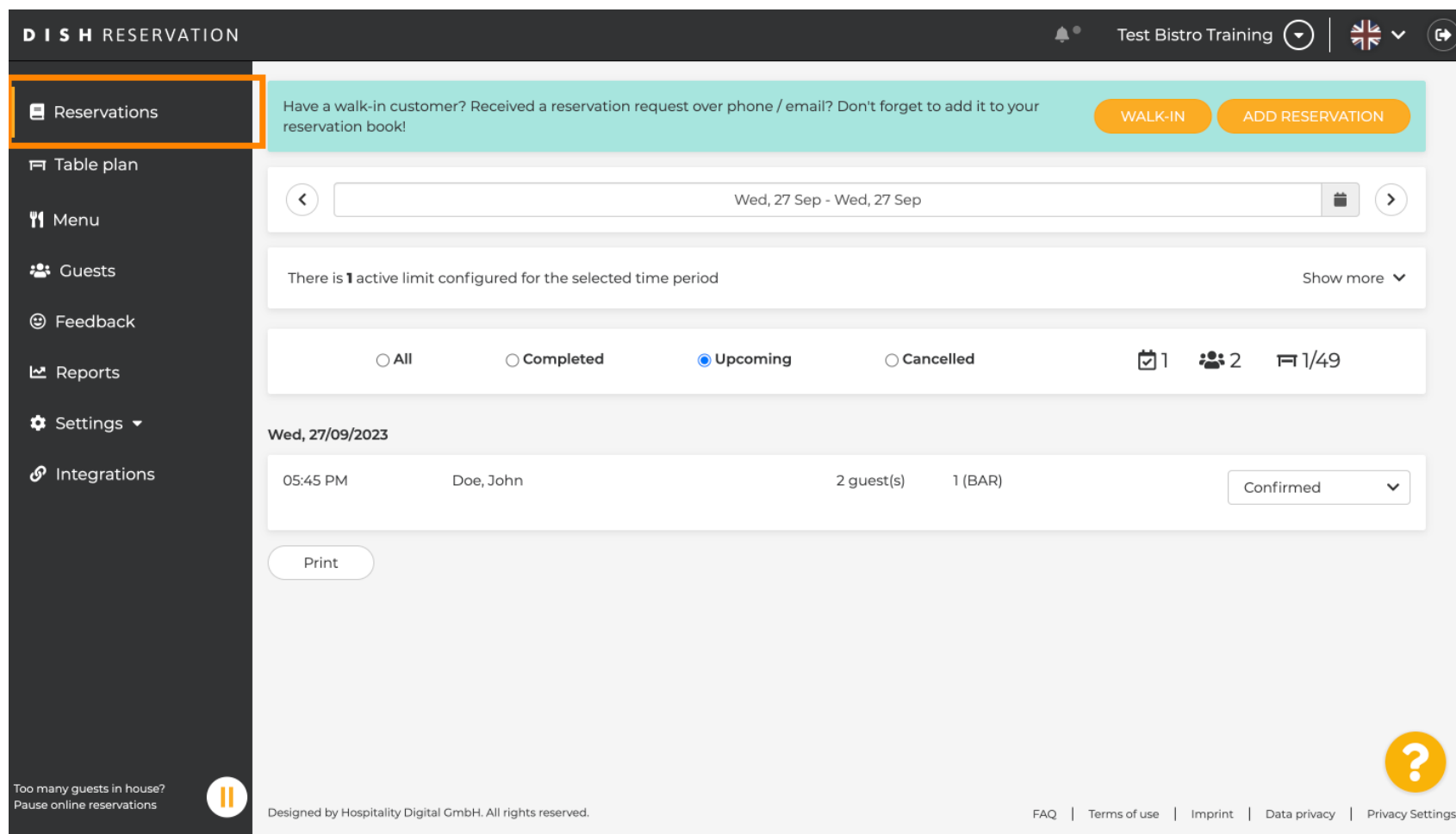




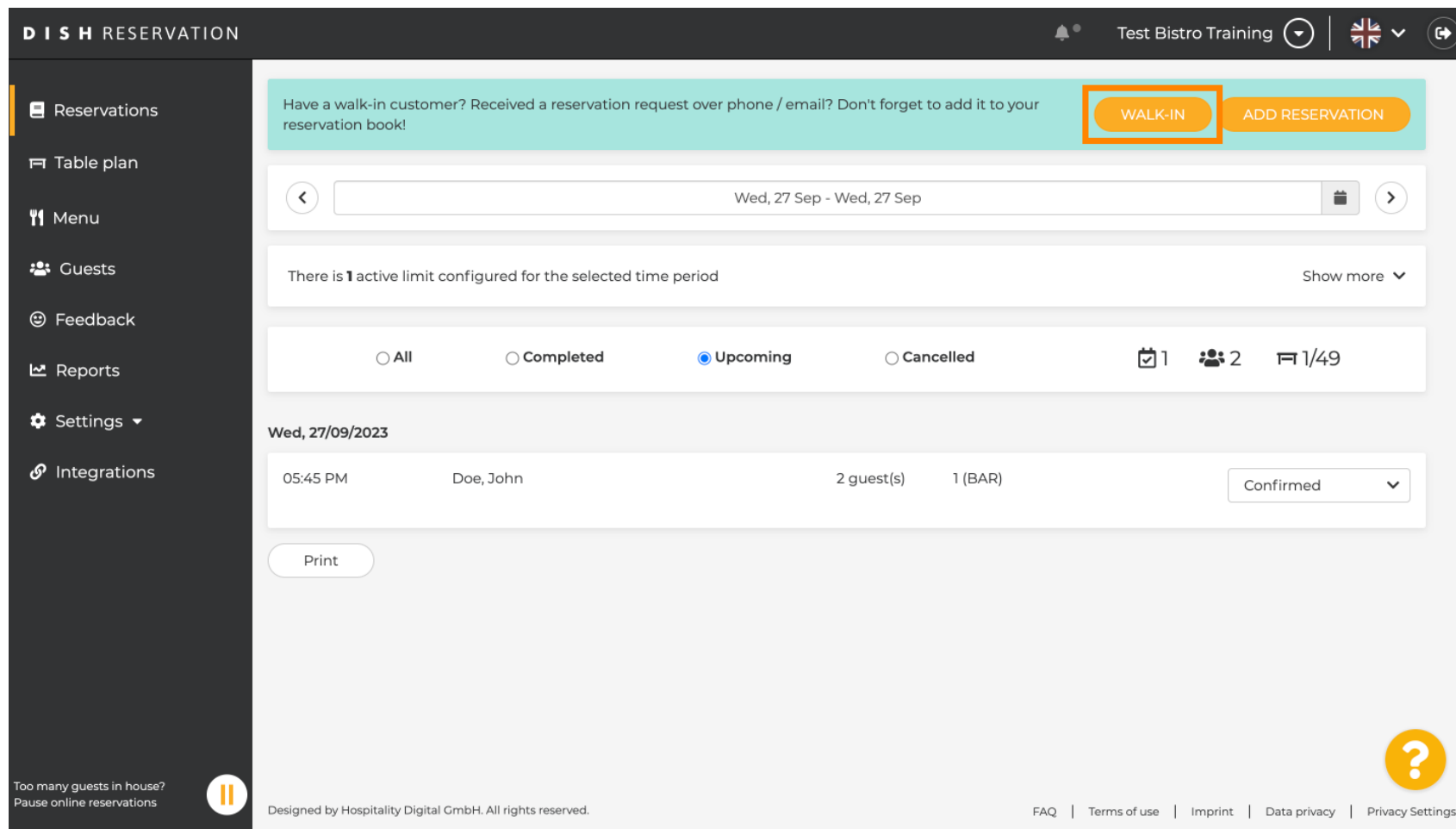
Welcome to the dashboard of **DISH Reservation**. In this tutorial, we show you how to add walk-in guests to your reservations.



The screenshot shows the DISH Reservation dashboard. The sidebar on the left has the 'Reservations' menu item highlighted with an orange box. 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 orange buttons: 'WALK-IN' and 'ADD RESERVATION'. Below the banner is a date 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. 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 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. The footer includes a 'Too many guests in house? Pause online reservations' message, a 'Designed by Hospitality Digital GmbH. All rights reserved.' notice, and a row of links: 'FAQ', 'Terms of use', 'Imprint', 'Data privacy', and 'Privacy Settings'. A yellow question mark icon is also present in the bottom right corner.



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



The screenshot shows the DISH Reservation web application interface. On the left is a dark sidebar with navigation links: Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. The main content area has a dark header with the 'DISH RESERVATION' logo, a notification bell, the user 'Test Bistro Training', a language selector (UK flag), and a refresh icon. Below the header is a light blue 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 red 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' link. Below this is a filter bar with radio buttons for 'All', 'Completed', 'Upcoming' (selected), and 'Cancelled'. To the right of the filters are icons for a calendar (1), guests (2), and tables (1/49). The main 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)', and a status of 'Confirmed'. A 'Print' button is located below the reservation list. At the bottom left, a message says 'Too many guests in house? Pause online reservations' with a pause icon. At the bottom right is a yellow circular help icon with a question mark. The footer contains the text '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

Reservations
Table plan
Menu
Guests
Feedback
Reports
Settings
Integrations

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 \*

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

Back
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





Reservations
Table plan
Menu
Guests
Feedback
Reports
Settings
Integrations

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

DateWed, 27/09/2023

TimeNow

Duration2.5 hours

Table(s)1-2

SourceWalkin

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





Reservations
Table plan
Menu
Guests
Feedback
Reports
Settings
Integrations

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



SAVE


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

DISH RESERVATION

Test Bistro Training





Reservations

Table plan

Menu

Guests

Feedback

Reports

Settings

Integrations

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



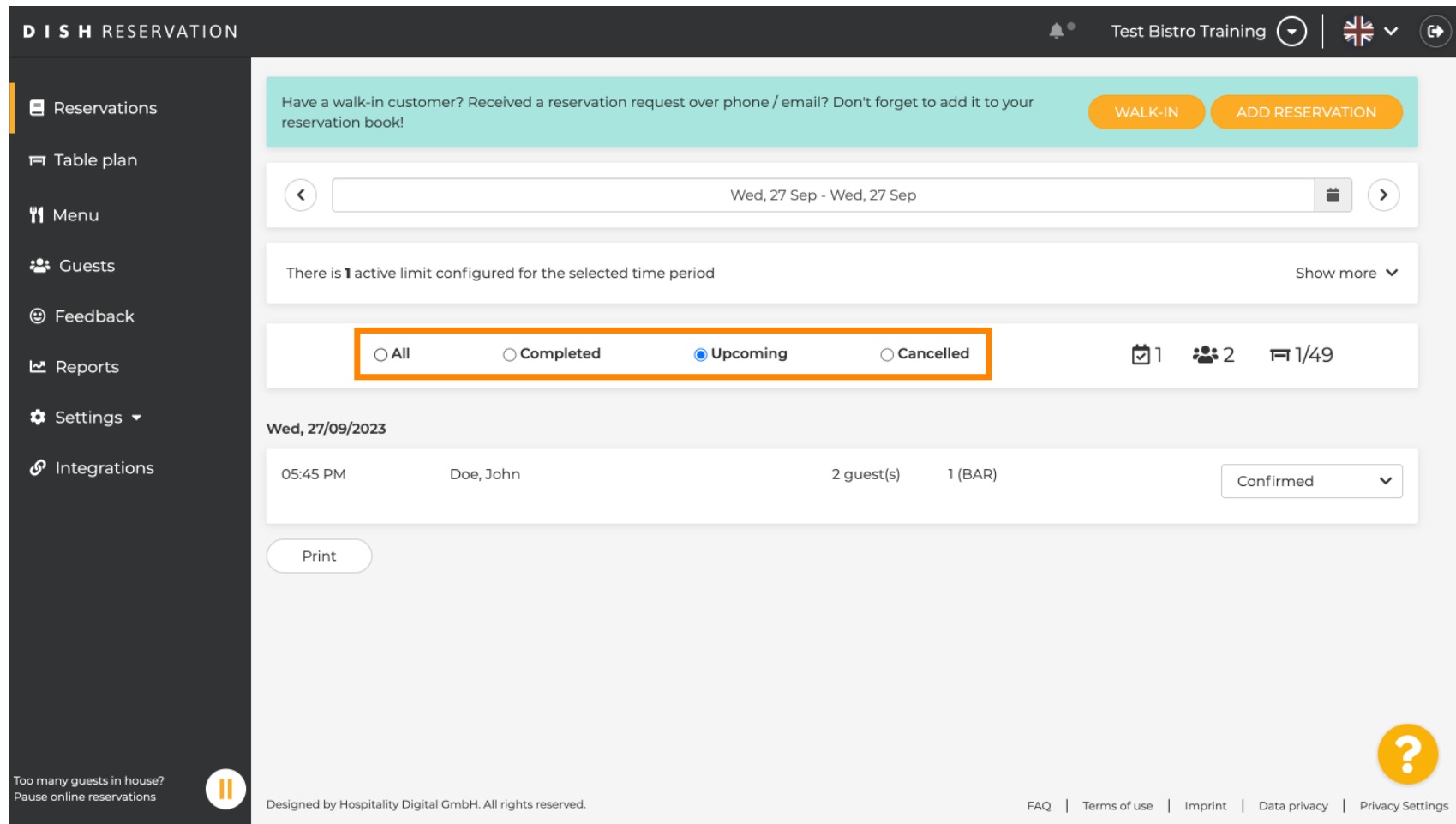
SAVE

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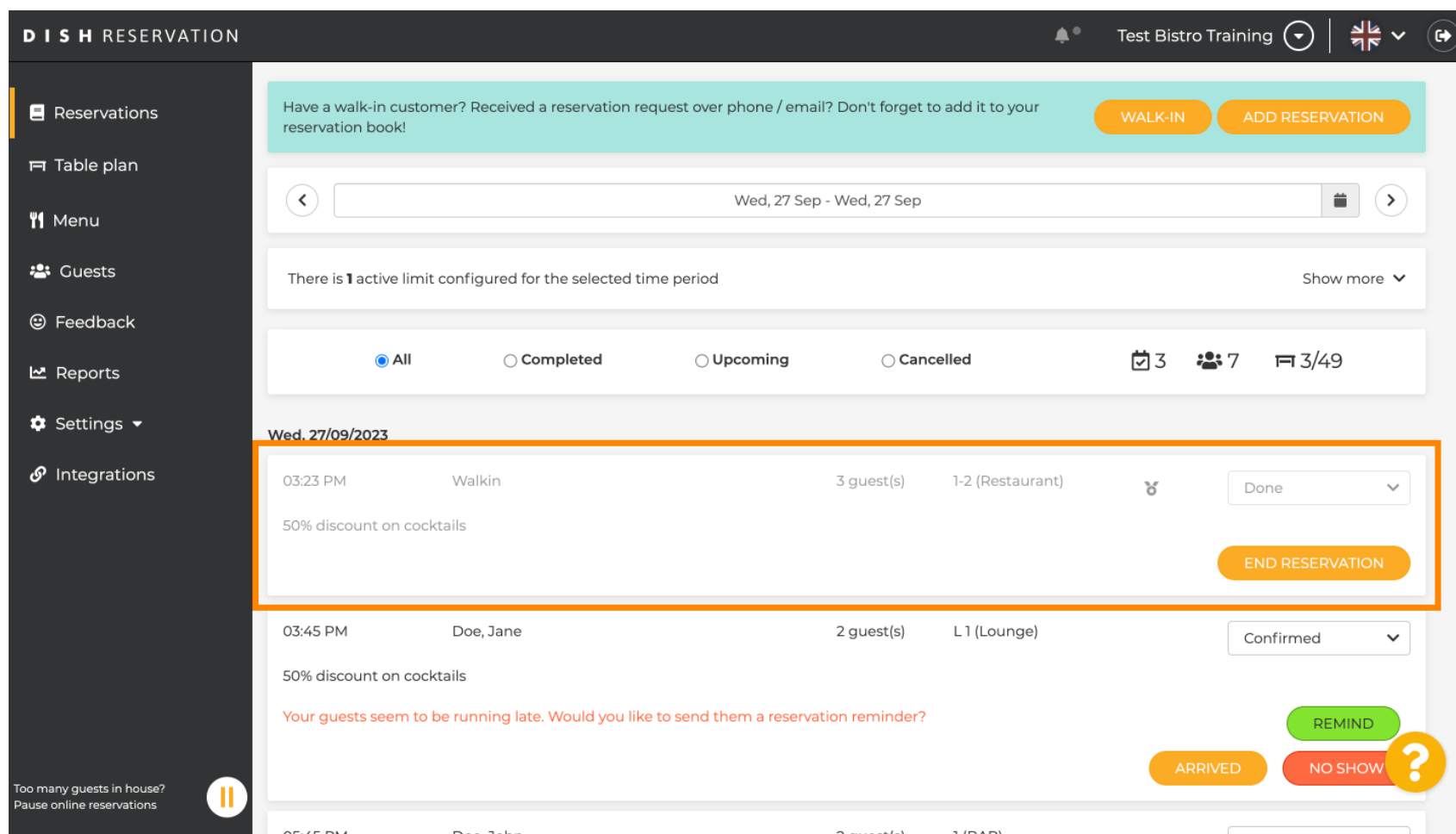
Since a walk-in isn't an upcoming reservation, you have to filter your reservations differently. To do so, use the given **selections**.



The screenshot shows the DISH Reservation management interface. The left sidebar contains navigation links: Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. The main content area has a header with a notification about walk-in customers and buttons for 'WALK-IN' and 'ADD RESERVATION'. Below this is a date range selector set to 'Wed, 27 Sep - Wed, 27 Sep'. A message indicates '1 active limit configured for the selected time period'. The filter section shows four options: 'All', 'Completed', 'Upcoming' (selected), and 'Cancelled'. To the right of the filters are icons for a calendar, 2 guests, and a table icon. The main list shows a reservation for 'Wed, 27/09/2023' at '05:45 PM' for 'Doe, John', with '2 guest(s)' and '1 (BAR)', and a status of 'Confirmed'. A 'Print' button is located below the reservation details. At the bottom, there is a footer with copyright information, 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

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

**Wed. 27/09/2023**

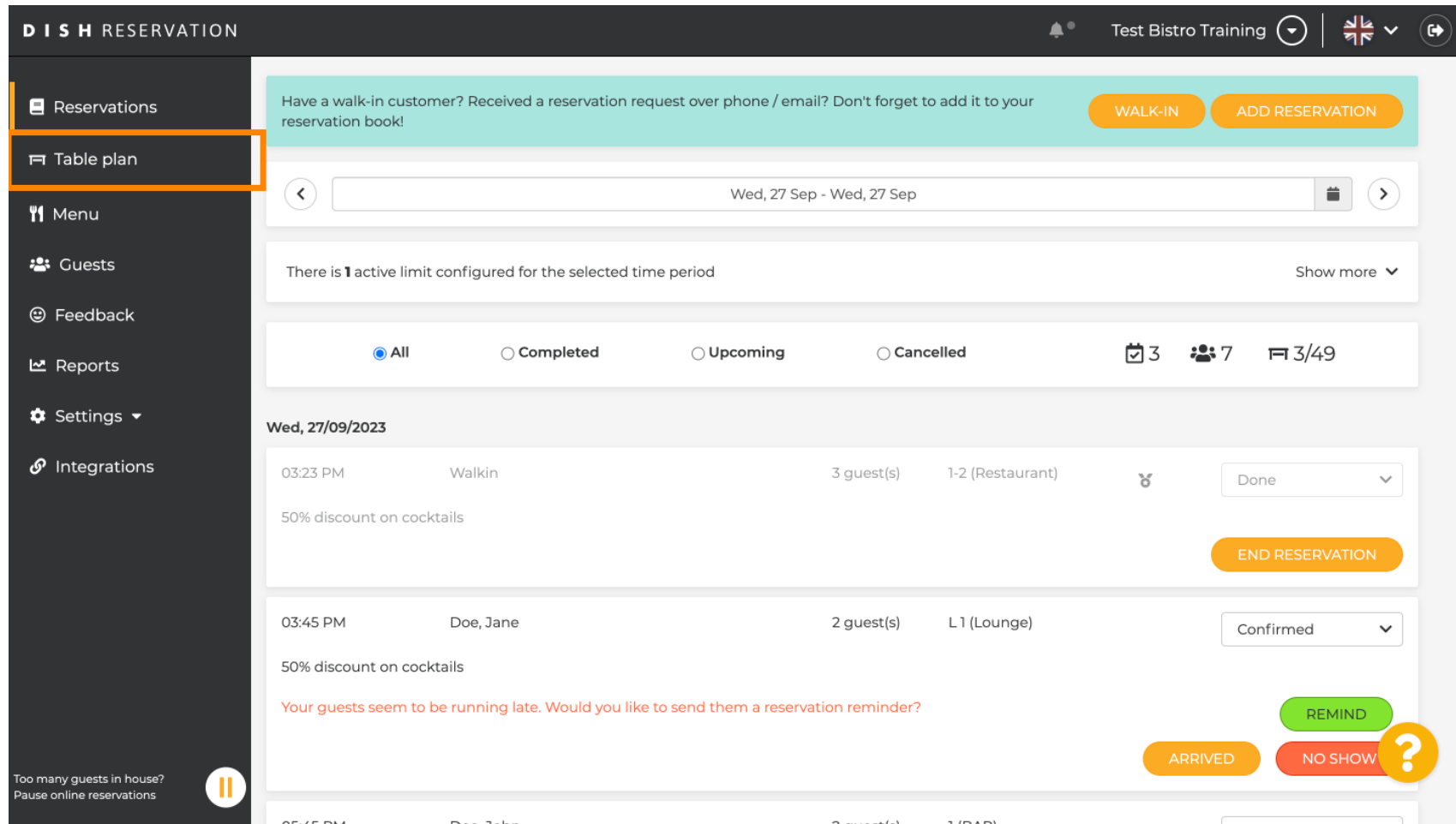
03:23 PM	Walkin	3 guest(s)	1-2 (Restaurant)	Done
50% discount on cocktails				
<b>END RESERVATION</b>				
03:45 PM	Doe, Jane	2 guest(s)	L1 (Lounge)	Confirmed
50% discount on cocktails				
Your guests seem to be running late. Would you like to send them a reservation reminder?				
<b>REMIND</b> <b>ARRIVED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

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**

Table plan

Wed, 27 Sep - Wed, 27 Sep

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

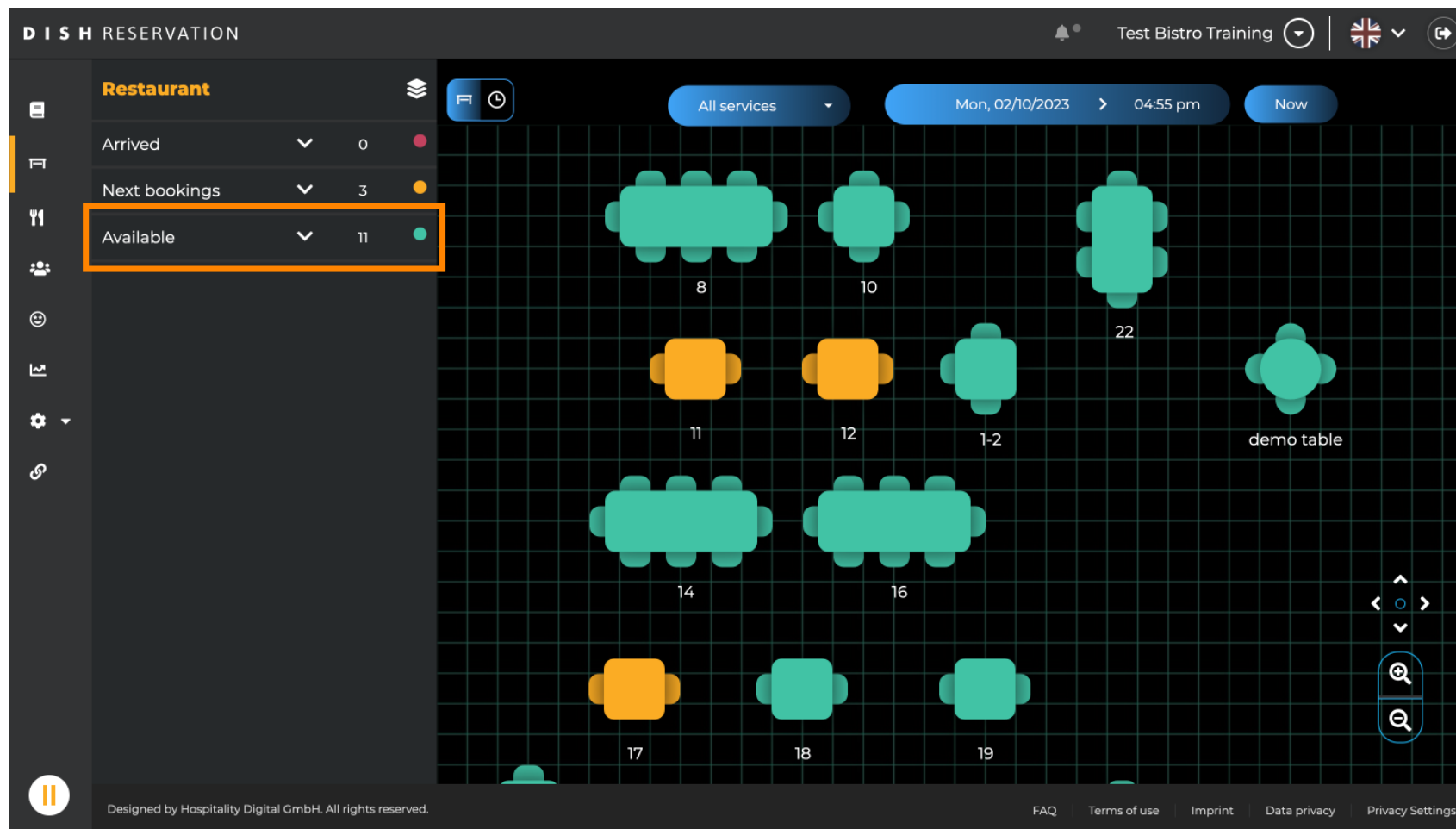
**All** **Completed** **Upcoming** **Cancelled** **3** **7** **3/49**

**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>				
05:45 PM	Doe, John	2 guest(s)	1 (BAR)	

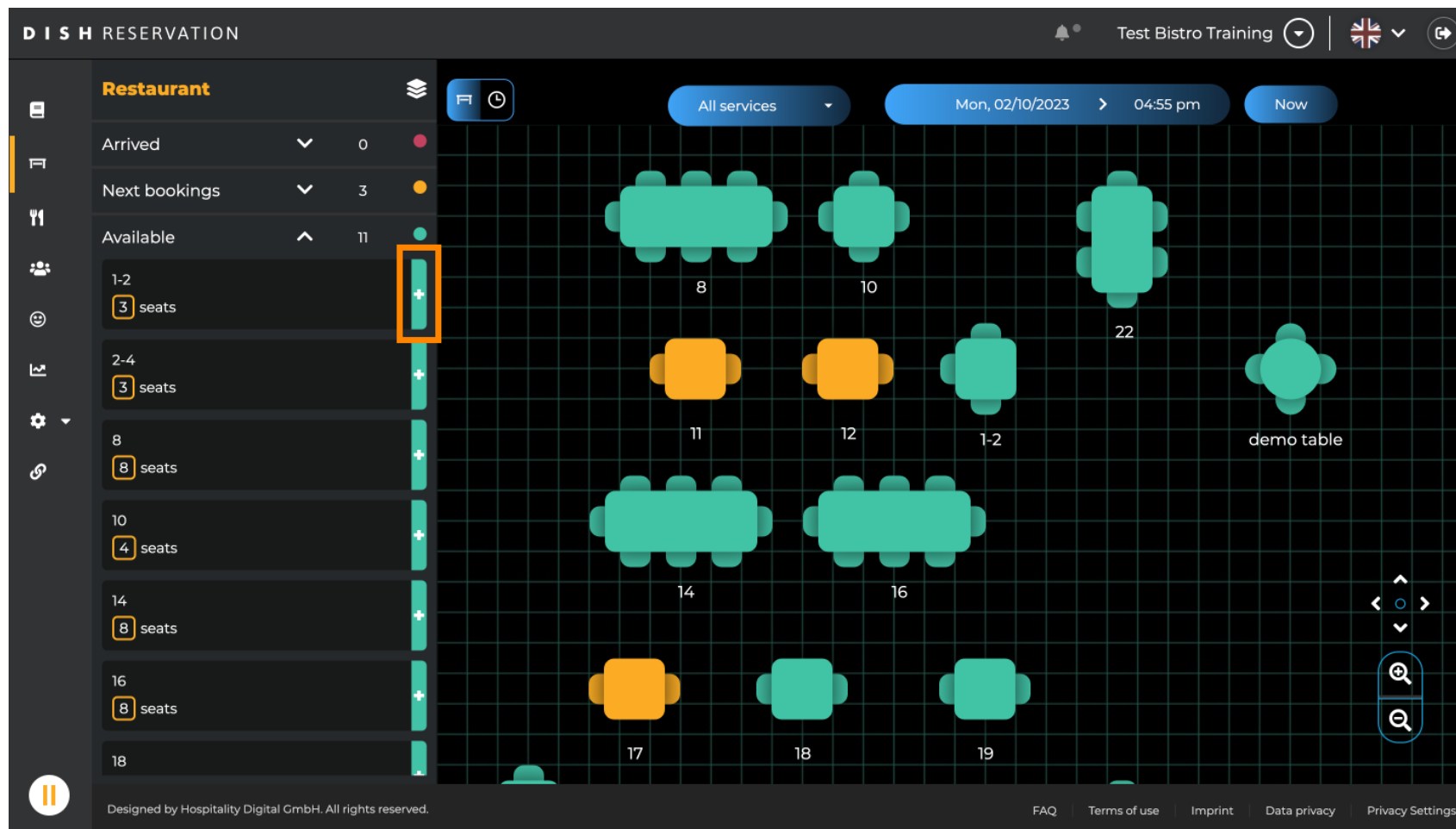
Too many guests in house? Pause online reservations

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.

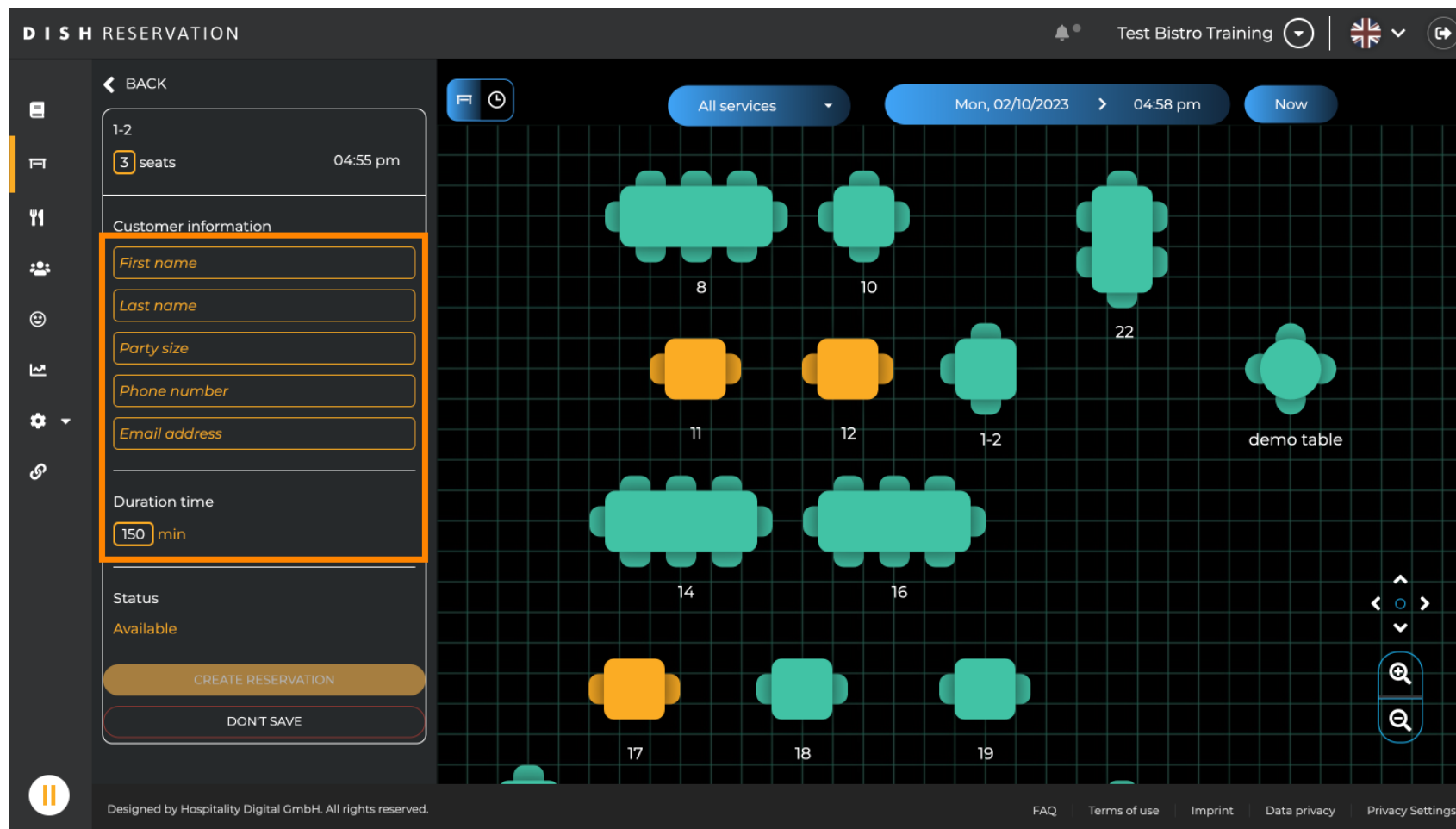


The screenshot shows the DISH Reservation interface. On the left, there is a sidebar with a list of available tables. The table with 1-2 seats is highlighted with a green plus icon. The main area displays a grid of tables with their respective seat counts and colors (green for available, orange for booked). The interface includes a top navigation bar with the DISH logo, a search bar, and a date/time selector. The bottom of the interface contains a footer with copyright information and links to FAQ, Terms of use, Imprint, Data privacy, and Privacy Settings.

Table Size	Seats	Status
1-2	3	Available
2-4	3	Available
8	8	Available
10	4	Available
14	8	Available
16	8	Available
18	-	Available



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

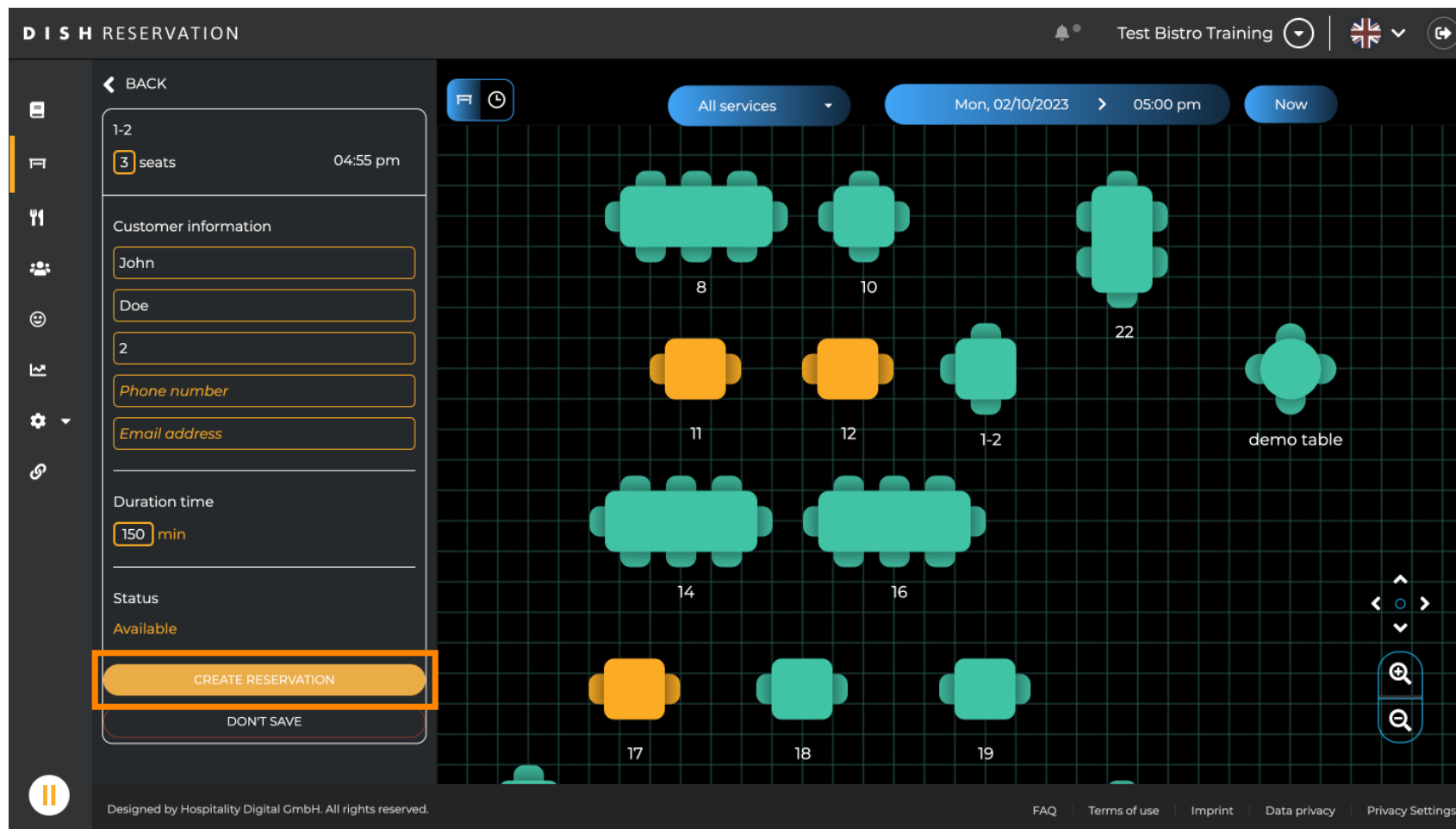


The screenshot displays the DISH Reservation app interface. On the left, a sidebar contains navigation icons. The main form area is divided into sections:

- Reservation Details:** Shows "1-2" and "3 seats" (highlighted with an orange box) and the time "04:55 pm".
- Customer information:** A section with five input fields: "First name", "Last name", "Party size", "Phone number", and "Email address". This entire section is highlighted with an orange border.
- Duration time:** A field showing "150 min" (highlighted with an orange box).
- Status:** A dropdown menu currently set to "Available".
- Buttons:** "CREATE RESERVATION" and "DON'T SAVE".

On the right, a table layout is shown on a grid. Tables are represented by icons and numbers: 8, 10, 22, 11, 12, 1-2, 14, 16, 17, 18, 19, and a "demo table". The top of the interface includes a header with "DISH RESERVATION", a user profile "Test Bistro Training", a language selector (UK flag), and a date/time selector showing "Mon, 02/10/2023" and "04:58 pm".

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



**DISH RESERVATION**

Test Bistro Training

Mon, 02/10/2023 05:00 pm Now

1-2  
3 seats 04:55 pm

Customer information

John

Doe

2

Phone number

Email address

Duration time

150 min

Status

Available

**CREATE RESERVATION**

DON'T SAVE

8 10 22 11 12 1-2 demo table 14 16 17 18 19

FAQ Terms of use Imprint Data privacy Privacy Settings



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

The screenshot displays the DISH Reservation interface for a restaurant. The top bar shows the restaurant name 'DISH RESERVATION', a notification bell, the location 'Test Bistro Training', a language selector (UK flag), and a refresh icon. The main interface is divided into a sidebar on the left and a floor plan on the right.

**Sidebar Menu:**

- Restaurant** (selected)
- Arrived** (highlighted with an orange box): Shows a reservation for **John Doe**, 2 people, 04:55 PM, with 3 seats. The '3 seats' is also highlighted with a yellow box.
- Next bookings**: 3 bookings.
- Available**: 10 bookings.

**Floor Plan:**

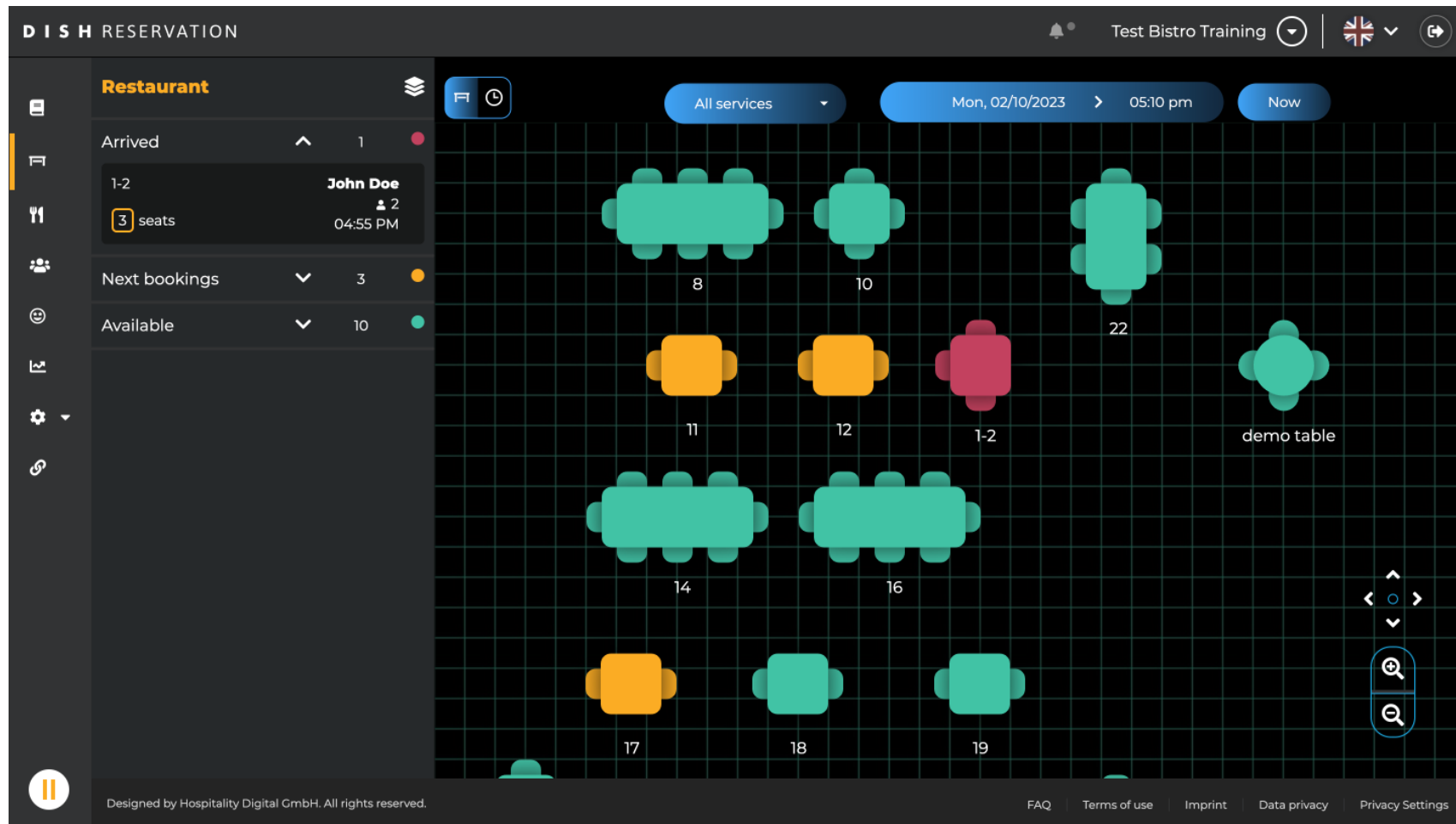
The floor plan shows a grid of tables. Tables are represented by icons and numbers: 8, 10, 11, 12, 14, 16, 17, 18, 19, 22, and a 'demo table'. The tables are color-coded: teal for standard tables, orange for smaller tables, and pink for a 1-2 person table.

**Footer:**

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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