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*Paul Pace,*  
Director of Food & Beverage



## TREASURE ISLAND HOTEL & CASINO

Las Vegas, Nevada

### OVERVIEW

Treasure Island Hotel & Casino, a AAA Four Diamond resort on the Las Vegas Strip, offers its guests luxurious accommodations, amazing entertainment and an array of dining options. When the facility changed ownership in 2008, the company's legacy dining reservation software system was phased out and ReServe Anywhere®, ReServe Interactive's web-based Dining Reservation & Table Management software was implemented to centrally manage individual and large group restaurant reservations, as well as dining room activity for three of the hotel's fine dining restaurants. Treasure Island also deployed ReServeIT, ReServe Interactive's online dining reservation system, allowing customers to easily check availability and make reservations online to any one of their restaurants.

ReServe Anywhere allows Treasure Island to centralize the dining reservation process making data accessible to the individual restaurants, the hotel's call center and the food and beverage sales staff; take reservations through the company's website; and communicate more effectively within and across each location.

“We evaluated several software options and only ReServe met all of our needs in one system,” explains Paul Pace, Director of Food & Beverage. “We can manage our dining rooms, take individual and call center reservations, and accept reservations through our website using a single system that's easy for everyone to use.”





### CHALLENGE

Prior to implementing ReServe's Dining Reservation & Table Management software, Treasure Island was using a legacy software solution to manage dining reservations at the hotel's fine dining outlets. When the property was sold, management needed an alternative that would meet all of their needs in one system, including taking reservations from a call center, the individual restaurants and the hotel's website. They also needed to manage activity at each location's dining room. Because of the transition process, they required software that could be implemented quickly and easily, allowing employees to become proficient in a short amount of time.

"We needed software that could meet all of our needs at once," explains Pace. "We have a lot of staff trying to achieve different things – a call center handling reservations, hostesses taking walk-ins and a food and beverage office booking large parties. We needed software to accomplish all of those things and still be easy to use."

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*Monica Dorsey, VP Food & Beverage*

### SOLUTION

To replace the company's legacy software, Treasure Island Hotel & Casino implemented ReServe Anywhere®, ReServe Interactive's web-based Dining Reservation & Table Management software at three of its fine dining restaurants. They also selected ReServeIT, ReServe's online dining reservation system, for guests who wanted to book reservations through the hotel's website.

At the time of implementation, a team from ReServe conducted a three day on-site training, including classroom sessions and advanced training for call center, restaurant and food and beverage staff. When the software went live, ReServe shadowed employees, answered questions and ensured that everything went smoothly.

"From customizing the software through installation and training, the ReServe team was on property supporting the process from start to finish. This was one of the most efficient business implementations I have experienced," explains Monica Dorsey, Vice President of Food & Beverage.

With ReServe Anywhere, the hotel's call center books individual and group dining reservations across all three locations. Walk-in reservations are taken at each restaurant and reservations are also booked through the hotel's website via ReServeIT. All reservations are submitted to a centralized database and cross referenced with real-time reservation information eliminating double bookings, and streamlining and simplifying the reservation process across all three locations. The software also allows staff to send reservation confirmations, move or cancel reservations, and easily and quickly access reservation and guest data.

"I came on board after implementation," says Pace. "And because the system is so user friendly and easy to use, I logged in and taught myself how to use it. I was able to take single and group reservations, make changes to floor plans and update menus within a couple of days."

Other Hotel/Resort/Casino Customers Include:  
Atlantis Casino / Gaylord Entertainment / Hilton Waikoloa Village / Hyatt Regency Grand Cypress /  
Lansdowne Resort / The Homestead Resort / Westin Rio Mar Resorts