



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 navigation items: 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 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 tabs include "All", "Completed", "Upcoming" (selected), and "Cancelled". Summary statistics show "1" reservation, "2" guests, and "1/49" tables. 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 "Too many guests in house? Pause online reservations" message, a "Designed by Hospitality Digital GmbH. All rights reserved." notice, 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 'Test Bistro Training', a language dropdown (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 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 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 and a 'Print' button. A footer area contains a 'Too many guests in house? Pause online reservations' warning, a 'Print' button, and a 'Designed by Hospitality Digital GmbH. All rights reserved.' notice. The bottom right corner features a help icon (question mark) 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

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 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 a "Back" button.

The main form is divided into two columns. The left column 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

The right column is titled "Reservation notes" and contains two text input areas:

- Reservation notes**: Internal note. Will be shown for this reservation only. (This section is highlighted with an orange border in the image). The text area contains "e.g. window seat, occasion...".
- Internal guest information**: Note will be shown on all reservations made by this guest. The text area contains "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 is a yellow "SAVE" button.



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.

**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



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 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 a table (1/49). The reservation list shows a single entry 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 located below the reservation entry. At the bottom, there is a 'Too many guests in house? Pause online reservations' notification, 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'.

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. At the top, there's a header with "DISH RESERVATION" and user information "Test Bistro Training". A sidebar on the left 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 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 options include "All" (selected), "Completed", "Upcoming", and "Cancelled", along with counts for 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:

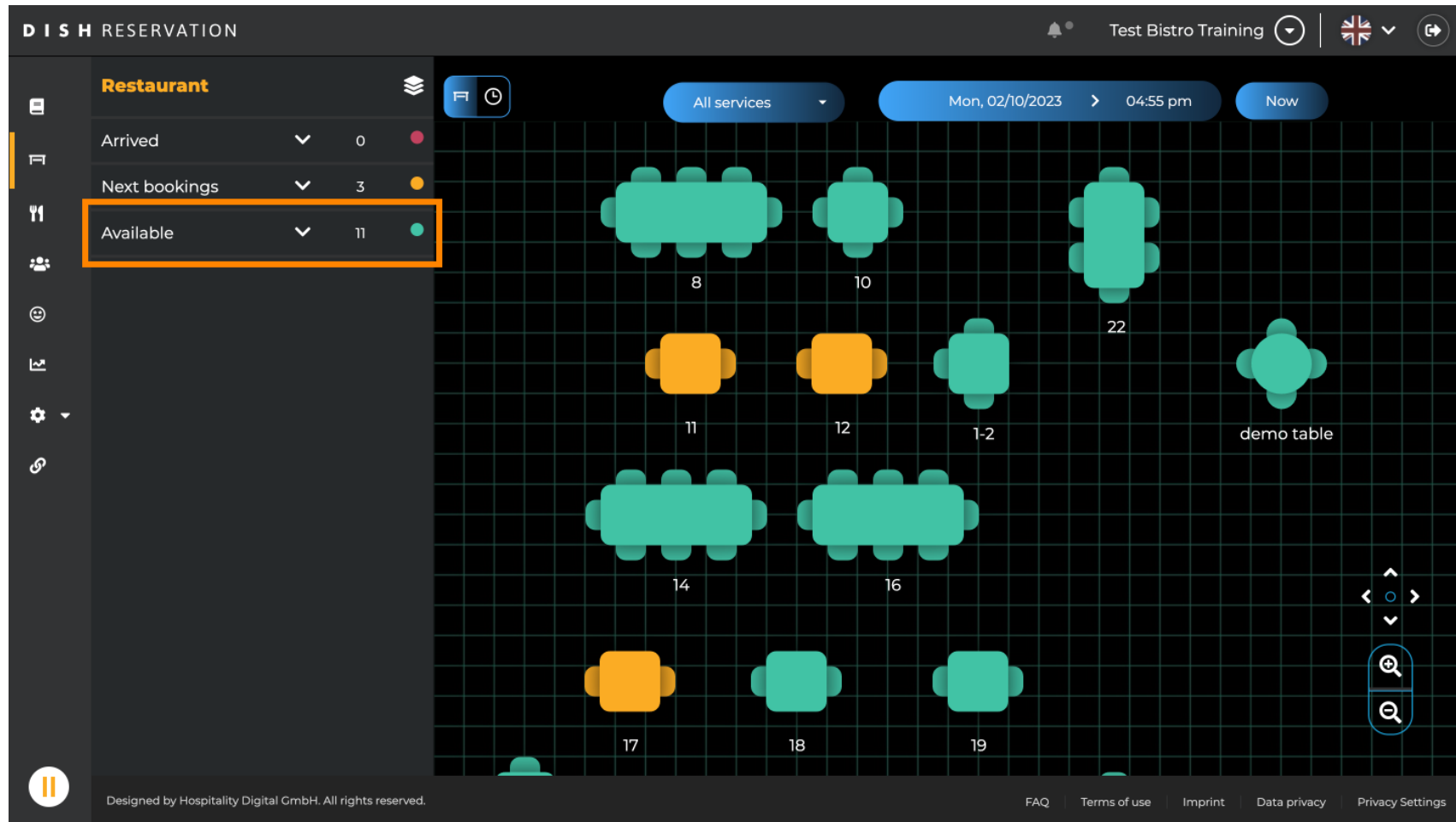
Time	Guest Name	Guests	Location	Status	Actions
03:23 PM	Walkin	3 guest(s)	1-2 (Restaurant)	Done	END RESERVATION
03:45 PM	Doe, Jane	2 guest(s)	L1 (Lounge)	Confirmed	REMIND, ARRIVED, NO SHOW
05:45 PM	Doe, John	2 guest(s)	1 (BAR)		



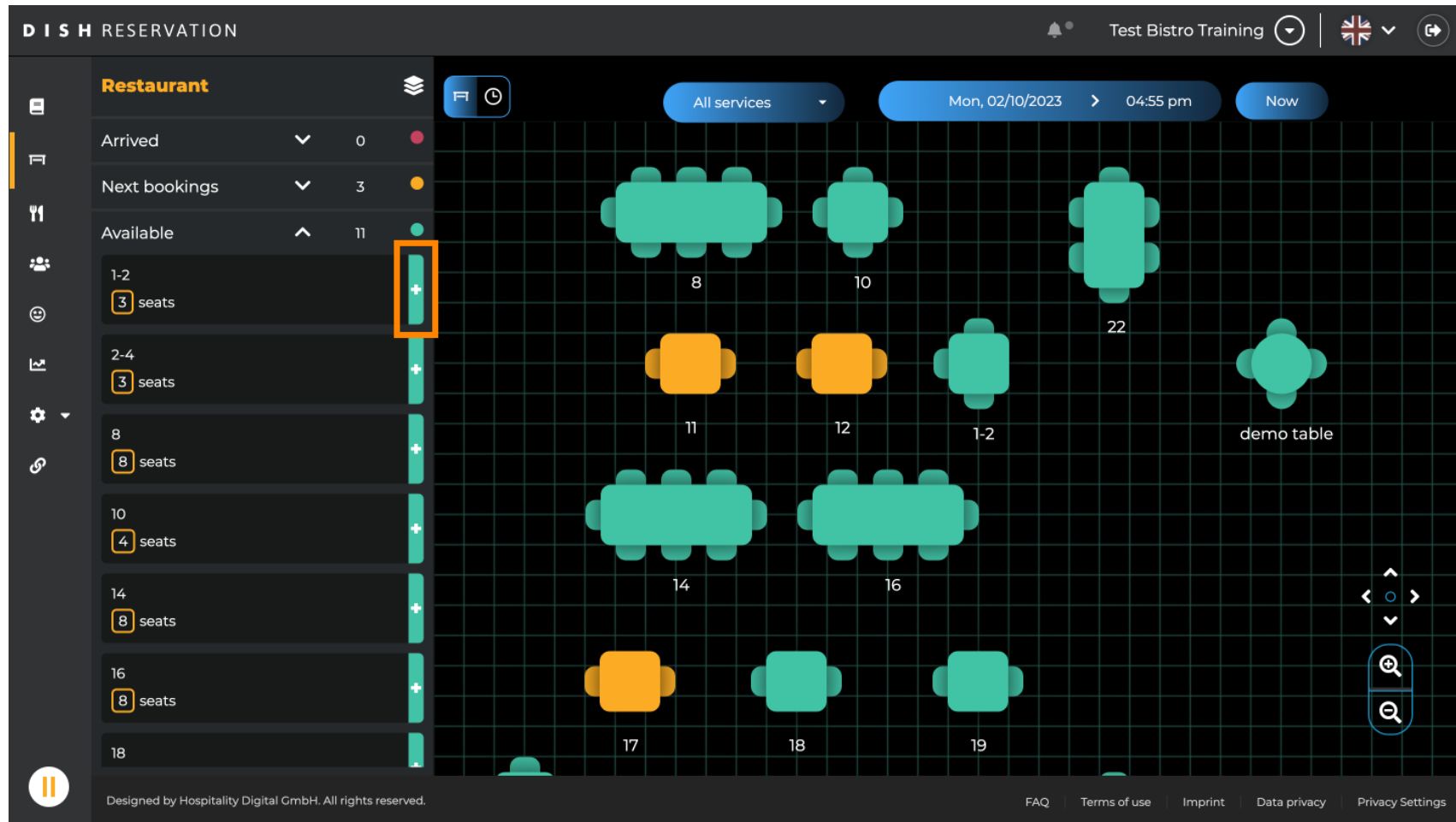
Another way to add a walk-in guest is through the table plan. To do so, click on **Table plan**.

The screenshot displays the DISH Reservation system interface. On the left is a dark sidebar with navigation options: Reservations, Table plan (highlighted with an orange box), 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" and "Test Bistro Training". 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!" and two buttons: "WALK-IN" and "ADD RESERVATION". A date range selector shows "Wed, 27 Sep - Wed, 27 Sep". Below this, it states "There is 1 active limit configured for the selected time period" with a "Show more" dropdown. Filter buttons include "All" (selected), "Completed", "Upcoming", and "Cancelled". Summary statistics show 3 reservations, 7 guests, and 3/49 tables. The main list shows reservations for "Wed, 27/09/2023". One reservation is highlighted with a yellow box: "03:23 PM Walkin", "3 guest(s)", "1-2 (Restaurant)", "50% discount on cocktails", and "Done" status. Below it is an "END RESERVATION" button. Another reservation is shown: "03:45 PM Doe, Jane", "2 guest(s)", "L1 (Lounge)", "50% discount on cocktails", and "Confirmed" status. Below this reservation is a red text prompt: "Your guests seem to be running late. Would you like to send them a reservation reminder?" with "REMIND", "ARRIVED", and "NO SHOW" buttons. A yellow callout bubble with a question mark is positioned over the "NO SHOW" button. At the bottom, another reservation is partially visible: "05:45 PM Doe, John", "2 guest(s)", "1 (RADI)".

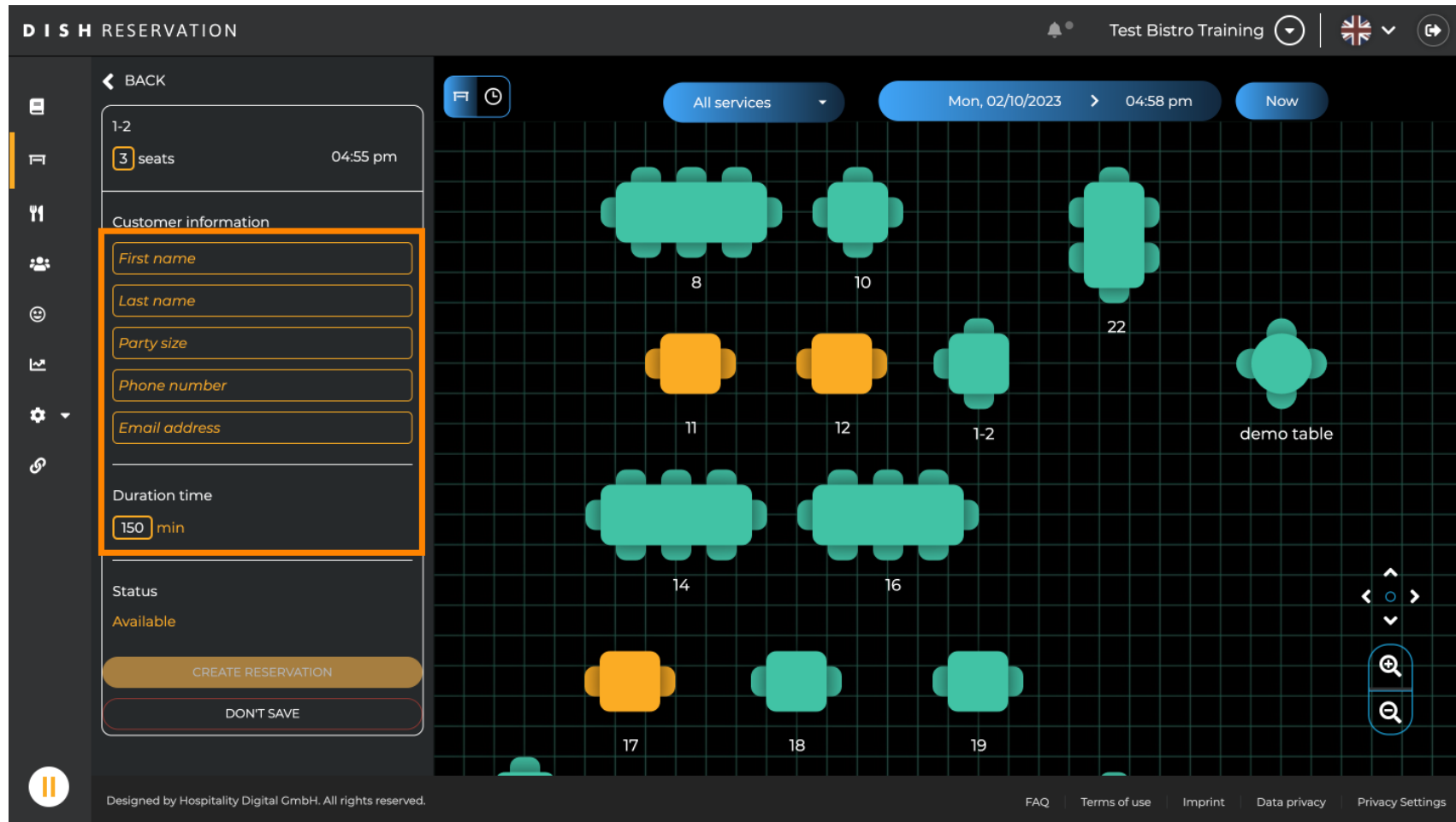
Then click on **Available** to open a list of available tables.



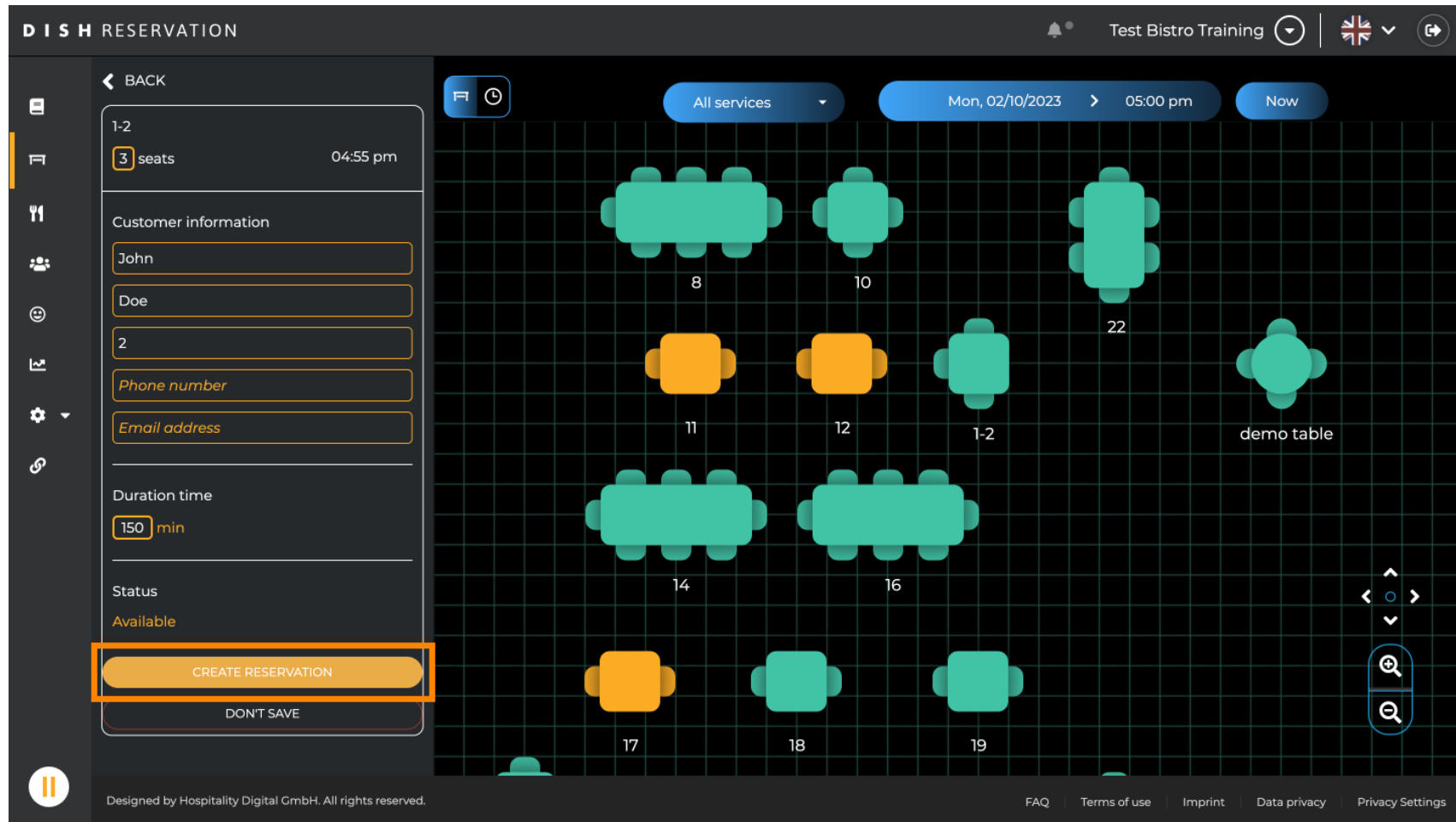
Once you chose your table, click on the green **plus icon** to add a booking.



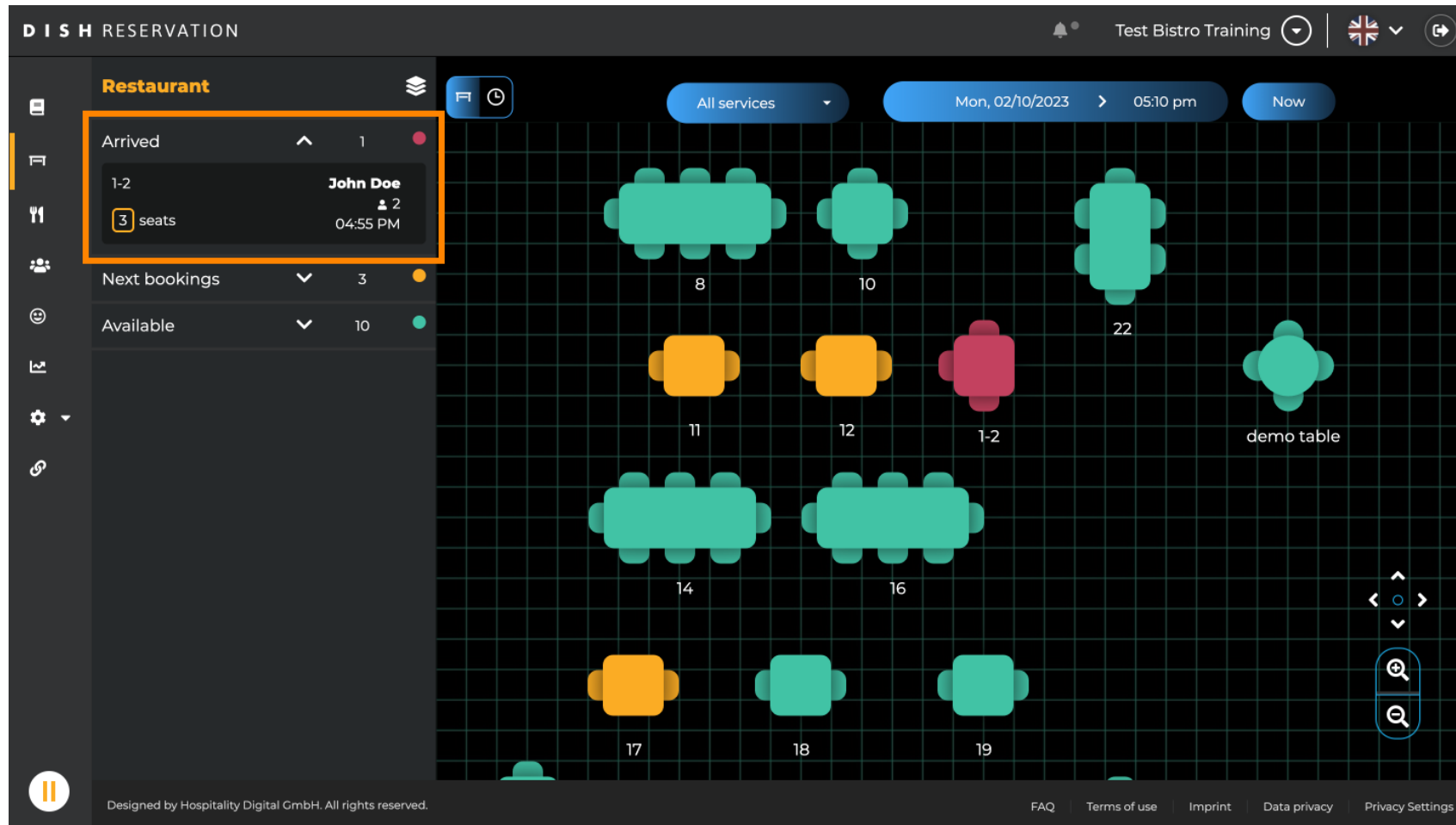
Afterward, fill in the needed **information**. **Note: Phone number and email address is optional.**




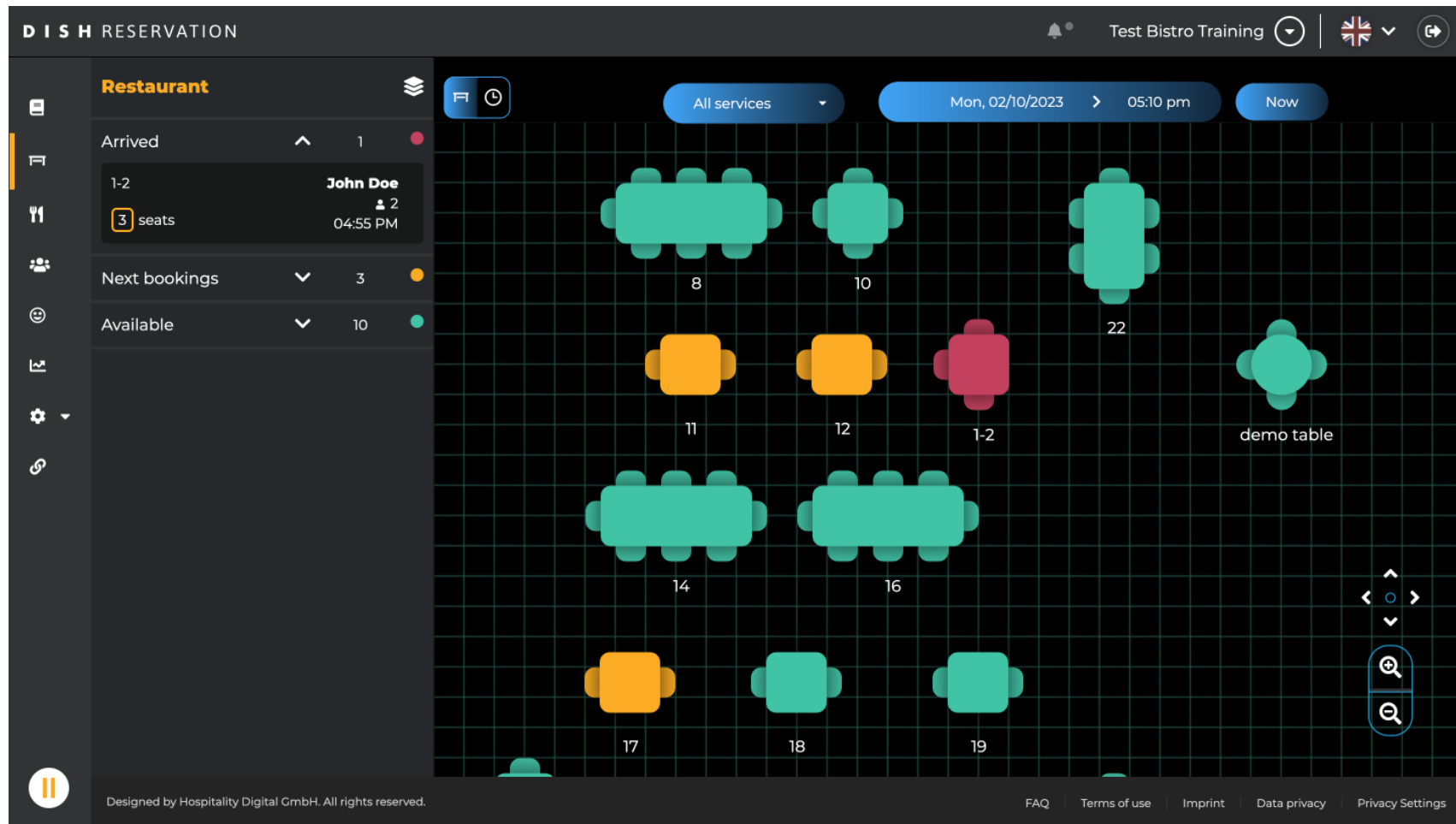
Then click on **CREATE RESERVATION** to book the walk-in.



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