Making Dining Reservations


After selecting the table(s) you would then click on the Look Up, to select Guest or Create New Guest Profile. After selecting the Guest, any dining preferences would be keyed in.
The Guest name will be viewed in a color indicating that they are a pending reservation or a Guest in house.
By clicking on the header of the time, such as 7pm, at the bottom of the reservation screen, statistics about dining room reservations will appear.

When setting up tables in Execu/Touch, there will be a field that will define if a table can be combined with another for expanded seating capability.
When making a reservation and when combing tables, the system will alert the user that too many guests exists, and find a table to combine that can be moved.


After the guest has arrived, they will be placed in a "holding room" these will be tables on the point of sale table selection screen. While waiting at this table, a counter will start that will display on the table icon indicating how long the guest has been waiting. If needed, while the guest is waiting, the user can select a "Fire Canapé" button. Which will not appear on their check, nor is an inventory item.
The waiter will then take order from guest, and give to back waiter, who will key in courses, the first being "Soup Course" which is not an item ordered by the guest, but is an item fired that is immediately delivered to the guest. An * will appear on the table indicating that items have been ordered but not walked. The counter will start over at this point keeping track of how much time has lapsed since the order was keyed into the system. If the counter exceeds the predefined time, the table button will alert the user.

The entire order for the evening will be keyed in at one time. Position one, items, course, then fire. Position two, item, course, then fire. There will also be an anytime button that will indicate that the guest is ready right away.

As the courses are walked, and the expeditor indicates so, the table will change colors. Until it appears red in color which indicates the check is closed but dirty. At the point the check is closed, a Coat Check button will be touched, which will print at the front desk, including the final mood rating. After the bus staff cleans the table, the table will change colors indicating it is ready.

Guest Profile

Messages
When entering a Message for a guest, the user will click on the open area within message, which will bring up a box to key in the message. When the user accesses this Guest Profile, a box will pop up alerting the user that there are messages that have not been delivered. Once a message has been delivered, the user will click on the "message delivered" button, which will grey out the message. If additional information comes in to add to the message, the user will click on the message, and add the information, then click on the Update Time button.

Traces
To key in a Trace, the user will click on the open area within traces, and add the trace. An example of a trace would be an activity that took place while the guest was on property. For the guests' anniversary this year The Inn gave a gift from the gift shop.

Dining Preferences
This will be where SDRs will be stored for the particular guest on the profile. There are 8 lines with 40 characters per line. If one of these lines do not need to be printed to the chit, the system can read the line and if an * exists, the line will not print.

Room Reservations
After selecting a Guest Profile and updating any dietary requests, the reservationist will have an opportunity to click on Make Room Reservation, or Make Dining Room Reservation. Te system will prompt the user to make a dining reservation by asking " Do you wish to make Dining Room Reservations Now" When checking availability, the user will be able to see table availability as well as room type availability.

Look up of Rooms
When setting up rooms, the room description needs to be expanded to allow for more information about the rooms to enable the reservationist to sell the guest on the room. Create a search to narrow the availability, such as display Garden View Rooms only.

Guest History
Within the Guest Profile, the Guest History will be accessible. In the Make Room Reservation screen, the last room that the guest stayed in, with the rate and date stayed will appear. The Mood Rating needs to be displayed on this screen as well. Within Guest History the entire history will be available.

Mood Rating

When the guest arrives, a mood rating is established. This mood rating is defined when the guest is checked in, or seated at a table. Which is keyed directly into the Guest Profile. This mood rating is not accumulative; it is a current or live number, 1 – 10. The mood needs to be asked between each course that is entered. If the mood reaches a certain number, such as 6 or lower, a chit needs to print to the kitchen to alert the management.