

# Dining Reservations & Table Management

“With the ReServe system, I was able to increase sales and maximize the window of opportunity for seating guests, resulting in a 20 percent increase in table turns. The ReServe system has improved everything from sales to guest relationships.”

*Michael Frampton,*  
Franchise Owner of The Melting Pot,  
Sacramento California

Intuitive, Intelligent software solutions that help you work *smarter, faster, and better*



**ReServe Interactive.** *You've never worked like this before.*

ReServe Interactive's Dining Reservations software optimizes your use of table inventory and tracks customer seating and dining preferences, so that you can optimize covers and provide a superior guest experience. Our Smart Reservation Technology™ and our system's intuitive ease of use combine to make it effortless for you to increase revenue, improve service, build repeat business, and help new staff take reservations the right way, right away. Our Table Management software's graphical floor plan interface gives you and your staff the visual information you need to manage floor activity and wait stations, accommodate special seating requests, calculate wait times, and maximize turns. Our system also interfaces with the industry's leading POS systems to automatically update table status, as well as with pager systems to instantly notify guests when their table is ready. Real-time and historical reporting on overall covers, server performance and guest preferences gives you the information you need to monitor and increase performance.

## BENEFITS

### **Maximize Covers, Maximize Profits**

ReServe Interactive's advanced solutions automatically optimize table turns, so that you can maximize revenues from dining operations. Our intelligent technology calculates real-time guest status and preference data and provides an intuitive visual interface so you and your staff can manage your dining room more dynamically, more efficiently, and more profitably.

### **Making Exceptional Service Effortless**

Give your customers a standout hospitality experience with the help of ReServe. Our systems provide you and your staff instant access to customer preferences, repeat guest information, and special request history – all on software that's easy to use, easy to learn, and easy for you to implement.

### **Our Experience, At Your Fingertips**

We are seasoned partners who have been helping organizations optimize their hospitality operations for more than 10 years. We are responsive to your needs, committed to your satisfaction, and passionate about helping you get the most out of our solutions.

### **Your Choice, Web-based or Desktop**

ReServe Interactive's software tools are available in two options: as a robust web-based solution with enterprise-class security through a subscription-based model, or as a locally-hosted desktop system with a one-time license fee.

### Key Features

#### **Smart Reservation Technology™:**

Maximize covers and optimize service with ReServe's dynamic reservation sheet. Our Dining Reservation solution automatically calculates availability based on room-specific criteria including table inventory, turn rates, and maximum capacities, offering tremendous flexibility and control advantages over a static "slot" system.

#### **Automatic Reservation Book:**

Enter, edit, find, copy, and move dining reservations efficiently. Collect important information about customers and their preferences, and record special instructions for personalized service.

#### **Multiple Restaurant Support:**

Manage separate dining reservation sheets for an unlimited number of restaurants.

#### **Customer Information:**

Capture important data such as guest contact information, preferences, special dates, number of visits, no-shows, and cancellations.

#### **Private Room Reservations:**

Easily book large party reservations in private rooms or blocks of tables.

#### **Table Management:**

Manage table status, floor activity, table turns, special seating requests, and pre-assign guests or wait staff to specific tables with an at-a-glance graphical view of your floor plan.

#### **Wait List:**

Provide accurate wait times for walk-in and advanced reservation guests with automated wait time calculations.

#### **Server Ledger:**

Automatically track guest and table allocation by server, and monitor server performance.

#### **Wait Stations:**

Manage covers and assign staff with pre-defined wait station templates.

#### **Integrated E-mail:**

Easily send e-mail confirmations and other personalized correspondence to guests, and effectively manage mass e-mail marketing campaigns.

#### **Reports:**

Create professional reservation sheets, confirmation letters, cover count analyses, revenue summaries, detailed guest visit and spending histories, and more.

#### **Security Control:**

Limit access to features on a per-user and per-restaurant basis.

## ADDITIONAL MODULES & INTERFACES

**ReServeIT Online Reservations:** Enhance the guest experience and reduce staffing requirements with real-time reservations from your website.

**Club Memberships:** Recognize and differentiate club member guests, track memberships and renewals.

**POS Interface:** Optimize floor plan efficiency through automatic table status updates based on order information from the POS. Transfer check details to ReServe for a complete guest financial history.

**TableScout® Interface:** Enable restaurant employees to quickly and easily update table status using the hand-held Table Scout device in situations where automatic updates from a POS system are not available.

**Pager Interface:** Automatically page guests directly from ReServe to encourage faster seating of guests with fewer "walk outs." ReServe can also automatically page and notify servers when guests are seated at their tables.

## TECHNICAL SPECIFICATIONS

### **ReServe Anywhere®**

#### Hosted Solution System Requirements

High-speed, broadband Internet connection

Port 491 – open outbound – TCP protocol

Windows 2000 or higher operating system

512 MB RAM

250 MB hard drive space

Microsoft Word, Excel 2000 or later and Adobe Acrobat Reader 8 or later

Access Rights

Administrative access to install encrypted, thin-client plug-in to C:\ drive

Full rights to C:\ReServeAttachments or C:\Data\ReServeAttachments folder which is created during installation

Full rights to C:\Documents and Settings\ [User's Profile Folder] \Local Settings\ Application Data\print.ini file which is created during installation

### **ReServe Desktop**

#### Local Client/Server Solution System Requirements

Microsoft Windows 2000, XP or 2003 (Professional or Server editions); **Windows Vista compatibility pending**

Pentium 1000 MHz processor or faster for server, Pentium 500 MHz processor or faster for clients

512 MB RAM min.; 1024 MB RAM min. for 4 or more users

2GB hard drive min. for server, 250 MB hard drive space for clients

External backup system for database on server

15"-17" VGA or SVGA monitor min, 1024x768 resolution with 16-bit color

Ethernet 100 MB configuration, TCP/IP Protocol

Microsoft Internet Explorer 6.0 or later, Microsoft Word and Excel, Adobe Acrobat Reader 8 or later

POP3 email account and high-speed broadband connection