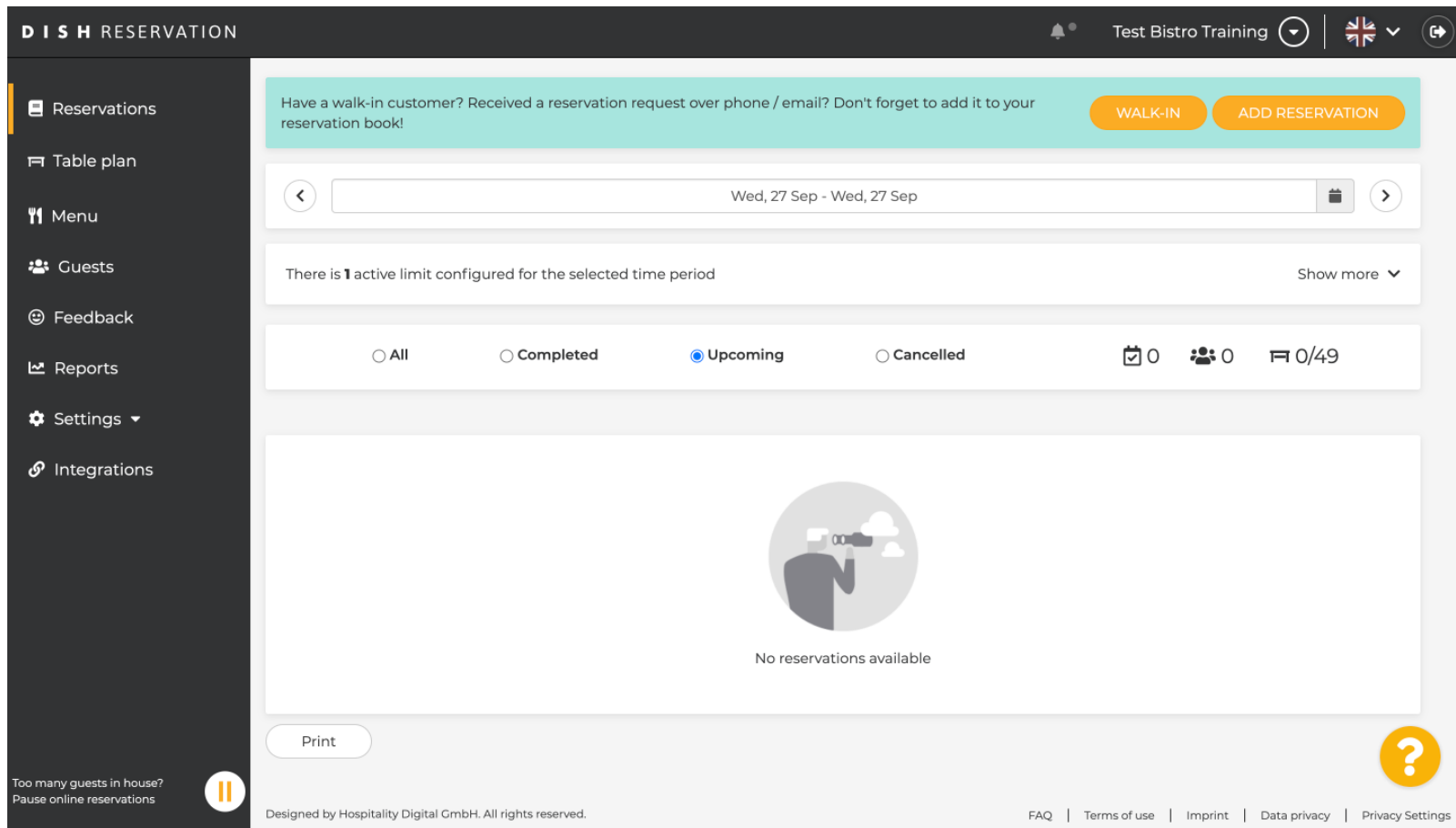




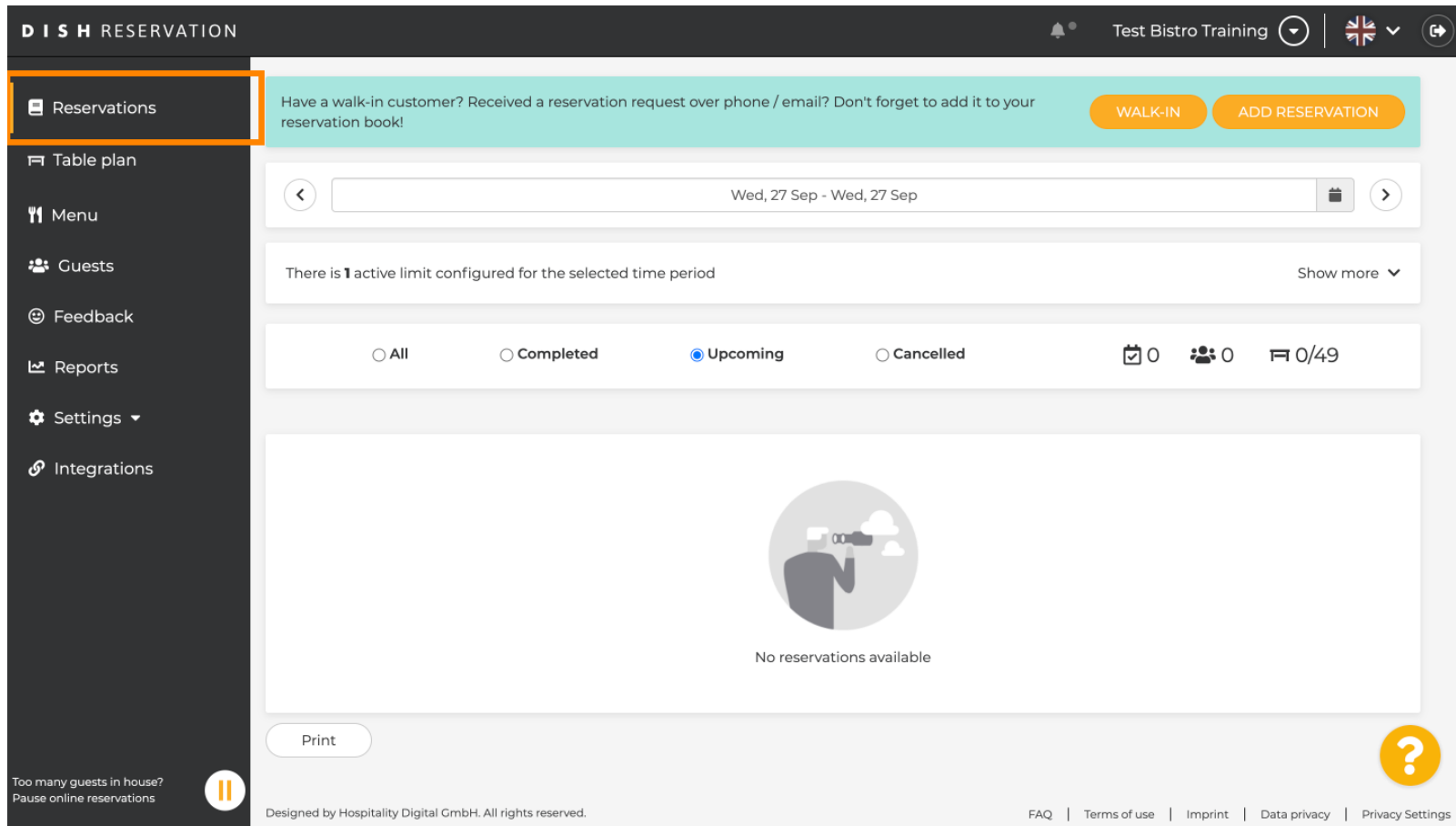
Welcome to the dashboard of **DISH Reservation**. In this tutorial, we show you how to manage your reservations.



The screenshot shows the DISH Reservation admin dashboard. The top header includes the logo, a user profile 'Test Bistro Training', a language selector (UK flag), and a help icon. The left sidebar contains navigation links: Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. The main content area features a teal banner with a message 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 status summary bar shows '1 active limit configured for the selected time period' and filters for 'All', 'Completed', 'Upcoming' (selected), and 'Cancelled'. It also displays counts for '0' items in each category. The main reservation list is empty, showing a 'No reservations available' message with a magnifying glass icon. At the bottom, there is a 'Print' button, a status indicator 'Too many guests in house? Pause online reservations', and a footer with legal links and a help icon.



When the menu **Reservations** is selected, you see an overview of your reservations.



The screenshot displays the DISH RESERVATION admin panel. The left sidebar contains a menu with the following items: Reservations (highlighted with an orange border), Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. The main content area features a teal 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 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 shows "All", "Completed", "Upcoming" (selected), and "Cancelled" filters, along with counts for "0", "0", and "0/49". The main content area displays a large circular icon of a person looking through binoculars and the text "No reservations available". At the bottom, there is a "Print" button, a "Too many guests in house? Pause online reservations" warning, 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".

To add a reservation manually, click on **ADD RESERVATION**.

The screenshot displays the DISH Reservation admin panel. The top navigation bar includes the DISH logo, a notification bell, the text 'Test Bistro Training', a language selector (UK flag), and a refresh icon. The left sidebar contains a menu with the following items: Reservations (highlighted with an orange bar), Table plan, Menu, Guests, Feedback, Reports, Settings (with a dropdown arrow), 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' (which is highlighted with an orange border). 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. A filter bar shows 'All', 'Completed', 'Upcoming' (selected), and 'Cancelled' filters, along with counts for calendar, guests, and tables (0, 0, and 0/49 respectively). The main area shows 'No reservations available' with an illustration of a person looking through binoculars. At the bottom left, a 'Print' button is visible. A status message at the bottom left reads 'Too many guests in house? Pause online reservations' with a pause icon. The footer contains the text 'Designed by Hospitality Digital GmbH. All rights reserved.' and a list of links: FAQ, Terms of use, Imprint, Data privacy, and Privacy Settings. A yellow question mark icon is located in the bottom right corner of the main content area.



A new window will open where you can enter the essential **reservation 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

Reservation information

'#' Guests *

Date *

Wed, 27/09/2023

Time *

Select guest number to see time

Duration

Please select capacity and time first

Table(s)

Please select time slot first

Source

Please select

Occasion

Please select

Guest information

Last name

First name

Phone

Email

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

Too many guests in house? Pause online reservations

4 of 23



Then fill in the **guest's information**. **Note: First name or last name, one of the two is mandatory.**

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

Reservation information

Guests *2

Date *Wed, 27/09/2023

Time *05:45 pm (204 seats)

Duration2.5 hours

Table(s)1

SourcePhone

OccasionCasual dining

Guest information

Last name

First name

Phone

Email

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...

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

Reservation information

'#' Guests2

DateWed, 27/09/2023

Time05:45 pm (204 seats)

Duration2.5 hours

Table(s)1

SourcePhone

OccasionCasual dining

Guest information

Last nameDoe

First nameJohn

Phone

Email

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...

Too many guests in house? Pause online reservations

6 of 23



Is there additional information regarding the guest? Leave them under Internal guest information in the corresponding **fields**.

DISH RESERVATION
Test Bistro Training

Reservations
Table plan
Menu
Guests
Feedback
Reports
Settings
Integrations

Table(s) 1
Source Phone
Occasion Casual dining

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

Designed by Hospitality Digital GmbH. All rights reserved.

FAQ | Terms of use | Imprint | Data privacy | Privacy Settings



Once you entered all the information, click on **SAVE** to add the reservation.

DISH RESERVATION
Test Bistro Training

Reservations
Table plan
Menu
Guests
Feedback
Reports
Settings
Integrations

Table(s)
Source
Occasion

1
Phone
Casual dining

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

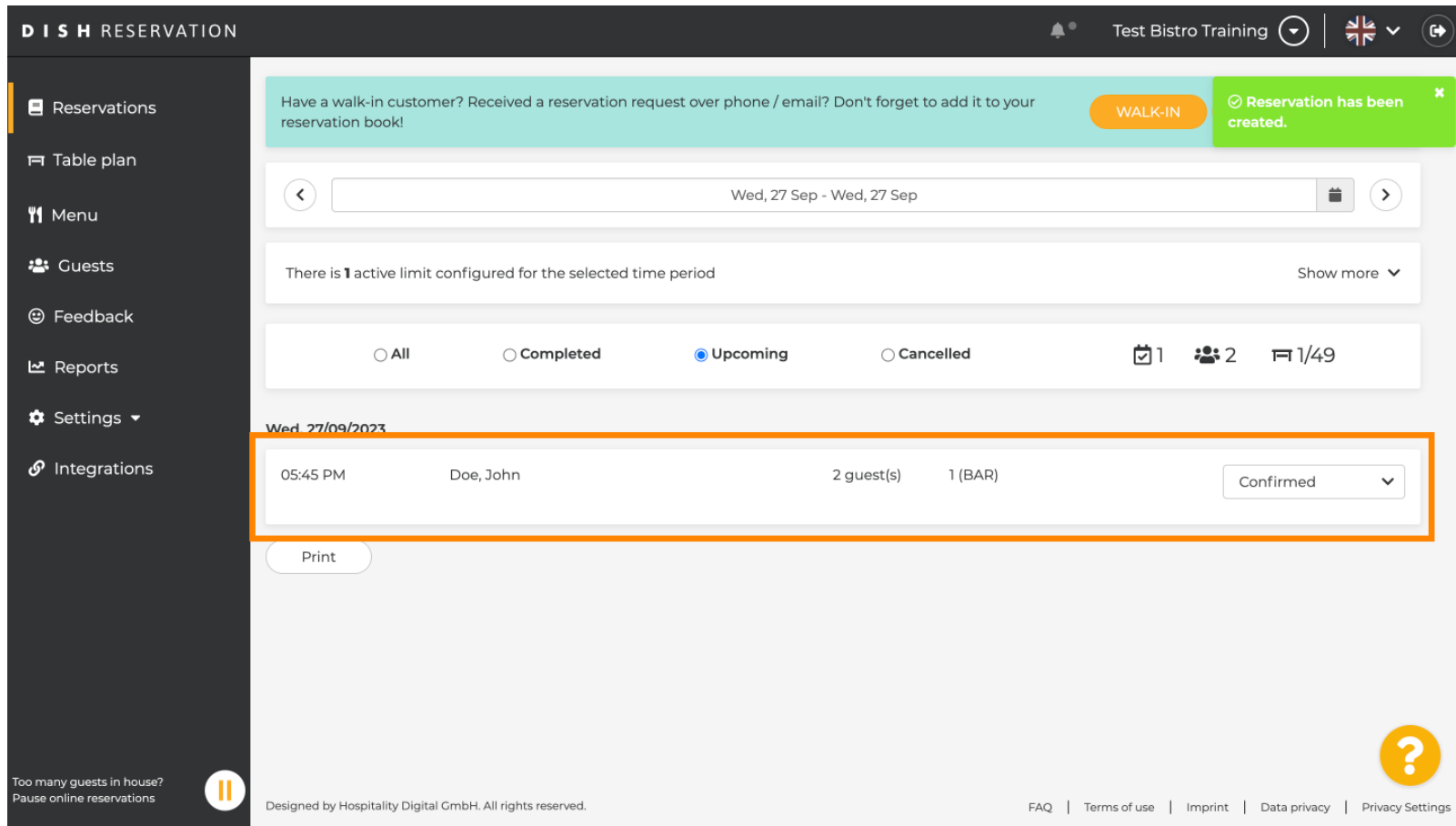
Designed by Hospitality Digital GmbH. All rights reserved.

FAQ | Terms of use | Imprint | Data privacy | Privacy Settings

8 of 23



You then will be led back to the overview where you can see your added reservation.



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** **Reservation has been created.**

Wed, 27 Sep - Wed, 27 Sep

There is 1 active limit configured for the selected time period [Show more](#)

☐ All ☐ Completed ☒ Upcoming ☐ Cancelled **1** **2** **1/49**

Wed 27/09/2023

05:45 PM	Doe, John	2 guest(s)	1 (BAR)	Confirmed
----------	-----------	------------	---------	-----------

Print

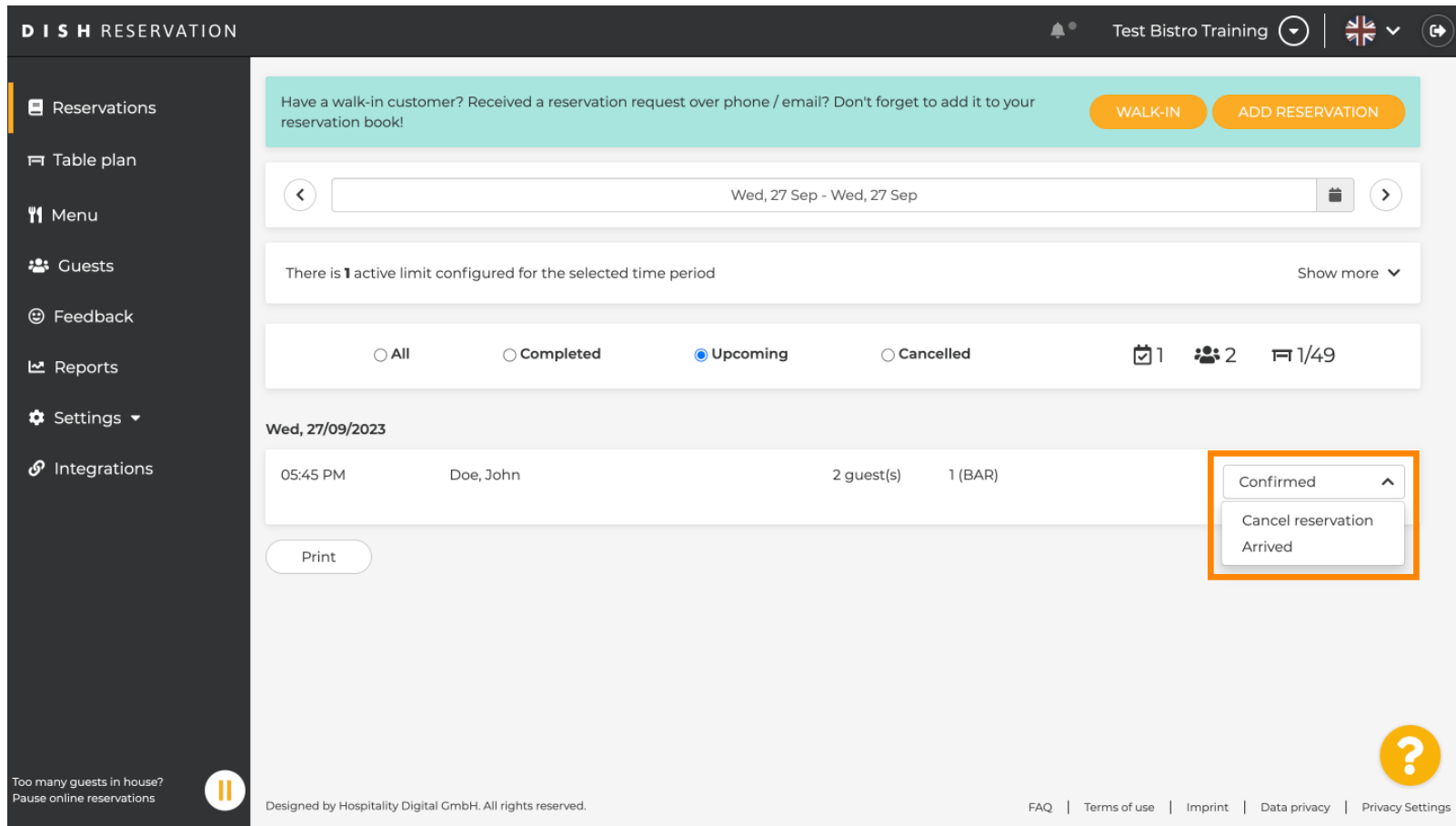
Too many guests in house? Pause online reservations

Designed by Hospitality Digital GmbH. All rights reserved.

FAQ | Terms of use | Imprint | Data privacy | Privacy Settings



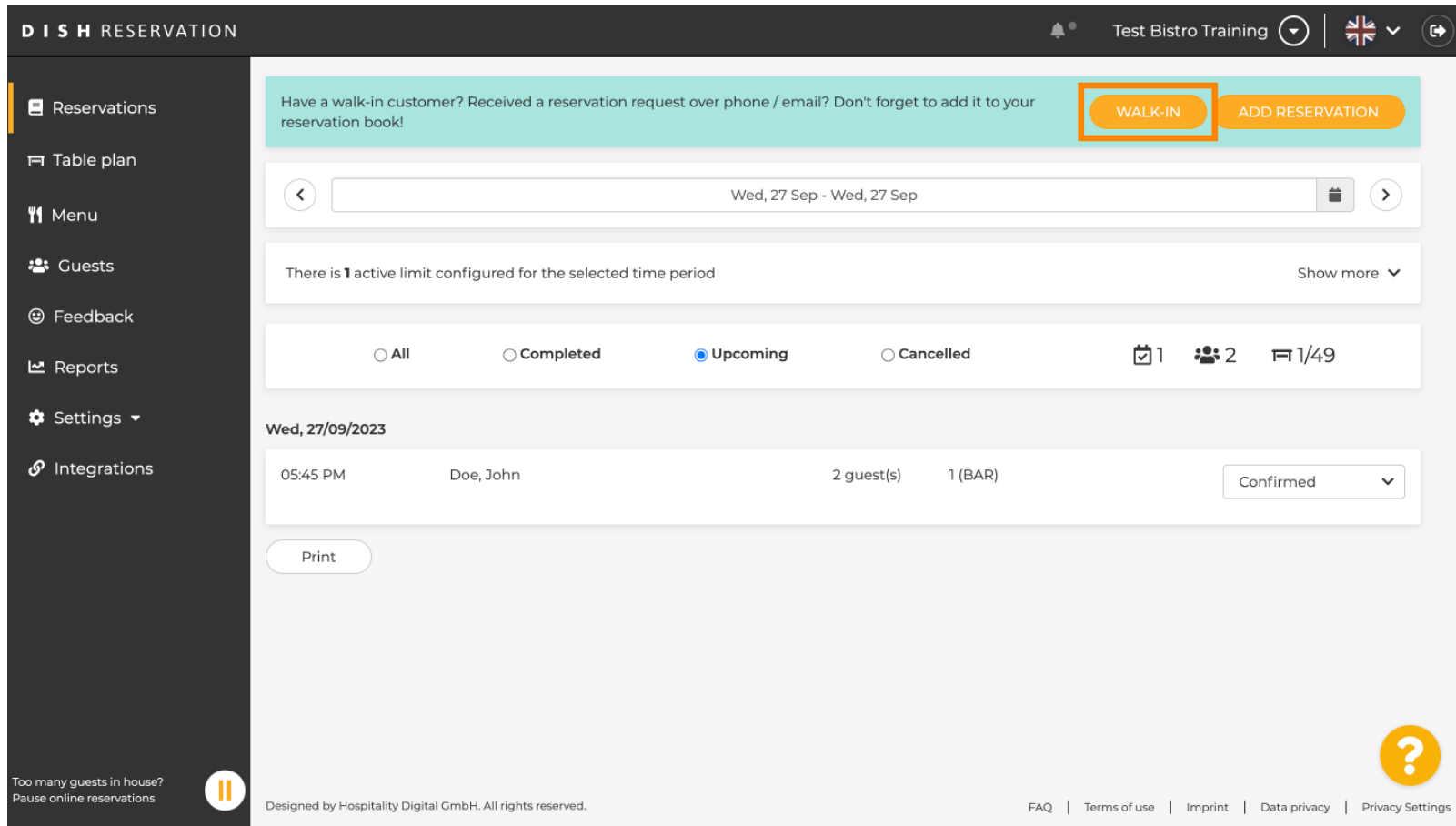
By using the **drop-down menu** you can either cancel a reservation or mark it as arrived.



The screenshot shows the DISH Reservation admin panel. The left sidebar contains navigation links: Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. The main content area displays a reservation for "Doe, John" on "Wed, 27/09/2023" at "05:45 PM" for "2 guest(s)" at "1 (BAR)". A drop-down menu is open, showing options: "Confirmed", "Cancel reservation", and "Arrived". The "Confirmed" option is currently selected. Below the reservation details is a "Print" button. At the bottom of the page, there is a footer with "Designed by Hospitality Digital GmbH. All rights reserved." and a "Help" icon (question mark in a circle).



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



The screenshot shows the DISH Reservation admin panel. The top navigation bar includes the DISH logo, a user profile icon, the text "Test Bistro Training", a language selector (UK flag), and a refresh icon. The left sidebar contains a menu with the following items: Reservations (highlighted), Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. The main content area has a teal banner at the top 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" (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" link. Below this is a filter bar with radio buttons for "All", "Completed", "Upcoming" (selected), and "Cancelled", along with icons for a calendar (1), people (2), and a table (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)". The status is "Confirmed" with a dropdown arrow. A "Print" button is located below the reservation entry. At the bottom left, there is a notification "Too many guests in house? Pause online reservations" with a pause icon. At the bottom right, there is a help icon (question mark) and a footer 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

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

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

Diet

SAVE

Too many guests in house?
Pause online reservations



12 of 23



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

Guests3

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

Guests3

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

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!

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

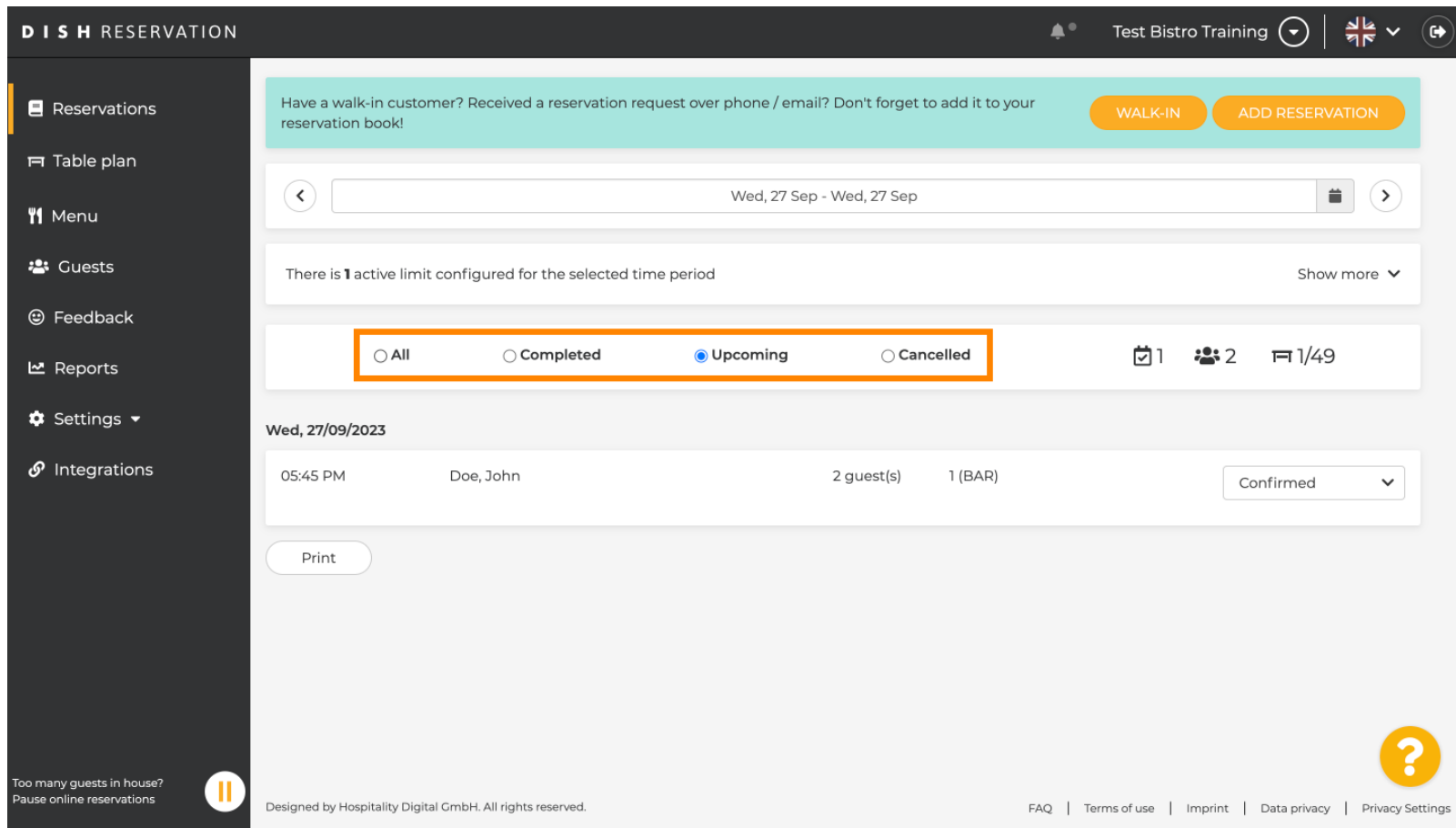
Back

SAVE

15 of 23



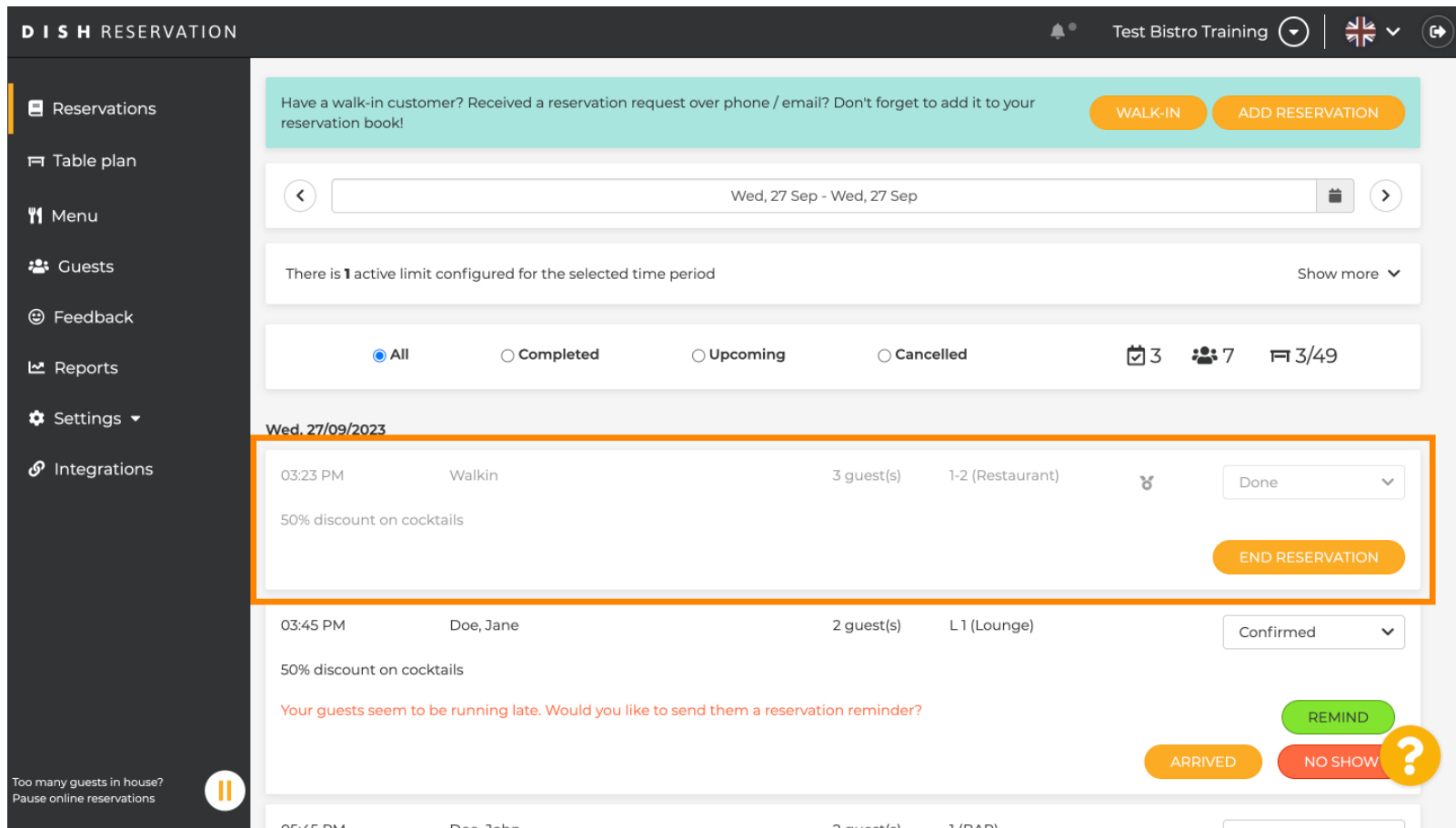
Since a walk-in isn't an upcoming reservation, you have to filter your reservations differently. To do so, use the given **selections**.



The screenshot shows the DISH Reservation admin panel. The left sidebar contains navigation links: Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. The main content area has a 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 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 shows four options: "All", "Completed", "Upcoming" (which is selected and highlighted with an orange border), and "Cancelled". To the right of the filter bar are icons for a calendar (1), guests (2), and a table (1/49). Below the filter bar, a reservation entry is shown 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 entry. At the bottom left, there is a warning icon and text: "Too many guests in house? Pause online reservations". At the bottom right, there is a help icon (question mark) and a footer with links: "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

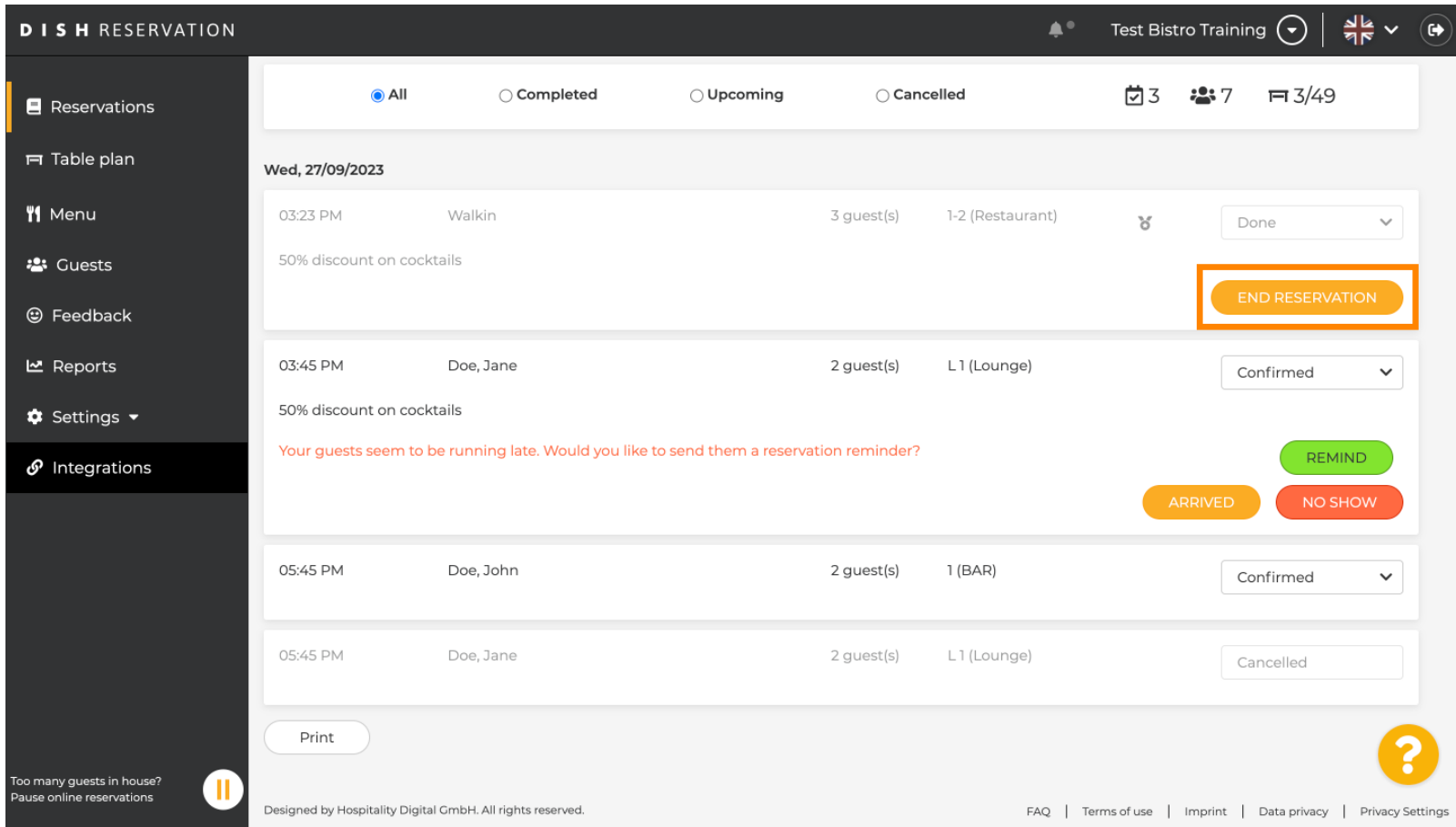
Wed, 27/09/2023

03:23 PM	Walkin	3 guest(s)	1-2 (Restaurant)	Done	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 (R&D)		

Too many guests in house? Pause online reservations



Is a table finished, you can terminate that specific reservation by clicking on **END RESERVATION**.



DISH RESERVATION | Test Bistro Training | 🇬🇧 | 🔄

☒ All ☐ Completed ☐ Upcoming ☐ Cancelled | 📅 3 👤 7 🗑️ 3/49

Wed, 27/09/2023

03:23 PM	Walkin	3 guest(s)	1-2 (Restaurant)	🔖	Done ▾	END RESERVATION
50% discount on cocktails						
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)		Confirmed ▾	
05:45 PM	Doe, Jane	2 guest(s)	L1 (Lounge)		Cancelled	

Print

Too many guests in house? Pause online reservations 🛑

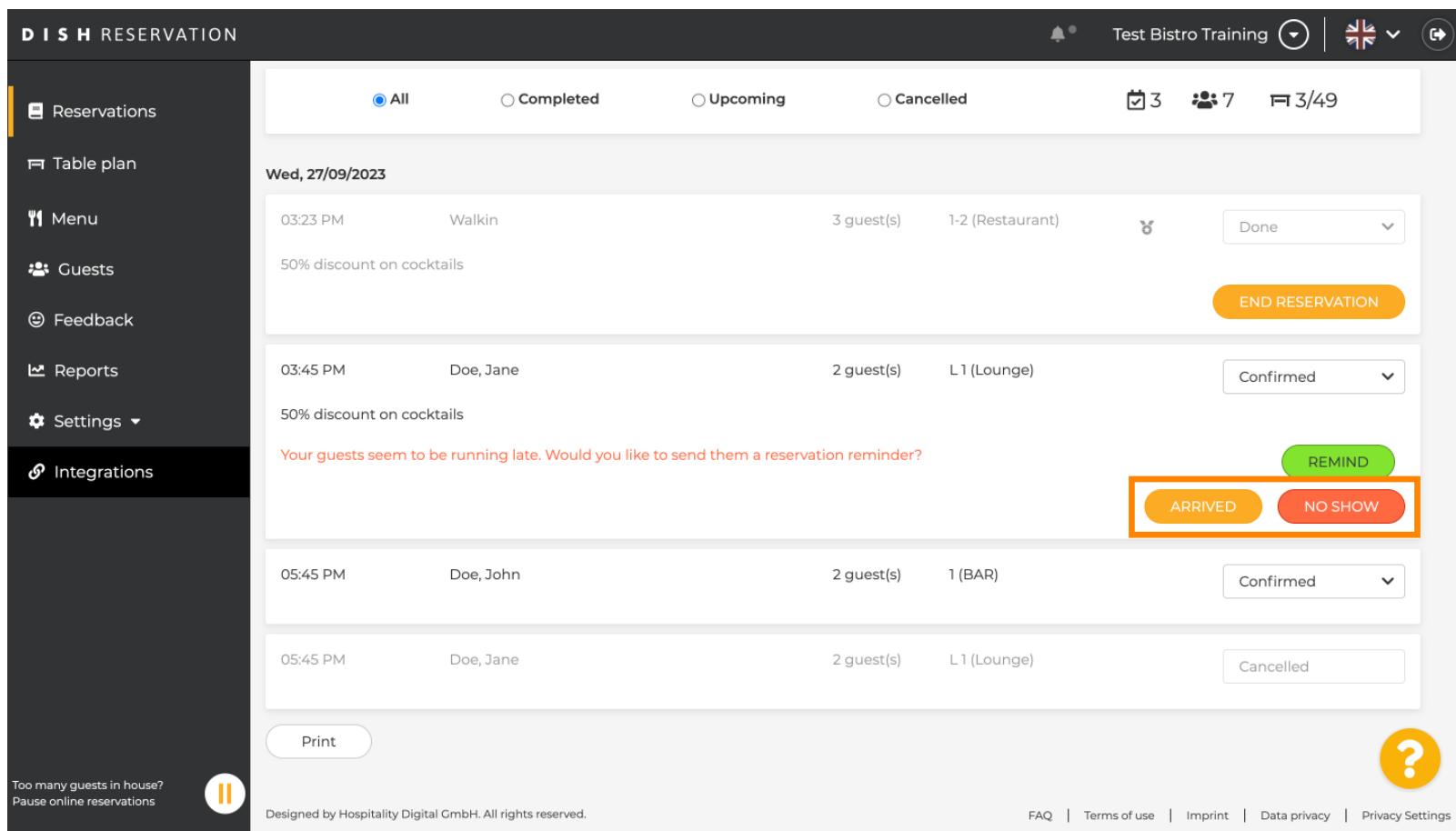
Designed by Hospitality Digital GmbH. All rights reserved.

FAQ | Terms of use | Imprint | Data privacy | Privacy Settings

?



For an upcoming reservation you have the option to either mark it as arrived or no show. Simply click on the corresponding **button**.



DISH RESERVATION

Test Bistro Training

Reservations

Table plan

Menu

Guests

Feedback

Reports

Settings

Integrations

Wed, 27/09/2023

All	Completed	Upcoming	Cancelled	3	7	3/49
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)	Confirmed		
05:45 PM	Doe, Jane	2 guest(s)	L1 (Lounge)	Cancelled		

Print

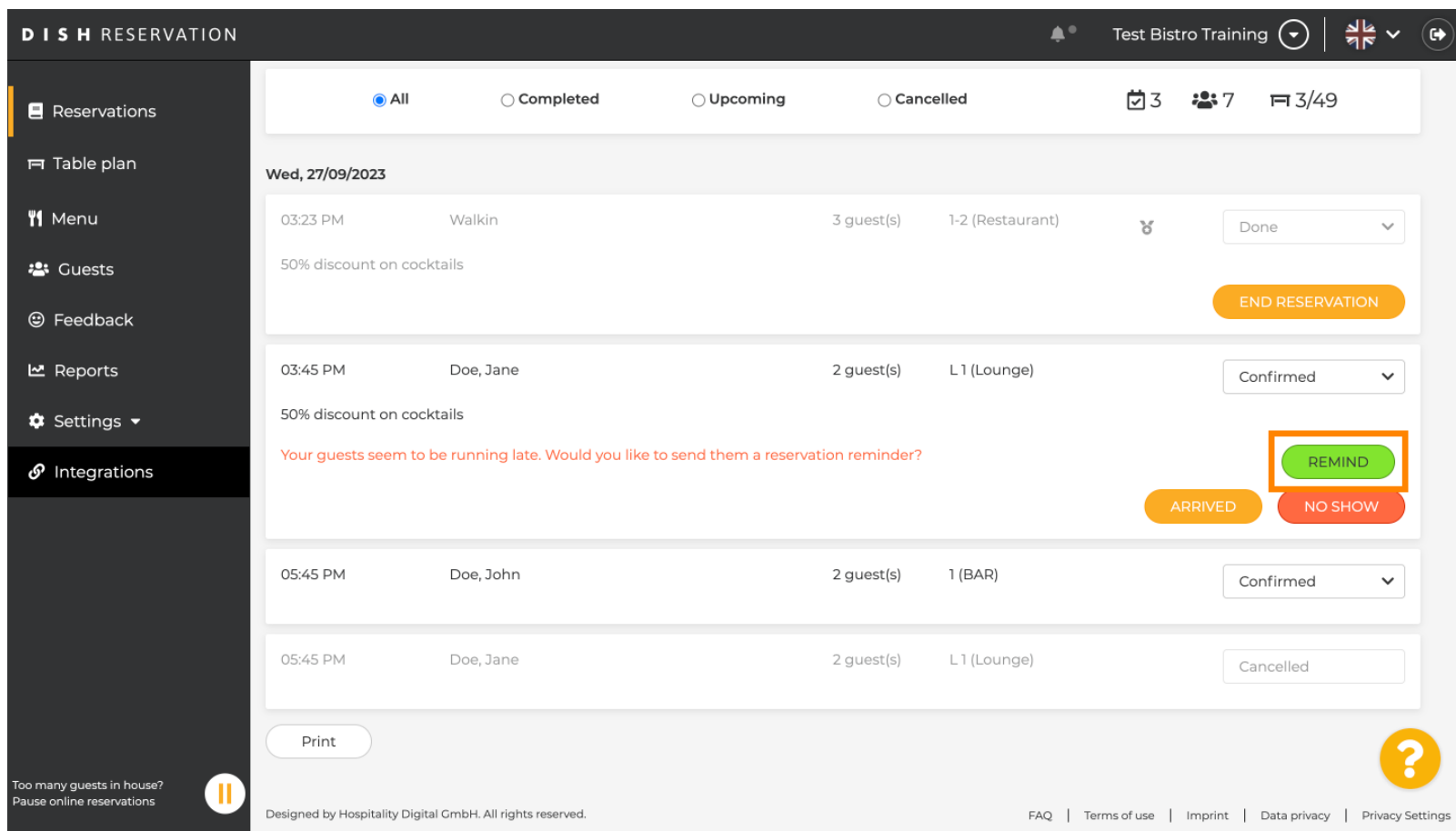
Too many guests in house? Pause online reservations

Designed by Hospitality Digital GmbH. All rights reserved.

FAQ | Terms of use | Imprint | Data privacy | Privacy Settings



Is the guest not on time you can send a reminder by using the **REMIND** button. Note: Either an e-mail-address or a telephone number has to be deposited if you have added the reservation manually.



DISH RESERVATION | Test Bistro Training | 🇬🇧 | 🔄

☒ All ☐ Completed ☐ Upcoming ☐ Cancelled | 📅 3 | 👤 7 | 🗑️ 3/49

Wed, 27/09/2023

03:23 PM	Walkin	3 guest(s)	1-2 (Restaurant)	🔗	Done ▾	END RESERVATION
50% discount on cocktails						
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)		Confirmed ▾	
05:45 PM	Doe, Jane	2 guest(s)	L1 (Lounge)		Cancelled	

Print

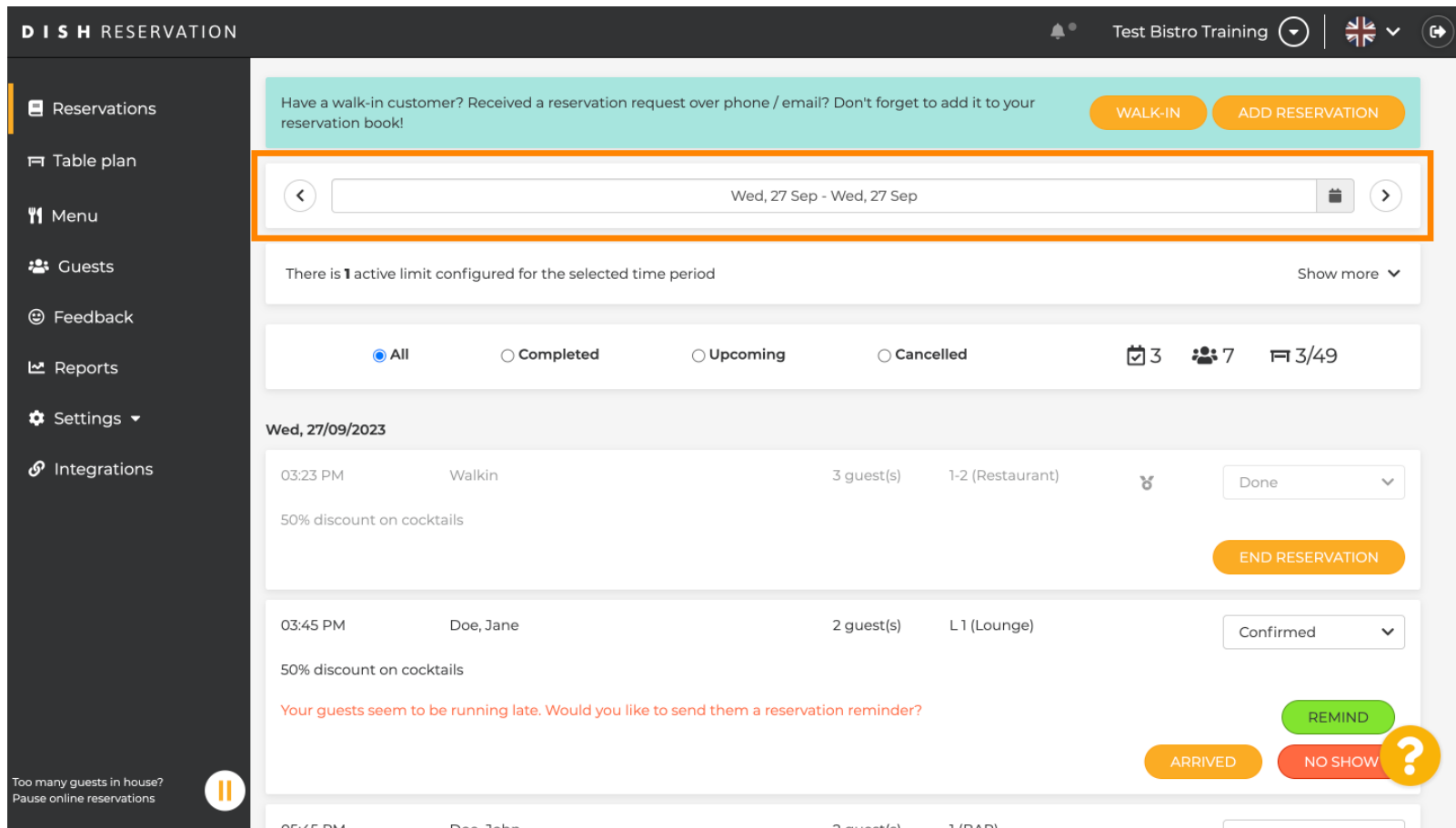
Too many guests in house? Pause online reservations

Designed by Hospitality Digital GmbH. All rights reserved.

FAQ | Terms of use | Imprint | Data privacy | Privacy Settings



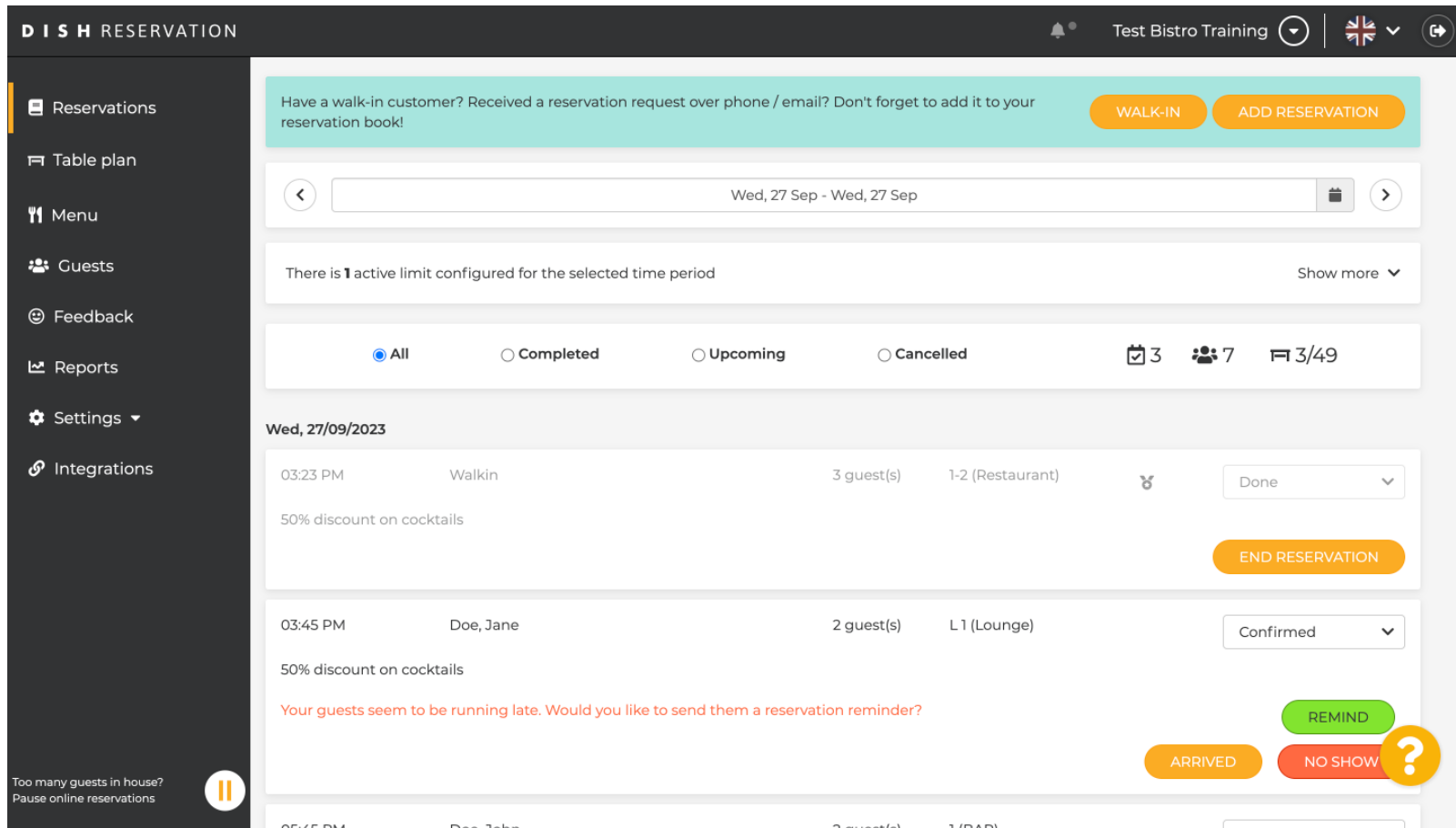
Do you want to manage or review reservations of different dates? Use the **calendar function** or skip through the dates by using the **arrows**.



The screenshot shows the DISH Reservation admin panel. 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 selection bar with arrows and a calendar icon, highlighted by an orange box. The date selected is 'Wed, 27 Sep - Wed, 27 Sep'. Below the date bar, there is a status filter section with radio buttons for 'All' (selected), 'Completed', 'Upcoming', and 'Cancelled'. To the right of the filters are icons for 3 reservations, 7 guests, and 3/49 tables. The main list of reservations for 'Wed, 27/09/2023' is shown. The first reservation is at 03:23 PM for a walk-in, 3 guests, in room 1-2 (Restaurant), with a status of 'Done' and an 'END RESERVATION' button. The second reservation is at 03:45 PM for Doe, Jane, 2 guests, in room L1 (Lounge), with a status of 'Confirmed' and buttons for 'REMIND', 'ARRIVED', and 'NO SHOW'. A red text prompt asks if the user wants to send a reminder. The third reservation is partially visible at 05:45 PM for Doe, John, 2 guests, in room 1 (RADI).



That's it. You have completed the tutorial and now know how to manage your reservations.



The screenshot displays the DISH Reservation admin panel. The top navigation bar includes the DISH RESERVATION logo, a notification bell, the text 'Test Bistro Training', a language selector (UK flag), and a refresh icon. The left sidebar contains a menu with the following items: Reservations (highlighted), Table plan, Menu, Guests, Feedback, Reports, Settings (with a dropdown arrow), and Integrations. At the bottom of the sidebar, there is a status message: 'Too many guests in house? Pause online reservations' next to a pause icon.

The main content area features a teal banner at the top 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. Filter buttons include 'All' (selected), 'Completed', 'Upcoming', and 'Cancelled'. Summary statistics show: 3 calendar icons, 7 people icon, and 3/49 table icon.

The reservation list for 'Wed, 27/09/2023' contains three entries:

- 03:23 PM**: Walkin, 3 guest(s), 1-2 (Restaurant), status 'Done' (dropdown), note '50% discount on cocktails', and an 'END RESERVATION' button.
- 03:45 PM**: Doe, Jane, 2 guest(s), L1 (Lounge), status 'Confirmed' (dropdown), note '50% discount on cocktails', a red text prompt 'Your guests seem to be running late. Would you like to send them a reservation reminder?', and buttons for 'REMIND' (green), 'ARRIVED' (orange), and 'NO SHOW' (red). A yellow question mark icon is overlaid on the 'NO SHOW' button.
- 05:45 PM**: Doe, John, 2 guest(s), 1 (BAR), status dropdown, and a note field.



Scan to go to the interactive player