



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 software interface. On the left is a dark sidebar with white icons and text for: Reservations (highlighted with an orange border), Table plan, Menu, Guests, Feedback, Reports, Settings (with a dropdown arrow), and Integrations. The main area has a teal header bar 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 orange buttons: "WALK-IN" and "ADD RESERVATION". Below this is a date range selector showing "Wed, 27 Sep - Wed, 27 Sep" with navigation arrows. A message below says "There is 1 active limit configured for the selected time period" with a "Show more" link. Filter buttons include "All", "Completed", "Upcoming" (selected), and "Cancelled". Guest count "1" with a person icon, and a page number "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". A "Print" button is below. At the bottom left, there's a note about guest limits and a "Pause online reservations" button. The bottom right features a yellow circular help icon with a question mark. The footer includes links for FAQ, Terms of use, Imprint, Data privacy, and Privacy Settings.



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

The screenshot shows the DISH Reservation software interface. On the left is a dark sidebar with navigation links: Reservations (selected), Table plan, Menu, Guests, Feedback, Reports, Settings (with a dropdown arrow), and Integrations. The main content area has a teal header bar 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!" Below this is a date range selector showing "Wed, 27 Sep - Wed, 27 Sep". Underneath is a message about active limits: "There is 1 active limit configured for the selected time period" with a "Show more" link. Below these are filtering options: All, Completed, Upcoming (selected), Cancelled, and guest counts (1 checked, 2 uncheckable). The date "Wed, 27/09/2023" is displayed above a list of reservations. The first reservation is for "05:45 PM" for "Doe, John" with "2 guest(s)" and "1 (BAR)". The status is "Confirmed". At the bottom of the list is a "Print" button. In the bottom right corner of the main area, there is a yellow circle with a question mark. The footer contains the text "Too many guests in house? Pause online reservations" and "Designed by Hospitality Digital GmbH. All rights reserved." along with 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

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 Now

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

II



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 shows the DISH Reservation software interface. On the left, a sidebar menu includes options like Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. The main area displays 'Walkin information' fields: '# Guests' (3), Date (Wed, 27/09/2023), Time (Now), Duration (2.5 hours), Table(s) (1-2), and Source (Walkin). To the right, a large box contains 'Reservation notes' with the placeholder 'Internal note. Will be shown for this reservation only.' followed by a text input field. Below it is 'Internal guest information' with the placeholder 'Note will be shown on all reservations made by this guest.' followed by another text input field. At the bottom, sections for 'Allergies' and 'Diet' list various dietary preferences with checkboxes. A 'SAVE' button is at the bottom right.

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 * 3

Date Wed, 27/09/2023

Time Now

Duration 2.5 hours

Table(s) 1-2

Source Walkin

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

Too many guests in house?
Pause online reservations

II

SAVE



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

The screenshot shows the DISH Reservation software interface. On the left, a sidebar menu includes options like Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. The main area displays 'Walkin information' with fields for '# Guests' (set to 3), Date (Wed, 27/09/2023), Time (Now), Duration (2.5 hours), Table(s) (1-2), and Source (Walkin). To the right, 'Reservation notes' are listed with the instruction: 'Internal note. Will be shown for this reservation only.' Below this is a text input field containing 'e.g. window seat, occasion...'. A large orange box highlights the 'Internal guest information' section, which contains the instruction: 'Note will be shown on all reservations made by this guest.' Below this is another text input field containing 'e.g. 10% discount, VIP...'. This section also includes 'Allergies' and 'Diet' subsections with various checkbox options. At the bottom right is a yellow 'SAVE' button.

DISH RESERVATION

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 * 3

Date Wed, 27/09/2023

Time Now

Duration 2.5 hours

Table(s) 1-2

Source Walkin

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



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

DISH RESERVATION

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

Walkin information

Guests * 3

Date Wed, 27/09/2023

Time Now

Duration 2.5 hours

Table(s) 1-2

Source Walkin

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
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Diet

Gluten-free Halal Kosher Lactose-free Vegan
 Vegetarian

SAVE

Too many guests in house?
Pause online reservations



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 software interface. On the left is a dark sidebar with navigation options: Reservations (selected), Table plan, Menu, Guests, Feedback, Reports, Settings (with a dropdown arrow), and Integrations. Below the sidebar is a message: "Too many guests in house? Pause online reservations". At the top right are icons for a bell, user profile, and language (UK). The main area has a teal header bar with "WALK-IN" and "ADD RESERVATION" buttons. A message says, "Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!". Below is a date range selector showing "Wed, 27 Sep - Wed, 27 Sep". A note states, "There is 1 active limit configured for the selected time period". A button "Show more" is visible. Below this is a filter bar with radio buttons: All (unselected), Completed (unselected), Upcoming (selected, highlighted with a red border), and Cancelled (unselected). To the right of the filter are icons for a calendar (1), a group of people (2), and a document (1/49). The main list area shows a single reservation for "Wed, 27/09/2023" at "05:45 PM" for "Doe, John" with "2 guest(s)" and "1 (BAR)". The status is "Confirmed". A "Print" button is below the reservation. At the bottom right is a yellow circular icon with a question mark. The footer contains links: FAQ, Terms of use, Imprint, Data privacy, and Privacy Settings. The footer also includes the text: "Designed by Hospitality Digital GmbH. All rights reserved."

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

The screenshot shows the DISH Reservation software interface. On the left is a sidebar with navigation links: Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. A message at the top encourages adding walk-in customers or reservation requests. The main area displays a list of reservations for Wednesday, 27 Sep. A specific reservation for 03:23 PM is highlighted with an orange border. This reservation is for 3 guest(s) in the 1-2 (Restaurant) section, with a note about a 50% discount on cocktails. The status is set to 'Done'. Below this, another reservation for Doe, Jane at 03:45 PM is shown, marked as 'Confirmed' with a note about guests being late and options to 'REMIND', 'ARRIVED', or 'NO SHOW'.

Date	Time	Guests	Section	Status	Notes
Wed. 27/09/2023	03:23 PM	3 guest(s)	1-2 (Restaurant)	Done	50% discount on cocktails
	03:45 PM	2 guest(s)	L1 (Lounge)	Confirmed	Your guests seem to be running late. Would you like to send them a reservation reminder?
	05:45 PM	Doe, John	2 guest(s)	1 (RAD)	



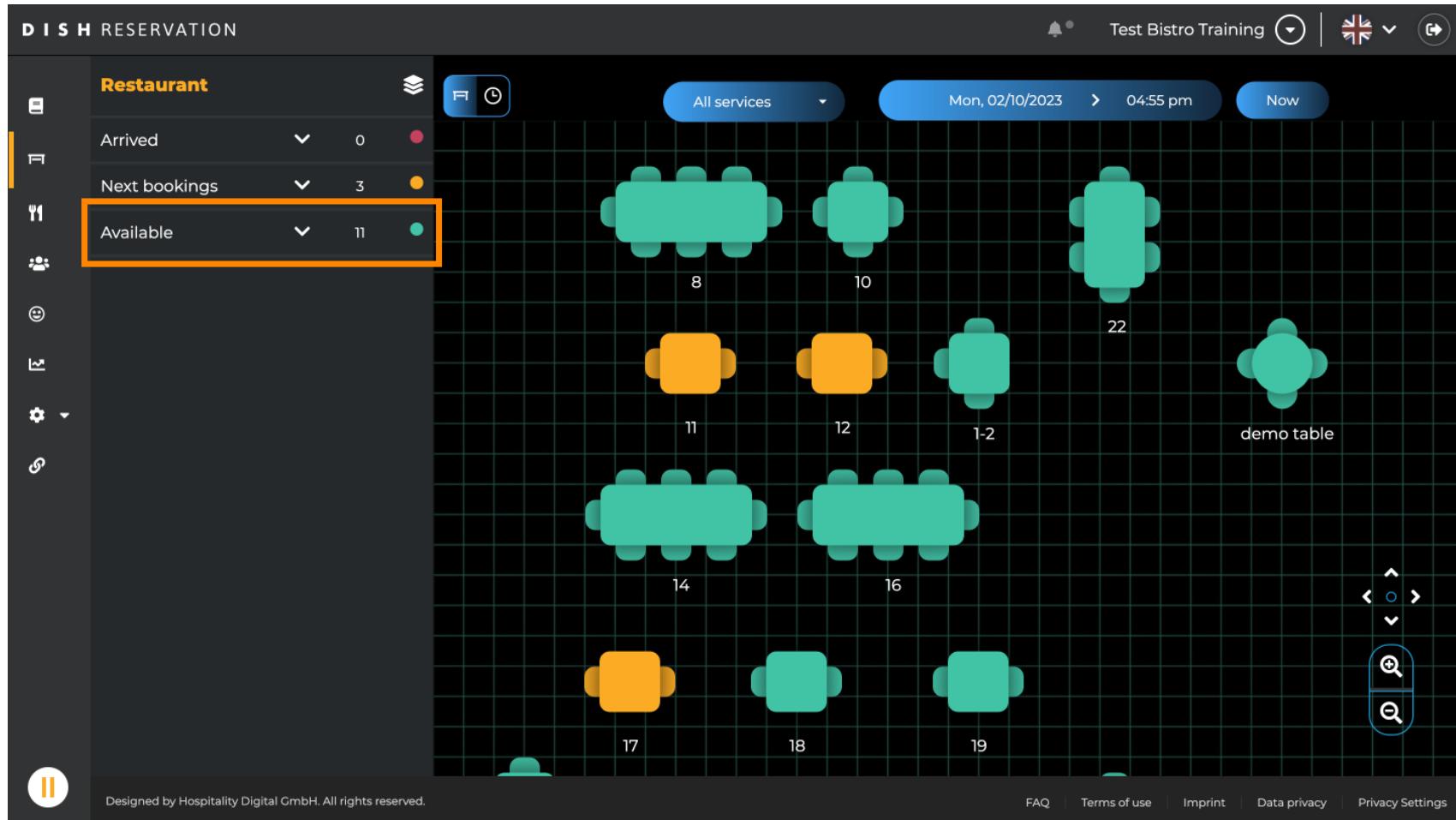
Another way to add a walk-in guest is through the table plan. To do so, click on **Table plan**.

The screenshot shows the DISH Reservation software interface. On the left, a sidebar menu includes options like Reservations, Table plan (which is highlighted with an orange border), Menu, Guests, Feedback, Reports, Settings, and Integrations. A message at the top right encourages adding walk-in customers or reservation requests. The main area displays a table plan for Wednesday, September 27th, from 03:23 PM to 05:45 PM. It lists two entries:

- 03:23 PM**: Walkin, 3 guest(s), 1-2 (Restaurant). Status: Done. Buttons: END RESERVATION.
- 03:45 PM**: Doe, Jane, 2 guest(s), L1 (Lounge). Status: Confirmed. Buttons: REMIND (green), ARRIVED (orange), NO SHOW (red).

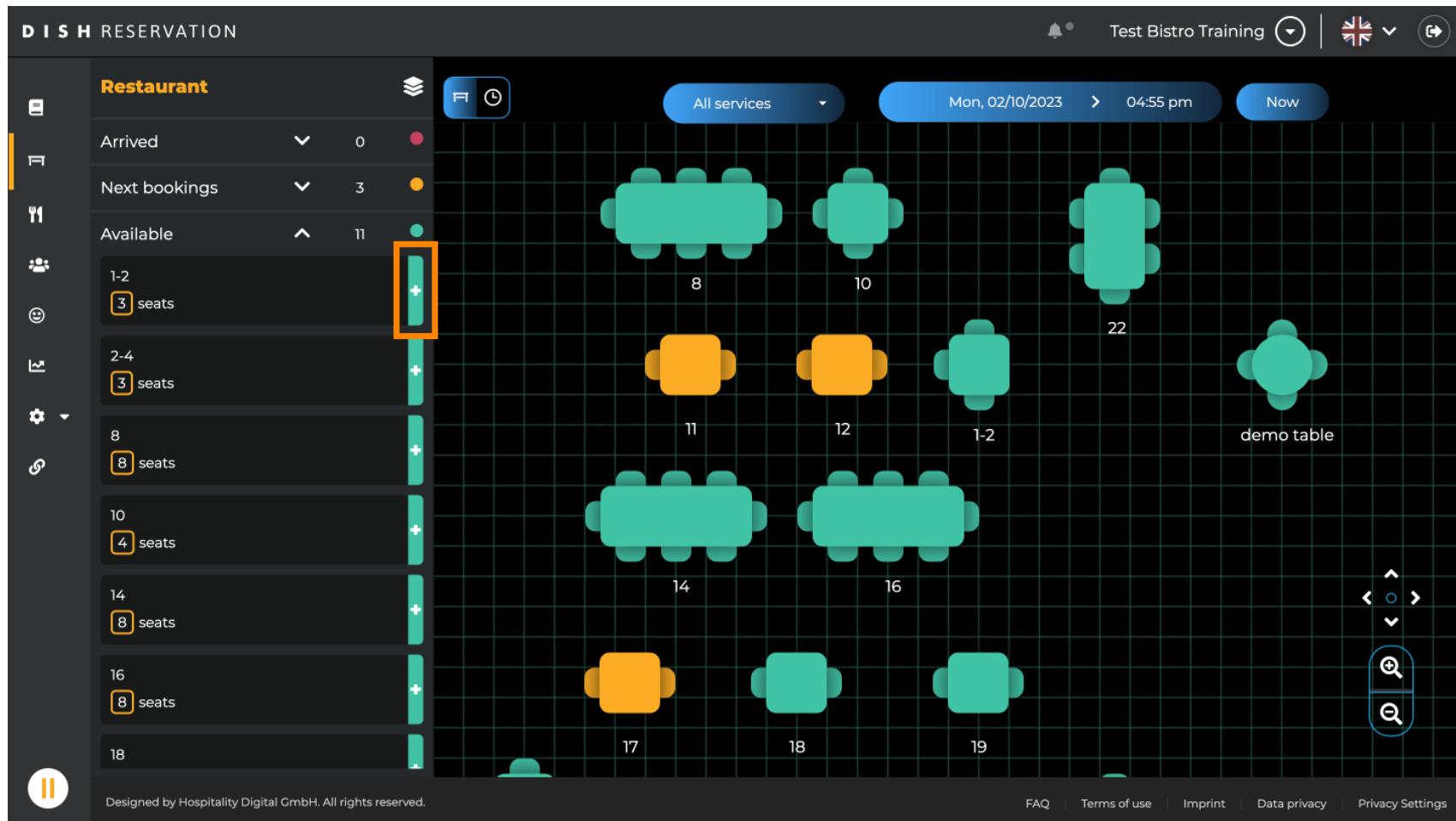
A note at the bottom of the second entry says: "Your guests seem to be running late. Would you like to send them a reservation reminder?" Below the table, there's a message about too many guests in house and a pause on online reservations. At the bottom, there are navigation arrows and a search bar.

- 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.

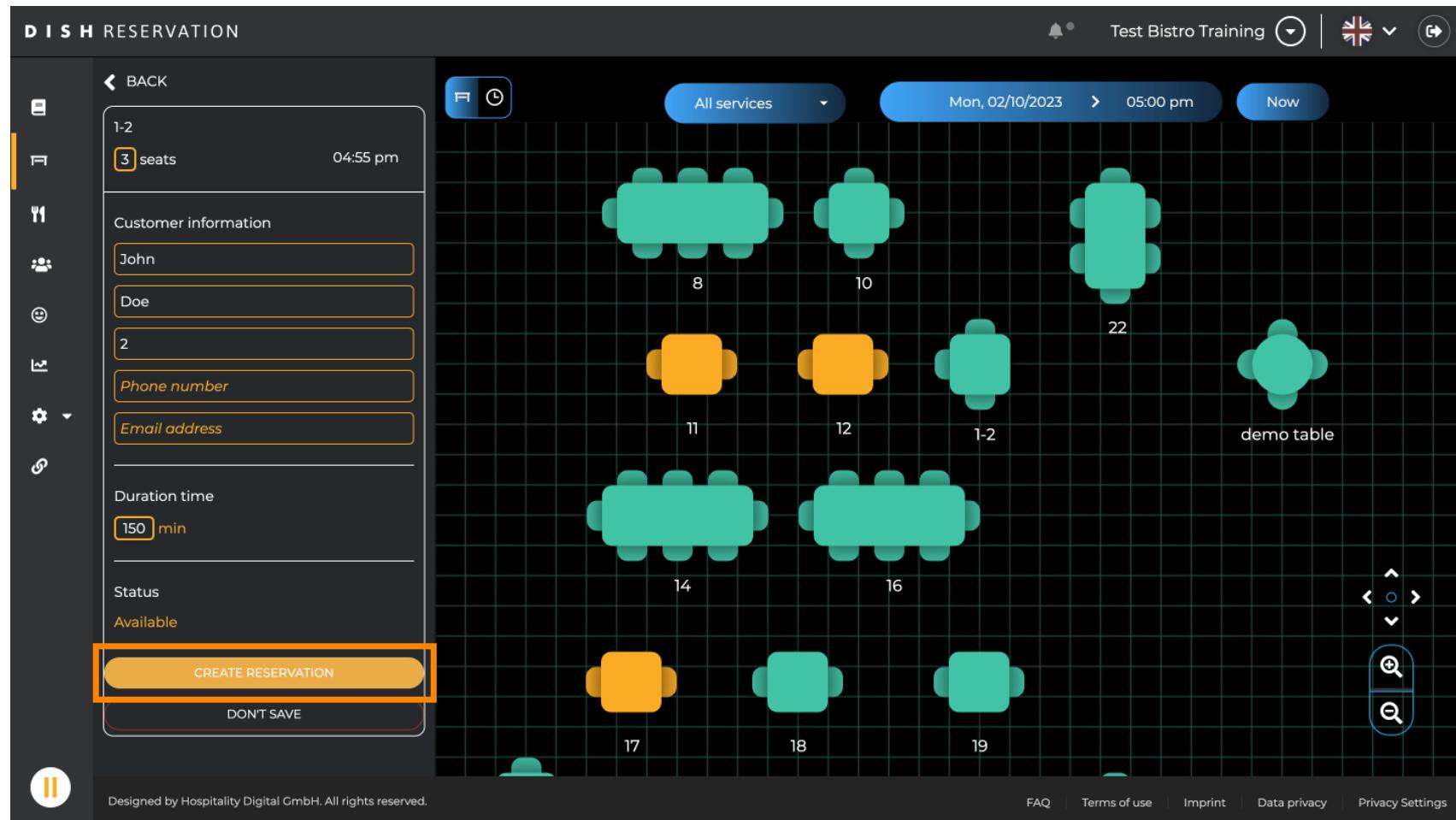




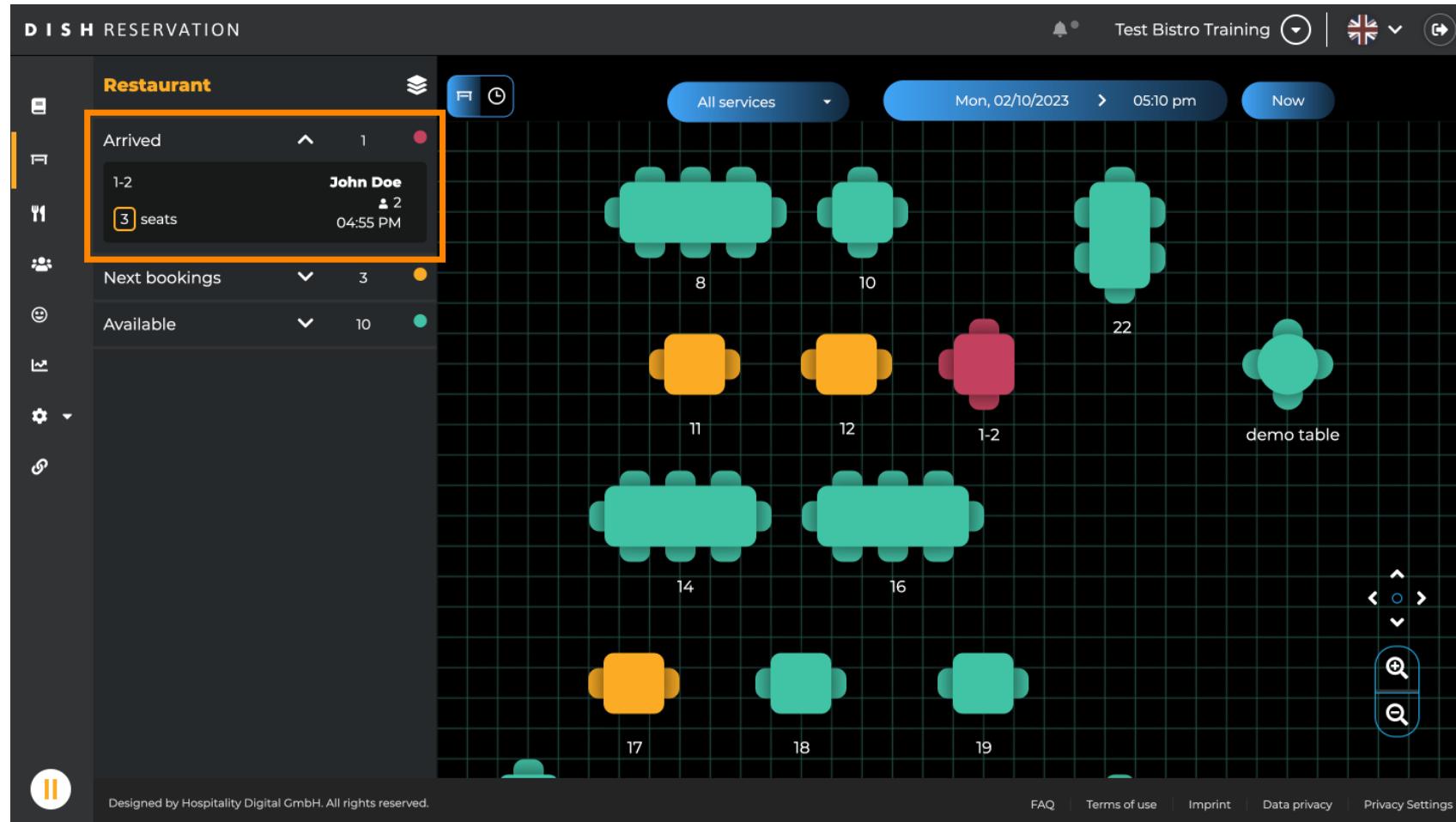
Afterward, fill in the needed **information**. Note: Phone number y email address is optional.

The screenshot shows the DISH Reservation software interface. On the left, there's a sidebar with icons for Back, Services, Date/Time, and Settings. The main area displays a grid of tables for a restaurant named "Test Bistro Training". The grid includes tables numbered 8, 10, 22, 11, 12, 1-2, 14, 16, 17, 18, and 19. Some tables are marked with a yellow square icon, while others are teal. A specific table, labeled "demo table", is highlighted with a teal circle. On the right side of the grid, there are navigation arrows and search/filter icons. The top bar shows the date as "Mon, 02/10/2023" and time as "04:58 pm", with a "Now" button. The bottom of the screen includes a footer with links for FAQ, Terms of use, Imprint, Data privacy, and Privacy Settings, along with a copyright notice: "Designed by Hospitality Digital GmbH. All rights reserved."

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

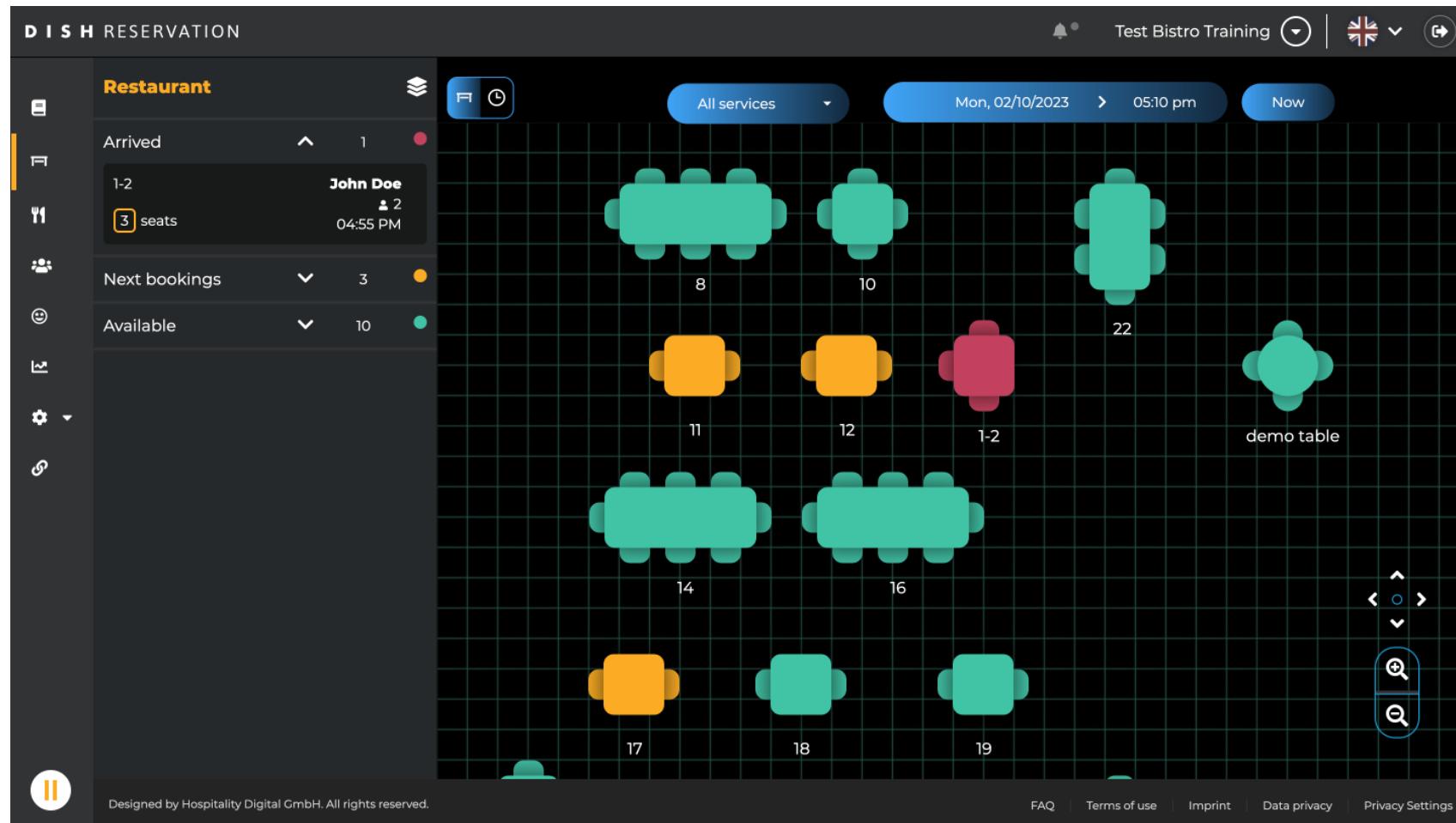


Your walk-in is then visible under the section **Arrived**.



1

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





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