
Quick in-house reservations

Posted by GooRu - 2008/02/16 23:51

Hi...

Currently this is the process as I see it to make an in-house reservation (staff answers phone and takes reservation, entering it directly into TABLEBOSS).

Ask guest What day and choose that while viewing the front end administration of tableboss.

Choose whether dinner or lunch

Confirm space is available and and choose NEW RESERVATION.

Is it possible to have a one step process? such as add the calendar selection to the NEW RESERVATION window? Also would be nice to have the field to choose what staff made the reso.

Is there another way to quickly take an in-house reservation? Aside from going through the public front-end? The only way I see this happening well is if we create another email address for this situation (reservations@clientdomain.com)and use that for the confirm(that may be a good work around actually).

Re:Quick in-house reservations

Posted by mfabrizio - 2008/02/19 04:27

Is it possible to have a one step process? such as add the calendar selection to the NEW RESERVATION window? Also would be nice to have the field to choose what staff made the reso.

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Right now you have the process down as designed.... You bring up some great suggestions however and they will be considered for a future release. Thanks for your input.

Re:Quick in-house reservations

Posted by GooRu - 2008/02/19 07:39

You bet, my input comes from my years in the business as well as the clients direct input. I'm happy to keep it coming.

This issue about QUICK IN HOUSE RESERVATION has already come up. We are looking at a busy restaurant with varied staff answering the phone and taking a reso. I am installing standalone Internet terminals in the restaurant just for the staff to take reservations...

The Front end administrator will be open and F11"d (full screen). The staff will pick up the phone nearby and take the reso. Currently they need to focus and hit the calendar button, choose the day and scan the restaurant for availability at that time. This may slow them down too much.

If the system was exactly like the GUEST front-end that would be great but there would need to be a change in the system relying on the email (although we could turn off email verification). We would at least need an on-screen verification of success or failure and the staff could inform the guest immediately.

I see this as absolutely necessary as I am asking the restaurant to commit to the system 100% no more book. Having a quick confirmed system for staff to take reso would be a huge up.

Thanks for the awesome work folks, truly "lightening in a bottle"

Re:Quick in-house reservations

Posted by mfabrizio - 2008/02/19 14:41

I am not sure that you are clear on this... Please review the User Guide on Adding Reservations from the Reservation Desk.

http://tableboss.com/component/option,com_helpserver/Itemid,47/lang,en/#article%3A39

From either the Reservation Tab, or the Layout Tab you can add a new reservation using the http://tableboss.com/images/stories/UserGuide/add_res.png button, table assignment based on party size is done automatically using the same algorithm as the Wizard by default. In that menu phone, email and notes are optional.

Not sure you knew that -

Thanks again for your feedback.

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Re:Quick in-house reservations

Posted by fabrizim - 2008/02/19 17:59

Hi GooRu-

I just wanted to let you know we have updated the Pre-Release build with some new features that hopefully address this issue. It allows you to change the date/meal of the reservation inside the dialog without changing the date/meal of the entire reservation desk.

To upgrade, just uninstall the previous version and install the latest pre-release.

Let us know if you encounter any problems.

Best Regards-
Mark

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Re:Quick in-house reservations

Posted by GooRu - 2008/02/19 18:25

Yeah I got that and that works just great, but as Fabrizim states below the issue is not being able to choose the date, but it sounds like that has been covered, Thanks so much for the thoughts

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Re:Quick in-house reservations

Posted by GooRu - 2008/02/19 18:26

fabrizim wrote:
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Best Regards-

Mark

Mark...

That is exactly what I was after! I'm on it thanks a ton!

Curt

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Re:Quick in-house reservations

Posted by fabrizim - 2008/02/19 19:56

No problem-

We appreciate the feedback and are looking into implementing some of your other suggestions.

-Mark

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Re:Quick in-house reservations

Posted by GooRu - 2008/02/20 01:35

fabrizim wrote:
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Let us know if you encounter any problems.

Best Regards-
Mark

Mark...
I've installed the pre-release and it works GREAT! the option to make quick reservations is just as I imagined it would be, Thanks so much! Great work.