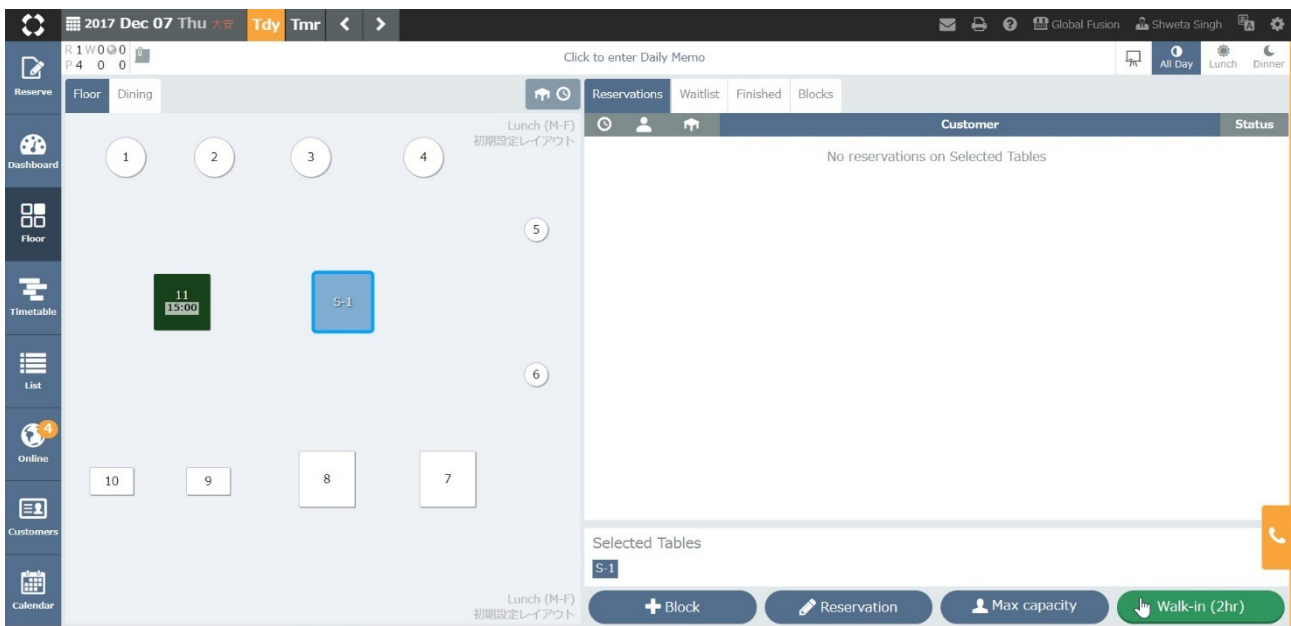
Manage Walk-ins

Purpose: While some tables are reserved, a restaurant also needs to manage its walk-in customers. The system allows to create and manage walk-ins easily and effectively.

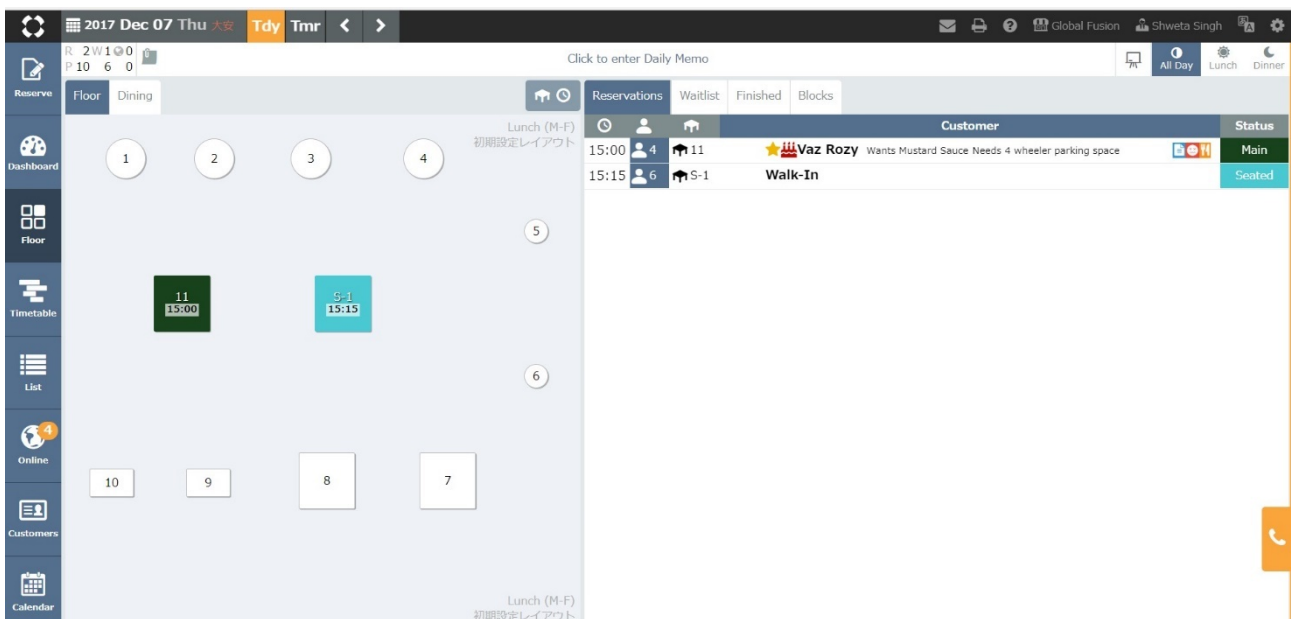
Workflow:

1. From *Floor*

Select the table at which a walk-in customer must be seated. Also select the number of guests (by default maximum table capacity is allotted to walk in).



Walk-in now gets added to the list of reservations.



2. From *Timetable*

Select the time and table at which a walk-in customer must be seated.

The screenshot shows the 'Timetable' view in a restaurant management system. The interface includes a top navigation bar with the date '2017 Dec 07 Thu' and a sidebar with various menu items like 'Reserve', 'Dashboard', 'Floor', 'Timetable', 'List', 'Online', and 'Customers'. The main area is a grid representing the restaurant's layout and time slots. A red vertical line indicates the current time is 15:00. A green bar highlights a reservation for table 4 at 15:00. A pop-up window shows details for a walk-in reservation: '4 Va: Rozy', '4 Fish & Chips', and 'Walk-In'. At the bottom, there are buttons for 'Block', 'Reservation', 'Max capacity', and 'Walk-in (1hr 30m)'. The URL at the bottom is 'https://app.tablesolution.com/#/abc/reservations/timetable/2017-12-07'.

The created walk-in can now be seen on the timetable.

This screenshot shows the same 'Timetable' view, but now the walk-in reservation is visible on the grid. A blue bar labeled '4 Walk-In' is placed on table 4 at the 15:00 time slot. The pop-up window from the previous screenshot is still visible, showing the reservation details. The bottom status bar now shows 'No Show 0', 'Cancelled 0', 'Deleted 0', and 'Not Assigned to Table 0'.

Note: It is possible (though not recommended) to create a walk-in without adding a customer.

Import Reservations

Purpose: The reservations from OTAs are imported to the **Manager** system so that they can be tracked and managed in a single dashboard, along with phone and walk-in reservations.

Workflow:

Go to **Online** tab -> click **Import** to import the unprocessed online reservations.

The screenshot shows the Manager system interface. On the left, there is a sidebar with navigation icons for Reserve, Dashboard, Floor, Timetable, List, Online, and Customers. The main area is divided into two sections: 'Unprocessed' and 'Processed'. The 'Unprocessed' section contains a table with the following data:

Received At	Reservation At	Provider	Action
11-29	Nov 30 (Thu) 14:00	TableCheck	New
11-30	Dec 27 (Wed) 18:00	Ikyu	New
11-30	Jan 10 (Wed) 18:00	Ikyu	New
11-30	Dec 28 (Thu) 18:30	Gurunavi	New

The 'Processed' section shows 'No reservations found'. On the right, there is a 'Import' dialog box with a green '+ Import' button and a red 'Ignore' button. The dialog box contains the following information:

Fwd: 【新規】予約受付のお知らせ [予約NO: IR60000000123 通知NO: 12012361 【店舗ID: 127394】
 ----- Forwarded message -----
 From: 一休.com <xn--4gqvz.com>レストラン <from_agent_r@ikyuu.com>
 Date: 2017-08-17 15:31 GMT+09:00
 Subject: Fwd: 【新規】予約受付のお知らせ [予約NO: IR60000000123 通知NO: 12012361 【店舗ID: 127394】

◆【新規】予約受付のお知らせ◆ (通知NO: 10015361)

お世話になっております。一休.com <xn--4gqvz.com>レストランです。
 以下の予約が申し込まれました。お手続きをお願いします。

- 予約番号：IR60000000123
- 来店日時：2017年12月27日(水) 18:00
- 来店人数：6人 内訳(男性3人、女性3人、お子様0人)
- プラン：(ディナー)【乾杯ドリンク付】忘年会 手ぶらでBBQプラン
- 席管理名称：テント大 18:00来店 (禁煙)

Field	Value
Action	New
Provider	Ikyu
Reservation ID	IR60000000123

Reservation

Start At	Dec 27 (Wed) 18:00
# Adults	6
# Kids	0
Purpose	Birthday
Customer Request	プラン：(ディナー)【乾杯ドリンク付】忘年会 手ぶらでBBQプラン・プラン料金：5,800円 × 人 = 34,800円 お支払い金額：13,600円

Assign a table to the reservation -> Add other optional parameters (Menu Item, Reservation Memos etc. ->

Save.

The screenshot shows the Manager system interface with the reservation details form open. The form contains the following information:

Save **Cancel**

2017-12-27 (Wed) 18:00 2hr (Auto)

6 0 0 0

Customer

Ooki	Shintaro
大木	慎太郎
05	Email

Tables

+ Add Order

Birthdays Web

Ikyu P Points

Flags

VIP SMS不可 HB MGR挨拶 確認 STAYGUI 密閉指定 アレルギー 初来店 送迎必要 ペット連 宴会/バ 席指定 プレゼン

結婚記念 Wedding アレルギー 乗換手 来店確認

Res. Memo

プラン：(ディナー)【乾杯ドリンク付】忘年会 手ぶらでBBQプラン
 ・プラン料金：5,800円 × 人 = 34,800円
 お支払い金額：13,600円

On the right, there is a 'Cancel' dialog box with the same information as the previous screenshot.

Select Tables

Save Discard Save

2017-12-27

6

Customer

Ooki

大木 價太郎

05

以下予約が申し込まれました。お手続きをお願いします。

- 予約番号: IR60000000123
- 来店日時: 2017年12月27日(水) 18:00

Floor: 1 2 3 4 5 6 7 8 9 10 11 S-1 Toggle All

Dining Toggle All

2017 Dec 07 Thu 大安 Tdy Tmr

Save Cancel

2017-12-27 (Wed) 18:00 2hr (Auto)

6 0 0 0

Customer

Ooki Shintaro

大木 價太郎

05

Tables S-1

+ Add Order

Birthdays Web

Ikyu P Points

Flags

Res. Memo

プラン: (ディナー) 【乾杯ドリンク付】忘年会 手ぶらでBBQプラン
 ・プラン料金: 5,800円 × 人 = 34,800円
 お支払い金額: 13,600円

Field Value

Action	New
Provider	Ikyu
Reservation ID	IR60000000123

Reservation

Start At	Dec 27 (Wed) 18:00
# Adults	6
# Kids	0
Purpose	Birthdays
Customer Request	プラン: (ディナー) 【乾杯ドリンク付】忘年会 手ぶらでBBQプラン・プラン料金: 5,800円 × 人 = 34,800円 お支払い金額: 13,600円

Orders

Save Cancel


Lunch

Fish & Chips

Group Order

¥ 1,000 Custom Price

Fish & Chips



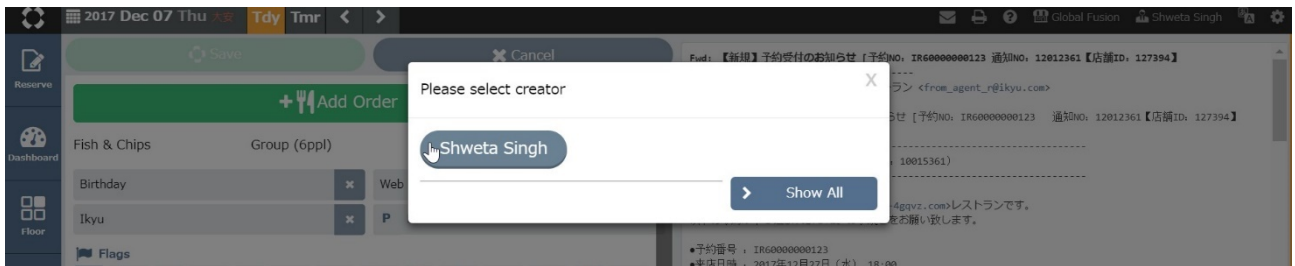
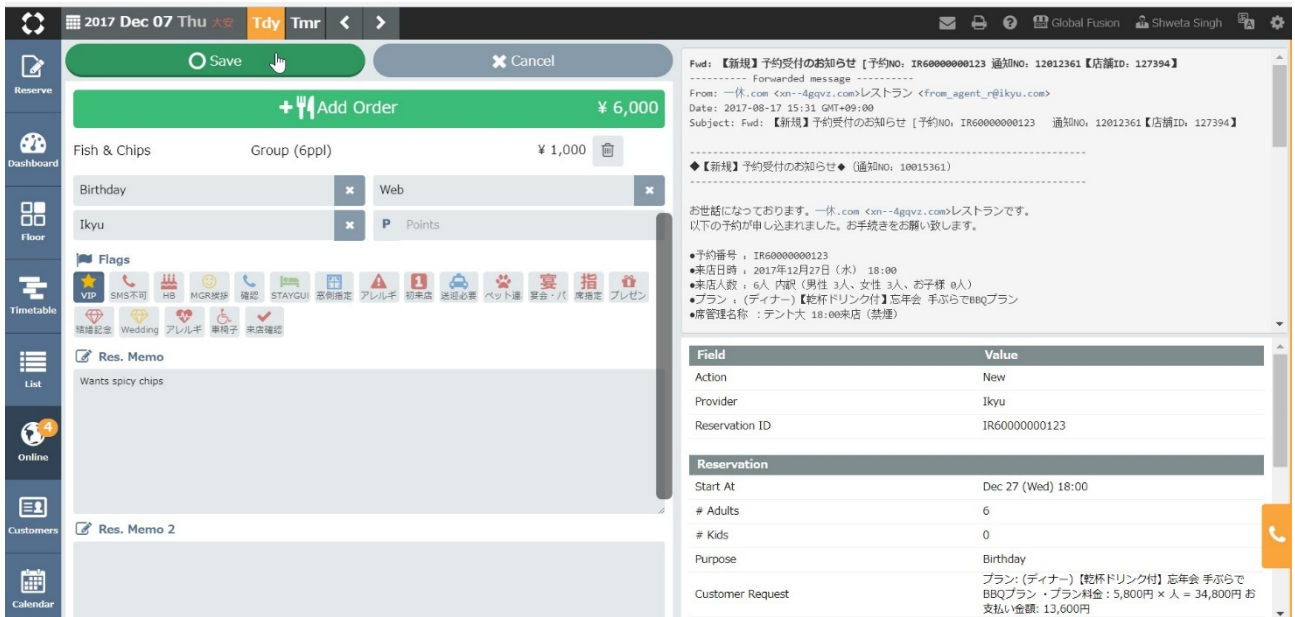
Fish and chips is a hot dish of English origin consisting of fried battered fish and hot potato chips

Select Items Total: ¥ 6,000

Fish & Chips	¥ 1,000	Group (6ppl)
--------------	---------	--------------

Res. Memo

Res Memo



The reservation thus gets imported to TS and can be seen on all the layouts.



2017 Dec 07 Thu Tdy Tmr

2017 Dec

Su	M	Tu	W	Th	F	Sa
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Provider	Action
Check	New
	New
navi	New

Processed See More Results

Processed At	Reservation At	Provider	Action	Status
12-7	Dec: 27 (Wed) 18:00	Ikyu	New	Processed

Reservation

Fwd: 【新規】予約受付のお知らせ [予約NO, IR60000000123 通知NO, 12012361【店舗ID, 127394】

----- Forwarded message -----

From: 一休.com <xm--4gvz.com> レストラン <from_agent_r@ikyu.com>

Date: 2017-08-17 15:31 GMT+09:00

Subject: Fwd: 【新規】予約受付のお知らせ [予約NO, IR60000000123 通知NO, 12012361【店舗ID, 127394】

◆【新規】予約受付のお知らせ◆ (通知NO, 10015361)

お世話になっております。一休.com <xm--4gvz.com> レストランです。
以下の予約が申し込まれました。お手続きをお願い致します。

- 予約番号 : IR60000000123
- 来店日時 : 2017年12月27日 (水) 18:00
- 来店人数 : 6人 内訳 (男性 3人、女性 3人、お子様 0人)
- プラン : (ディナー) 【乾杯ドリンク付】忘年会 手ぶらでBeqプラン
- 喫煙者多数 / テント内 18:00来店 (禁煙)

Field	Value
Action	New
Provider	Ikyu
Reservation ID	IR60000000123

2017 Dec 27 Wed Tdy Tmr

Click to enter Daily Memo

Reservations Blocks

Customer Status

18:00 6 S-1 Ooki Shintaro wants spicy chips Accepted

Floor Dining

1 2 3 4

5

11 S-1 18:00

6

10 9 8 7

Lunch (M-F) 初期設定レイアウト

Lunch (M-F) 初期設定レイアウト

Block Tables

Purpose: Blocking a table implies that the table is not available for a reservation. Tables are blocked in the system for special events like birthday parties, special reservations etc. Tables can be blocked in 2 ways:

a. Soft Block

Soft Block is when the table is not available for online reservations (TableCheck online booking page) but available for booking manually by the restaurant staff.

b. Hard Block

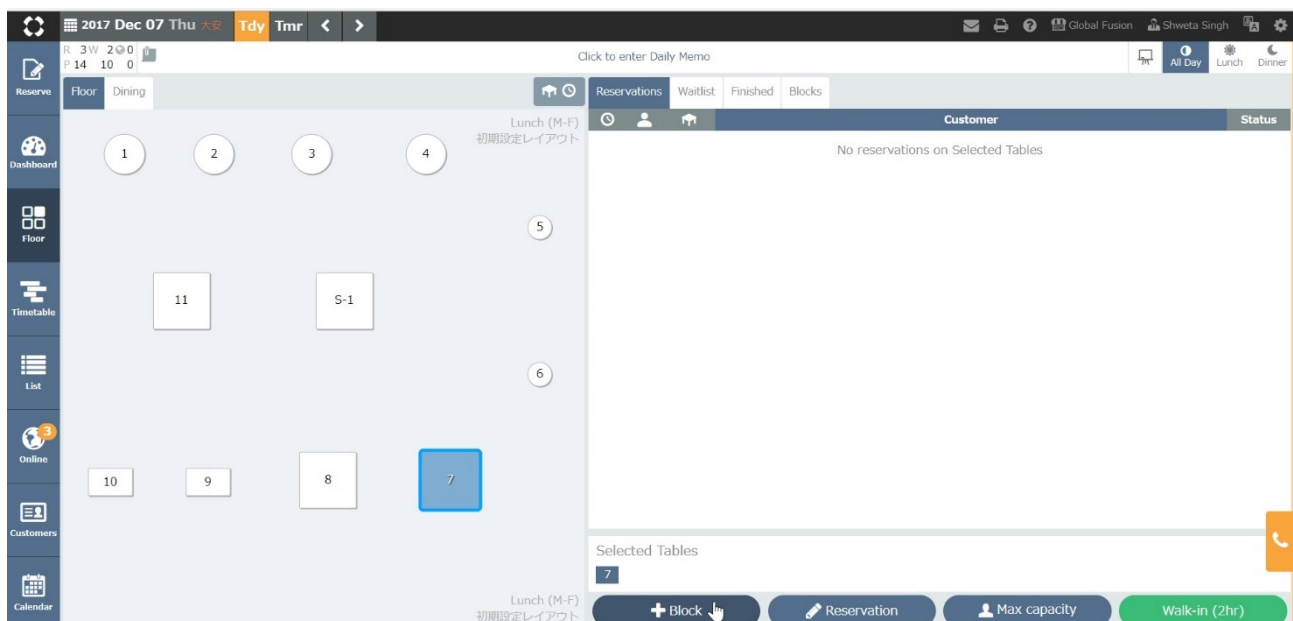
Hard Block is when the table is not available for any reservation, neither online (TableCheck online booking page) nor manual booking.

Tables can be blocked via Floor or Timetable tab.

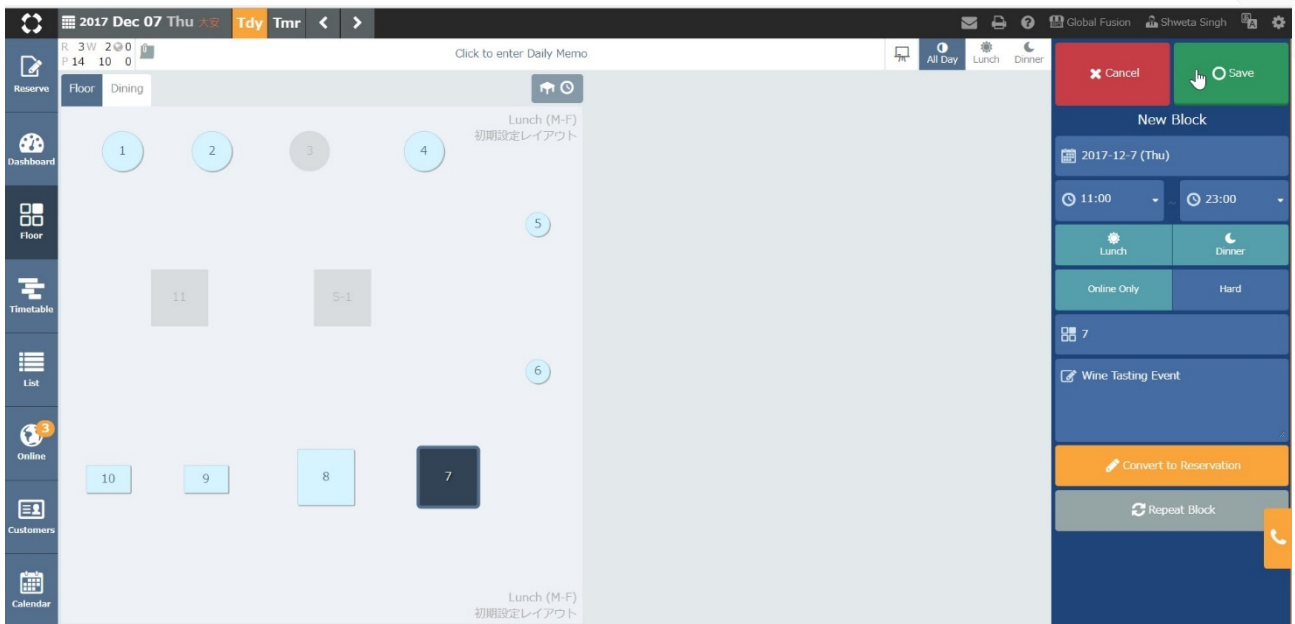
Workflow:

1. From *Floor*

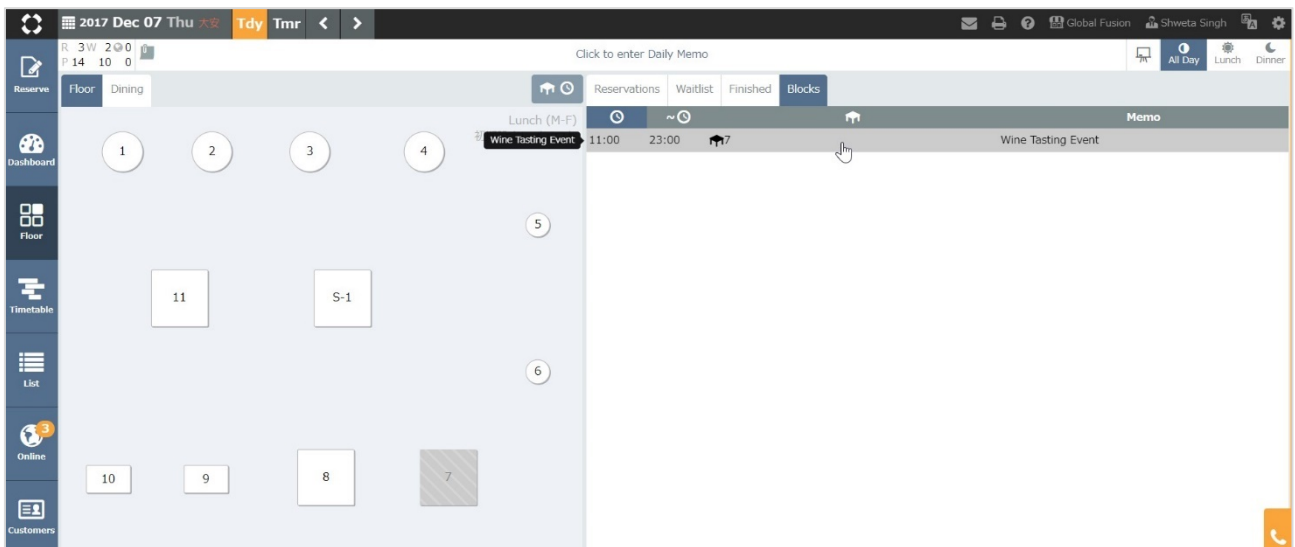
Select the table -> click *Block*



Select block duration, type of block (hard/ soft) & a memo stating block reason -> *Save*.



The blocked table is displayed in gray color in the table layout. It can also be seen in the Blocks tab under Floor Layout.



2. From *Timetable*

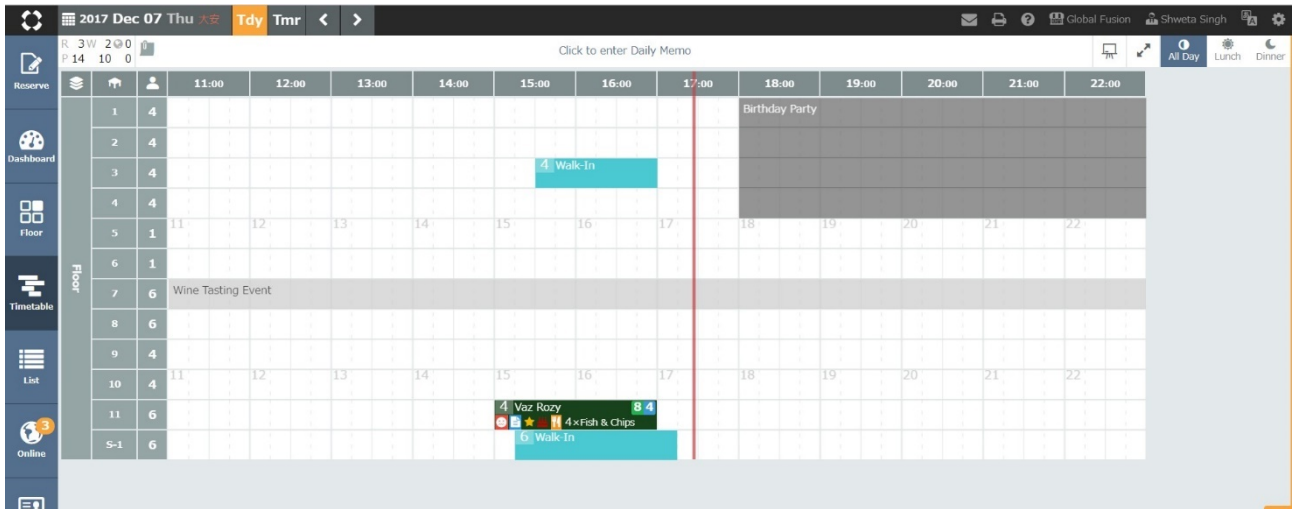
Select the table(s) -> click *Block*.

The screenshot shows a mobile application interface for a restaurant's reservation system. The main area is a timetable grid with columns for time slots (11:00 to 22:00) and rows for tables (1-11 and S-1). A table is highlighted in green, indicating it is selected for blocking. The interface includes a sidebar with navigation options like Reserve, Dashboard, Floor, Timetable, List, Online, Customers, and Calendar. At the bottom, there are buttons for 'Clear', '+ Block', 'Reservation', 'Max capacity', and 'Walk-in (5hr)'.

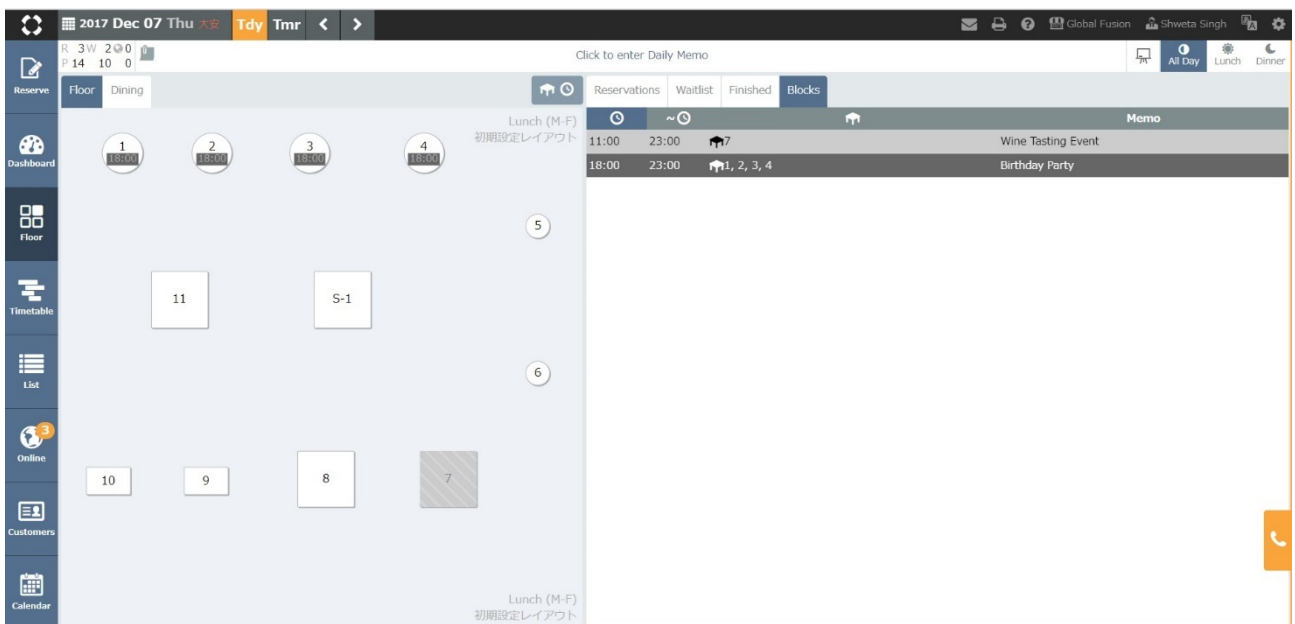
Enter block details -> *Save*.

The screenshot shows the same mobile application interface as above, but with a 'New Block' dialog box open. The dialog box allows entering details for the blocked table, including date (2017-12-7), time (18:00-23:00), meal type (Lunch/Dinner), and event type (Online Only/Hard). The dialog box also includes a 'Convert to Reservation' button.

The blocked table(s) appears in gray color on the Timetable.



Note: Hard & soft blocks can be distinguished by their color, Soft Block is displayed in light gray whereas Hard Block is displayed in dark gray color.



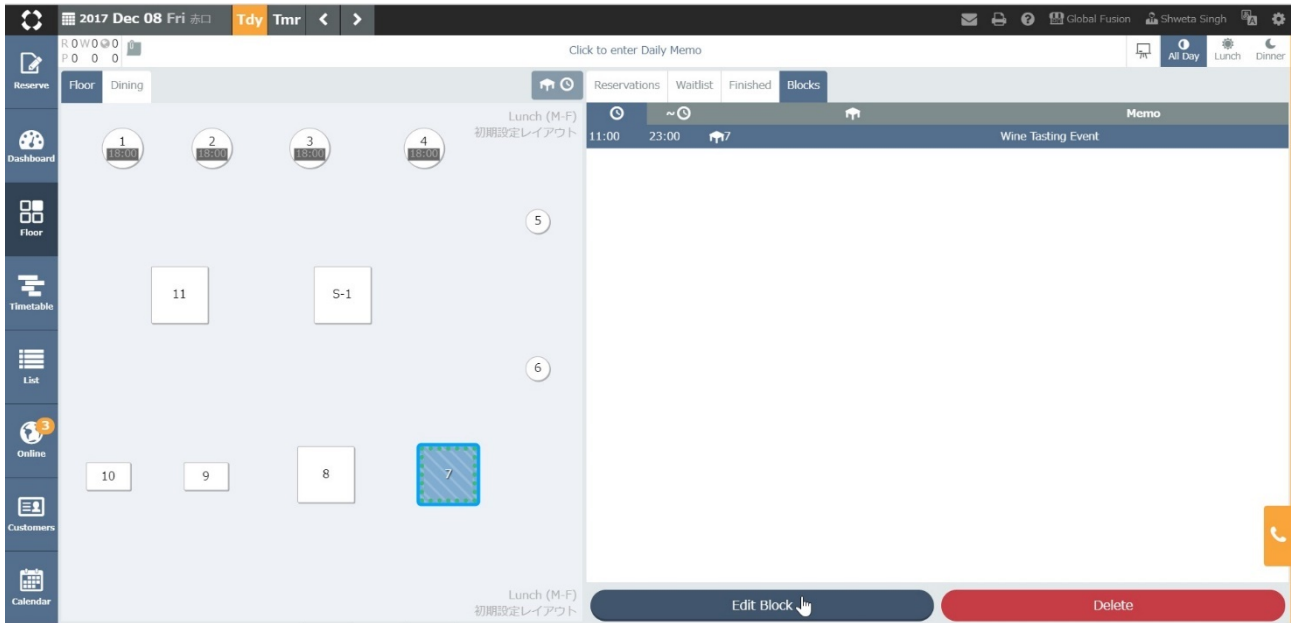
Edit Blocks

Purpose: A block can be edited to change its timings, frequency of recurrences and type (hard or soft block).

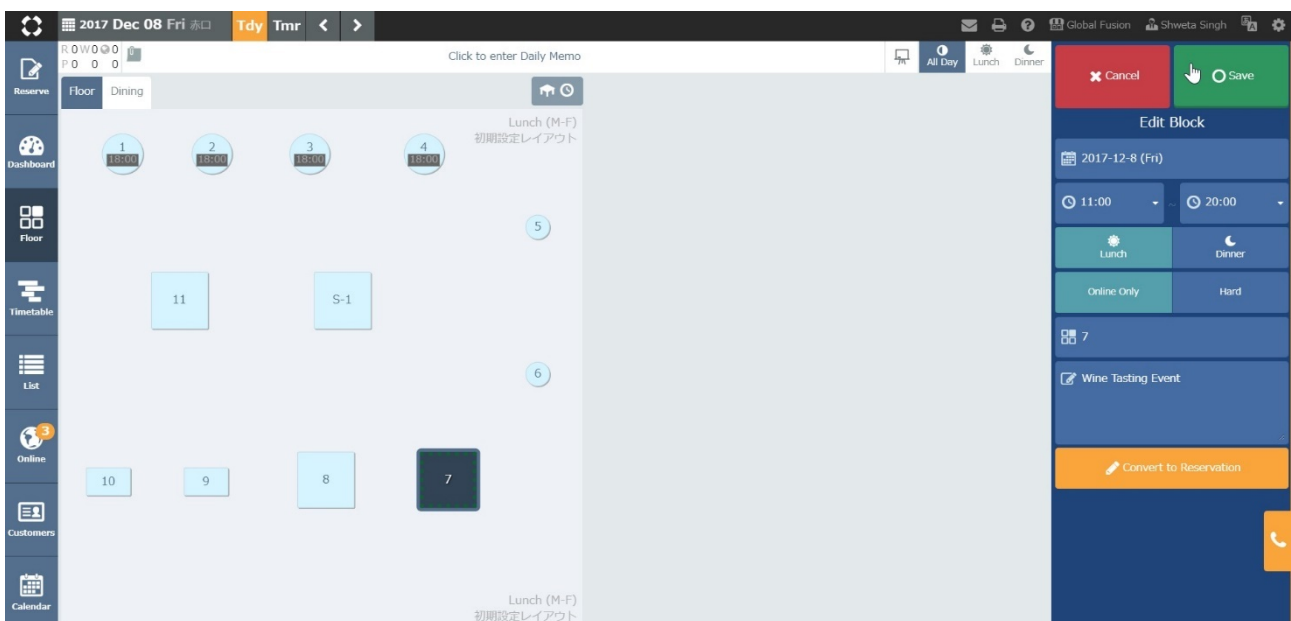
Workflow: Blocks can be edited from Floor and Timetable tabs.

1. From *Floor*

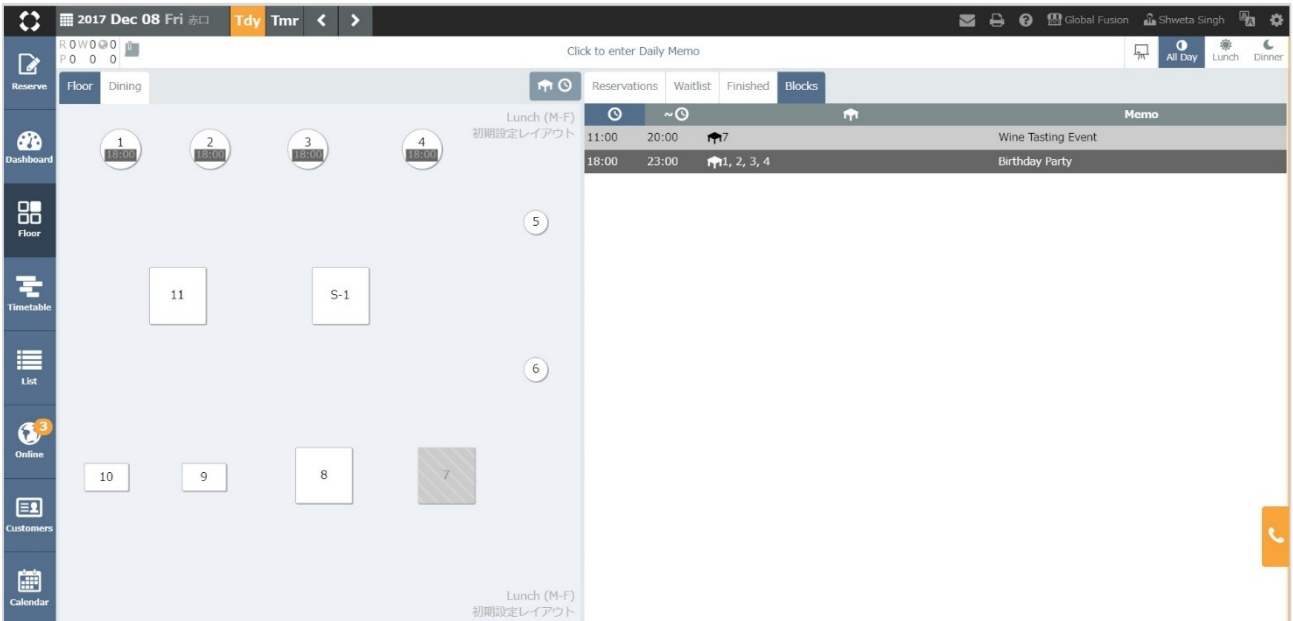
Select the blocked table whose details needs to be modified.



Change the parameter(s) as required -> *Save*.

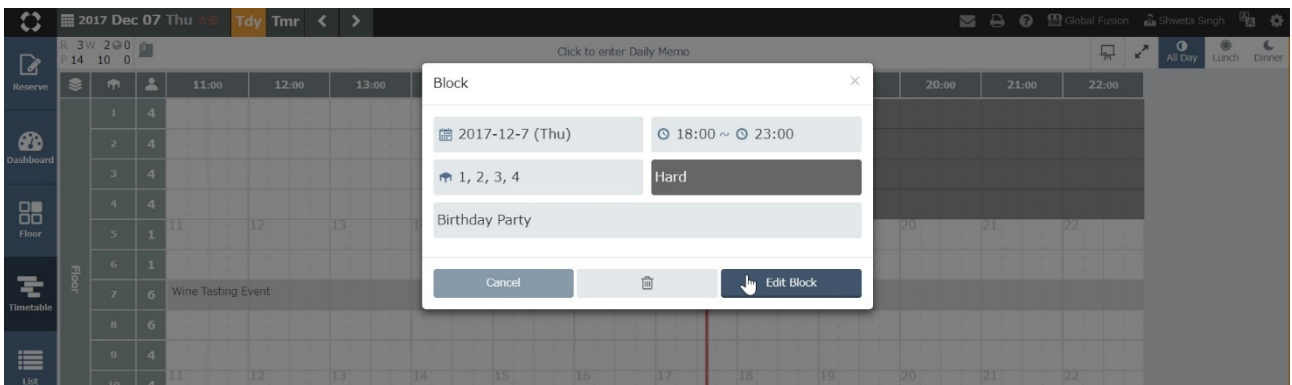


The modified block is as shown below.

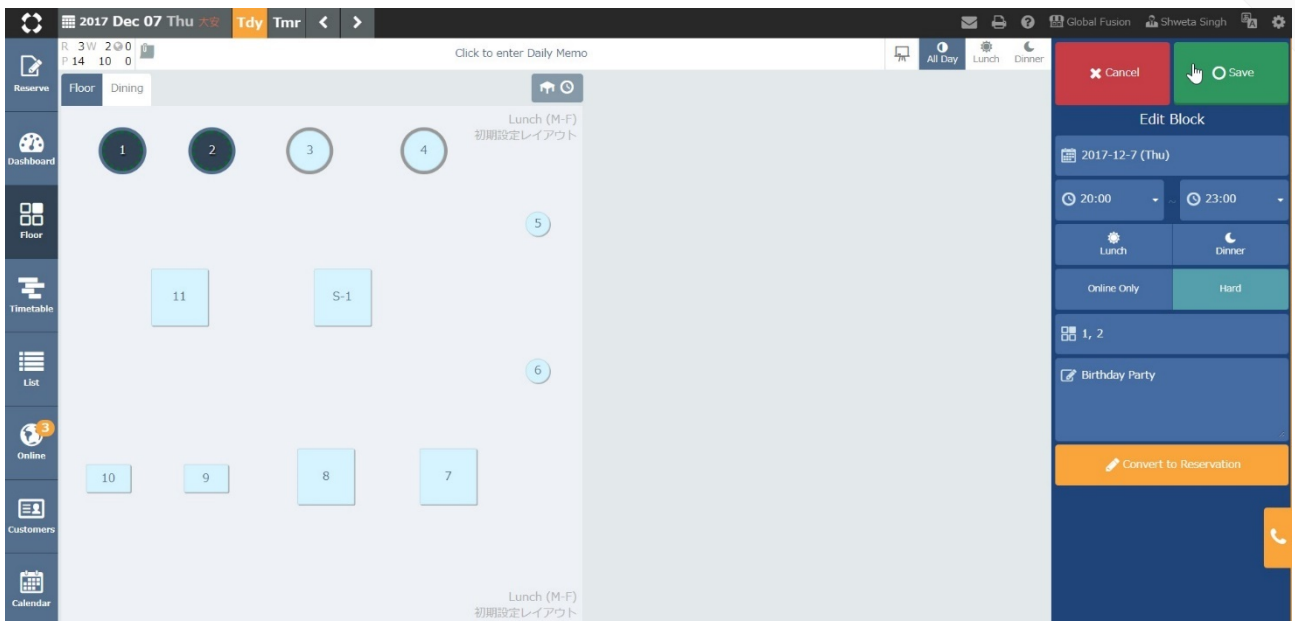


2. From *Timetable*

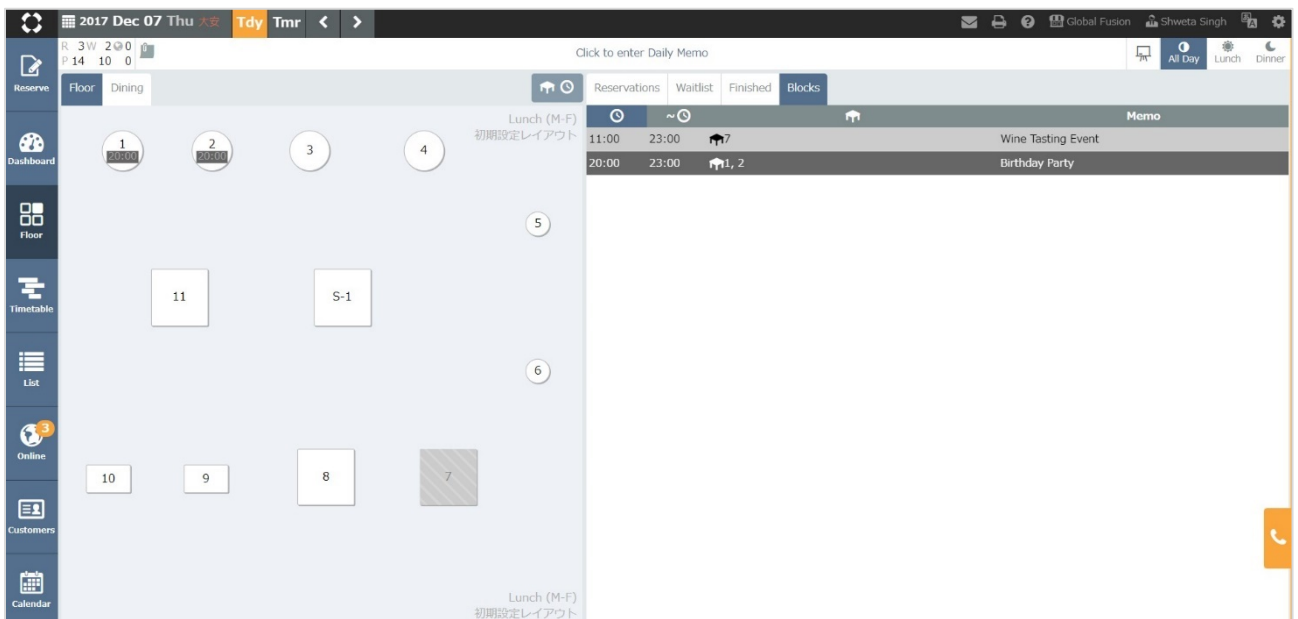
From the Timetable, select the blocks to be edited -> click on *Edit Block*.



Modify the parameters as required -> *Save*.



The modified block appears as shown below.



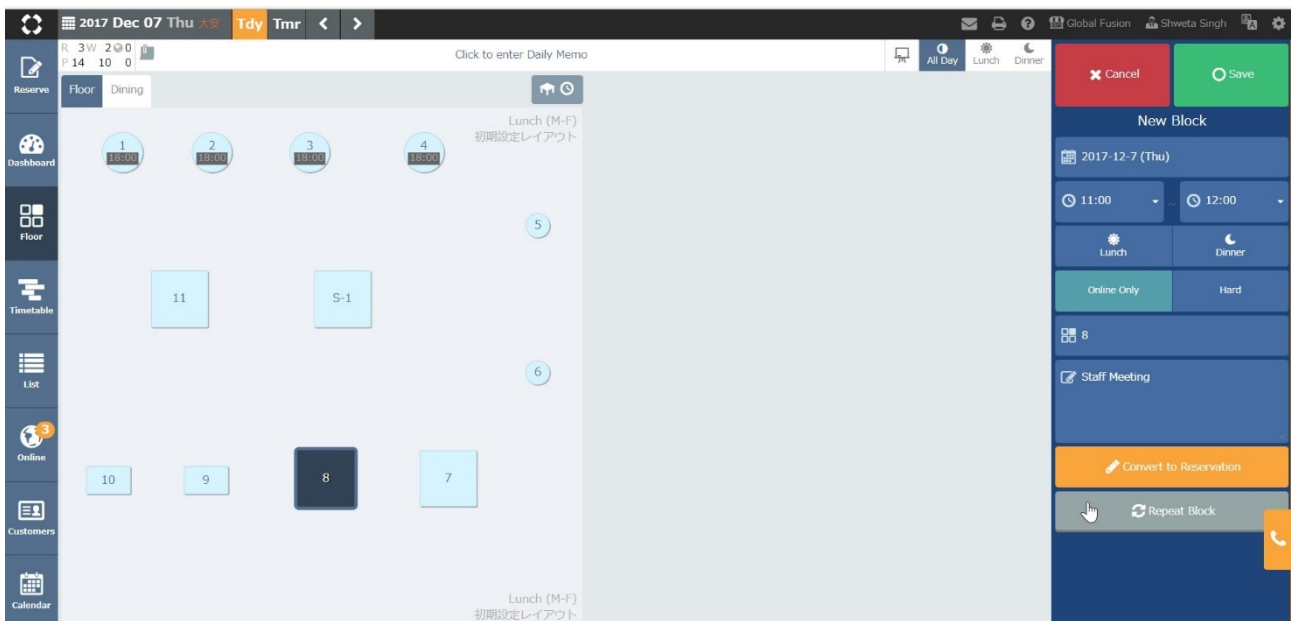
Repeat Blocks

Purpose: Soft blocks can also be repeated for recurrent occurrences of special events like Training, Staff Meeting etc.

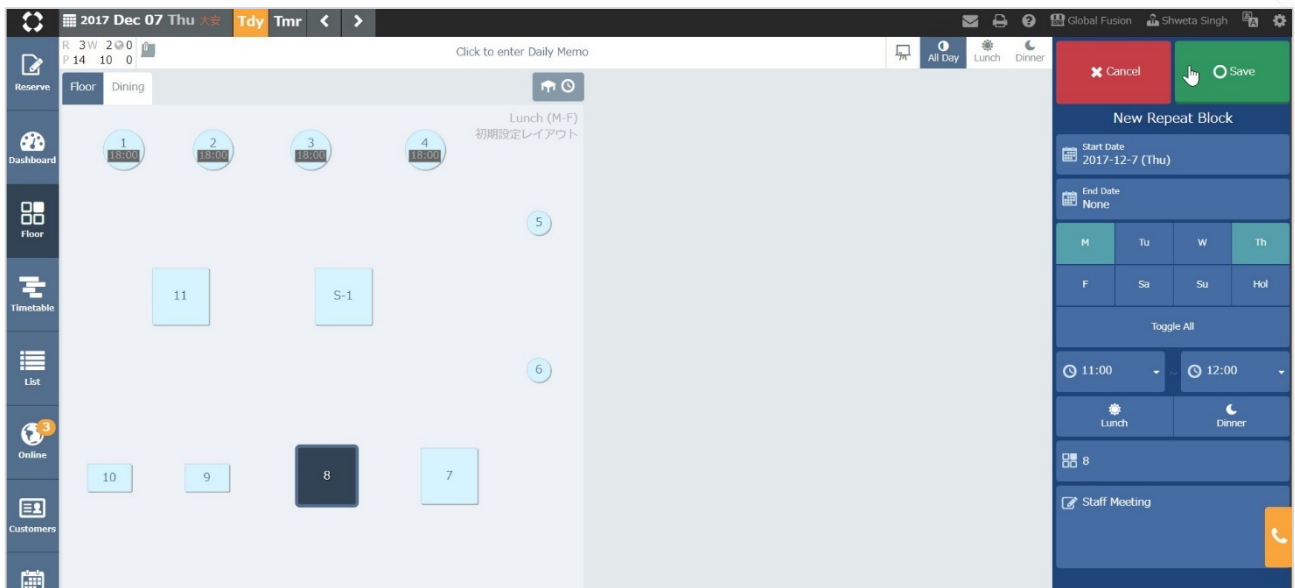
Workflow:


Blocks can be repeated from Floor and Timetable layouts.

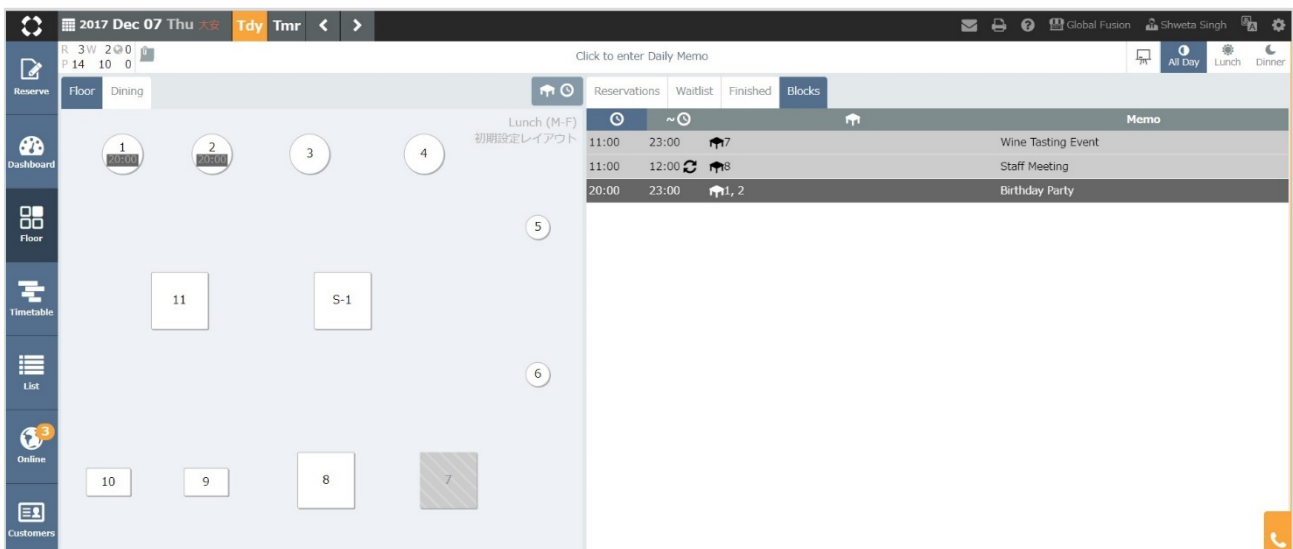
From the Floor Layout, select the table(s) -> Enter required parameters -> *Repeat Block*.



Choose the recurrent occurrences -> *Save*.



The block thus created can be seen on the Floor as well as Timetable layouts, with the  icon.



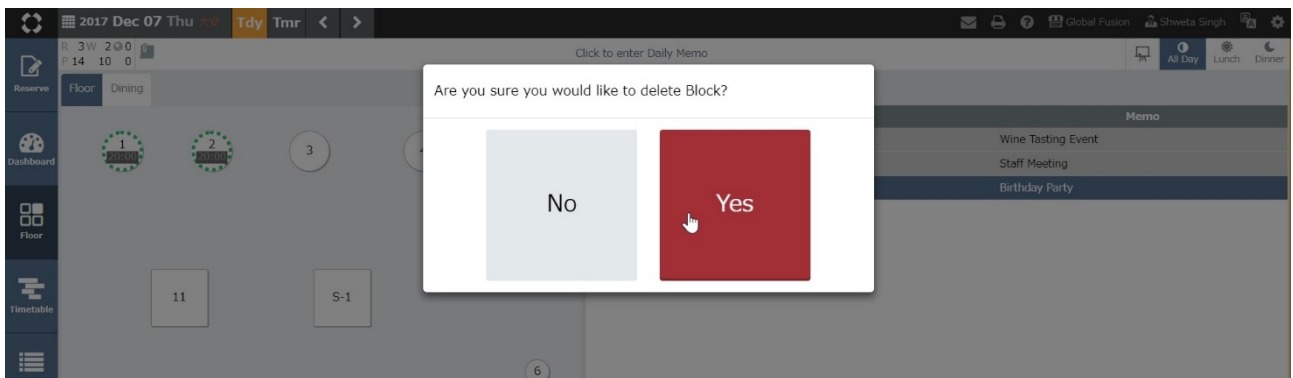
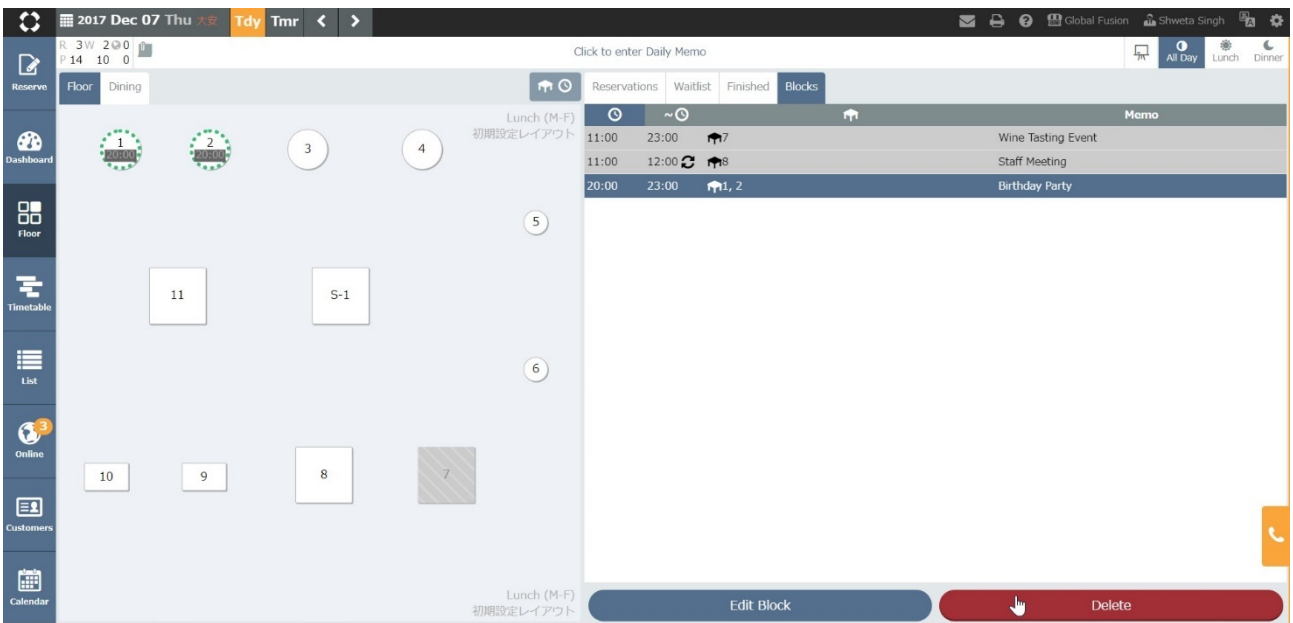
Remove Blocks

Purpose: A block that is not needed anymore can be removed from the system.

Workflow: A block can be removed by either deleting it or converting it to a reservation.

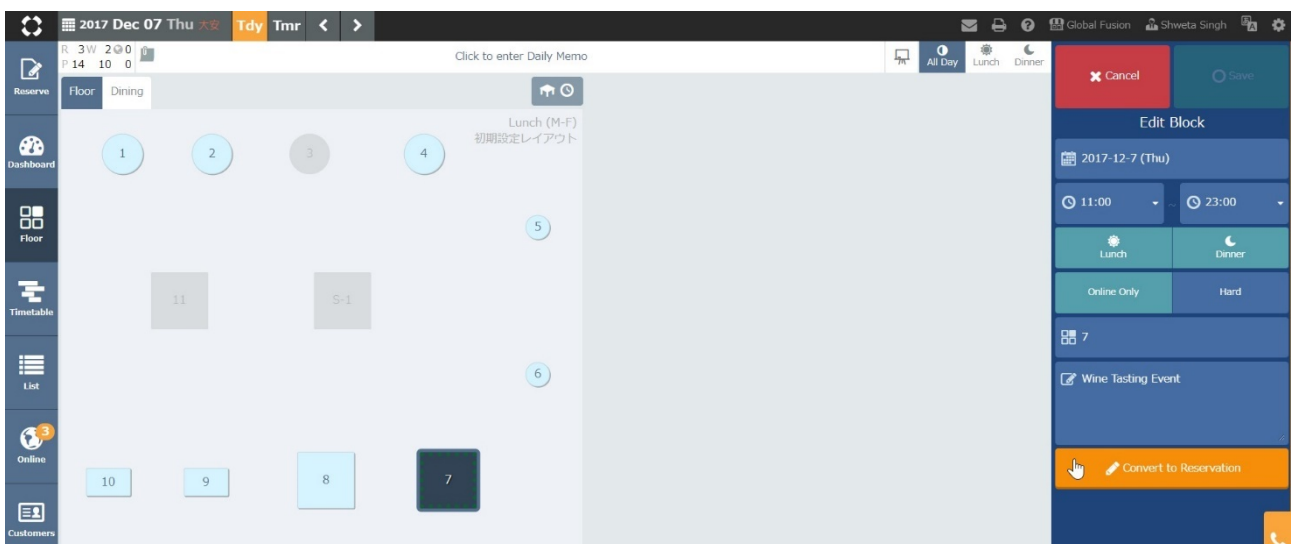
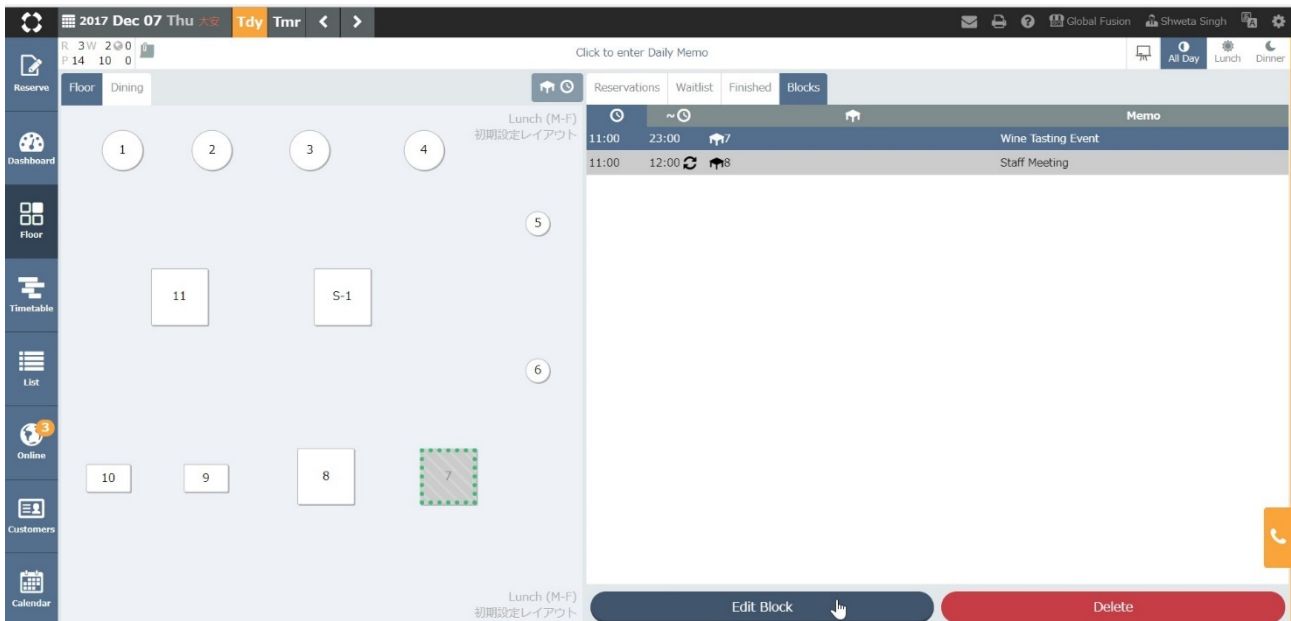
1. Delete Blocks

Select the block to be deleted -> *Delete*.



2. Convert Block to Reservation

Select the block that needs to be converted -> [Edit Block](#) -> [Convert to Reservation](#) -> Enter Reservation Details -> [Save](#).



2017 Dec 07 Thu 大空 Tdy Tmr < >

Global Fusion Shweta Singh

2017-12-7 (Thu) Click to enter Daily Memo

Reserve 11:00 2hr (Auto) 2ppl Accepted

Cancel Save

New Reservation

2017-12-7 (Thu)

11:00 2hr (Auto)

2

7

Mori Chiaki
森 千晶
090-9139-0000

2x Fish & Chips

Flags
Res. Memo
Res. Memo 2

Status
Accepted

Dashboard

11h 12h 13h 14h 15h 16h 17h 18h 19h
20h 21h 22h

00m 15m 30m 45m

1ppl 2ppl 3ppl 4ppl 5ppl 6ppl 7ppl 8ppl
9ppl 10ppl

Purpose
Phone
Direct
Points

0 0 0

Res. Memo Res. Memo 2

+ Add Customer + Add Order ¥ 2,000

Fish & Chips Group (2ppl) ¥ 1,000

Phone

Timetable

VIP SMS不可 HB MGR研修 雑談 STAYGUI 悪劇指定 アレルギ 初来店 送迎必要 ペット連 宴会・バ 席指定 プレゼン 結婚記念 Wedding アレルギ 車椅子 来店確認

List

Online

Customers

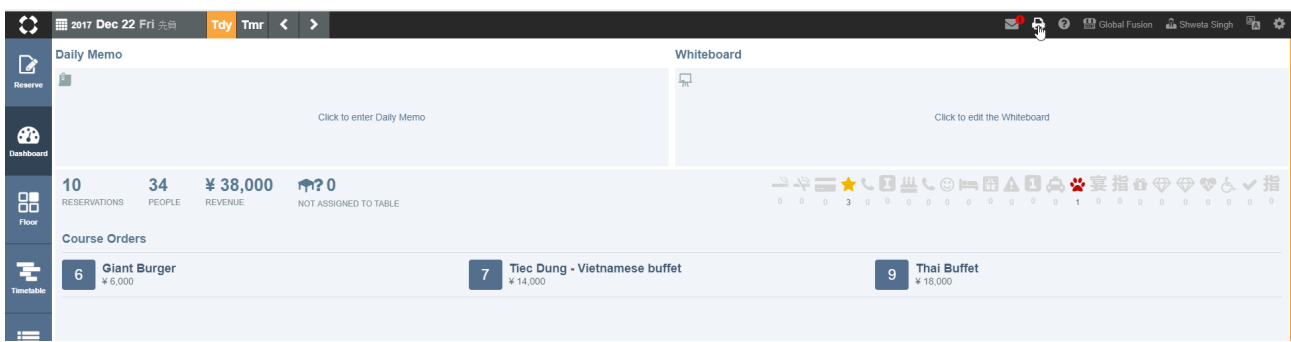
Reports

Purpose: Several types of reports can be generated in the system to translate data into meaningful information and perform various types of analysis. Reports can be daily or monthly and can be based on various parameters like number of reservations, meal periods, menu items etc. as shown in the below images.

The reports are generated in excel file format that makes the analysis of data very simple and meaningful.

Workflow:

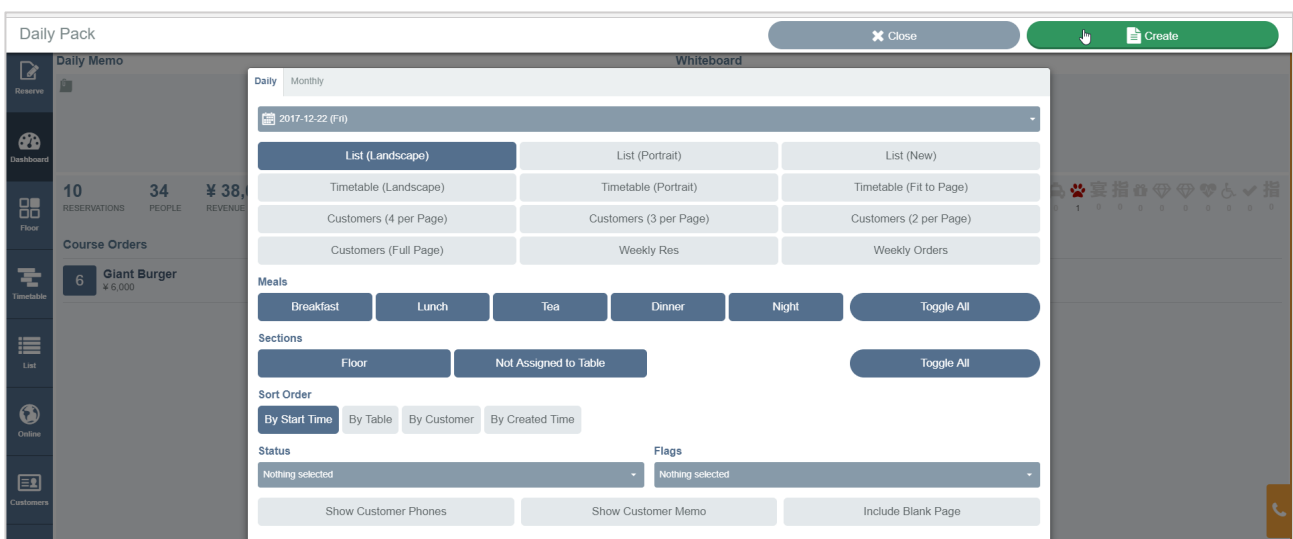
Click on the  icon to generate a report.

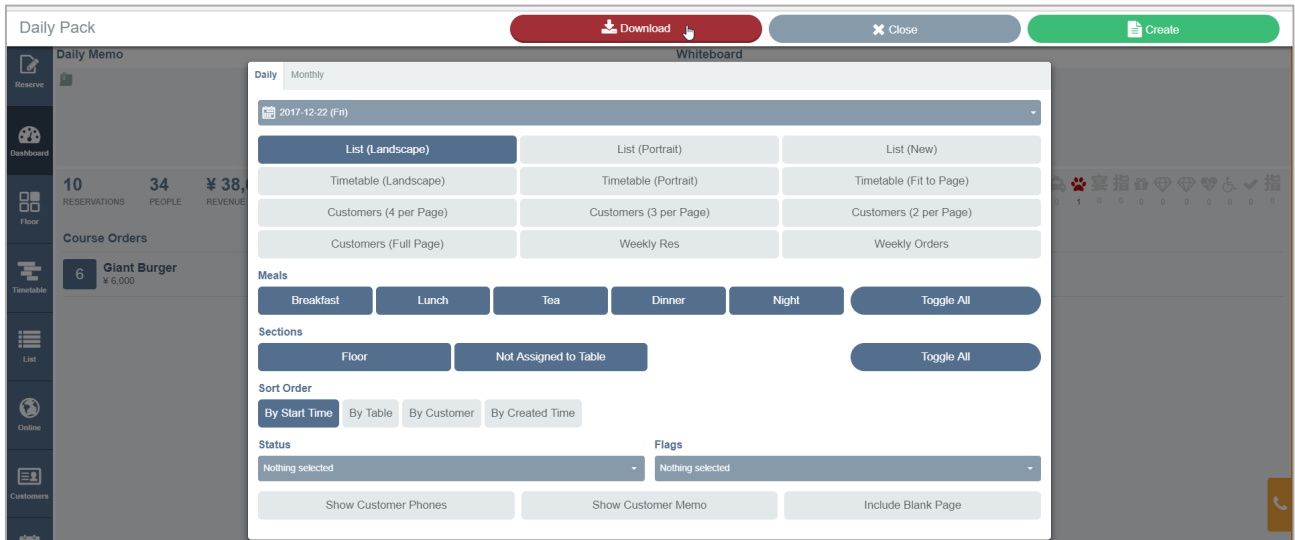


Select the duration of the report and the other desired parameters.

Daily Report

Below is an example of **Daily Report**, parameter chosen - **List**, with all **meals** and **sections** checked, **Sort Order** by Start Time. Click on **Create** and **Download** the Report as shown below.





The Report is generated as shown below.

List (Landscape)

Time	Customer	Ppl	Tables	Status	Orders	Res. Memo	Purpose	CRT/UPD
12:00	Sumii, Eiko VESPER	2	9	Accepted		★ Allergies: 生卵NG	Direct	22 Dec 16:19 Shweta, Singh 22 Dec 16:20 Shweta, Singh
12:00	Vaz, Rozy	2	1	Accepted	2 Giant Burger	Allergies: Crab, Fish Roe / Caviar Parking space needed wants more spicy	Direct	22 Dec 11:25 Shweta, Singh 22 Dec 11:25 Shweta, Singh
13:00	Moridaira, Alexander	4	S-1	Accepted	4 Giant Burger	Allergies: Milk, Peanut	Direct	21 Dec 17:50 Shweta, Singh 21 Dec 18:42 三橋 裕行
13:00	Singh, Shweta	2	4	Accepted		Allergies: Milk	Direct	21 Dec 17:53 Shweta, Singh 21 Dec 17:53 Shweta, Singh
13:00	Take, Yugo	2	3	Accepted			Direct	21 Dec 17:54 Shweta, Singh 21 Dec 17:54 Shweta, Singh
15:00	Tanaka, Fumiya VESPER	3	11	Accepted		Allergies: Cashew Nuts	Direct	21 Dec 17:55 Shweta, Singh 21 Dec 17:55 Shweta, Singh
16:00	Furuta, Takeshi 株式会社 VESPER	3	1	Accepted	3 Tiec Dung - Vietnamese buffet 1 Thai Buffet	★ Allergies: 蕎麦, Egg, Milk, Peanut Receipt required	Direct	22 Dec 11:29 Shweta, Singh 22 Dec 11:29 Shweta, Singh
19:30	Sumii, Eiko VESPER	3	1	Accepted		★ Allergies: 生卵NG	Direct	22 Dec 16:21 Shweta, Singh 22 Dec 16:22 Shweta, Singh
20:00	Francis, Peter	4	S-1	Accepted	4 Thai Buffet	Allergies: Shrimp	Direct	21 Dec 17:54 Shweta, Singh 21 Dec 17:54 Shweta, Singh
20:00	Johnny, Shields 株式会社 VESPER	4	8, 11	Accepted	4 Thai Buffet 4 Tiec Dung - Vietnamese buffet	★ Allergies: 海老, 蟹, Buckwheat, 光り物, Wheat / Gluten, Egg Receipt required	Direct	22 Dec 11:38 Shweta, Singh 22 Dec 11:38 Shweta, Singh

Below are examples of reports generating by choosing some other parameters.

Parameter chosen - Customers (3 per page)

Global Fusion, Date: 2017-12-22, Printed: 2017-12-22 (Fri) 17:38, Meals: All Meals, Sections: All Sections											
2017-12-22 12:00	Sumii, Eiko 住井, 映子	Unknown									
2	VESPER										
	9										
Points	Phone, Direct										
Sales Repts	132 Visits	9 Cancels									
Res. Memo	★										
Orders											
Customer Details											
Tags	VIP ★, Taxi Needed										
Cust. Memo	Apr 27: Birthday										
Allergies	生卵NG										
Dislikes	Cilantro (Coriander)	Likes	ピノグリ, ヴィオニエ, Sparkling Wine, Meat								
Past Visits											
2017-12-21	13:00	Global Fusion	3 ppl								
2017-12-18	11:00	Global Fusion	1 ppl								
Last Visit	7										
2017-12-22 12:00	Vaz, Rozy	Unknown									
2	1										
Points	Phone, Direct										
Sales Repts	Shweta, Singh	18 Visits	0 Cancels								
Res. Memo	Parking space needed wants more spicy										
Orders	2 Giant Burger										
Customer Details											
Tags	Non-Smoker										
Cust. Memo	Only plain water										
Allergies	Crab, Fish Roe / Caviar										
Dislikes	Blue Cheese, Sea Urchin	Likes	Ginger Tea, Kinako Soy Latte, Wasabi								
Past Visits											
2017-12-17	11:30	Global Fusion	3 ppl								
2017-12-16	17:00	Global Fusion	8 ppl								
Last Visit	Bday 1 Fish & Chips Parking Space needed										
2017-12-22 13:00	Moridaira, Alexander 森平, Alexander	Male									
4	S-1										
Points	Phone, Direct										
Sales Repts	安々木	31 Visits	1 Cancel								
Res. Memo											
Orders	4 Giant Burger										
Customer Details											
Tags	Staff Friend										
Cust. Memo											
Allergies	Milk, Peanut										
Dislikes	Likes		Champagne, Meat (All)								
Past Visits											
2017-12-21	21:00	Nobu Test Restaurant	2 ppl								
2017-12-21	15:45	VAS DOS CAR	1 ppl								
Last Visit	9										

Parameter chosen - Timetable

Global Fusion, Date: 2017-12-22, Printed: 2017-12-22 (Fri) 17:38, Meals: All Meals, Section: Floor												
	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00
	00 15 30 45	00 15 30 45	00 15 30 45	00 15 30 45	00 15 30 45	00 15 30 45	00 15 30 45	00 15 30 45	00 15 30 45	00 15 30 45	00 15 30 45	00 15 30 45
1		Vaz, Rozy, 2 ppl, 2 x Giant Burger, Parking space needed, wants more spicy				Furuta, Takeshi, 4 ppl, 3 x Tiec Dung - Vietnamese buffet, 1 x Thai Buffet, Receipt required				Sumii, Eiko, 3 ppl		
2												
3			Take, Yugo, 2 ppl									
4			Singh, Shweta, 2 ppl									
5												
6												
7	Birthday Party - Kiaan											
8										Johnny, Shields, 8 ppl, 4 x Thai Buffet, 4 x Tiec Dung - Vietnamese buffet, Receipt required		
9		Sumii, Eiko, 2 ppl										
10												
11					Tanaka, Fumiya, 3 ppl					Johnny, Shields, 8 ppl, 4 x Thai Buffet, 4 x Tiec Dung - Vietnamese buffet, Receipt required		
S-1		Moridaira, Alexander, 4 ppl, 4 x Giant Burger								Francis, Peter, 4 ppl, 4 x Thai Buffet		

Parameter chosen - Weekly Reservations

Global Fusion		All Meals		Printed 2017-12-22 (Fri) 17:38 Shweta, Singh			
2017-12-22 (Fri)		All Sections					
Dec 22 (F)	Dec 23 (Sa)	Dec 24 (Su)	Dec 25 (M)	Dec 26 (Tu)	Dec 27 (W)	Dec 28 (Th)	
12:00 2 People	12:00 2 People		14:00 4 People		18:00 6 People	18:30 2 People	
1	11		1		S-1 Bday	S-1	
Vaz, Rozy	Vaz, Rozy		Takegami, Kiyoshi 株式会社VESPER		Ooki, Shintaro	Hashida, Kanako	
2 Giant Burger	2 Fish & Chips				6 Fish & Chips		
Parking space needed					Wants spicy chips	プラン: お手軽お手づから de BBQ	
12:00 2 People	12:00 4 People						
9	S-1 Bday						
Sumii, Eiko VESPER	Moridaira, Alexander						
	4 Giant Burger						
13:00 4 People							
S-1							
Moridaira, Alexander							
4 Giant Burger							
13:00 2 People							
4							
Singh, Shweta							
13:00 2 People							
3							
Take, Yugo							
15:00 3 People							
11							
Tanaka, Fumiya VESPER							

Parameter chosen - Weekly Orders

Global Fusion		All Meals		Printed 2017-12-22 (Fri) 17:38 Shweta, Singh			
2017-12-22 (Fri)		All Sections					
Dec 22 (F)	Dec 23 (Sa)	Dec 24 (Su)	Dec 25 (M)	Dec 26 (Tu)	Dec 27 (W)	Dec 28 (Th)	
Lunch	Lunch		Lunch		Dinner	Dinner	
6 Giant Burger	2 Fish & Chips				6 Fish & Chips		
Tea	4 Giant Burger						
1 Thai Buffet							
3 Tiec Dung -							
Dinner							
8 Thai Buffet							
4 Tiec Dung -							

Monthly Report

Below is an example of how to generate a Monthly Report.
 Select the parameters -> [Create](#) -> [Download](#) the report.

Daily Pack Close Create

Daily Memo

10 RESERVATIONS 34 PEOPLE ¥38,000 REVENUE

Course Orders

6 Giant Burger ¥6,000

Whiteboard

Daily Monthly

2017-12-1 (Fri) 2017-12-31 (Sun)

Shops: Global Fusion

Sections: Global Fusion (Nothing selected)

Service Categories: Not Assigned to Table

Date Field: Start Created

Status: Nothing selected

Flags: Nothing selected

Show Dates without Reservations Split Data by Turnover

※ PC only

Dashboard

Floor

Timetable

List

Online

Daily Pack Close Create

Daily Memo

6 RESERVATIONS 23 PEOPLE ¥6,000 REVENUE

Course Orders

3 Fish & Chips ¥3,000

Whiteboard

Daily Monthly

2017-12-1 (Fri) 2017-12-31 (Sun)

Shops: Global Fusion

Sections: Global Fusion (Floor)

Service Categories: Not Assigned to Table

Date Field: Start Created

Status: Tentative, Pending, Accepted, Confirmed, Delay, No Ans

Flags: VIP, SMS不可, 大特指定, HB, 確認, MGR控場, STAYGUE

Show Dates without Reservations Split Data by Turnover

※ PC only

Dashboard

Floor

Timetable

List

Online

Daily Pack Download Close Create

Daily Memo

6 RESERVATIONS 23 PEOPLE ¥6,000 REVENUE

Course Orders

3 Fish & Chips ¥3,000

Whiteboard

Daily Monthly

2017-12-1 (Fri) 2017-12-31 (Sun)

Shops: Global Fusion

Sections: Global Fusion (Floor)

Service Categories: Not Assigned to Table

Date Field: Start Created

Status: Tentative, Pending, Accepted, Confirmed, Delay, No Ans

Flags: VIP, SMS不可, 大特指定, HB, 確認, MGR控場, STAYGUE

Show Dates without Reservations Split Data by Turnover

※ PC only

Dashboard

Floor

Timetable

List

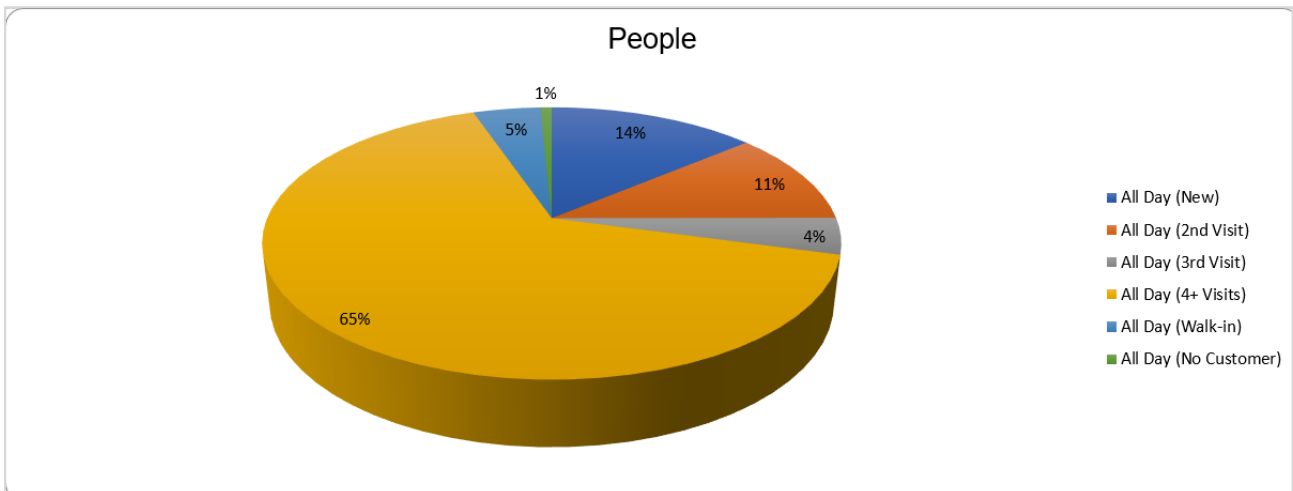
Online

The report shows useful information like reservations' details for each of the meal times, menu items ordered, repeat vs first time customers, purpose of the visit etc. in graphical as well as tabular formats (some examples shown below).

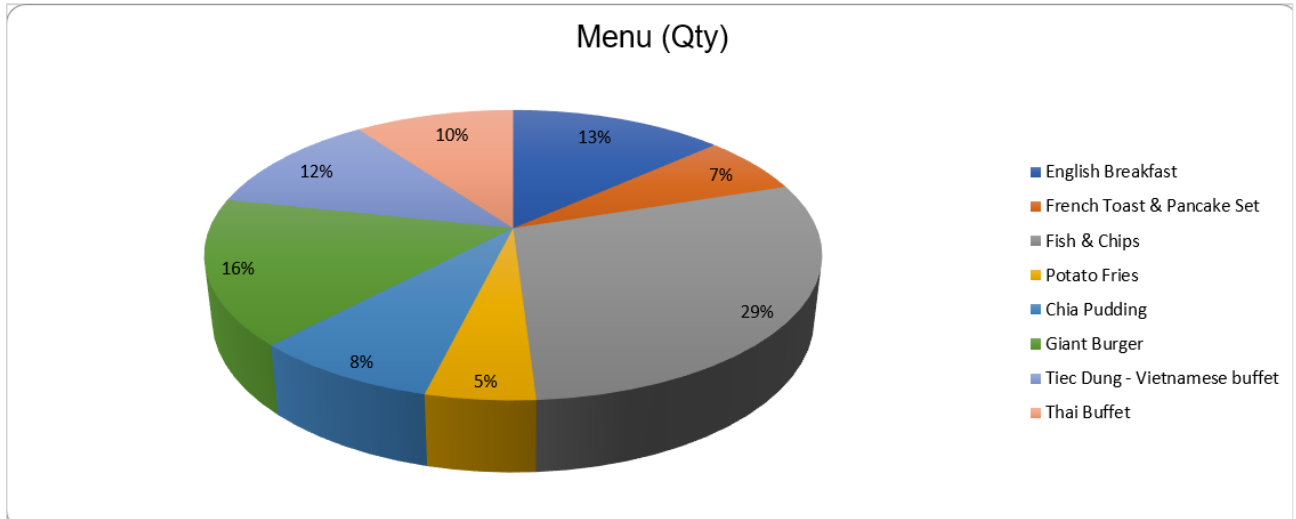
Reservations Analysis based on Meal Times

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Shop	2017	Dec	All Day (grp)	All Day (ppl)	All Day (¥)	Breakfast	Breakfast	Breakfast (¥)	Lunch (grp)	Lunch (ppl)	Lunch (¥)	Tea (grp)	Tea (ppl)	Tea (¥)	Dinner (grp)	Dinner (ppl)	Dinner (¥)
Global Fusion	2017-12-01	Fri	4	20	8000	3	15	8000	1	5	0	0	0	0	0	0	0
Global Fusion	2017-12-02	Sat	4	20	10000	1	9	9000	3	11	1000	0	0	0	0	0	0
Global Fusion	2017-12-03	Sun	5	27	23000	0	0	0	1	3	0	3	23	23000	1	1	0
Global Fusion	2017-12-04	Mon	6	29	23000	1	1	1000	1	8	0	2	14	14000	2	6	8000
Global Fusion	2017-12-05	Tue	4	16	15000	0	0	0	1	2	2000	1	9	9000	2	5	4000
Global Fusion	2017-12-06	Wed	3	5	10000	0	0	0	1	2	2000	0	0	0	2	3	8000
Global Fusion	2017-12-07	Thu	4	16	6000	1	2	2000	0	0	0	3	14	4000	0	0	0
Global Fusion	2017-12-08	Fri	4	17	18000	0	0	0	0	0	0	2	10	4000	2	7	14000
Global Fusion	2017-12-09	Sat	4	11	2000	2	6	0	2	5	2000	0	0	0	0	0	0
Global Fusion	2017-12-10	Sun	3	12	9000	2	8	7000	0	0	0	0	0	0	1	4	2000
Global Fusion	2017-12-11	Mon	3	7	0	1	4	0	1	2	0	0	0	0	1	1	0
Global Fusion	2017-12-12	Tue	4	13	14000	1	4	4000	2	5	2000	0	0	0	1	4	8000
Global Fusion	2017-12-13	Wed	3	7	2000	2	5	0	1	2	2000	0	0	0	0	0	0
Global Fusion	2017-12-14	Thu	3	9	7000	1	4	4000	2	5	3000	0	0	0	0	0	0
Global Fusion	2017-12-15	Fri	2	5	4000	1	2	2000	1	3	2000	0	0	0	0	0	0
Global Fusion	2017-12-16	Sat	4	18	18000	1	4	4000	2	6	6000	1	8	8000	0	0	0
Global Fusion	2017-12-17	Sun	4	11	4000	2	5	2000	0	0	0	0	0	0	2	6	2000
Global Fusion	2017-12-18	Mon	4	8	3000	0	0	0	4	8	3000	0	0	0	0	0	0
Global Fusion	2017-12-19	Tue	3	6	4000	0	0	0	2	4	2000	0	0	0	1	2	2000
Global Fusion	2017-12-20	Wed	3	6	10000	0	0	0	1	2	2000	0	0	0	2	4	8000
Global Fusion	2017-12-21	Thu	5	26	12000	0	0	0	3	14	4000	0	0	0	2	12	8000
Global Fusion	2017-12-22	Fri	10	34	38000	0	0	0	5	12	6000	2	7	8000	3	15	24000
Global Fusion	2017-12-23	Sat	2	6	6000	0	0	0	2	6	6000	0	0	0	0	0	0
Global Fusion	2017-12-24	Sun	6	23	6000	0	0	0	4	14	6000	1	5	0	1	4	0
Global Fusion	2017-12-25	Mon	6	28	26000	0	0	0	5	24	18000	0	0	0	1	4	8000
Global Fusion	2017-12-26	Tue	10	30	25000	3	9	10000	3	11	3000	2	3	2000	2	7	10000
Global Fusion	2017-12-27	Wed	3	10	10000	1	2	2000	0	0	1	2	2000	1	6	6000	
Global Fusion	2017-12-28	Thu	8	33	43000	3	8	8000	0	0	1	1	1000	4	24	34000	
Global Fusion	2017-12-29	Fri	10	38	29000	4	19	19000	3	10	8000	2	6	2000	1	3	0
Global Fusion	2017-12-30	Sat	4	21	24000	2	10	10000	1	3	6000	1	8	8000	0	0	0
Global Fusion	2017-12-31	Sun	2	21	18000	1	18	15000	0	0	0	1	3	3000	0	0	0

Repeat & 1st Time Customers



Menu Items Ordered



5. Special Features

1. Table Color Codes

The Floor Layout has tables that get color coded based on the number of reservations. Also, an ongoing reservation is shown in a different color. The color coding is done as follows:

Table with one reservation - Yellow

Table with multiple reservations - Pink

Table with an ongoing reservation - Blue

The screenshot displays a software interface for a restaurant floor layout. At the top, a navigation bar shows the date '2017 Dec 31 Sun 赤口' and navigation buttons for 'Tdy' (Today) and 'Tmr' (Tomorrow), along with left and right arrows. Below this, a sidebar on the left contains icons for 'Reserve', 'Dashboard', 'Floor', 'Timetable', 'List', 'Online', and 'Customers'. The main area shows a grid of tables. Tables 1, 3, and 4 are yellow circles, indicating one reservation. Table 2 is a pink circle, indicating multiple reservations. Table 11 is a pink square, indicating multiple reservations. Table S-1 is a blue square, indicating an ongoing reservation. Table 10 is a yellow square, indicating one reservation. Table 9 is a white square, indicating no reservations. Tables 8 and 7 are grey squares with diagonal lines, indicating no reservations. On the right side, there are buttons for 'Breakfast' and '初期設定レイアウト' (Initial Setup Layout), and a 'Click to e' button at the top right.

2. Merge Customer Records

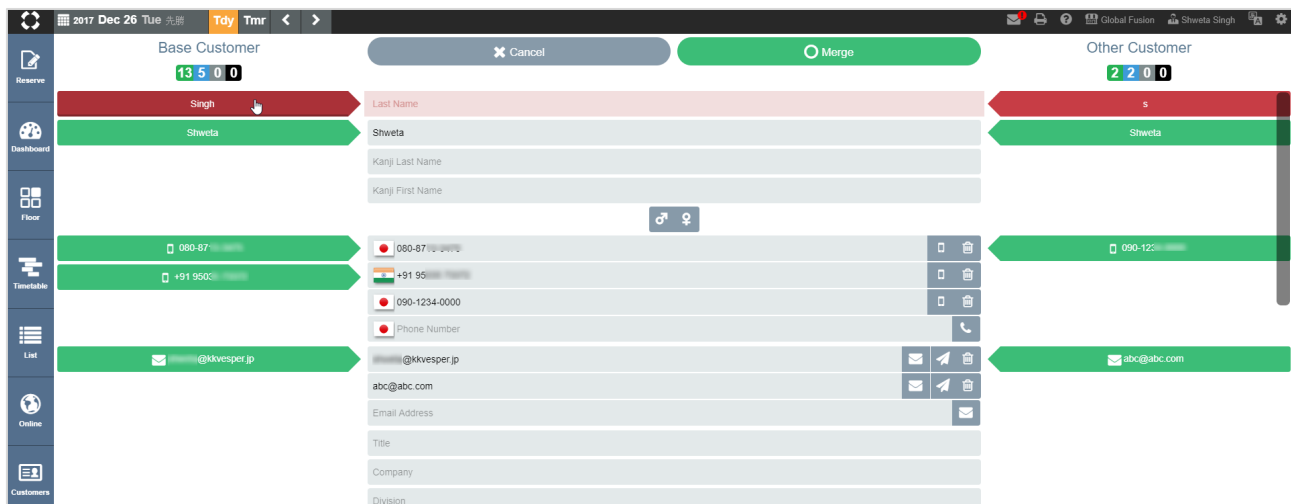
In case of duplicate customer records, it is possible to merge the details of 2 customer records into one by using the Customer Merge functionality.

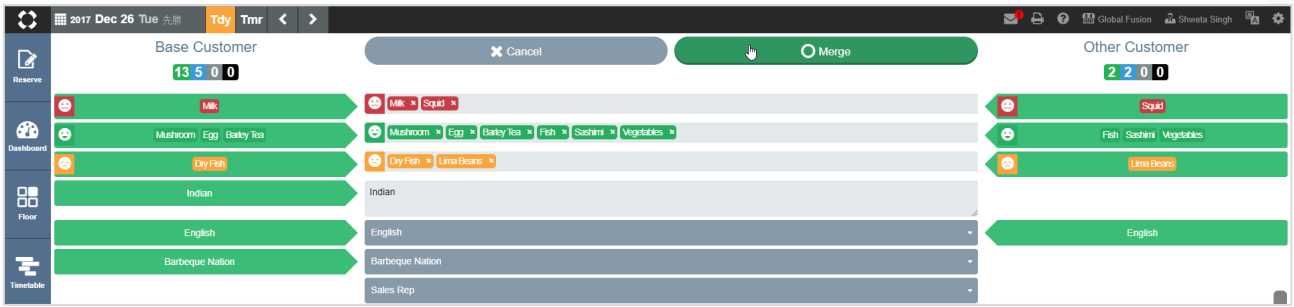
Workflow:

Search the duplicate customer records. Select the two (or more) records -> [Merge](#).



The details will be shown on both the sides, select the one that needs to be retained (in case of name) and the other details are merged automatically as shown in the image below.





Click on [Merge](#).

There is only one customer record now as shown in the below figure.



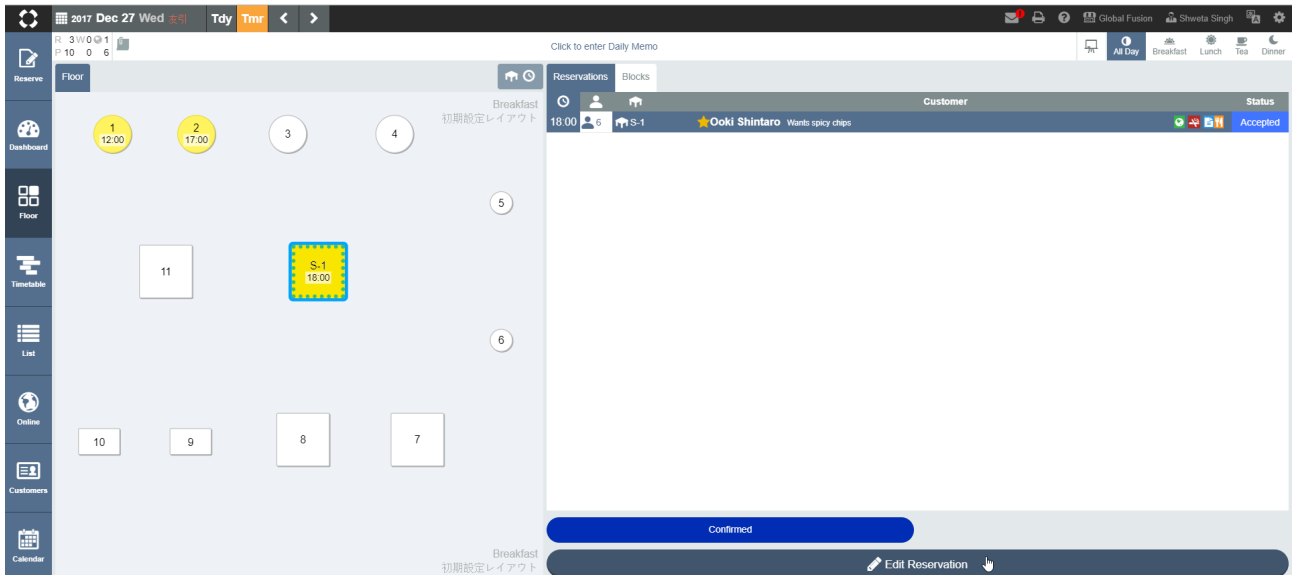
3. [Copy Reservation](#)

The **Manager** system has a Copy Reservation functionality using which a reservation details can be duplicated to another time and/or day.

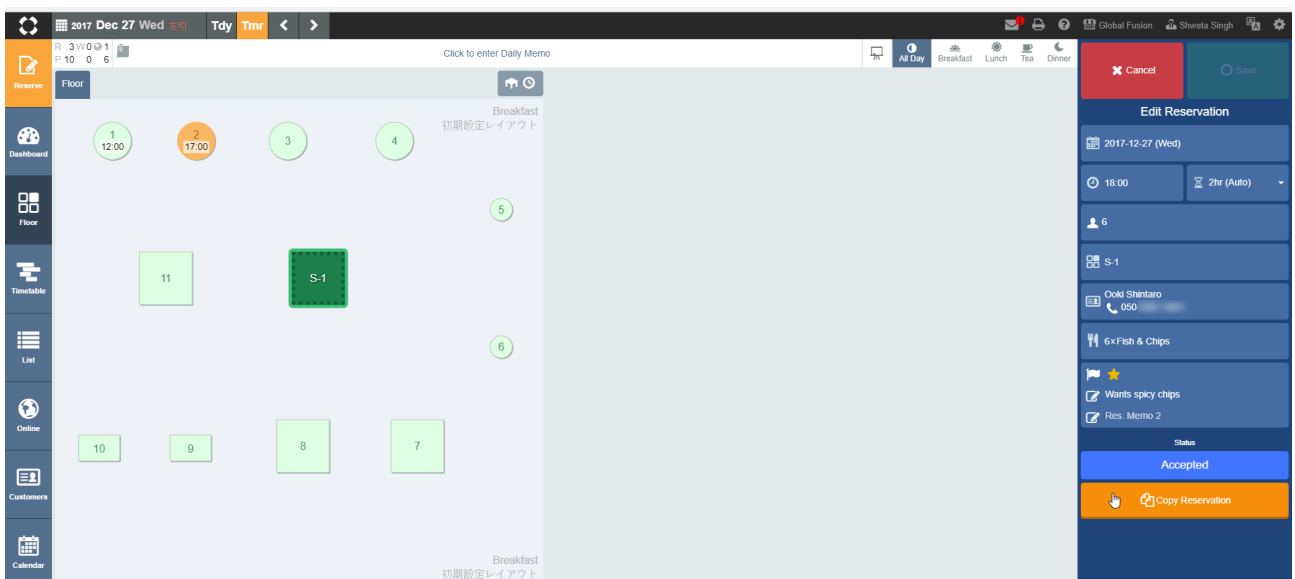
[Workflow:](#)

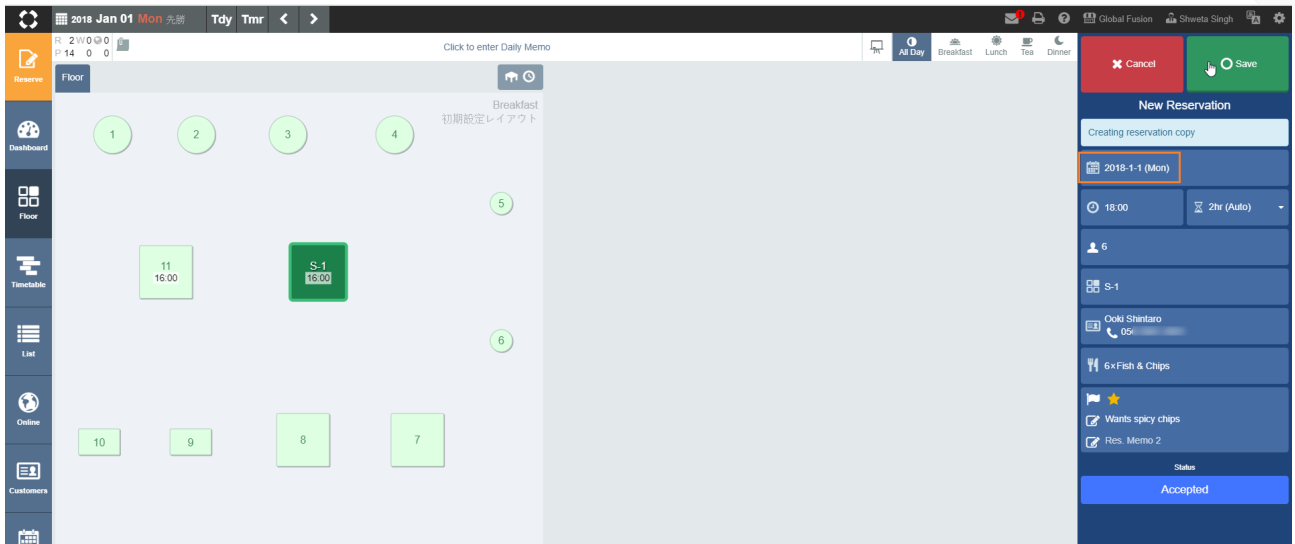
1. From [Floor](#)

Select the table whose reservation must be copied -> [Edit Reservation](#).

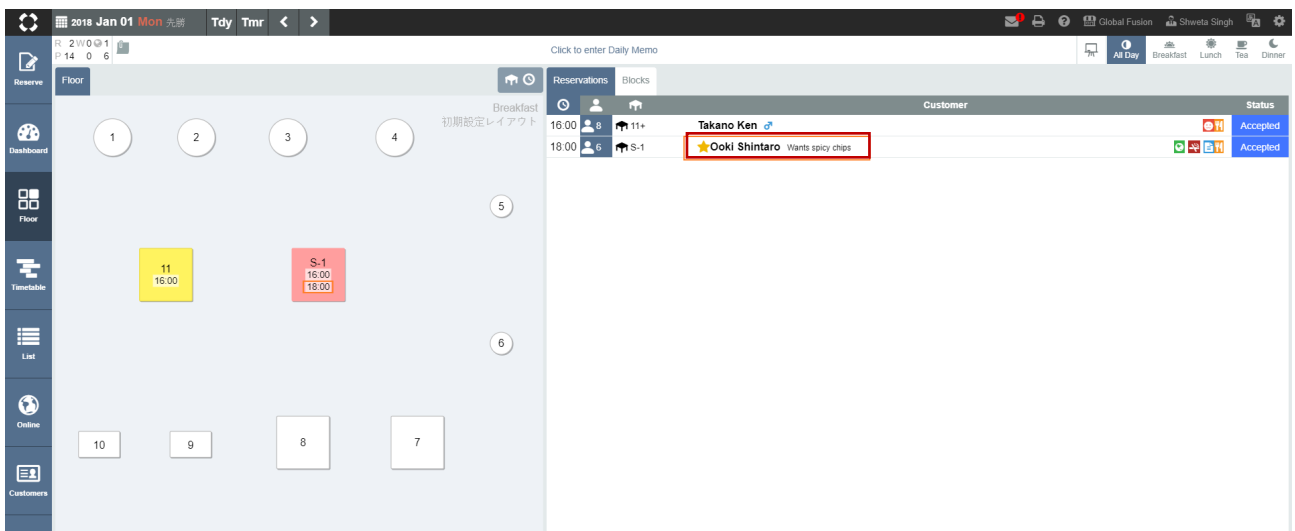


Copy Reservation -> Select the day on which reservation must be copied (Other details can also be changed) -> **Save** the copied reservation.





The copied reservation is now visible as below on the new day.



2. From *Timetable*

Select the reservation to be copied -> *Edit Reservation* -> *Copy Reservation*.

Reservation Details

Close Edit Customer Edit Reservation

Customer Images Audit Trail

Vaz Rozy 33 24 1 0

01 [Redacted]
[Redacted]@gmail.com

SALES REP: Shweta Singh
PARENT SHOP: KOGA

Only plain water

Global Fusion Cust. Memo

KOGA Tea before food

Non-Smoker

Crab Fish Rice / Cover

Ginger Tea Kinako Soy Laffle Wasabi

Bite Cheese Sea Urchin

Age Range: [Redacted] Handedness: Unknown Water Type: Unknown

Upcoming Events: No upcoming events

Upcoming Reservations: Customer does not have any upcoming reservations Show only this Shop

Past Visits

2018-01-02 20:30	Global Fusion	Accepted	6	10
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Reservation Images Audit Trail

2018-1-2 (Tue) No Answer

13:00 2hr (Auto)

SMS [Redacted] Email [Green Mail Icon]

Phone [Green Phone Icon]

People: 2 Purpose: [Redacted]

Tables: 1 Source: Phone

Smoking Pref: [Redacted] Media: Direct

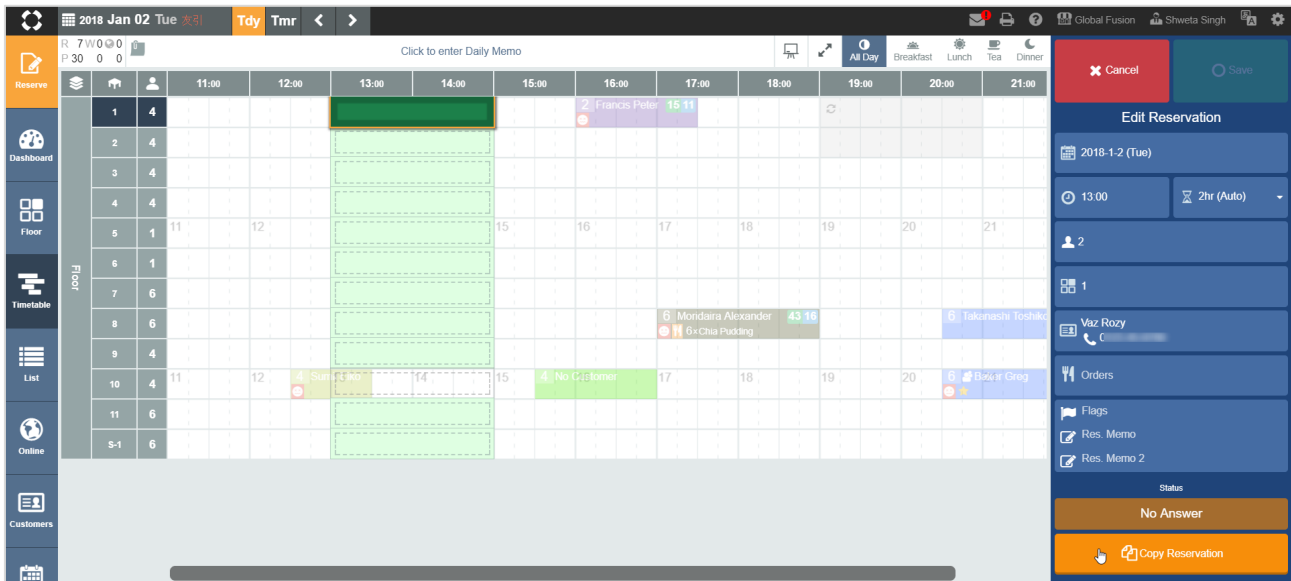
Seat Pref: [Redacted] Points: [Redacted]

Service Category: [Redacted] Reservation ID: T4EFW2

Created At: 2018-01-02 16:12 Updated At: 2018-01-02 22:53

Res. Memo

Res. Memo 2



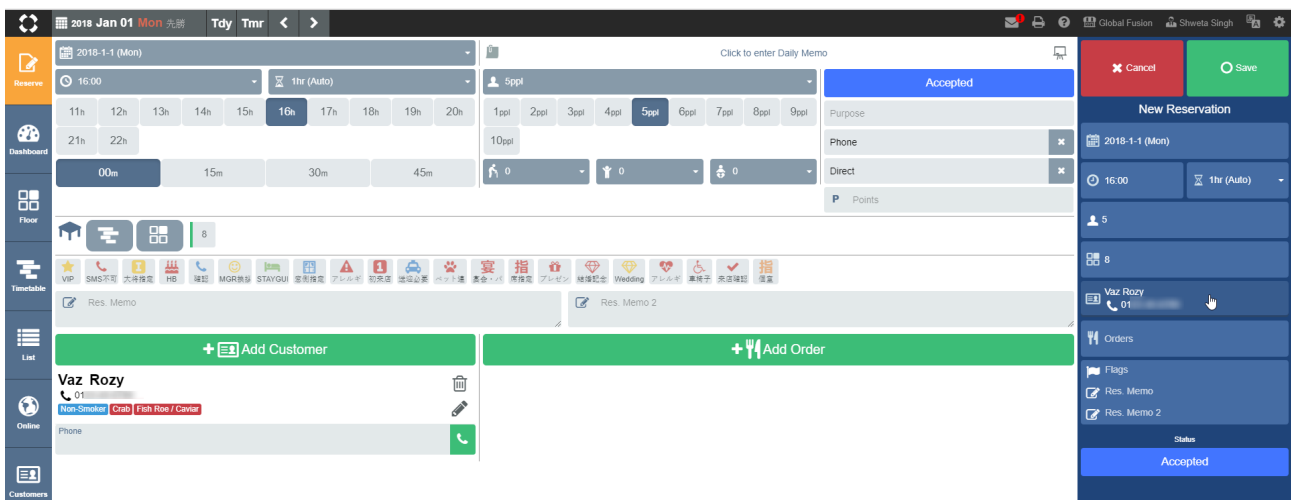
Select the new date (and other details as desired) -> [Save](#).

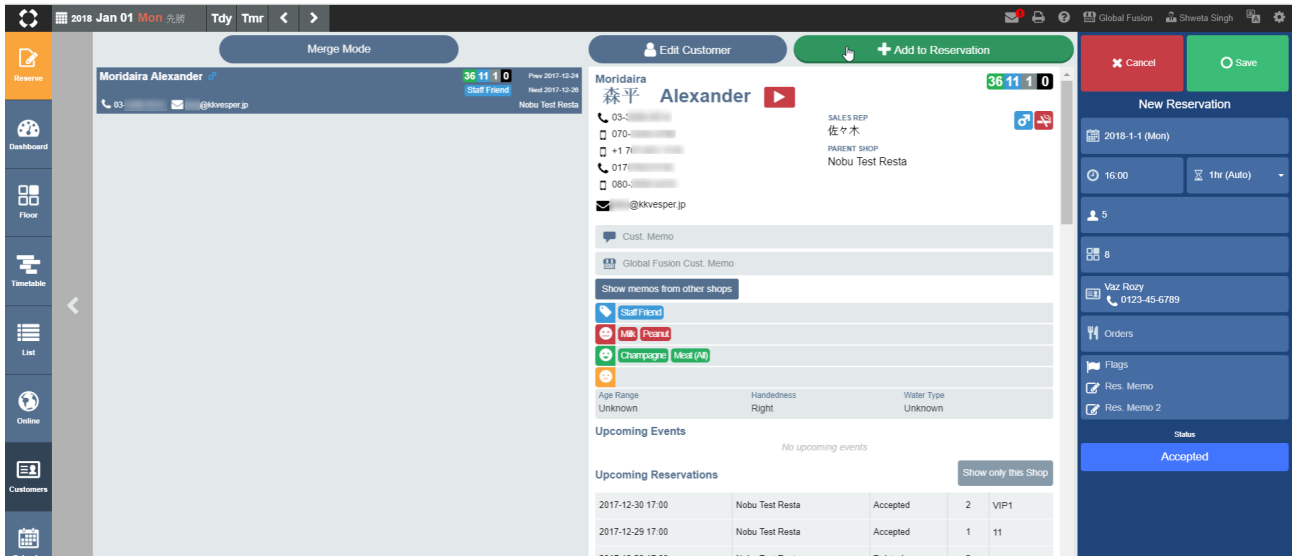
3. [Add Multiple Customers to Reservation](#)


Multiple customers can be added to a reservation. This is especially useful in case of a group of 2 or more premium customers, where the shop can track customer preferences of all the customers.

[Workflow:](#)

Create the reservation as shown earlier, add 2 (or multiple) customers one after another as shown in the below images.





Multiple customers are shown on the reservation with  icon.

