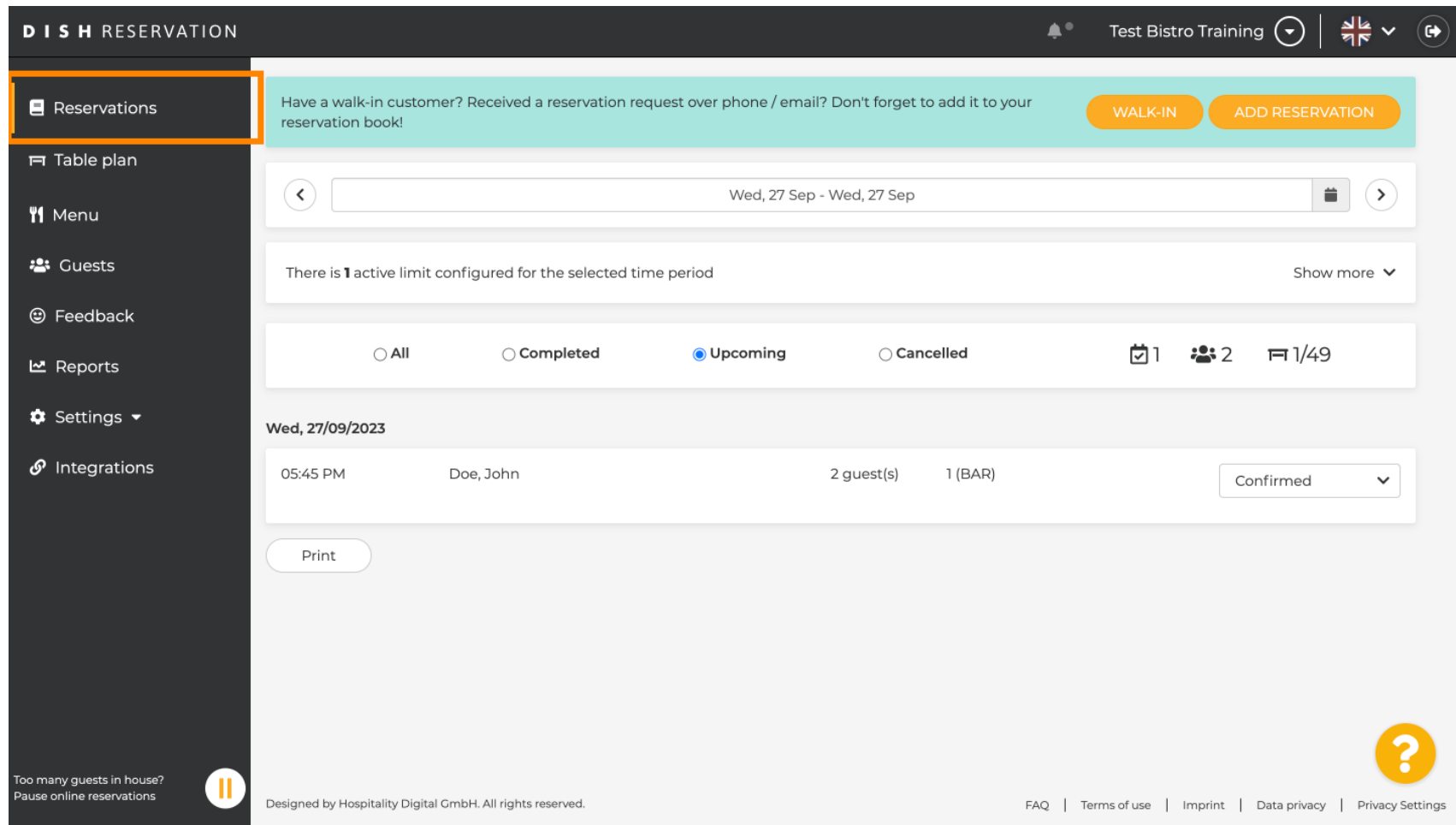




Welcome to the dashboard of **DISH Reservation**. In this tutorial, we show you how to add walk-in guests to your reservations.



The screenshot shows the DISH Reservation dashboard. The top navigation bar includes the logo, the name 'DISH RESERVATION', a user profile 'Test Bistro Training', a language selector (UK flag), and a refresh icon. The left sidebar contains navigation options: Reservations (highlighted with an orange box), 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' dropdown. Filter tabs are visible for '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' notification, a 'Designed by Hospitality Digital GmbH. All rights reserved.' footer, and a help icon (question mark in a circle). 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 shows the DISH RESERVATION interface. At the top, there's a header with 'DISH RESERVATION' on the left and 'Test Bistro Training' with a dropdown arrow, a flag icon, and a refresh icon on the right. Below the header is 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!'. To the right of this banner are two buttons: 'WALK-IN' (highlighted with a teal box) and 'ADD RESERVATION'. Below the banner is a date selector showing 'Wed, 27 Sep - Wed, 27 Sep'. Underneath is a message: 'There is 1 active limit configured for the selected time period' with a 'Show more' dropdown. Below that are filter options: 'All', 'Completed', 'Upcoming' (selected), and 'Cancelled'. To the right of these are icons for a calendar (1), guests (2), and tables (1/49). The main content area shows a reservation for 'Wed, 27/09/2023' at '05:45 PM' for 'Doe, John', with '2 guest(s)' and '1 (BAR)'. The status is 'Confirmed' with a dropdown arrow. A 'Print' button is located below the reservation details. At the bottom left, there's a notification: 'Too many guests in house? Pause online reservations' with a pause icon. At the bottom right, there's a help icon (question mark) and a footer with 'Designed by Hospitality Digital GmbH. All rights reserved.' and 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**.

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



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

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.

e.g. window seat, occasion...

Internal guest information

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

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

SAVE

Too many guests in house? ||
Pause online reservations



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 shows the DISH RESERVATION interface. At the top, it says "DISH RESERVATION" and "Test Bistro Training". A notification at the top reads: "Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!".

The main form is titled "Walkin information" and contains the following fields:

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

There 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

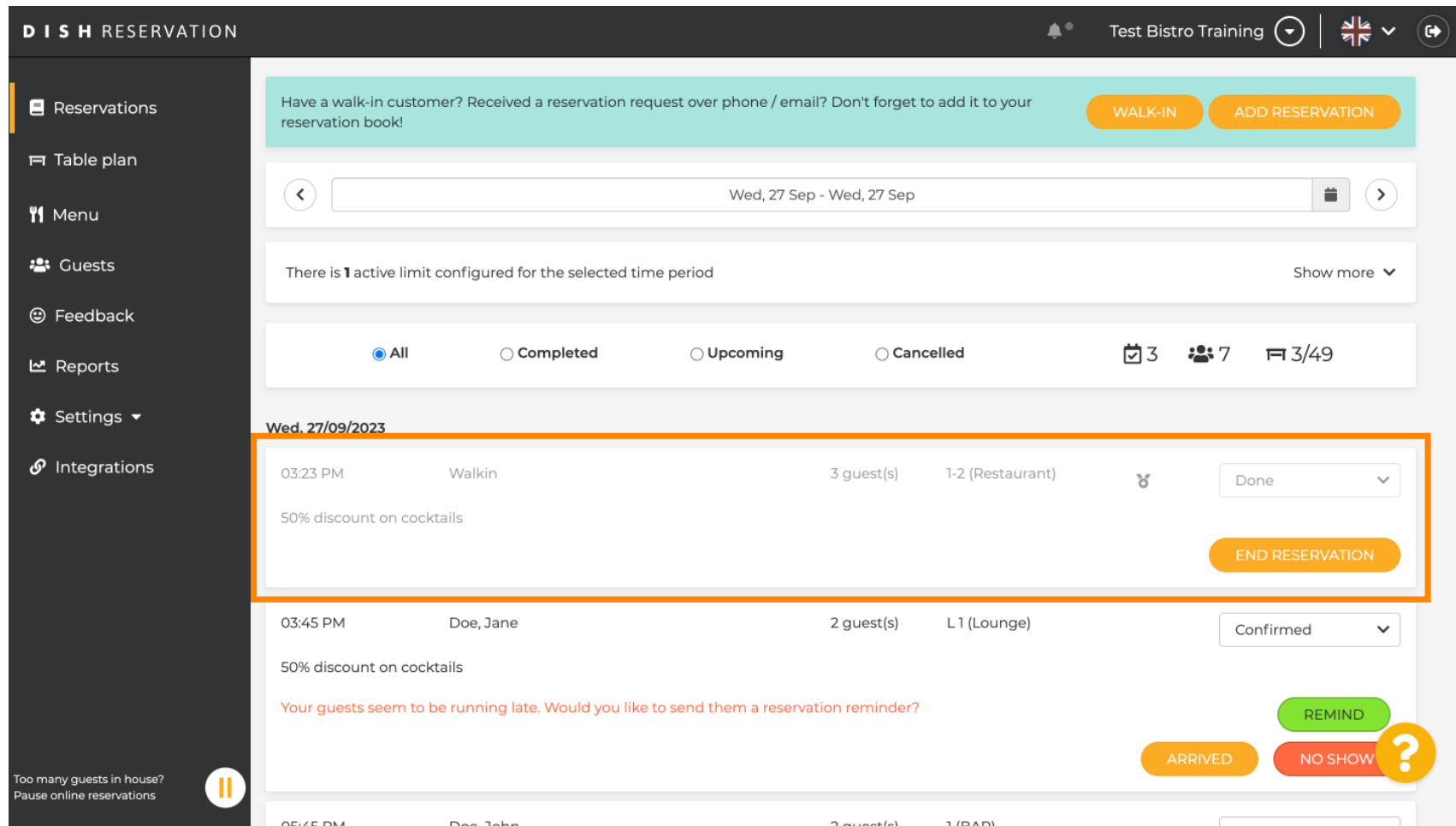
At the bottom right, there is a prominent orange **SAVE** button. In the bottom left corner, there is a notification: "Too many guests in house? Pause online reservations" with a pause icon.



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 interface. The top navigation bar includes the logo, user name 'Test Bistro Training', and a language selector. 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' and 'ADD RESERVATION'. Below this 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' link. A filter bar contains radio buttons for 'All', 'Completed', 'Upcoming', and 'Cancelled', with 'Upcoming' selected. To the right of the filter bar are icons for a calendar (1), guests (2), and tables (1/49). The main content area shows a reservation for 'Wed, 27/09/2023' at '05:45 PM' for 'Doe, John' with '2 guest(s)' and '1 (BAR)'. The reservation 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'.

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.



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)	🔧	Done
50% discount on cocktails					END RESERVATION
03:45 PM	Doe, Jane	2 guest(s)	L1 (Lounge)		Confirmed
50% discount on cocktails					
Your guests seem to be running late. Would you like to send them a reservation reminder?					REMIN
					ARRIVED NO SHOW ?
05:45 PM	Doe, John	2 guest(s)	1 (BAR)		

Too many guests in house? Pause online reservations **||**

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**

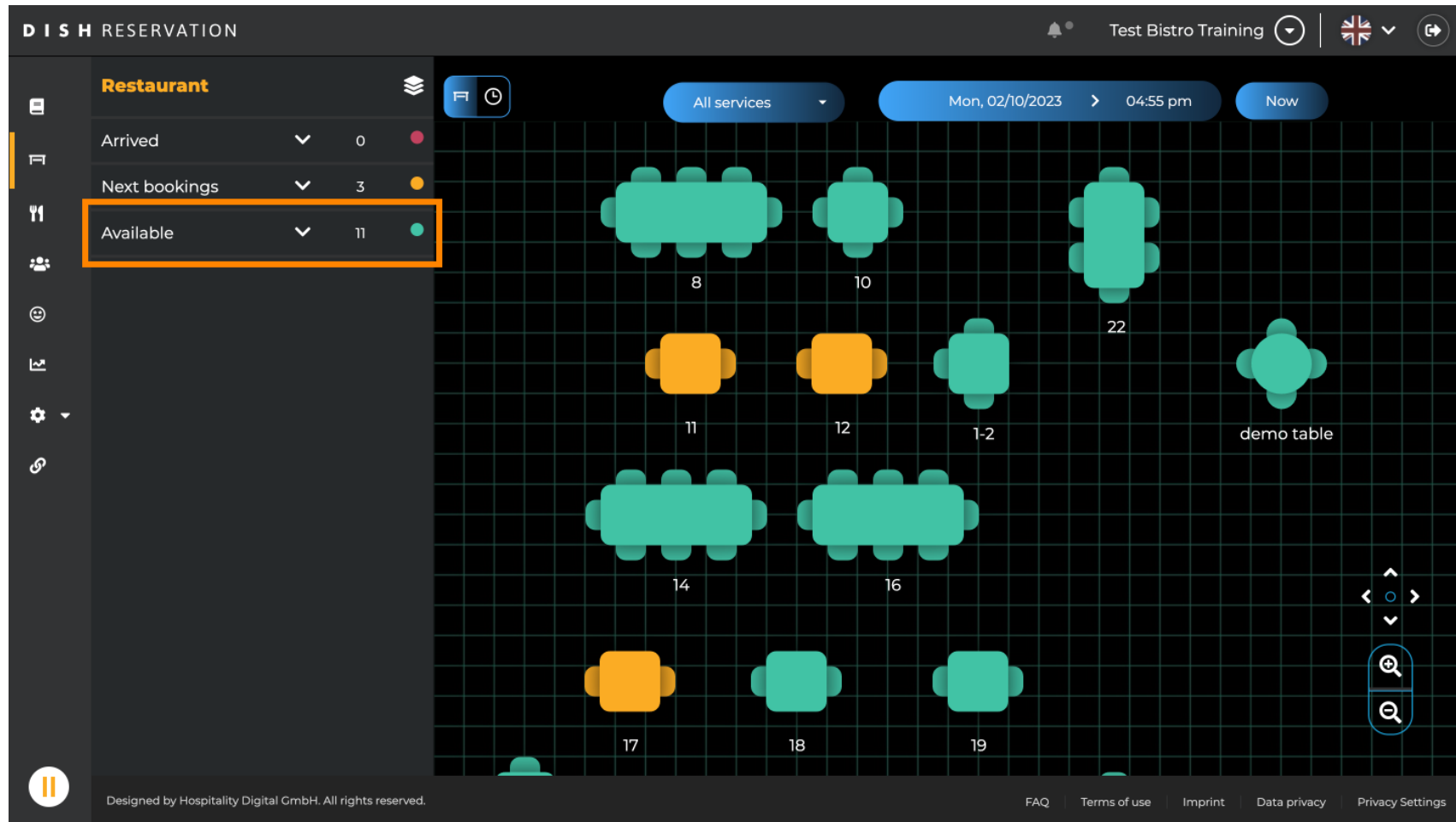
All Completed Upcoming Cancelled **3** **7** **3/49**

Wed, 27/09/2023

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

Too many guests in house? Pause online reservations

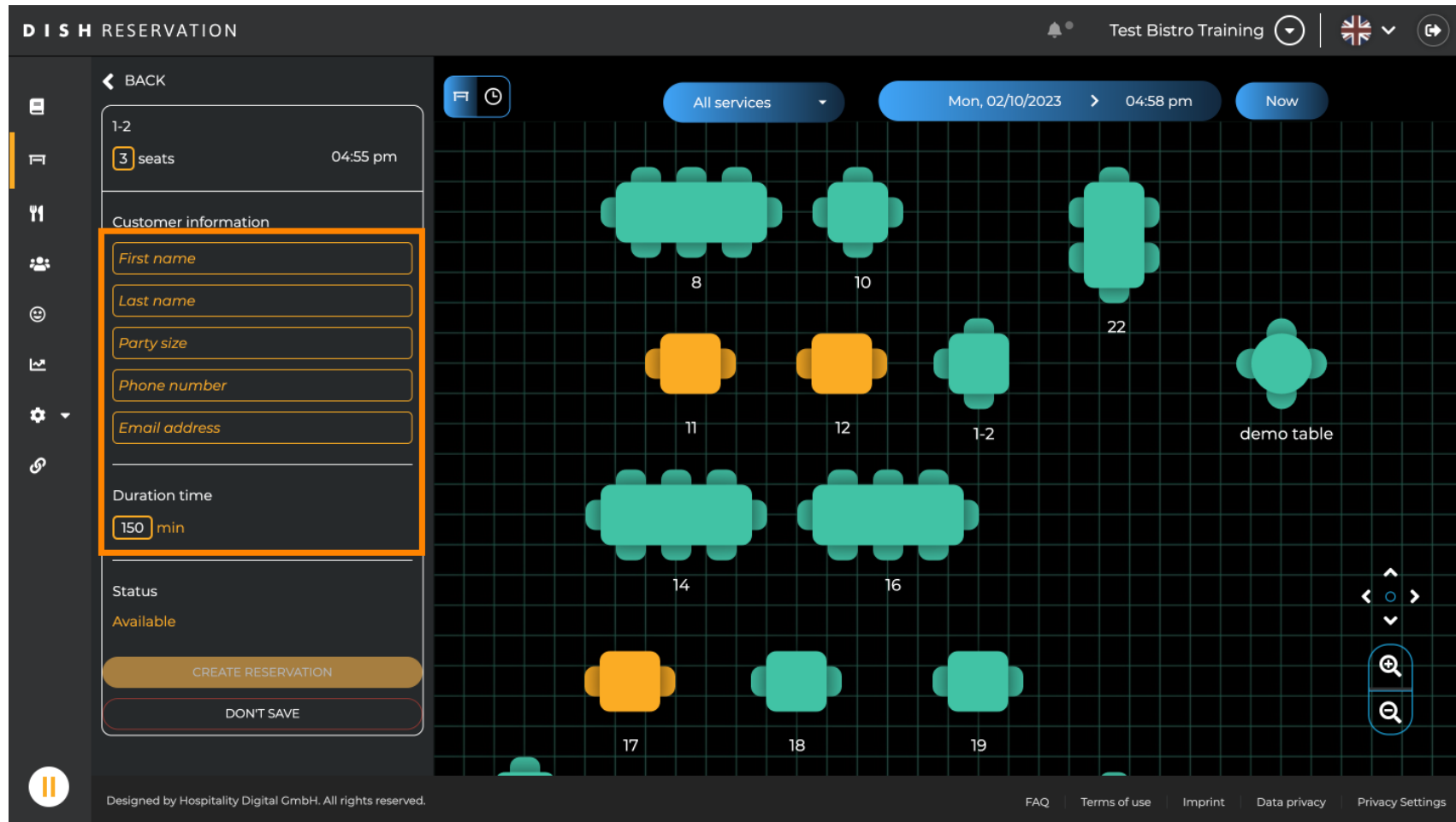
Then click on **Available** to open a list of available tables.



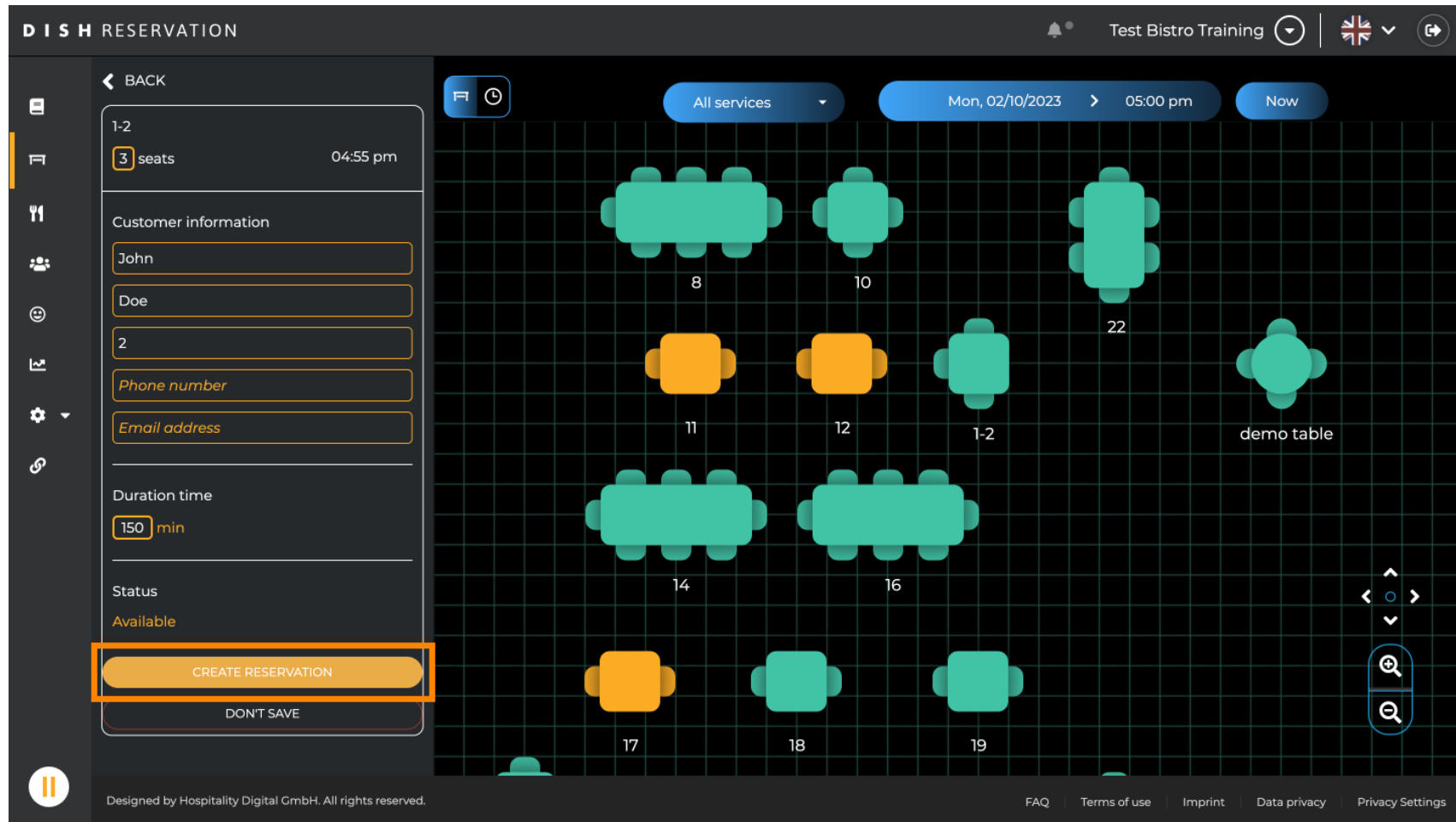
Once you chose your table, click on the green **plus icon** to add a booking.



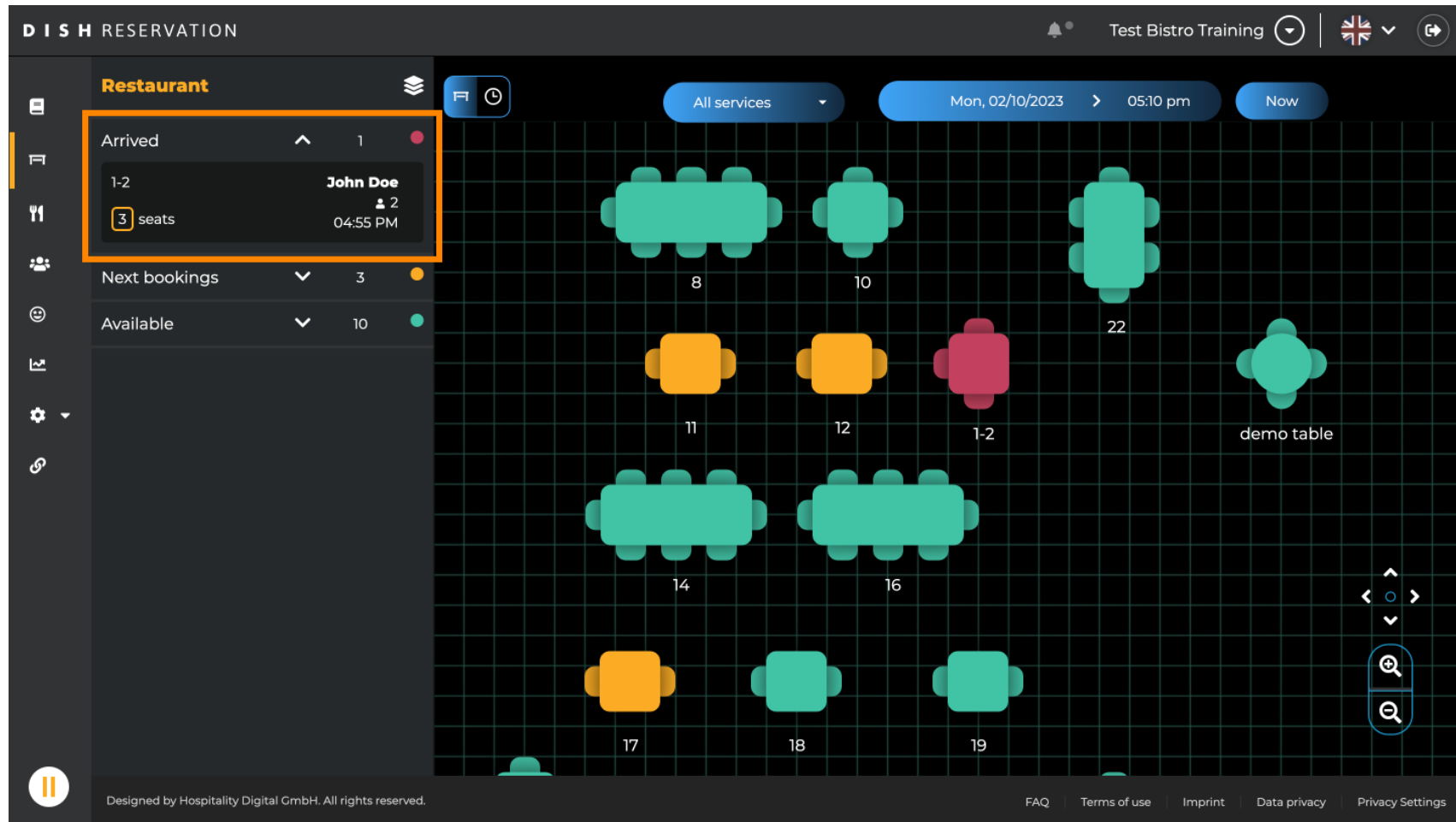
Afterward, fill in the needed **information**. **Note: Phone number y email address is optional.**



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

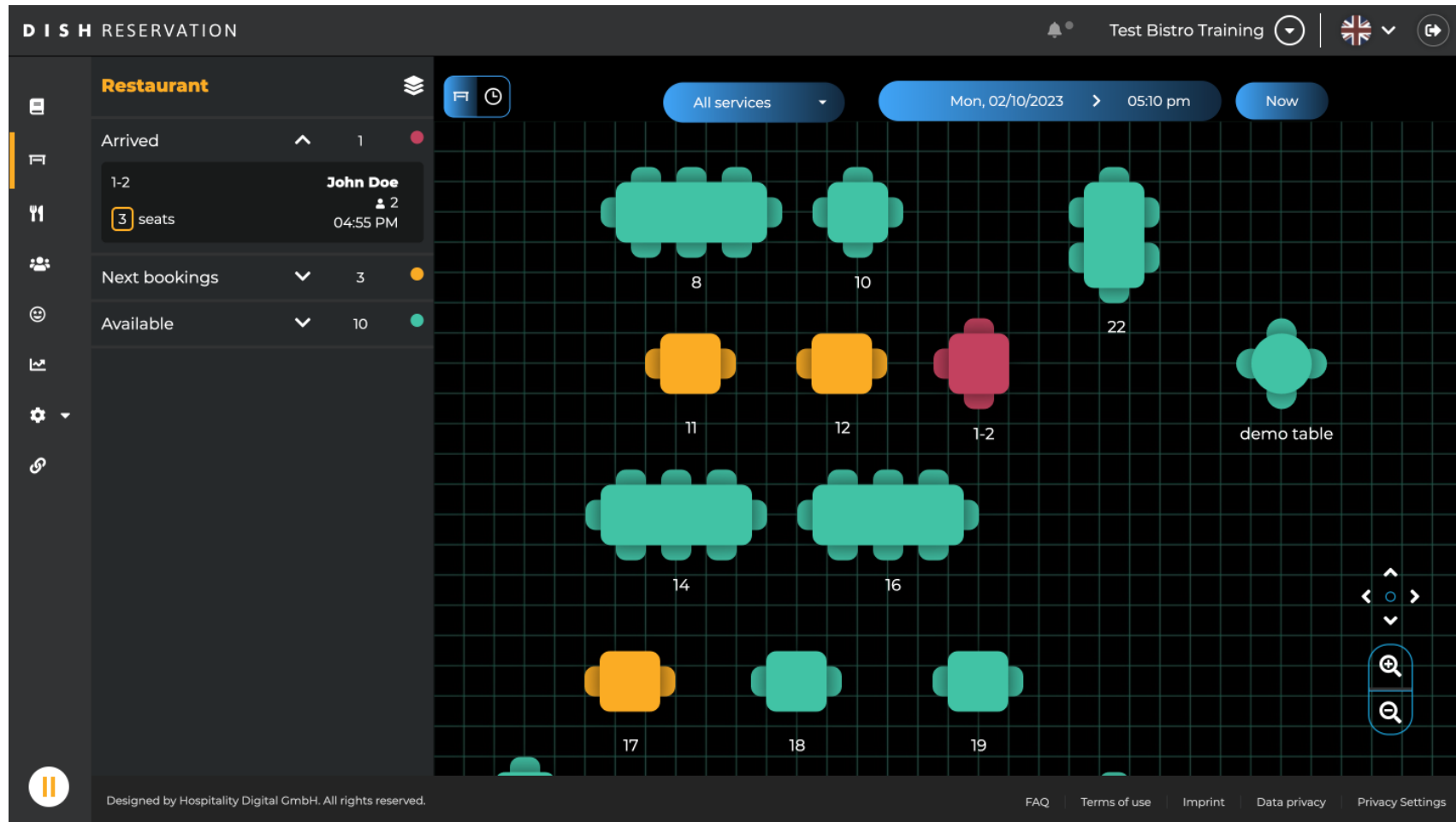


Your walk-in is then visible under the section **Arrived**.





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





Escanee para ir al reproductor interactivo