



Welcome to the dashboard of **DISH Reservation**. In this tutorial, we show you how to add walk-in guests to your reservations.

The screenshot shows the DISH Reservation dashboard. The top navigation bar includes the logo, the text 'DISH RESERVATION', a user profile 'Test Bistro Training', a language selector (UK flag), and a refresh icon. The left sidebar contains a menu with 'Reservations' highlighted in orange, along with 'Table plan', 'Menu', 'Guests', 'Feedback', 'Reports', 'Settings', and 'Integrations'. A teal banner at the top of the main content area reads: 'Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!' with 'WALK-IN' and 'ADD RESERVATION' buttons. Below this is a date range selector for 'Wed, 27 Sep - Wed, 27 Sep'. A message states: 'There is 1 active limit configured for the selected time period' with a 'Show more' dropdown. Filter tabs include 'All', 'Completed', 'Upcoming' (selected), and 'Cancelled'. Summary statistics show 1 calendar icon, 2 people icon, and 1/49 table icon. A reservation card for 'Wed, 27/09/2023' at '05:45 PM' for 'Doe, John' with '2 guest(s)' and '1 (BAR)' is shown, with a 'Confirmed' status dropdown and a 'Print' button. The footer contains a 'Pause online reservations' button, a copyright notice 'Designed by Hospitality Digital GmbH. All rights reserved.', and a help icon. Links for 'FAQ', 'Terms of use', 'Imprint', 'Data privacy', and 'Privacy Settings' are also present.



To add a walk-in click on **WALK-IN**.

The screenshot displays the DISH Reservation management interface. At the top, the header includes the 'DISH RESERVATION' logo, a notification bell, the user name 'Test Bistro Training', a language selector (UK flag), and a refresh icon. A teal banner at the top right contains the text 'Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!' and two buttons: 'WALK-IN' (highlighted with an orange box) and 'ADD RESERVATION'. Below the banner is a date range selector showing 'Wed, 27 Sep - Wed, 27 Sep'. A message states 'There is 1 active limit configured for the selected time period' with a 'Show more' dropdown. Filter options include 'All', 'Completed', 'Upcoming' (selected), and 'Cancelled'. Summary statistics show 1 calendar icon, 2 people icon, and 1/49 table icon. A reservation entry for 'Wed, 27/09/2023' at '05:45 PM' for 'Doe, John' with '2 guest(s)' and '1 (BAR)' is shown with a 'Confirmed' status dropdown. A 'Print' button is located below the entry. At the bottom, there is a 'Too many guests in house? Pause online reservations' warning with a pause icon, a footer with 'Designed by Hospitality Digital GmbH. All rights reserved.', and a help icon (question mark) next to links for 'FAQ', 'Terms of use', 'Imprint', 'Data privacy', and 'Privacy Settings'.

A new window will open where you can enter the essential **walkin information**.

The screenshot shows the DISH Reservation system interface. The top navigation bar includes the DISH logo, the text 'DISH RESERVATION', and user information 'Test Bistro Training' with a dropdown arrow and a language selector (UK flag). A sidebar on the left contains menu items: Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. The main content area has a dark header with the text 'Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!' and a 'Back' button. The 'Walkin information' form is highlighted with an orange border and contains the following fields: '# Guests \*' (text input), 'Date' (calendar picker showing 'Wed, 27/09/2023'), 'Time' (dropdown menu showing 'Now'), 'Duration' (dropdown menu showing 'Please select capacity and time first'), 'Table(s)' (dropdown menu showing 'Please select'), and 'Source' (dropdown menu showing 'Walkin'). To the right of the form are two text areas: 'Reservation notes' (with subtext 'Internal note. Will be shown for this reservation only.' and example 'e.g. window seat, occasion...') and 'Internal guest information' (with subtext 'Note will be shown on all reservations made by this guest.' and example 'e.g. 10% discount, VIP...'). Below these are sections for 'Allergies' (checkboxes for Gluten, Sesame, Nuts, Crustacean, Eggs, Fish, Mustard, Lactose, Celery, Peanuts, Shellfish, Soy, Lupins, Sulphite) and 'Diet' (checkboxes for Gluten-free, Halal, Kosher, Lactose-free, Vegan, Vegetarian). A 'SAVE' button is located at the bottom right. A notification at the bottom left says 'Too many guests in house? Pause online reservations' with a pause icon.



If there are notes for the reservation, you can leave them under Reservation notes. Use the corresponding **text field** to enter the information.

The screenshot displays the DISH Reservation management interface. On the left is a dark sidebar with navigation options: Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. At the bottom of the sidebar, there is a notification: "Too many guests in house? Pause online reservations" with a pause icon.

The main content area has a dark header with "DISH RESERVATION" on the left, a notification bell, "Test Bistro Training" with a dropdown arrow, a UK flag with a dropdown arrow, and a share icon. Below the header is a light gray box with the text: "Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!" and a "Back" button.

The "Walkin information" section contains the following fields:

- # Guests: 3
- Date: Wed, 27/09/2023
- Time: Now
- Duration: 2.5 hours
- Table(s): 1-2
- Source: Walkin

The "Reservation notes" section is highlighted with an orange border and contains:

- Reservation notes**
- Internal note. Will be shown for this reservation only.
- Text input field with placeholder: "e.g. window seat, occasion..."

The "Internal guest information" section contains:

- Internal guest information**
- Note will be shown on all reservations made by this guest.
- Text input field with placeholder: "e.g. 10% discount, VIP..."
- Allergies**
- Gluten  Sesame  Nuts  Crustacean  Eggs  Fish
- Mustard  Lactose  Celery  Peanuts  Shellfish  Soy
- Lupins  Sulphite
- Diet**
- Gluten-free  Halal  Kosher  Lactose-free  Vegan
- Vegetarian

A "SAVE" button is located at the bottom right of the form.



Are there additional information regarding the guest, leave them under Internal guest information in the corresponding **text field**.

**DISH RESERVATION** Test Bistro Training 🇬🇧 🏠

Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book! Back

**Walkin information**

# Guests \*

Date

Time

Duration

Table(s)

Source

**Reservation notes**

Internal note. Will be shown for this reservation only.

**Internal guest information**

Note will be shown on all reservations made by this guest.

**Allergies**

Gluten  Sesame  Nuts  Crustacean  Eggs  Fish  
 Mustard  Lactose  Celery  Peanuts  Shellfish  Soy  
 Lupins  Sulphite

**Diet**

Gluten-free  Halal  Kosher  Lactose-free  Vegan  
 Vegetarian

SAVE

Too many guests in house? ⏸  
Pause online reservations

Once you entered all the information, click on **SAVE** to add the walk-in.

The screenshot displays the DISH Reservation system interface. At the top, the header includes the DISH logo, the text 'DISH RESERVATION', and user information 'Test Bistro Training' with a dropdown arrow and a language selector (UK flag). A navigation sidebar on the left lists: Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. At the bottom of the sidebar, there is a notification: 'Too many guests in house? Pause online reservations' with a pause icon.

The main content area features a heading: 'Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!' with a 'Back' button. Below this is a 'Walkin information' form with the following fields:

- # Guests: 3
- Date: Wed, 27/09/2023
- Time: Now
- Duration: 2.5 hours
- Table(s): 1-2
- Source: Walkin

To the right of the 'Walkin information' form are two text areas for notes:

- Reservation notes:** Internal note. Will be shown for this reservation only. (e.g. window seat, occasion...)
- Internal guest information:** Note will be shown on all reservations made by this guest. (e.g. 10% discount, VIP...)

Below the notes are sections for 'Allergies' and 'Diet':

- Allergies:**  Gluten  Sesame  Nuts  Crustacean  Eggs  Fish  Mustard  Lactose  Celery  Peanuts  Shellfish  Soy  Lupins  Sulphite
- Diet:**  Gluten-free  Halal  Kosher  Lactose-free  Vegan  Vegetarian

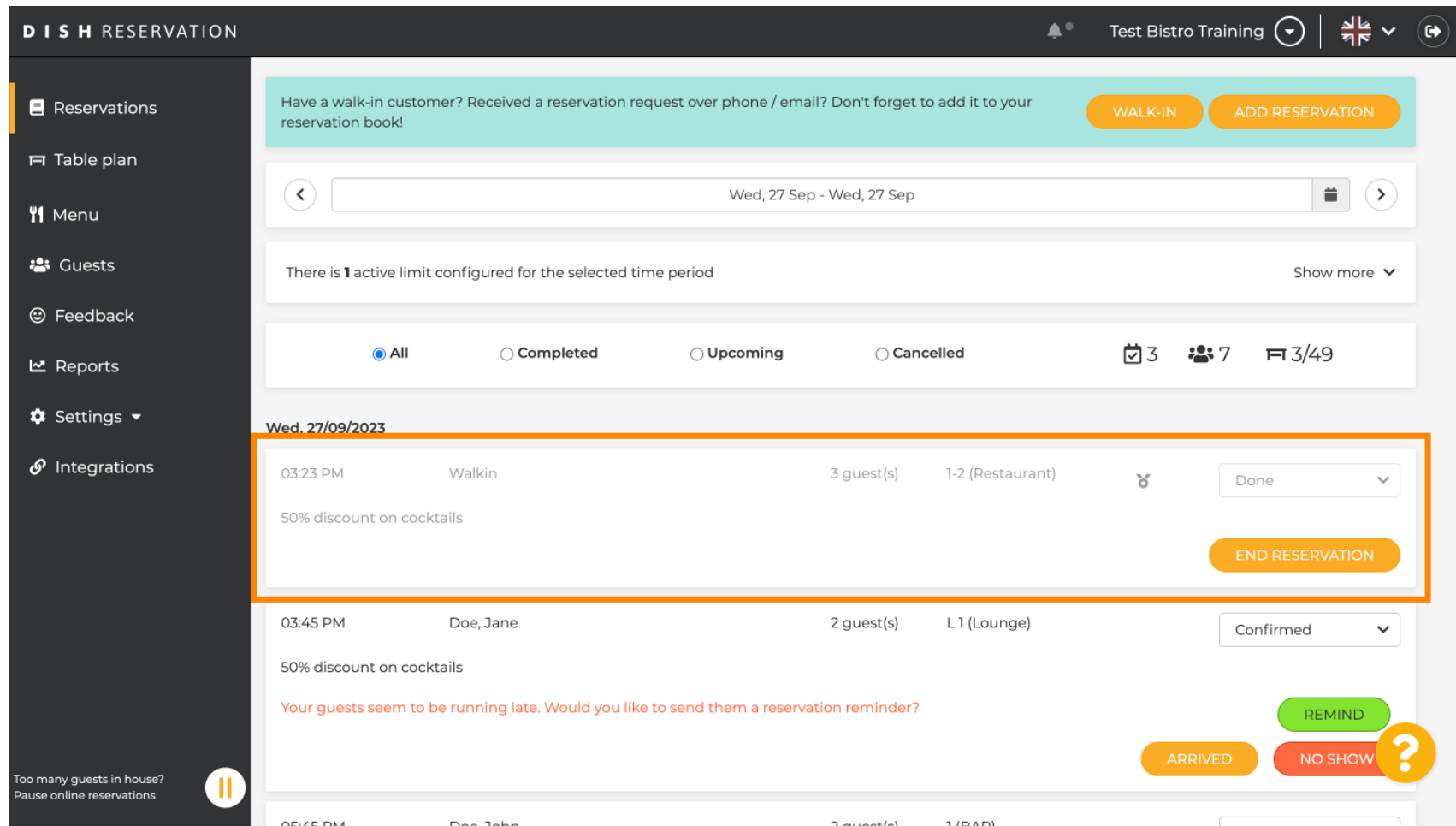
At the bottom right of the form area, there is a prominent orange 'SAVE' button.



Since a walk-in isn't an upcoming reservation, you have to filter your reservations differently. To do so, use the given **selections**.

The screenshot shows the DISH Reservation management interface. The top navigation bar includes the DISH logo, the user name 'Test Bistro Training', a language selector (UK flag), and a refresh icon. The left sidebar contains navigation options: Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. The main content area features a teal banner with the text 'Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!' and two buttons: 'WALK-IN' and 'ADD RESERVATION'. Below the banner is a date range selector set to 'Wed, 27 Sep - Wed, 27 Sep'. A message states 'There is 1 active limit configured for the selected time period' with a 'Show more' link. The filter section is highlighted with an orange box and contains radio buttons for 'All', 'Completed', 'Upcoming', and 'Cancelled'. The 'Upcoming' filter is selected. To the right of the filters are icons for a calendar (1), guests (2), and tables (1/49). A reservation entry for 'Wed, 27/09/2023' is shown with a time of '05:45 PM', name 'Doe, John', '2 guest(s)', and '1 (BAR)'. The status is 'Confirmed'. A 'Print' button is located below the reservation entry. The footer contains a 'Too many guests in house? Pause online reservations' message, a help icon, and links for 'FAQ', 'Terms of use', 'Imprint', 'Data privacy', and 'Privacy Settings'. The page is designed by Hospitality Digital GmbH.

Depending on your choice of selection, you will see your reservations filtered. By clicking on a **reservation** you can always see further information and adjust it as well.



The screenshot shows the DISH Reservation management interface. The top navigation bar includes the DISH RESERVATION logo, a user profile for 'Test Bistro Training', a language selector (UK flag), and a refresh icon. The left sidebar contains navigation options: Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. The main content area features a teal banner with the text 'Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!' and buttons for 'WALK-IN' and 'ADD RESERVATION'. Below this is a date range selector for 'Wed, 27 Sep - Wed, 27 Sep'. A summary bar indicates 'There is 1 active limit configured for the selected time period' with a 'Show more' dropdown. Filter tabs include 'All' (selected), 'Completed', 'Upcoming', and 'Cancelled', along with summary counts: 3 reservations, 7 guests, and 3/49 tables. The reservation list for 'Wed. 27/09/2023' is shown below, with the first reservation highlighted in orange:

Time	Guest Name	Guests	Location	Status	Actions
03:23 PM	Walkin	3 guest(s)	1-2 (Restaurant)	Done	END RESERVATION
03:45 PM	Doe, Jane	2 guest(s)	L1 (Lounge)	Confirmed	REMIND, ARRIVED, NO SHOW
05:45 PM	Doe, John	2 guest(s)	1 (BAR)		

Additional details for the highlighted reservation include a note: '50% discount on cocktails'. A red notification message states: 'Your guests seem to be running late. Would you like to send them a reservation reminder?'.



Another way to add a walk-in guest is through the table plan. To do so, click on **Table plan**.

**DISH RESERVATION** Test Bistro Training

Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book! **WALK-IN** **ADD RESERVATION**

Wed, 27 Sep - Wed, 27 Sep

There is 1 active limit configured for the selected time period **Show more**

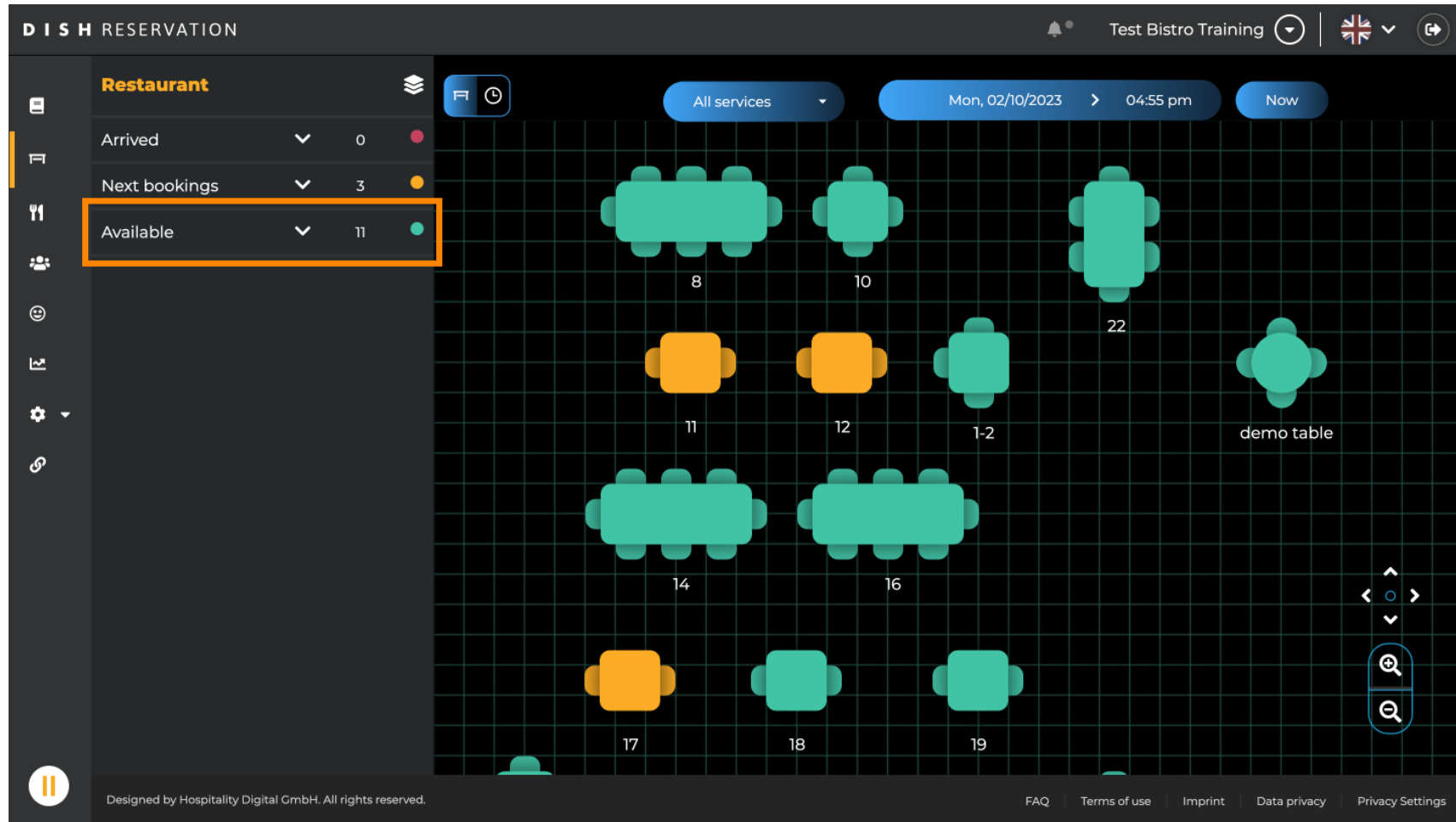
All  Completed  Upcoming  Cancelled **3** **7** **3/49**

**Wed, 27/09/2023**

03:23 PM	Walkin	3 guest(s)	1-2 (Restaurant)	<b>Done</b>
50% discount on cocktails				
				<b>END RESERVATION</b>
03:45 PM	Doe, Jane	2 guest(s)	L1 (Lounge)	<b>Confirmed</b>
50% discount on cocktails				
Your guests seem to be running late. Would you like to send them a reservation reminder?				
				<b>REMIND</b>
				<b>ARRIVED</b> <b>NO SHOW</b> <b>?</b>
05:45 PM	Doe, John	2 guest(s)	1 (RADI)	

Too many guests in house? Pause online reservations

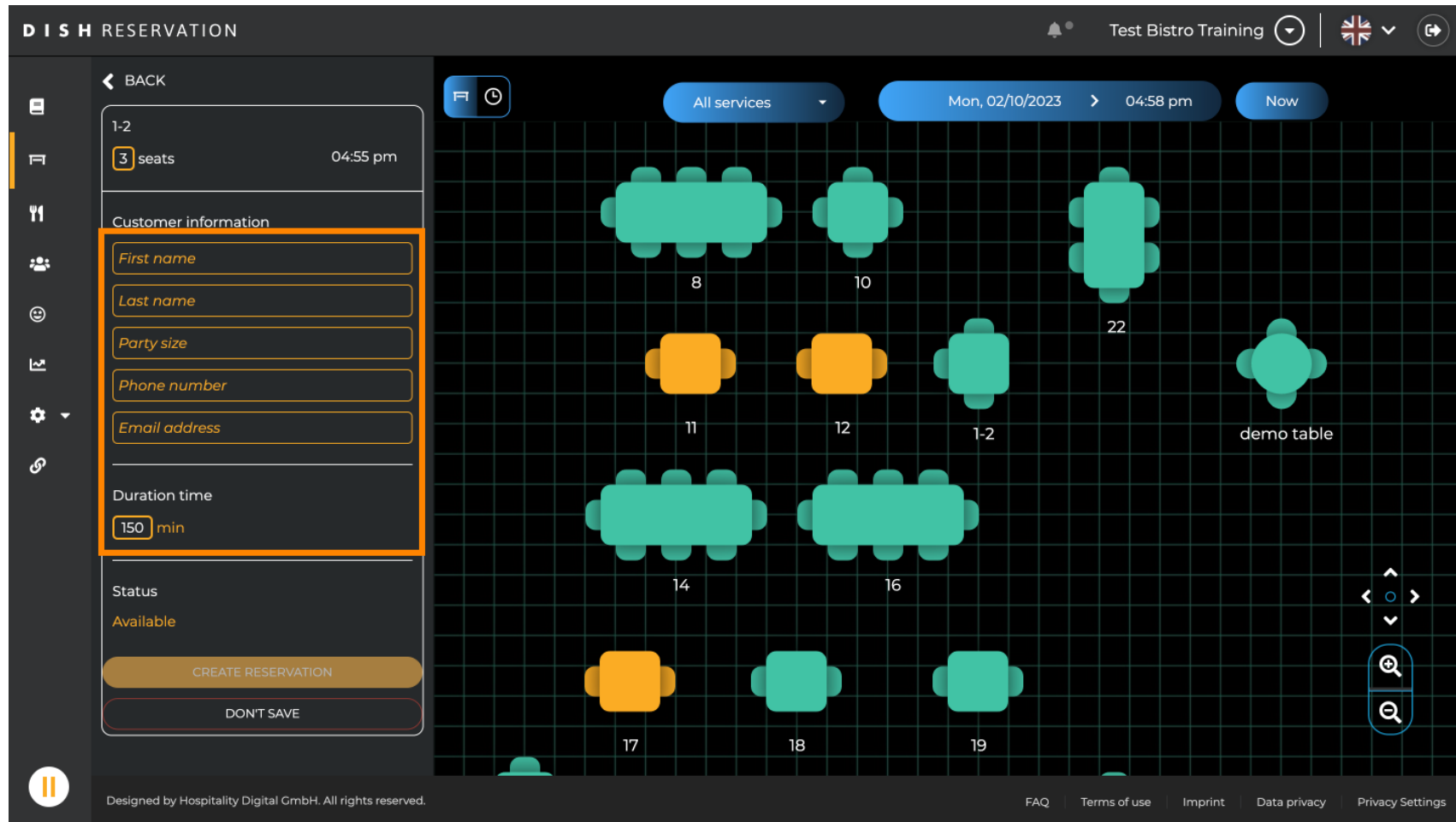
Then click on **Available** to open a list of available tables.



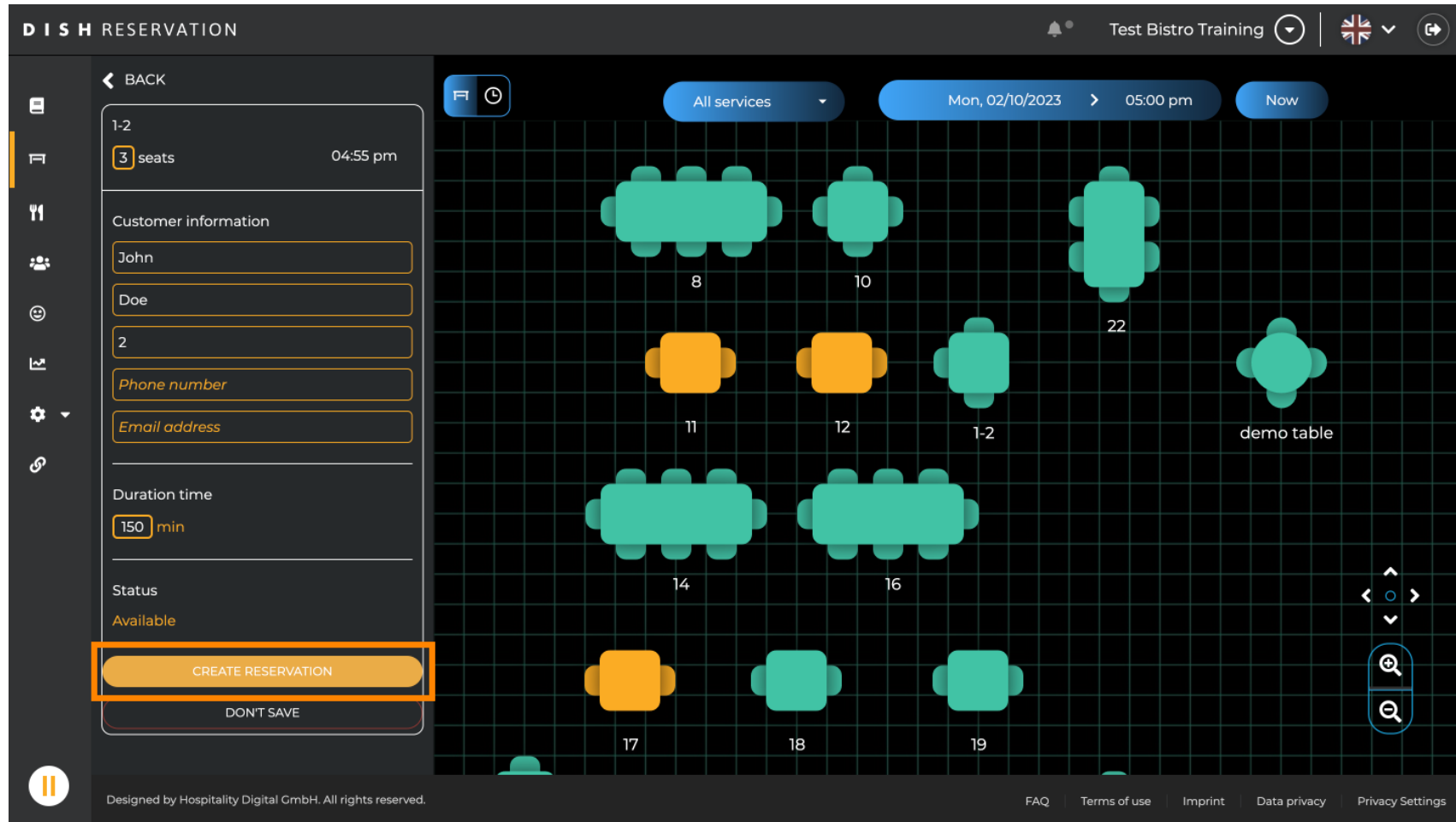
Once you chose your table, click on the green **plus icon** to add a booking.



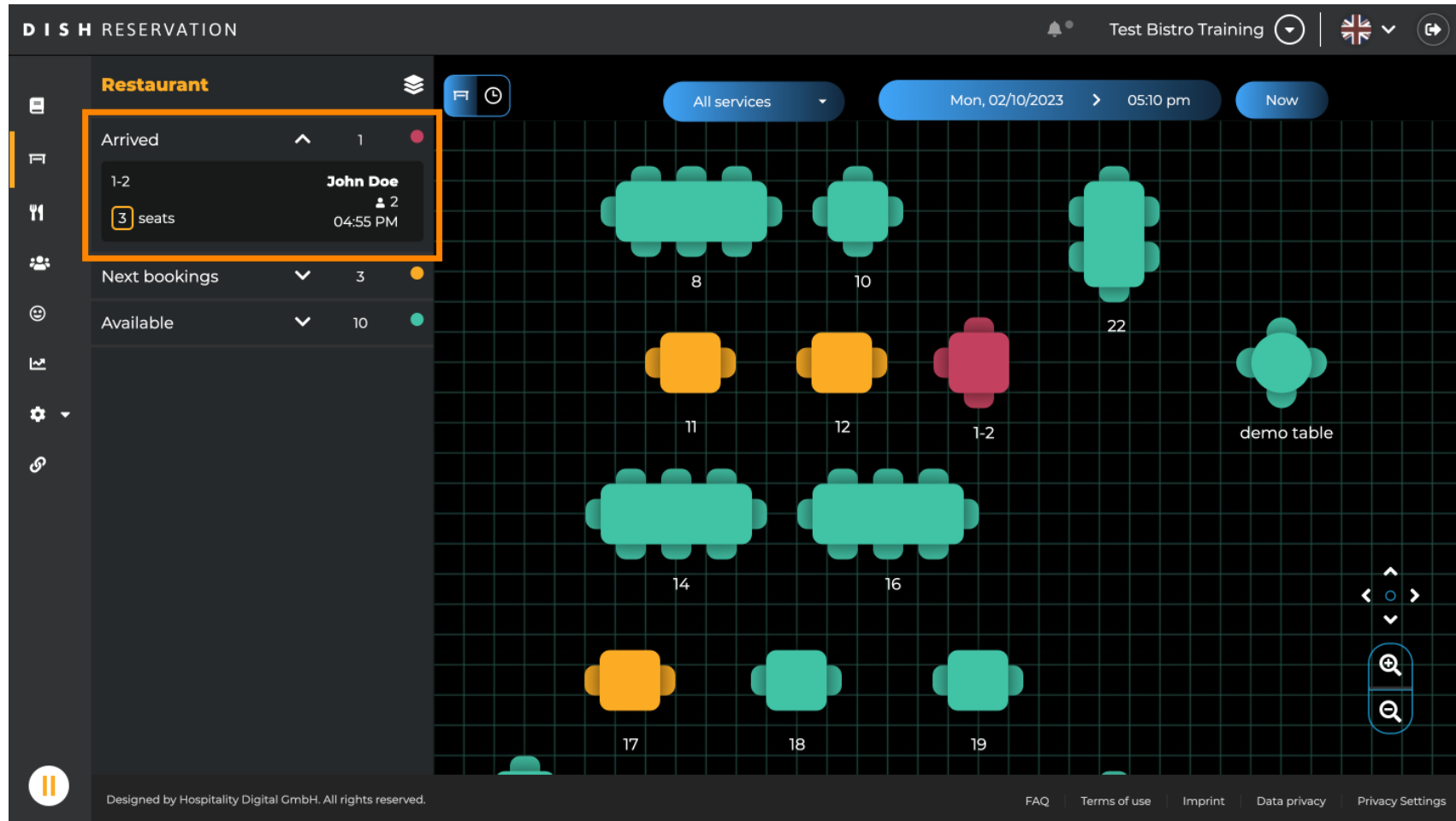
Afterward, fill in the needed **information**. **Note: Phone number and email address is optional.**




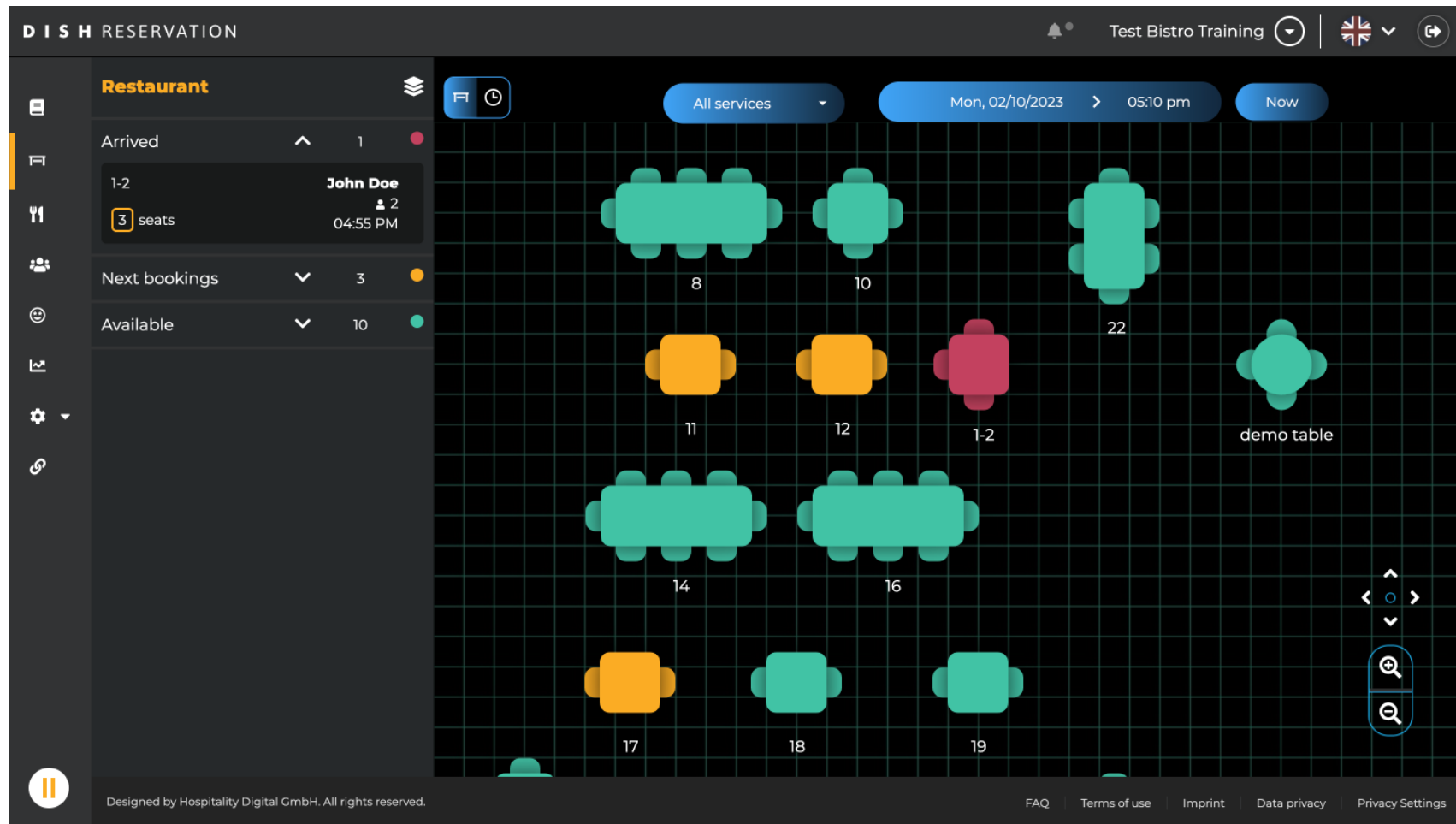
Then click on **CREATE RESERVATION** to book the walk-in.



Your walk-in is then visible under the section **Arrived**.



 That's it. You have completed the tutorial and now know how to add walk-in guests to your reservations.





Scan to go to the interactive player