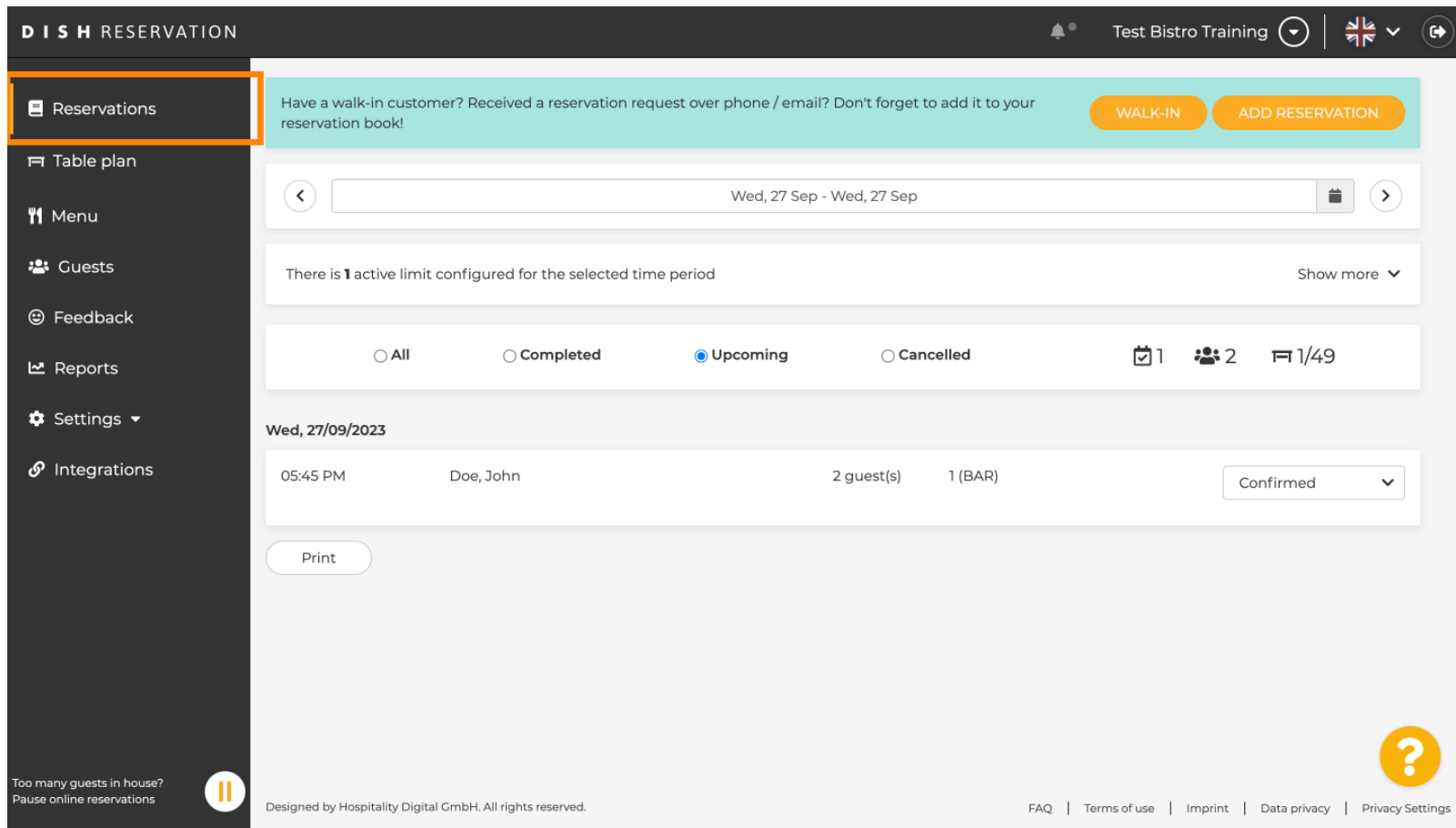




Welcome to the dashboard of **DISH Reservation**. In this tutorial, we show you how to add walk-in guests to your reservations.



The screenshot shows the DISH Reservation dashboard. The sidebar on the left has a dark background with white text and icons. The 'Reservations' menu item is highlighted with an orange border. Other menu items include 'Table plan', 'Menu', 'Guests', 'Feedback', 'Reports', 'Settings', and 'Integrations'. At the bottom of the sidebar, there is a status message: 'Too many guests in house? Pause online reservations' with a pause icon.

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, there 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 orange buttons: 'WALK-IN' and 'ADD RESERVATION'.

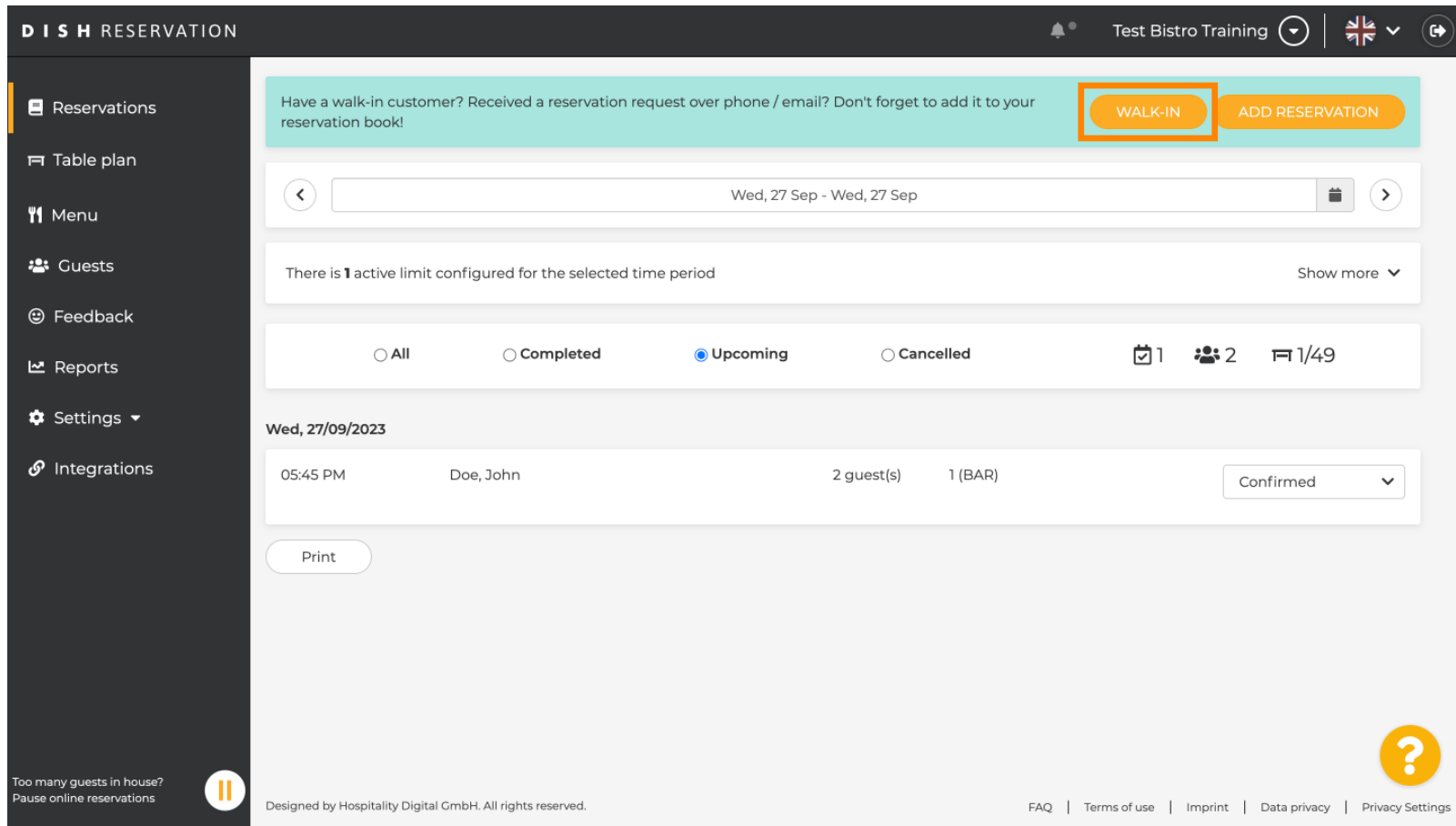
Below the banner is a date range selector showing 'Wed, 27 Sep - Wed, 27 Sep'. Underneath, a message states: 'There is 1 active limit configured for the selected time period' with a 'Show more' link. A filter bar shows radio buttons for 'All', 'Completed', 'Upcoming' (which is selected), and 'Cancelled'. To the right of the filters are icons for a calendar (1), guests (2), and a table (1/49).

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)'. The status is 'Confirmed' with a dropdown arrow. A 'Print' button is located below the reservation entry.

At the bottom right of the dashboard, there is a yellow circular help icon with a question mark. The footer contains the text 'Designed by Hospitality Digital GmbH. All rights reserved.' and a row of links: '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 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 user profile 'Test Bistro Training', a language selector (UK flag), and a refresh icon. 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' (highlighted with a teal 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 are filter buttons: 'All', 'Completed', 'Upcoming' (selected), and 'Cancelled'. To the right of these are icons for a calendar (1), guests (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, a message says 'Too many guests in house? Pause online reservations' with a pause icon. At the bottom right is a yellow question mark icon. 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

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

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

Too many guests in house?
Pause online reservations



5 of 16

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

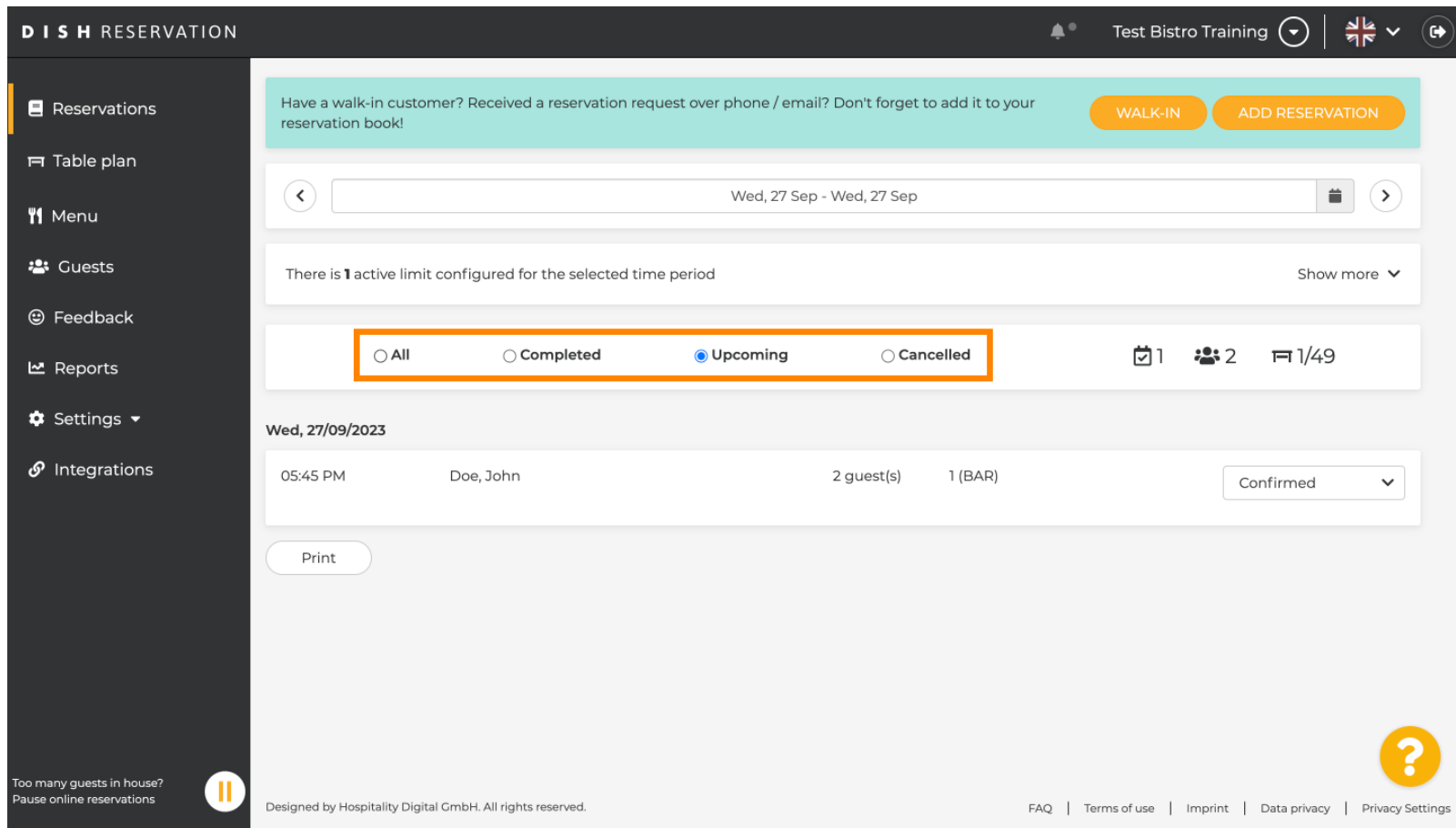
Too many guests in house?
Pause online reservations

SAVE

6 of 16



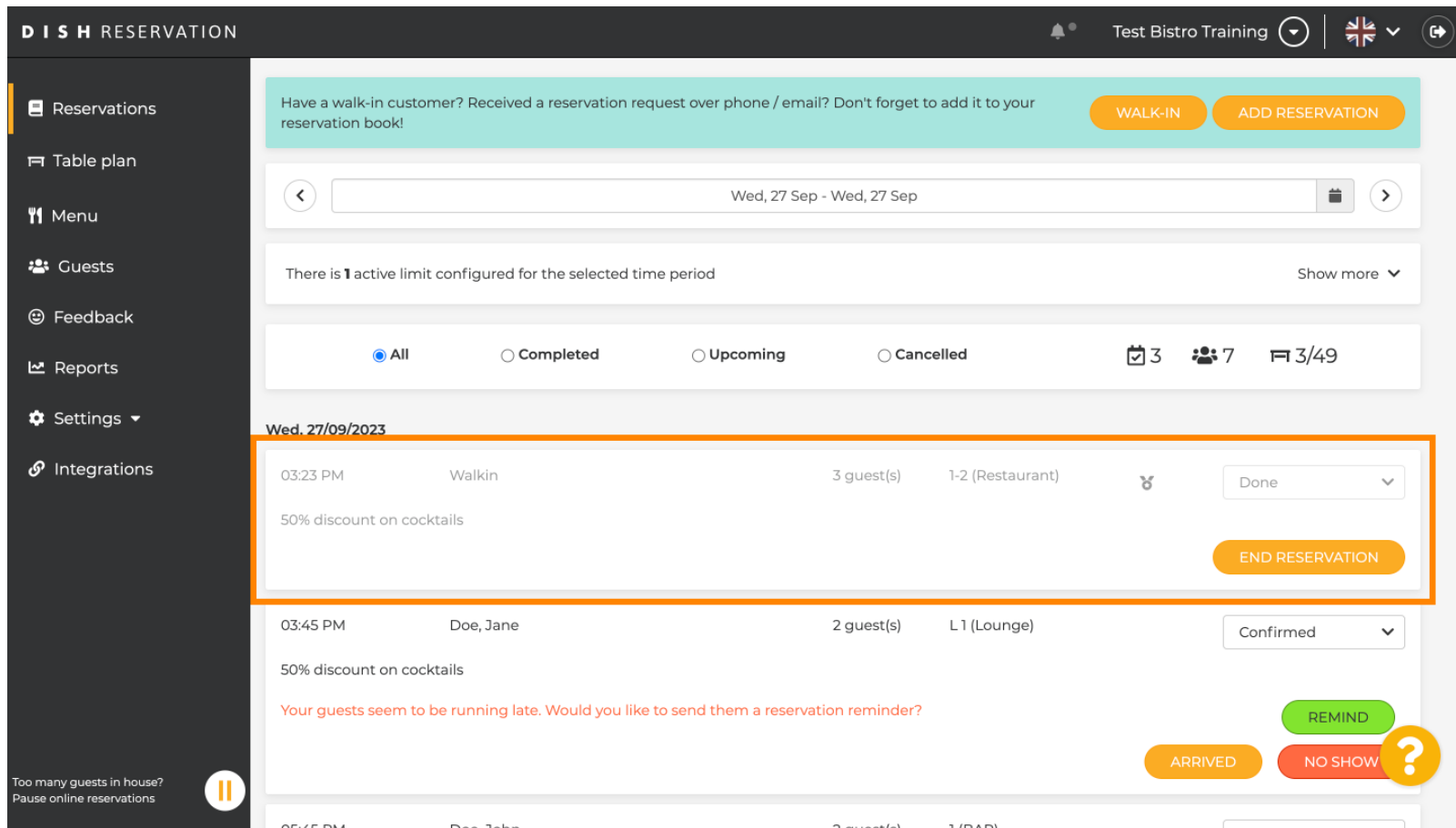
Since a walk-in isn't an upcoming reservation, you have to filter your reservations differently. To do so, use the given **selections**.



The screenshot shows the DISH Reservation dashboard. 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 teal header with a message: "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 four radio buttons: "All", "Completed", "Upcoming" (which is selected and highlighted with an orange border), and "Cancelled". To the right of the filters are icons for a calendar (1), guests (2), and a table (1/49). Below the filters, a reservation for "Wed, 27/09/2023" is shown with details: "05:45 PM", "Doe, John", "2 guest(s)", "1 (BAR)", and a status of "Confirmed" with a dropdown arrow. A "Print" button is located below the reservation details. At the bottom left, there is a warning: "Too many guests in house? Pause online reservations" with a pause icon. At the bottom right, there is a help icon (a yellow circle with a 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

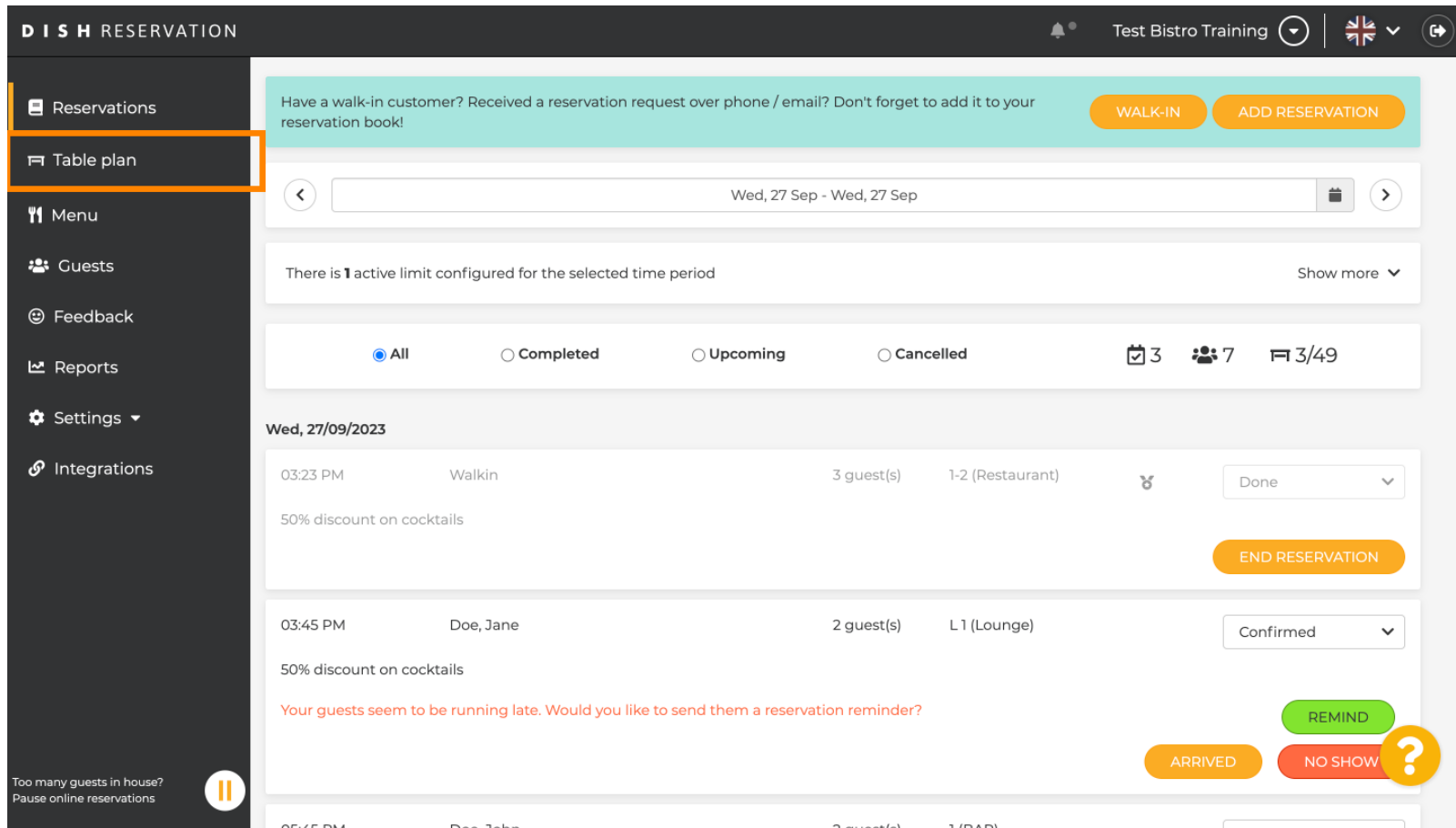
Wed, 27/09/2023

03:23 PM	Walkin	3 guest(s)	1-2 (Restaurant)	🔖	Done ▼	END RESERVATION
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 (RADI)			

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

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!

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) L 1 (Lounge) Confirmed

50% discount on cocktails

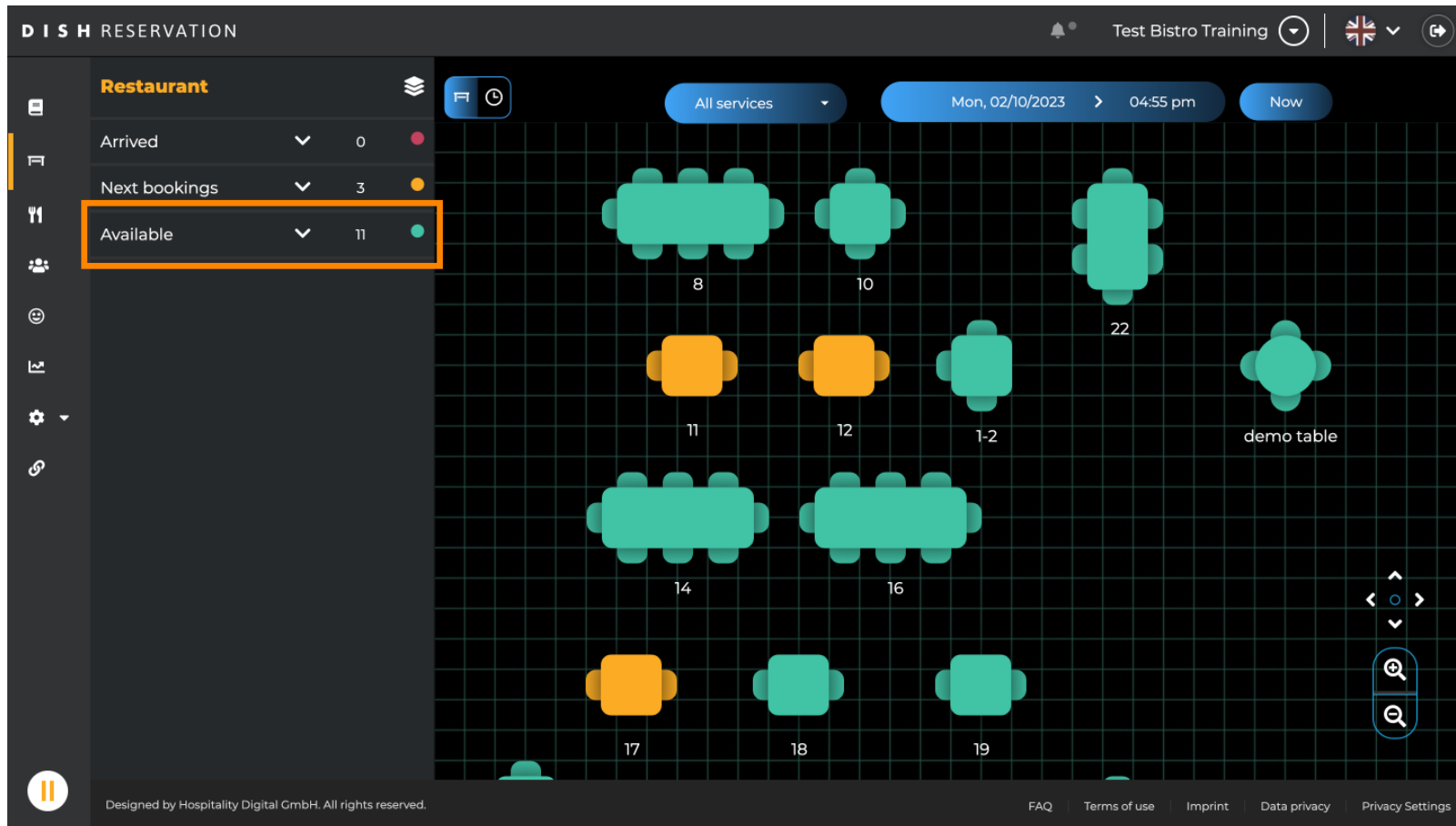
Your guests seem to be running late. Would you like to send them a reservation reminder?

REMIND

ARRIVED NO SHOW

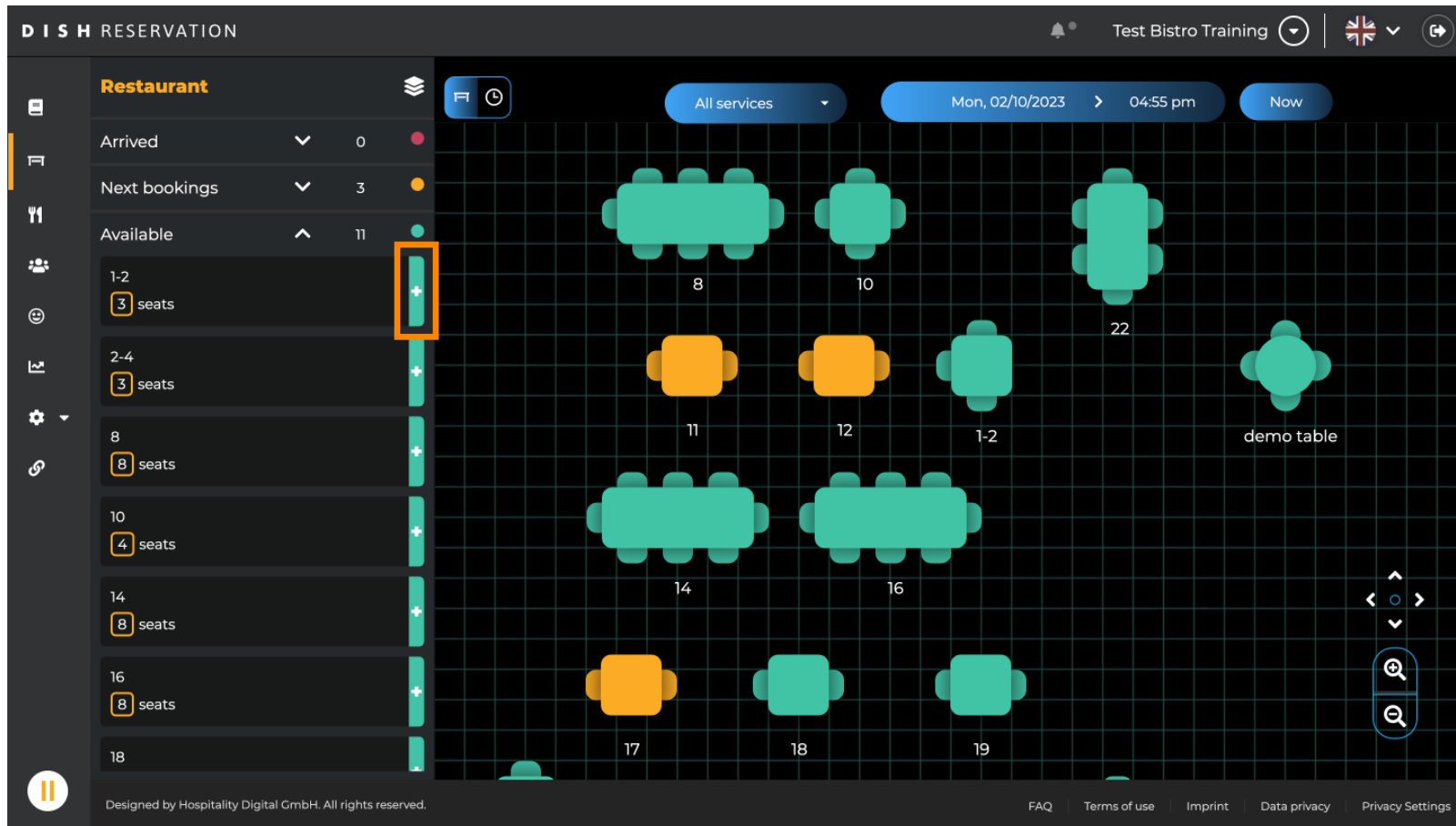
Too many guests in house? Pause online reservations

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



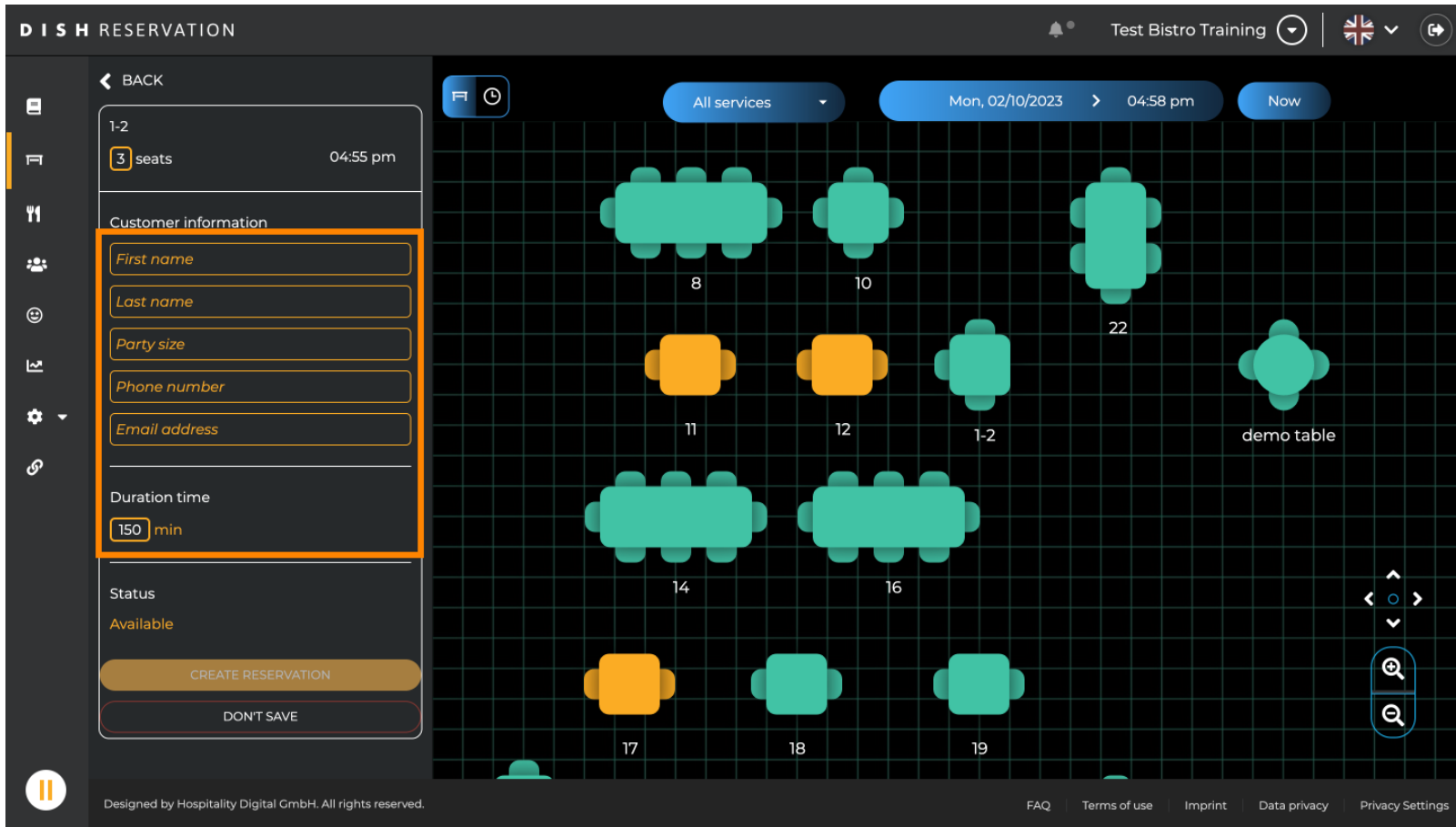


Once you chose your table, click on the green **plus icon** to add a booking.





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



The screenshot displays the DISH RESERVATION interface. On the left, a sidebar contains icons for various functions. The main form on the left includes a 'BACK' button, a reservation summary (1-2, 3 seats, 04:55 pm), and a 'Customer information' section. This section contains input fields for 'First name', 'Last name', 'Party size', 'Phone number', and 'Email address', which are highlighted with an orange border. Below these is a 'Duration time' field set to '150 min'. The 'Status' is 'Available'. At the bottom of the form are 'CREATE RESERVATION' and 'DON'T SAVE' buttons. The right side of the interface shows a table layout with various table shapes and sizes, each labeled with a number (8, 10, 22, 11, 12, 1-2, 14, 16, 17, 18, 19) or 'demo table'. The top of the interface shows the date and time: 'Mon, 02/10/2023 04:58 pm' and a 'Now' button. The bottom of the interface has a footer with 'Designed by Hospitality Digital GmbH. All rights reserved.' and links for 'FAQ', 'Terms of use', 'Imprint', 'Data privacy', and 'Privacy Settings'.



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

Table layout showing various table sizes (8, 10, 11, 12, 14, 16, 17, 18, 19, 22) and a demo table.

Designed by Hospitality Digital GmbH. All rights reserved.

FAQ Terms of use Imprint Data privacy Privacy Settings

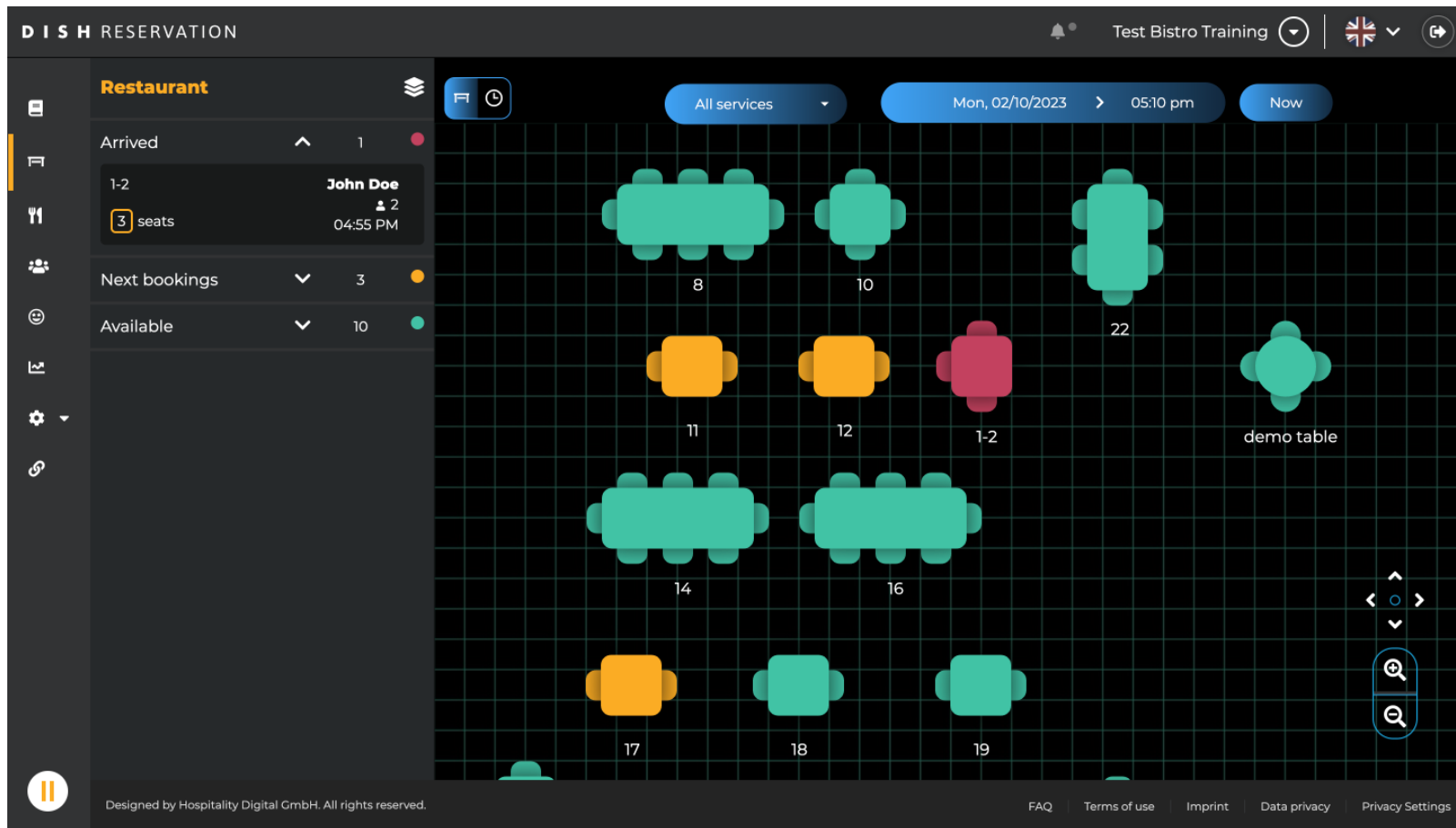


Your walk-in is then visible under the section **Arrived**.

The screenshot displays the DISH Reservation interface for a restaurant. The top header shows 'DISH RESERVATION' and 'Test Bistro Training'. The main area features a floor plan with various table shapes and numbers (8, 10, 11, 12, 14, 16, 17, 18, 19, 22). A sidebar on the left contains a menu with 'Restaurant' at the top, followed by 'Arrived', 'Next bookings', and 'Available'. The 'Arrived' section is highlighted with an orange box and shows a reservation for 'John Doe', 2 guests, 3 seats, at 04:55 PM. The 'Next bookings' section shows 3 bookings, and the 'Available' section shows 10 available seats. The bottom of the interface includes a footer with 'Designed by Hospitality Digital GmbH. All rights reserved.' and links for 'FAQ', 'Terms of use', 'Imprint', 'Data privacy', and 'Privacy Settings'.



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