Crunchtime Assist

Reference Guide

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Related Documentation

- Using Crunchtime Host for Windows Reference Guide: https://links.crunchtime.com/CHRG-UsingCrunchtimeHostforWindows

Overview

This document explains how to use Crunchtime Assist.

Download the latest version of this document here:
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REFERENCE GUIDE

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Introduction

Crunchtime Assist is an iOS application created for iPhone and can also be used on iPad. Both Crunchtime Host versions (Cloud and Server) are compatible with Crunchtime Assist. This application gives users the ability to perform multiple actions from an iOS device in order to interact with the main Hostess stand from anywhere in the restaurant.

Examples of actions that can be performed are Wait, Seat, Clear, Dirty tables and much more. Within this document we will outline how to properly utilize this tool with both Server and Cloud versions of Crunchtime Host.

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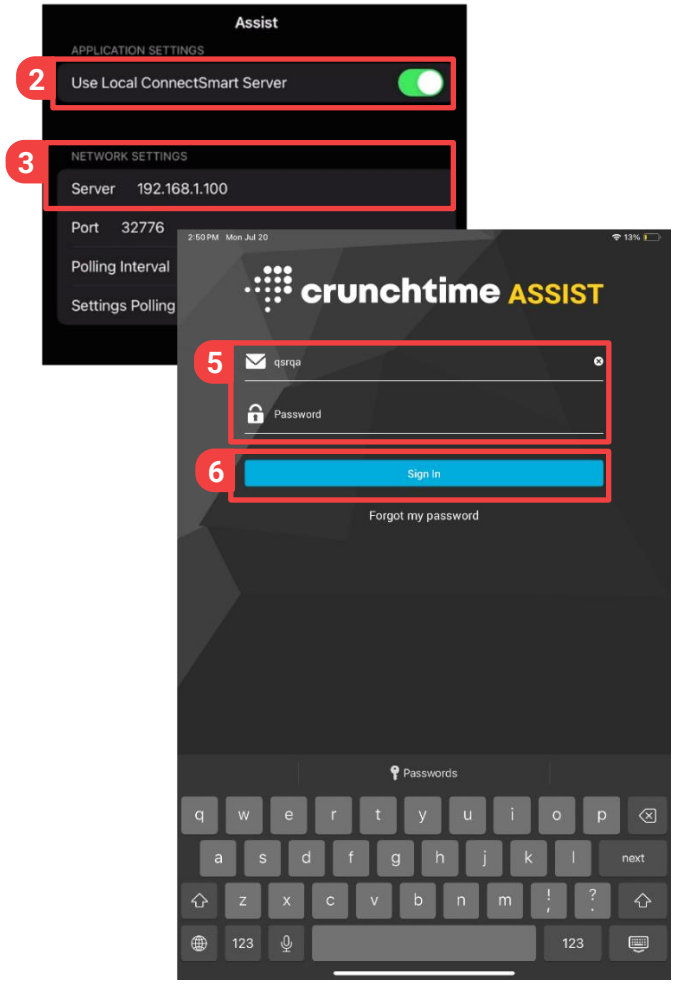
Crunchtime Host Server and Assist

When using Crunchtime Assist along with Crunchtime Host Server, ensure the Assist application is connected properly to the Server. This connection ensures Assist and all Crunchtime Host Clients display accurate information.



1. Navigate to device settings I Assist.

2. Enable the **Use Local ConnectSmart Server** Application Settings.

3. Enter the correct IP Address for Crunchtime Host Server.

4. Navigate to the **Crunchtime Assist** app.

5. Enter the username and password used to access Crunchtime Host.

6. Select **Sign In**.

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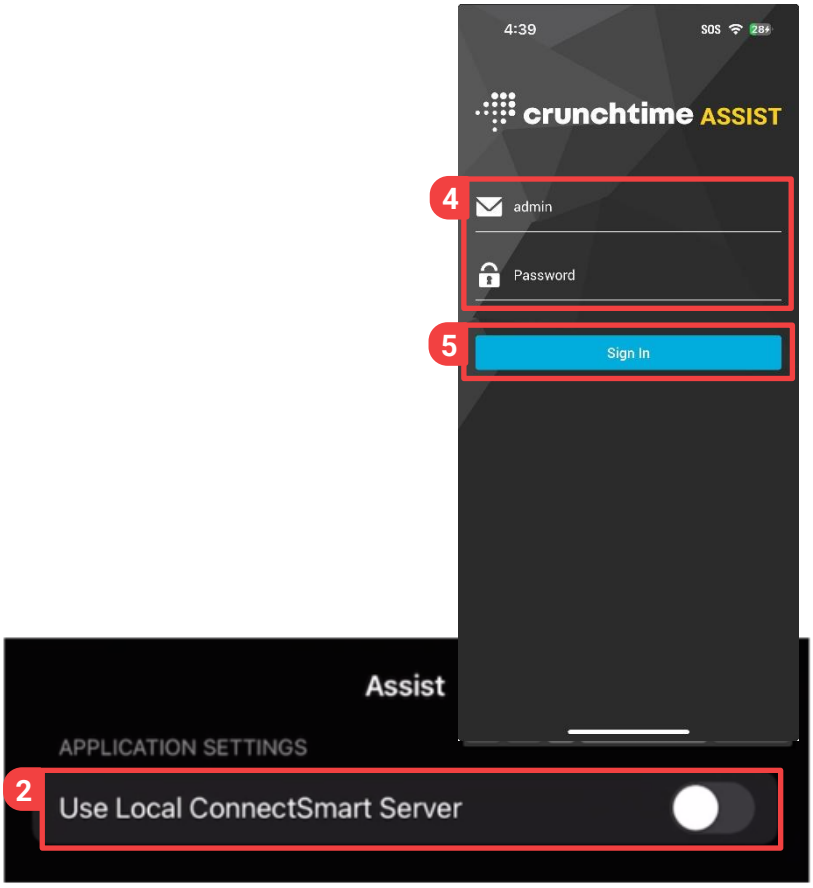
Crunchtime Host App and Assist

When using Crunchtime Assist with a Cloud Crunchtime Host account, do not enable the "Use Local ConnectSmart Server" toggle. The app will connect directly to Crunchtime's Enterprise services. Ensure the Crunchtime Host App account is already set up.



1. Navigate to device settings I Assist.
2. Ensure that **Use Local ConnectSmart Server** is disabled.
3. Navigate to the **Crunchtime Assist** app.
4. Enter the email and password used to access Crunchtime Host.
5. Select **Sign In**.

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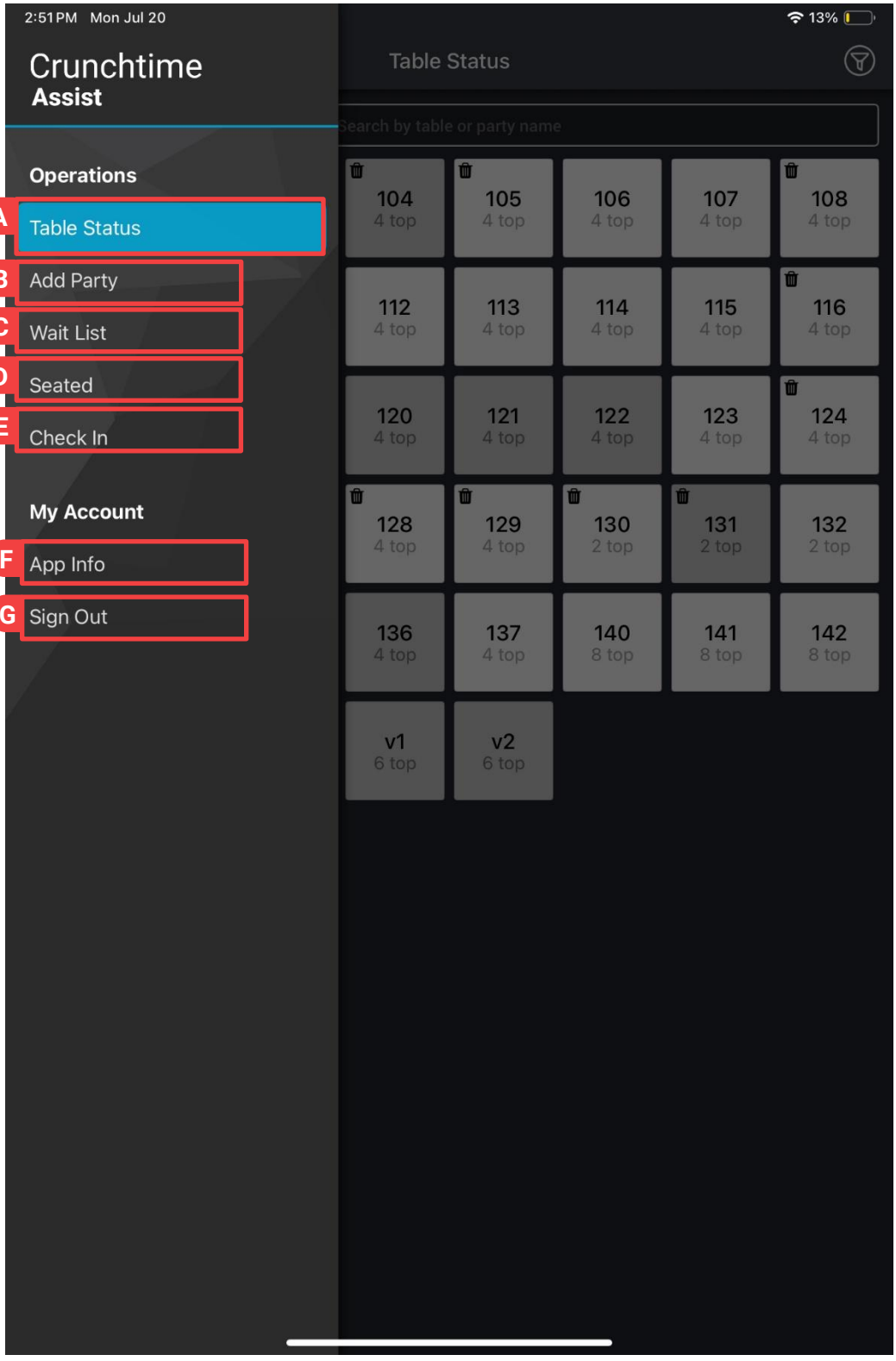
Crunchtime Assist Overview

Select  to access the menu panel.



A Table Status: Perform actions on tables.

B Add Party: Seat parties immediately or add to wait list.

C Wait List: Add or perform actions on waiting parties.

D Seated: Perform actions on seated parties.

E Check In: Perform actions on parties that haven't arrived yet.

F App Info: Displays Site information.

G Sign Out: Select to log out.

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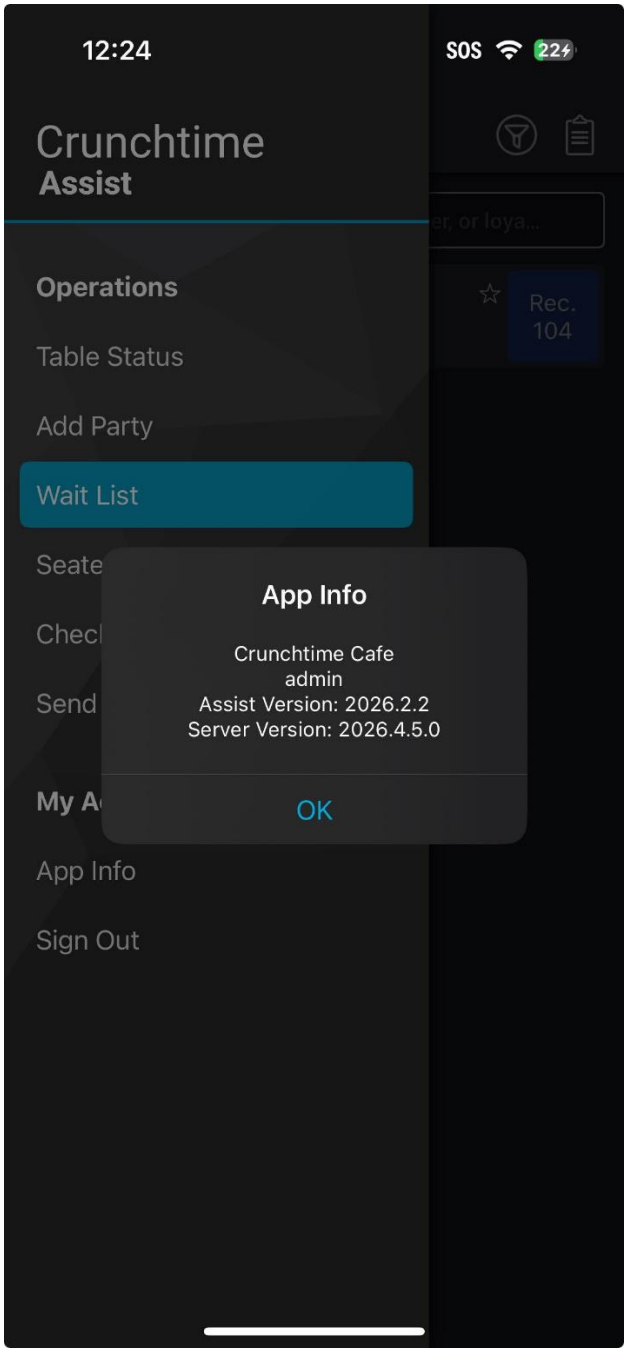
App Info

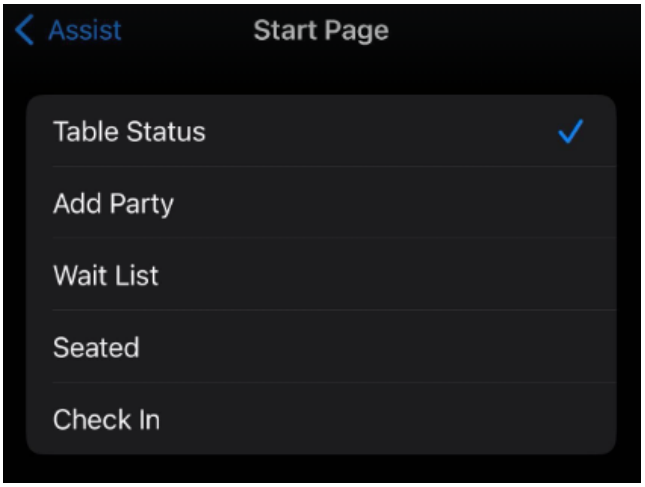
The App Info popup allows users to view Site information, like Assist version and site name.



Note: Server information will not be listed on the Cloud version.

Displayed Start Page

Determine which area of the application to use as the Start page. This is the landing page that appears immediately upon login.



1. Navigate to iOS device settings I Assist I User Interface.
2. Select a Start Page: Table Status, Add Party, Wait List, Seated, or Check In.

Table Status

Allows a user to view table information by displaying each table along with a designated color for the action that has occurred (e.g., table is seated).

Actions Available in Tables Status Section		
Close	Clean	Move
Open	Quick Seat	Party Status/Meal Stage
Dirty	Finish	Walk Away

Note: Walk Away is only available if **Allow a seated party to be walked away** is enabled in Portal.

Table View Layout



Managing Table Functions

Select the filter icon  to filter by table status or seat count.

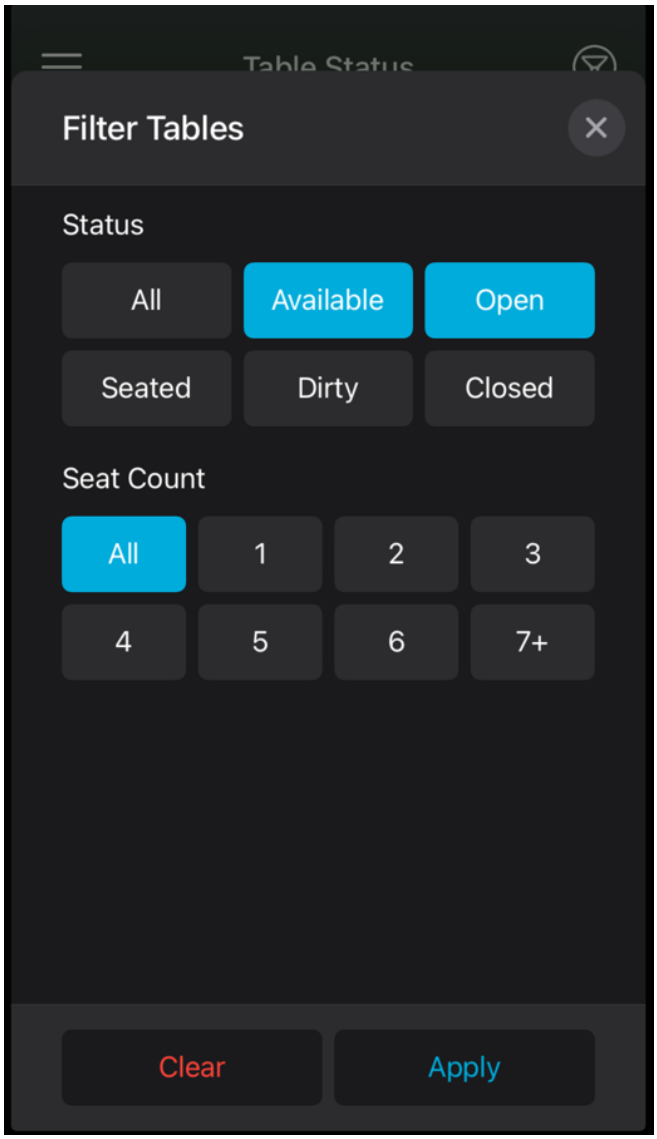


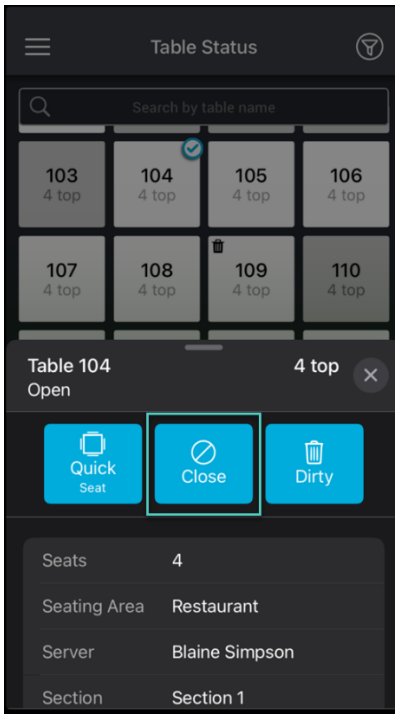
Table Status Functions

This section will outline all functions available within Table Status.

Note: All functions will be outlined using the Table View Layout in Crunchtime Host.

Close Table

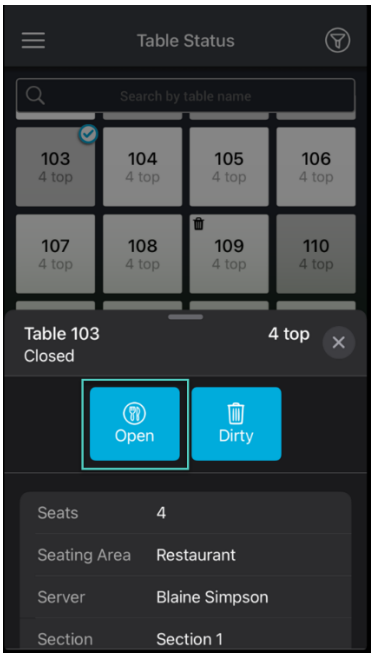
1. Select an **Open Table**.
2. Choose **Close** in the dialog box.



Note: The table will change to the Close table color set up in Portal.

Open Table

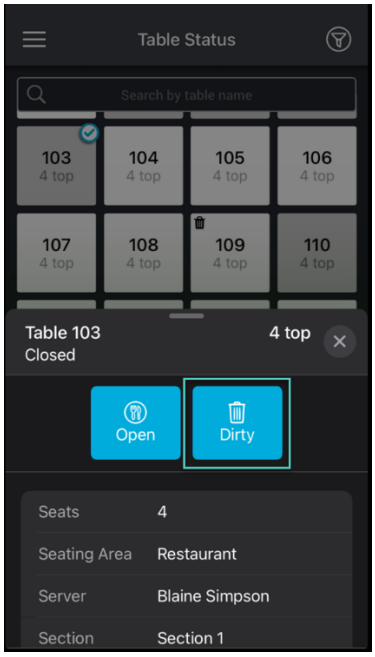
1. Select a **Closed Table**.
2. Choose **Open** in the dialog box.



Note: The table will change to the Open table color set in Portal.

Dirty Table

1. Select an **Unseated Open Table** or a **Seated Table**.
2. Select the **Dirty** icon.



3. If an **Unseated Open Table** was selected, the table will change to the **Dirty Table** color set in Portal and display a trashcan icon.
4. If a **Seated Table** was selected, the table will remain the **Seated Table** color set in Portal but will display a trashcan icon.

Table Status	Pre-Dirty		Dirty
Unseated Open Table	104 4 top	Table changes to Dirty Table color set in Portal and displays trashcan icon.	105 4 top
Seated Table	101 4 top	Table remains Seated Table color set in Portal but displays trashcan icon.	103 4 top

Table appearance during Dirty Table process

Note: If **Complete party when table is marked as Dirty** is selected, the table will NOT remain seated after being dirtied.

Clean Table

1. Select a **Dirty Table**.
2. Select the **Clean** icon.

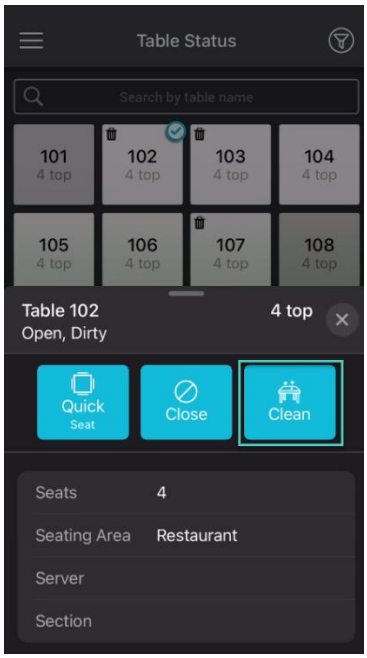


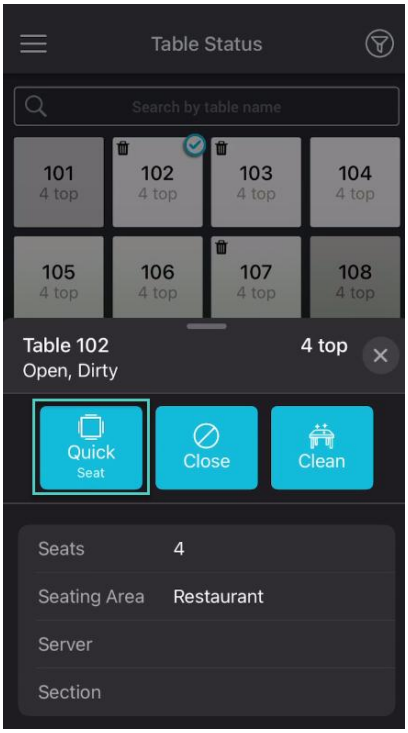
Table Status	Pre-Clear		Clear
Unseated Open Table/ Dirty Table		Dirty Table icon removed, and table returns to Clear Table color set in Portal	
Seated Table		Dirty Table icon removed, and table remains seated	

Table appearance during Clean Table process

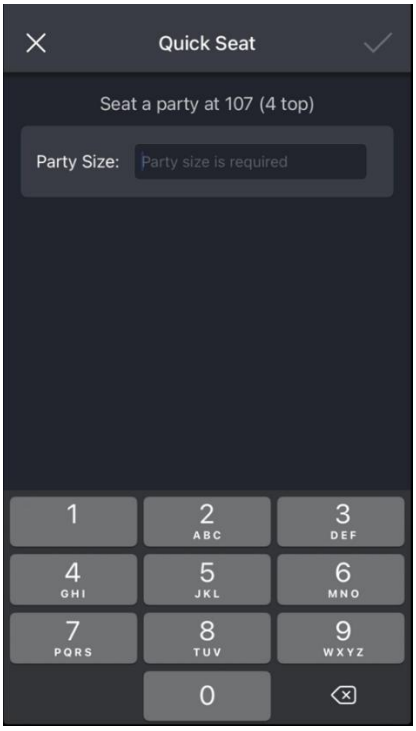
Note: If Complete party when table is marked as Clear is selected, table will NOT remain seated after being cleaned.

Quick Seat Table

1. Select an **Unseated Open Table**.
2. Choose **Quick Seat** from the dialog box. You may be required to select a table if Portal is not configured to auto select a table.



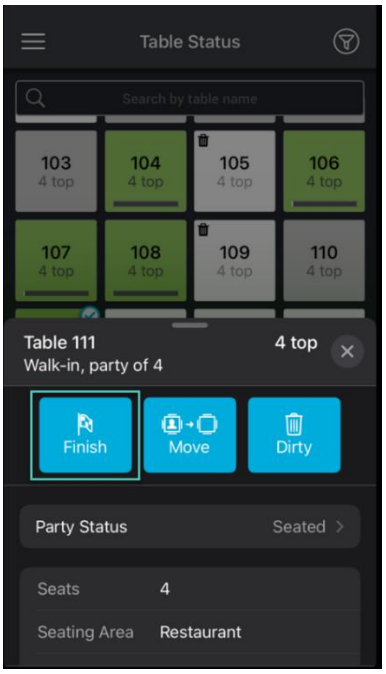
3. Enter a **Party Size**.
4. Tap the check mark to confirm.
5. If using Server Section Shifts, select a server.



Note: The table will change to the Seated Table color set in Portal.

Finish Table

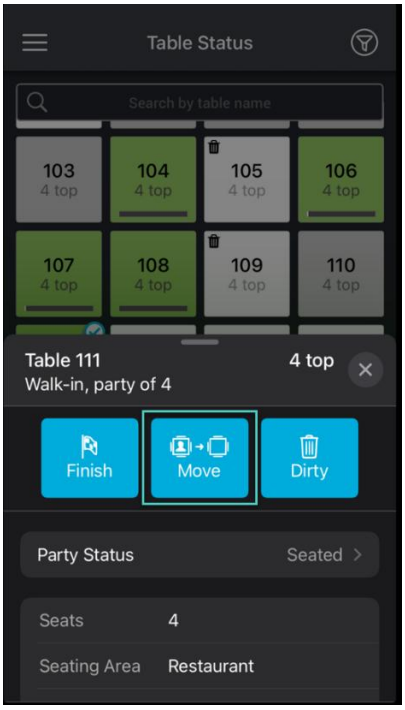
1. Select a **Seated Table**.
2. Choose **Finish** from the dialog box.



Note: The table will change to the **Open Table** color set in Portal.

Move Table

1. Select a **Seated Table**.
2. Choose **Move** from the dialog box.



3. Select a new Table(s.).



4. Deselect the previously occupied table.

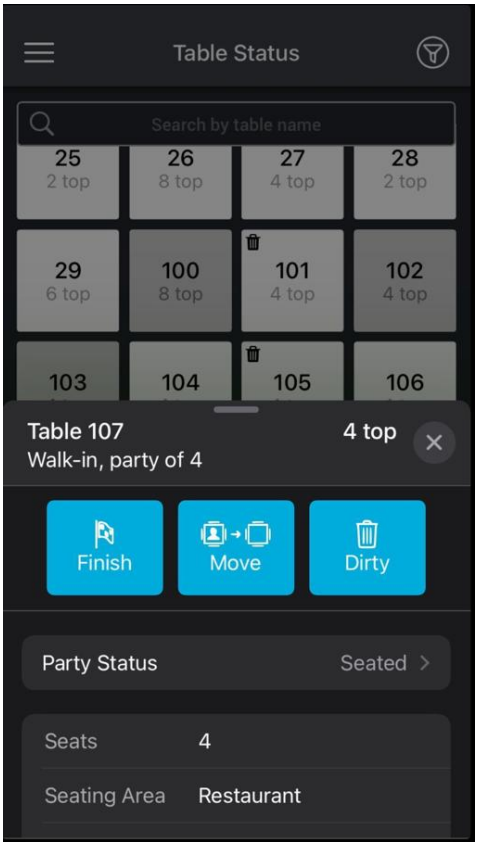


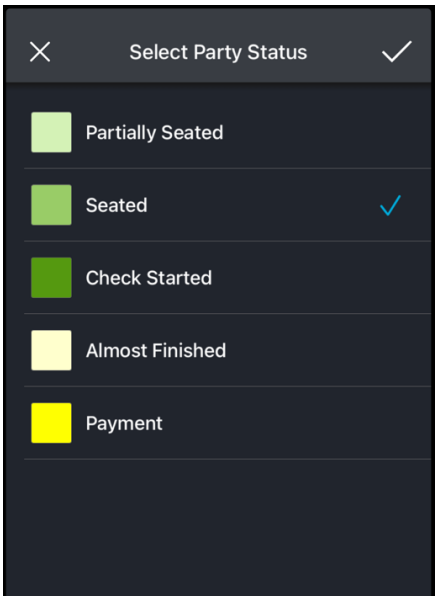
5. Tap the check mark to confirm.

Note: This function can also be used to add additional tables to a party. This is done by keeping the previously occupied table selected (skip **Step 4**).

Party Status/Meal Stage

1. Select a Seated Table.
2. Choose **Party Status/Meal Stage** from the dialog box.



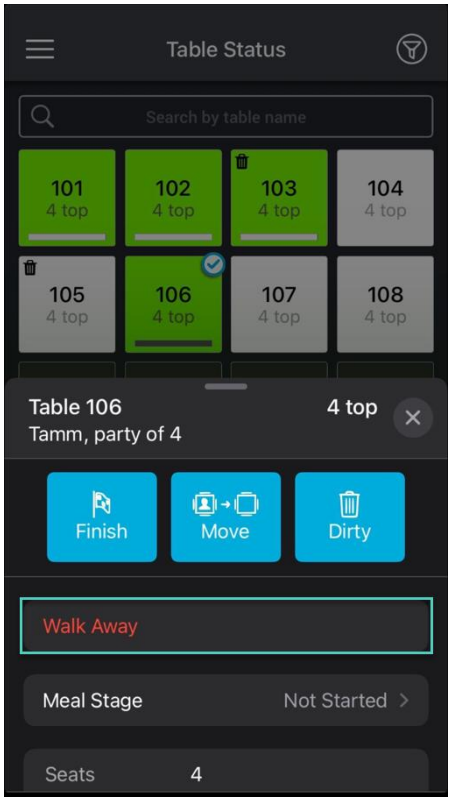


3. Tap the check mark to confirm.

Note: The table color will NOT change to the color reflected for the State. Only Crunchtime Client will display the appropriate State color.

Walk Away

1. Select a Seated Table.
2. Choose **Walk Away** from the dialog box. Ability to Walk Away a party is set in Portal.

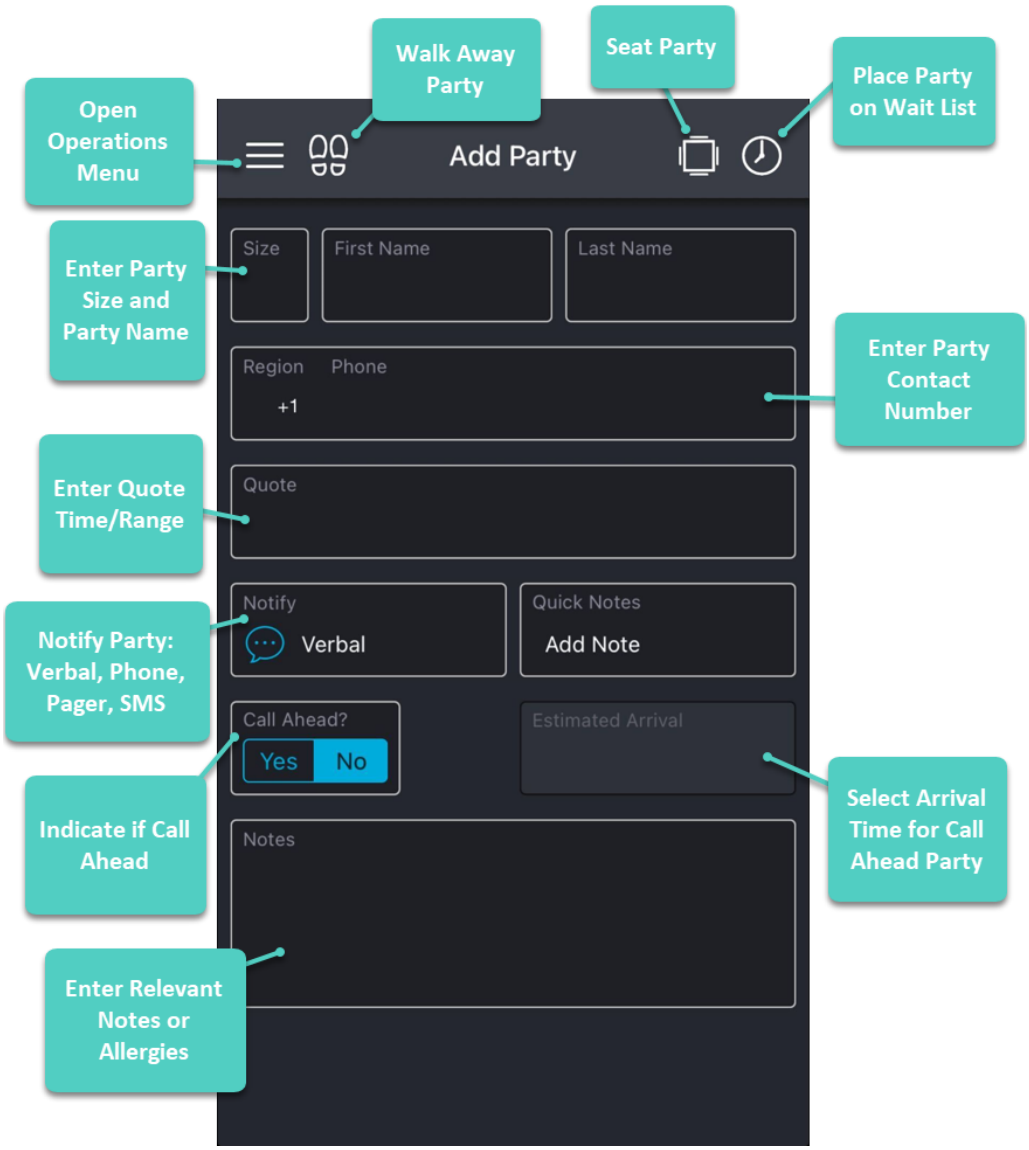


3. Choose a **Walk Away reason** from the dialog box.
4. Tap the check mark to confirm.

Note: The party will be walked away and the table will return to the Open Table color set in Portal.

Add Party

The most common actions performed with Crunchtime Assist are adding/greeting, waiting, and seating parties. This section details how to greet a new party and seat them or add them to the waitlist.



1. Enter **Party Name** and **Party Size**.
2. Select a **Quote Time** or **Quote Range**.
3. Select the **Party Type**:
   - **Walk In**: The Walk Away Party, Seat Party, and Place Party on Wait List icons become available.
   - **Call Ahead**: The Estimated Arrival Time field and only the Place Party on Wait List icon become available.

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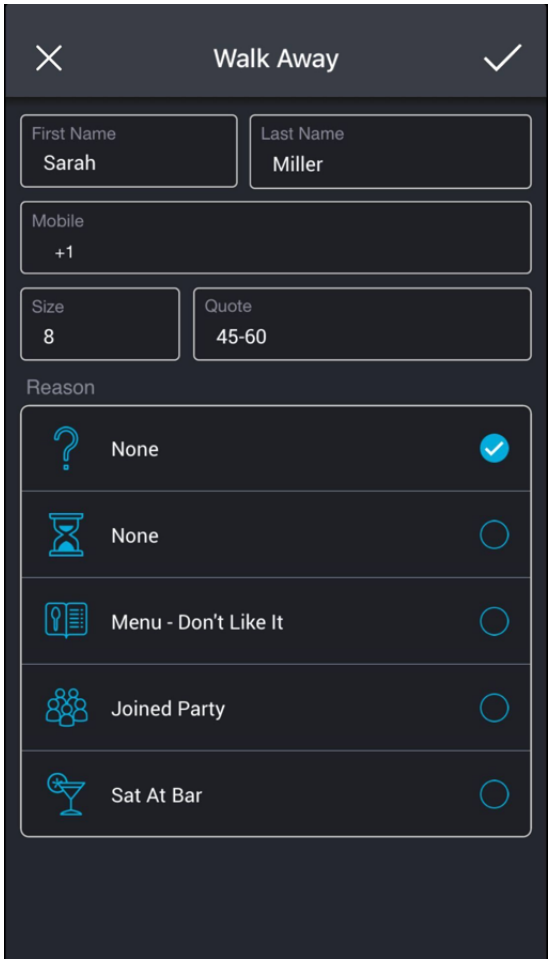
4. Select how to **Notify** the party: Verbal, Phone, Pager, or SMS. If Pager is selected, enter a Pager Number.
5. Enter the **Mobile** number associated with the party.
6. Enter any relevant **Notes**.
7. Select either the **Seat Party** or **Wait List** icon to complete adding the party.

Note: If **Only search guest records with associated loyalty IDs** is enabled in Portal, guests without a loyalty ID will not be searchable when adding a party.
Note: Certain loyalty ID guest records may be read-only, partially editable, or fully editable depending on the Loyalty guest record settings enabled in Portal.

Walk Away While Seating

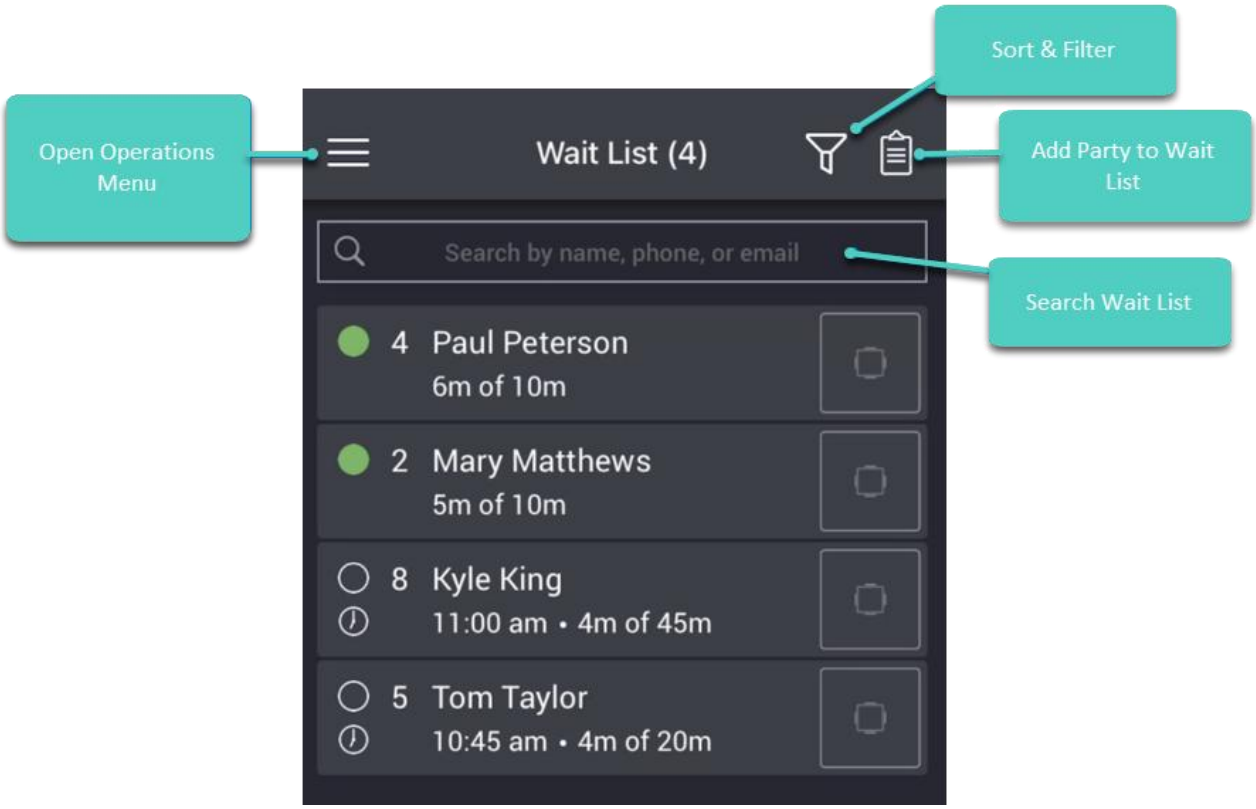
This action is utilized when a party walks away while being greeted.



1. Select the **Walk Away** icon.
2. Choose the **Walk Away Reason**.
3. Select **Walk Away**.

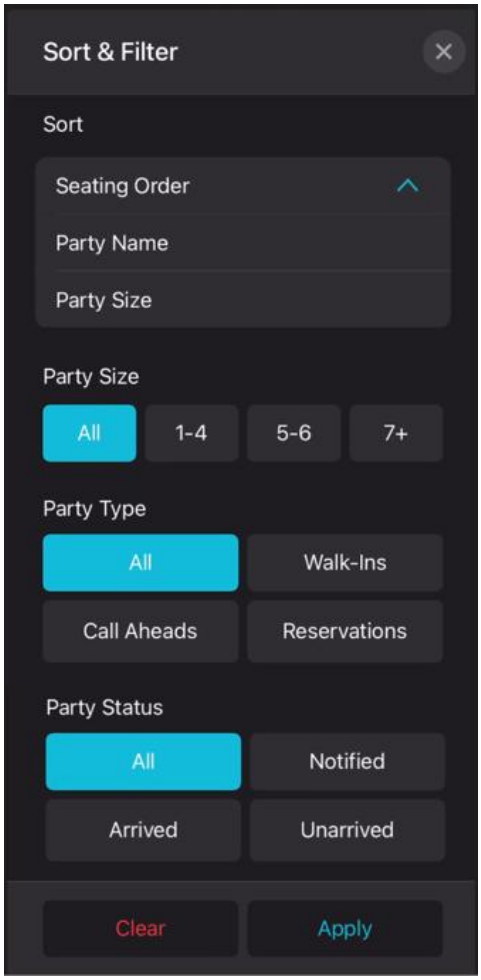
Wait List

A list of all parties currently in the Wait List will be shown. From here, users can add a party to the Wait List, or perform the following actions on a wait listed party: Notify, Edit, Walk Away, Assign Table, and Seat.



Managing the Wait List

1. Select the Filter icon  to change the sort order of the Wait List or to filter by a specific party size, type, or status.


Sort & Filter
Sort
Seating Order
Party Name
Party Size
Party Size
All
1-4
5-6
7+
Party Type
All
Walk-Ins
Call Aheads
Reservations
Party Status
All
Notified
Arrived
Unarrived
Clear
Apply

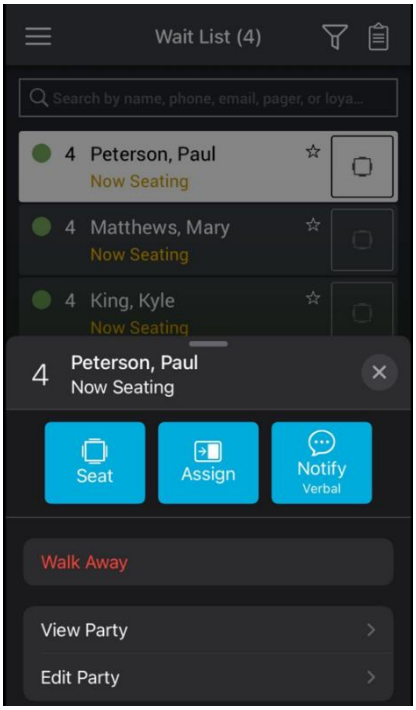
Notify

Notify a party when they are ready to be seated.

1. Select a party from the Wait List.
2. Tap the **Notify** button.

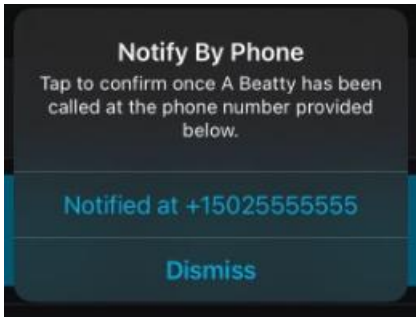
Notify Verbally

The party is immediately marked as notified upon tapping the **Notify** button.



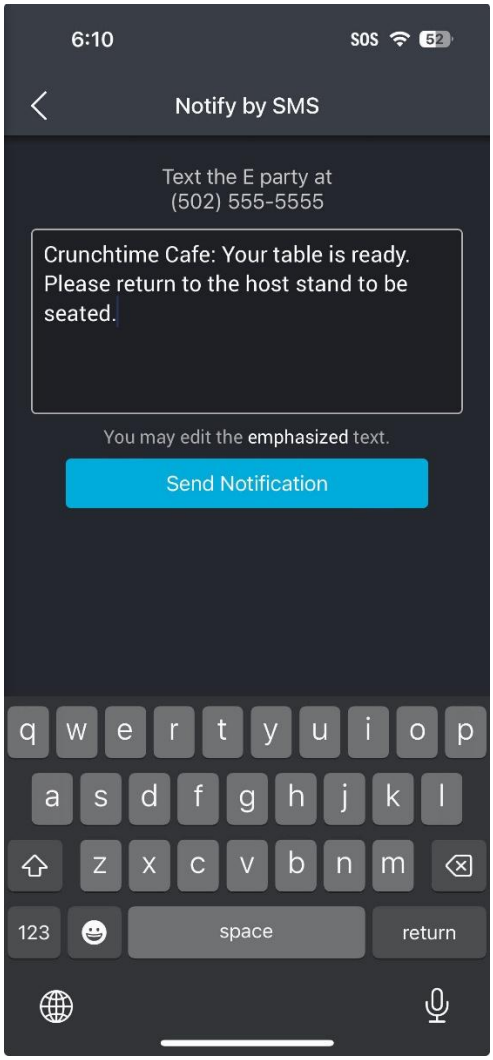
Notify by Phone

Once the party has been contacted by phone, tap the **Notified at [Phone Number]** option to mark the party as notified.



Notify by SMS

Tap the **Send Notification** button to send a text notification to the party's mobile phone.



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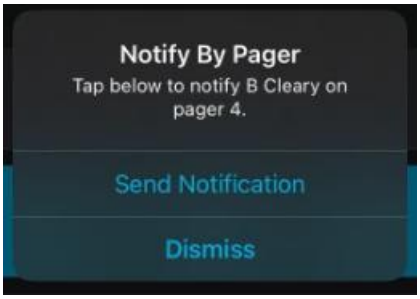
Notify by Pager

Tap **Send Notification** to send a notification to the party's pager.



Note: When a party has been marked as Notified, the table image on the Party cell turns green. Additionally, the Notify button displays the time the party was notified.

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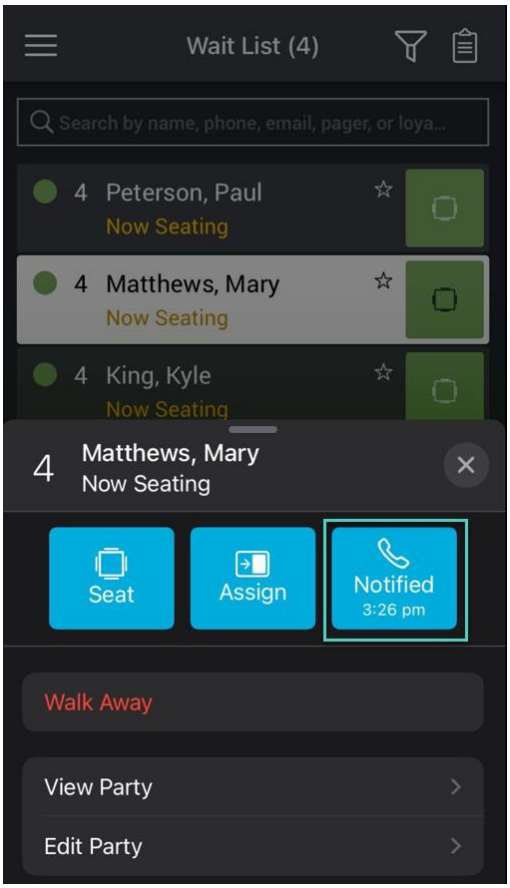
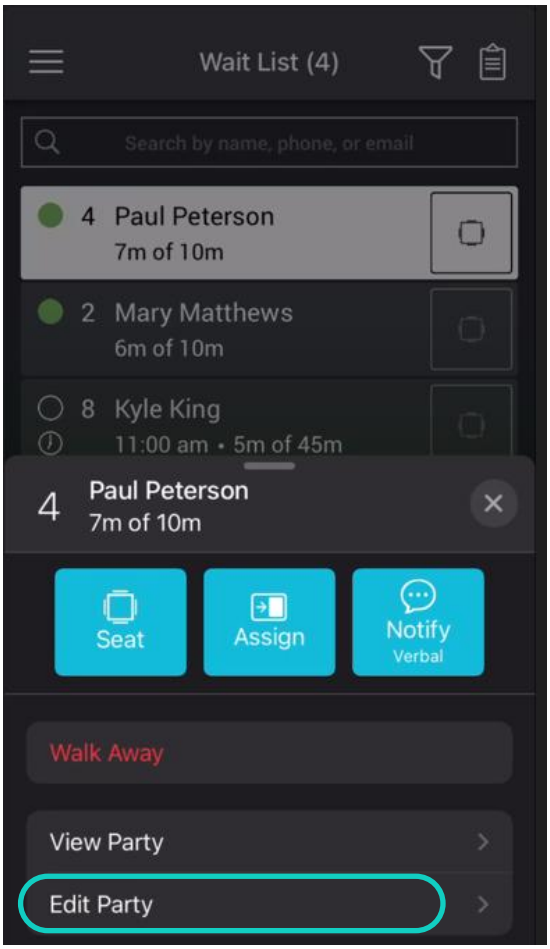

Wait List (4)
Search by name, phone, email, pager, or loya...
4 Peterson, Paul
Now Seating
4 Matthews, Mary
Now Seating
4 King, Kyle
Now Seating
4 Matthews, Mary
Now Seating
Seat
Assign
Notified
3:26 pm
Walk Away
View Party
Edit Party

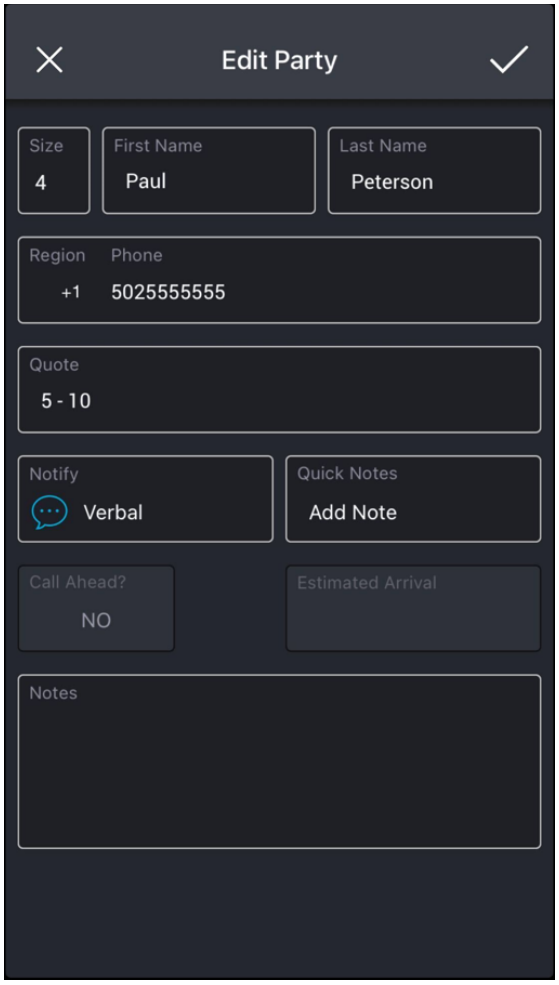
Edit

Make changes to the party's name and contact information and any visit data, such as quote, party size, and quick notes.

1. Select a party from the Wait List.
2. Choose **Edit Party** from the dialog box.



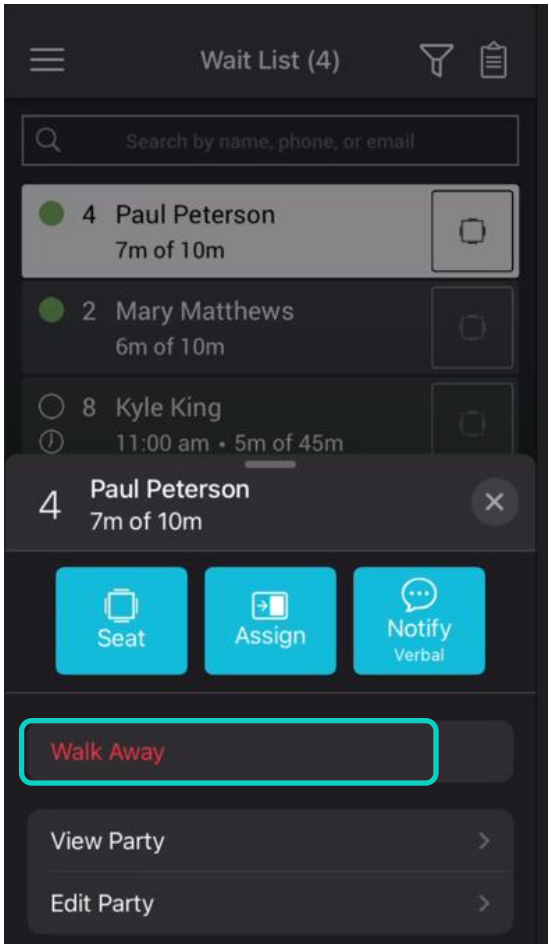
3. Make any necessary changes.
4. Select the **check mark icon** to save changes.


Edit Party
Size
4
First Name
Paul
Last Name
Peterson
Region
+1
Phone
5025555555
Quote
5 - 10
Notify
Verbal
Quick Notes
Add Note
Call Ahead?
NO
Estimated Arrival
Notes

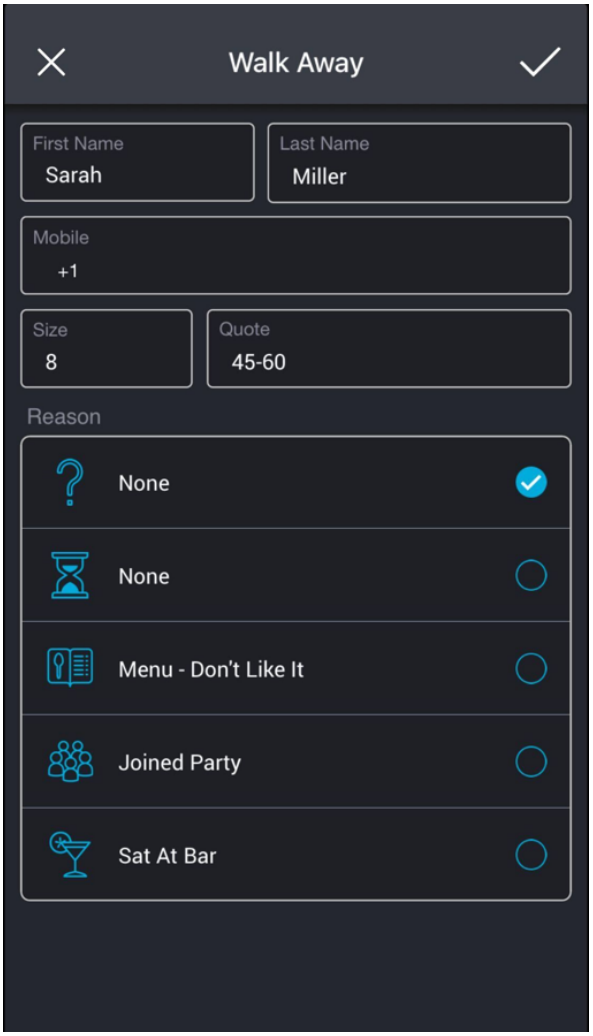
Walk Away

Waiting parties may decide to leave.

1. Select a party from the Wait List.
2. Choose **Walk Away** from the dialog box.



3. Select a reason.

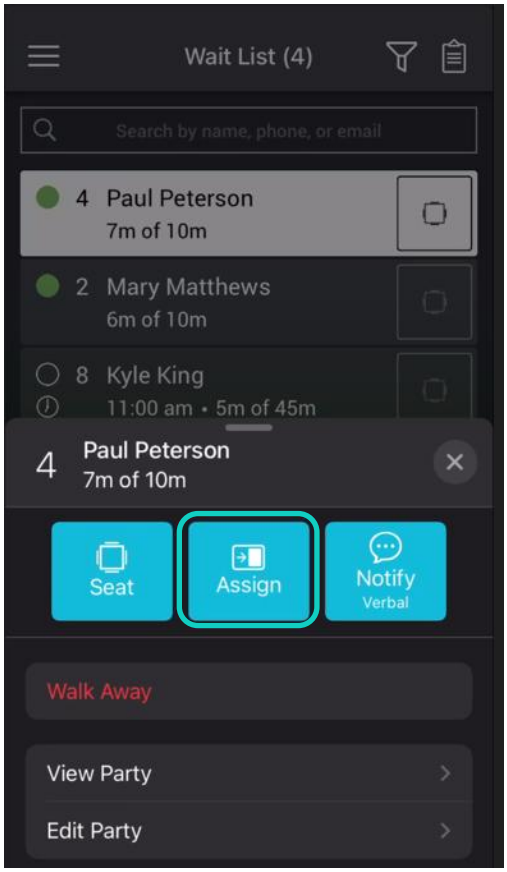


4. Select the **check mark icon**.

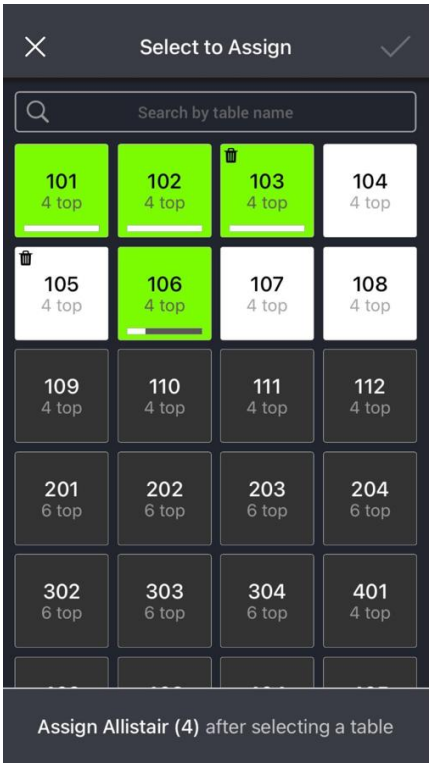
Assign Table

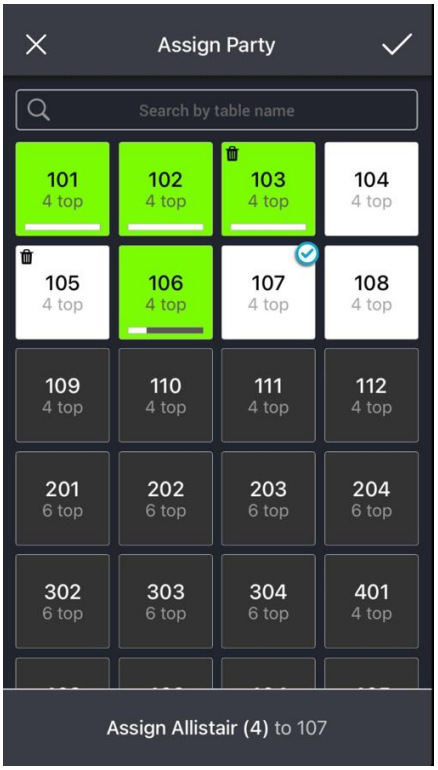
Assign a party to a table before they arrive. This is a great way to accommodate larger parties or frequent guests with a favorite table.

1. Select a party from the Wait List.
2. Choose **Assign** from the dialog box.



3. Select the table(s) that will be assigned to the party.

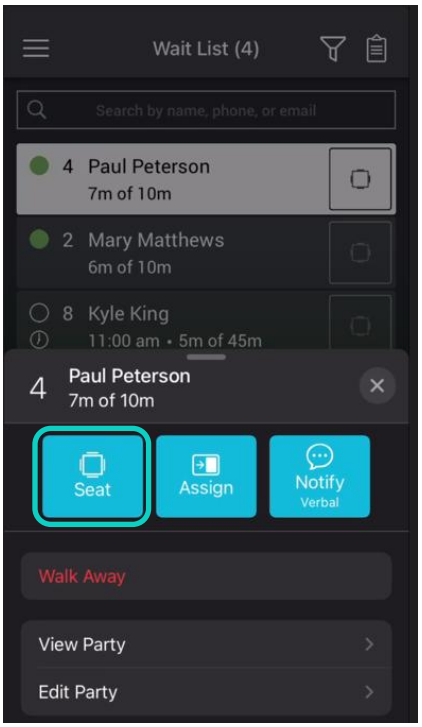




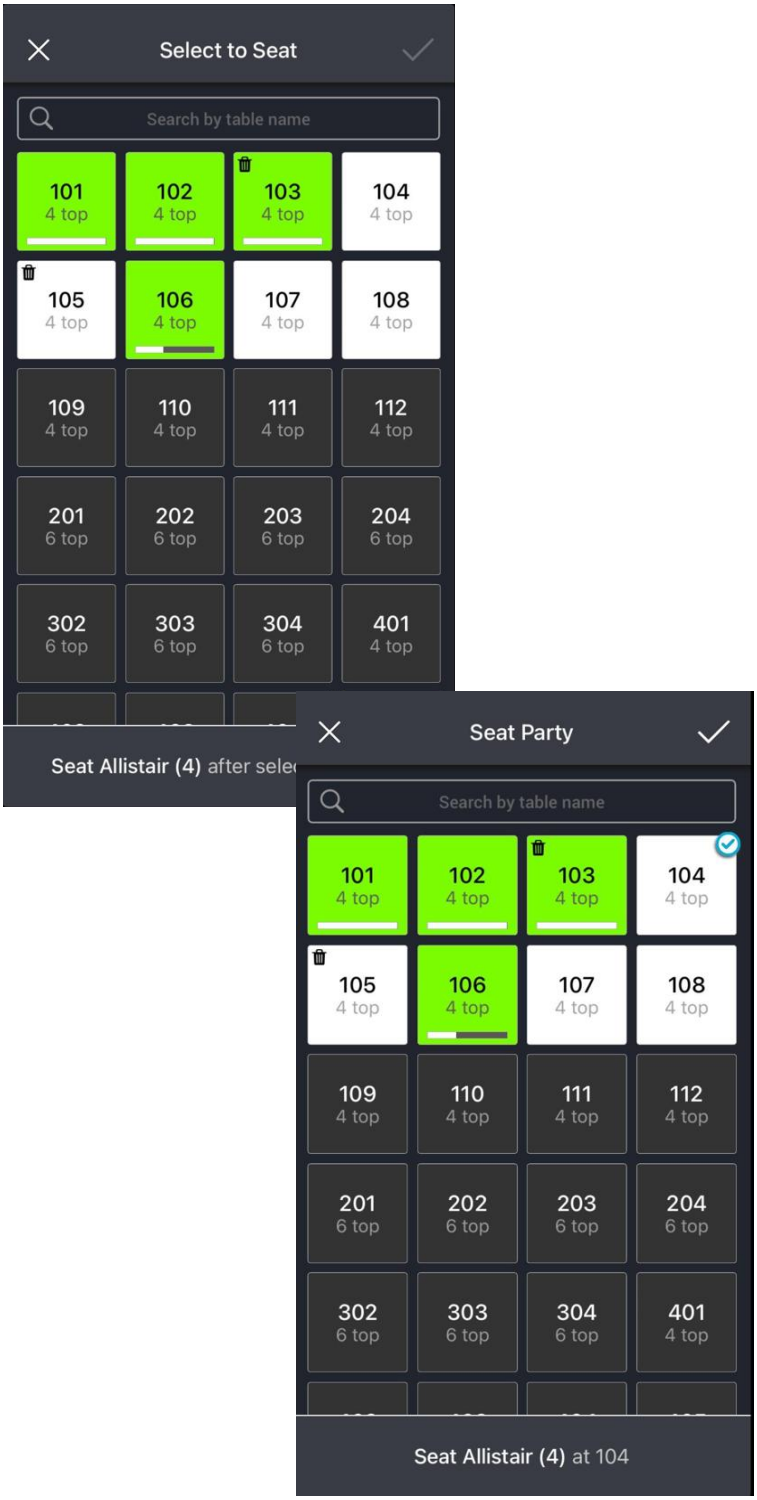
4. Select the **check mark icon** to complete the table assignment.

Seat

1. Select a party from the Wait List.
2. Choose **Seat** from the dialog box.



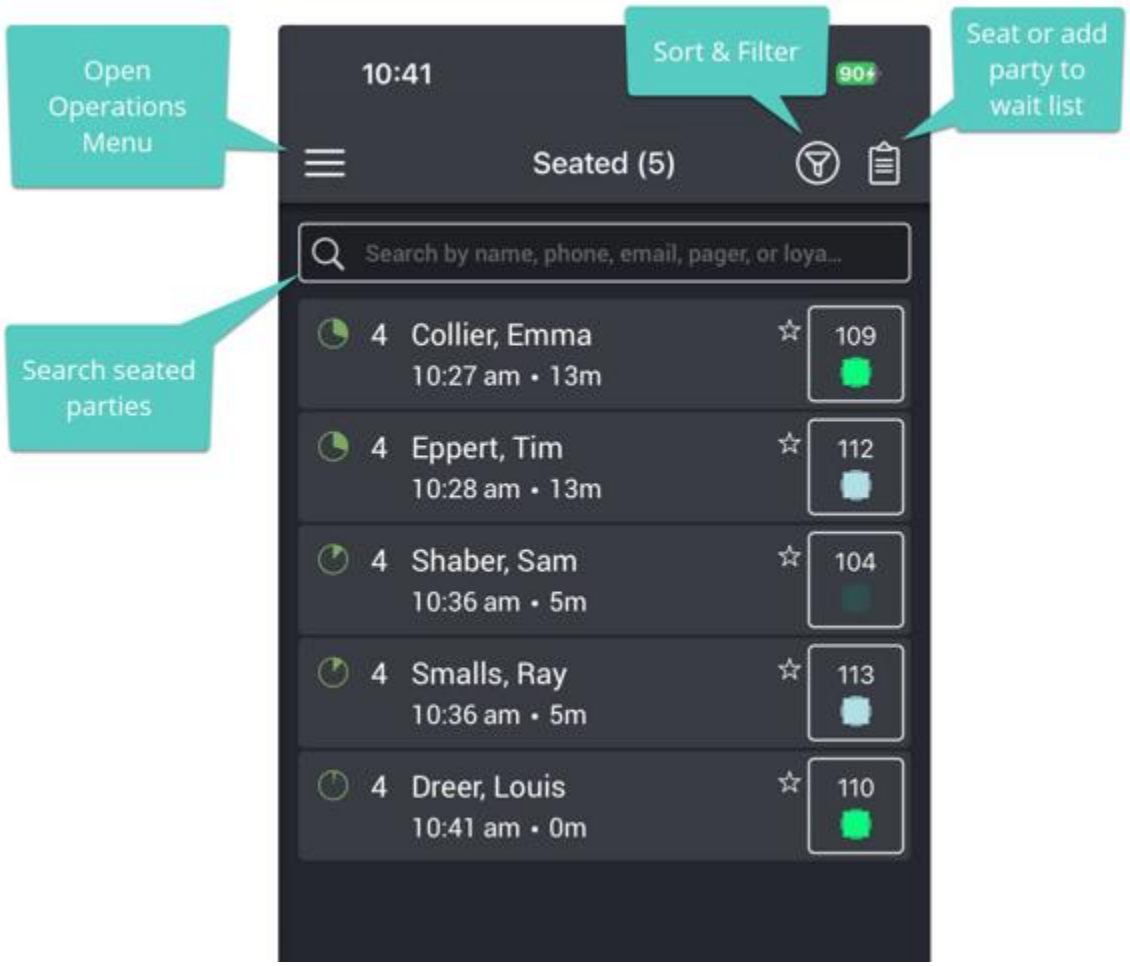
3. Select the table(s) where the party will be seated.



4. Select the **check mark icon** to finish seating the party.
5. If using Server Selection Shifts, select a server.

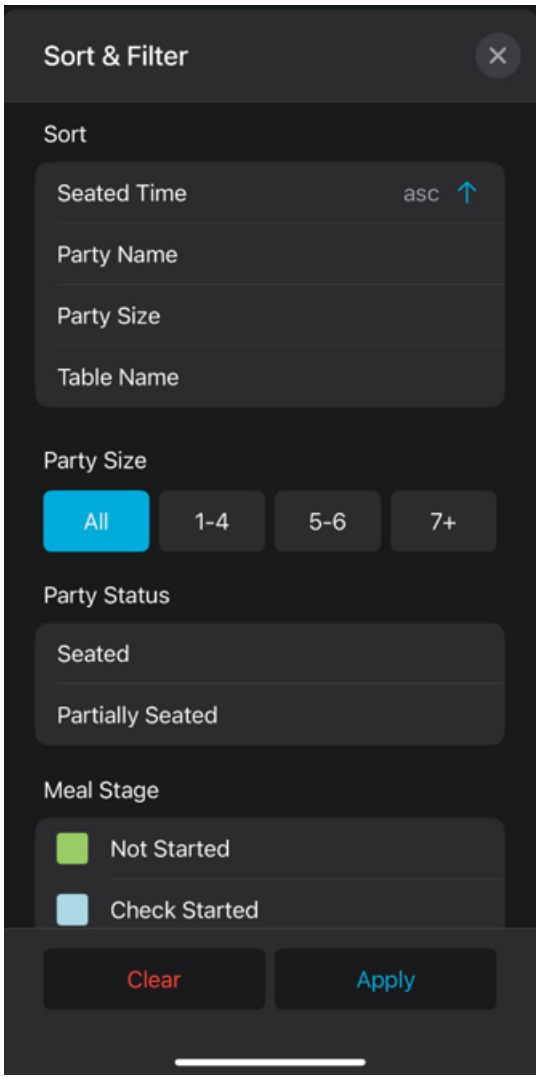
Seated

The Seated list displays all parties currently seated in the restaurant. Parties are displayed in a list format with quick view information such as Party Size, Name, Seated Time, Table, etc. From here, users may Finish and move parties, update the party's status or meal stage, and edit party information.



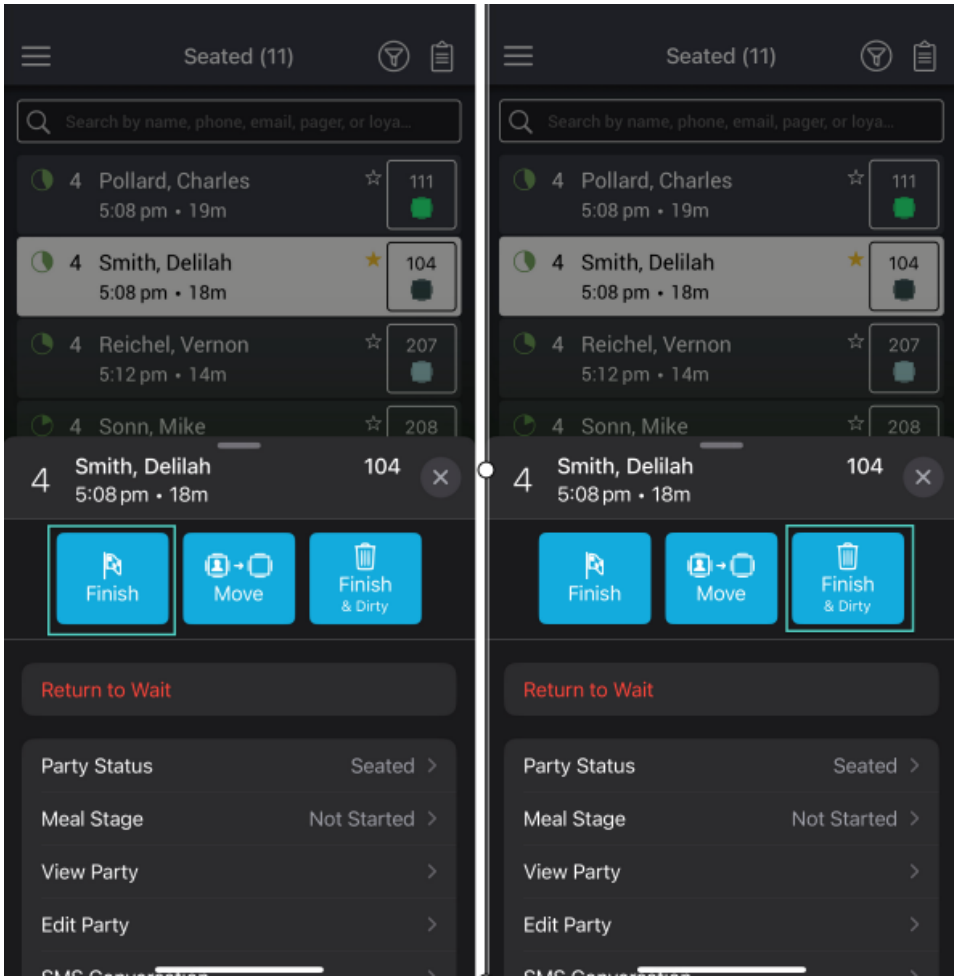
Managing Seated Parties

Select the Filter icon  to change the sort order of the Seated list or to filter by party size, status, or meal stage.



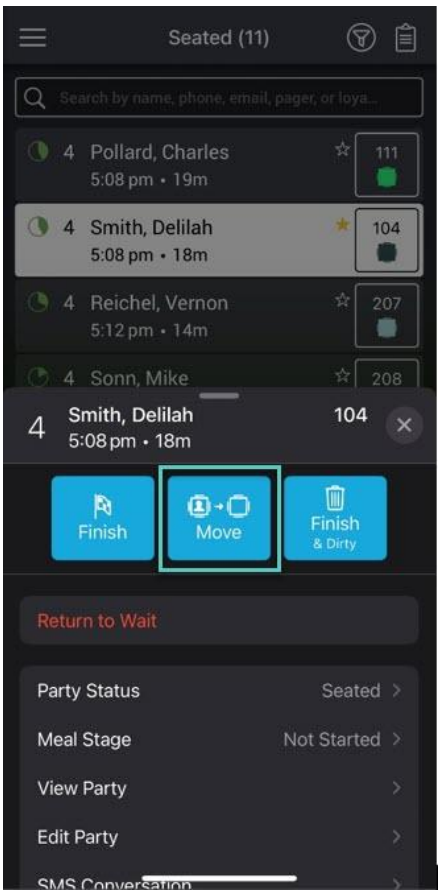
Finishing Parties

1. Select a party from the Seated list.
2. Tap the **Finish** button to complete the seated party or tap the **Finish & Dirty** button to complete the seated party AND mark the table as Dirty.



Moving Parties

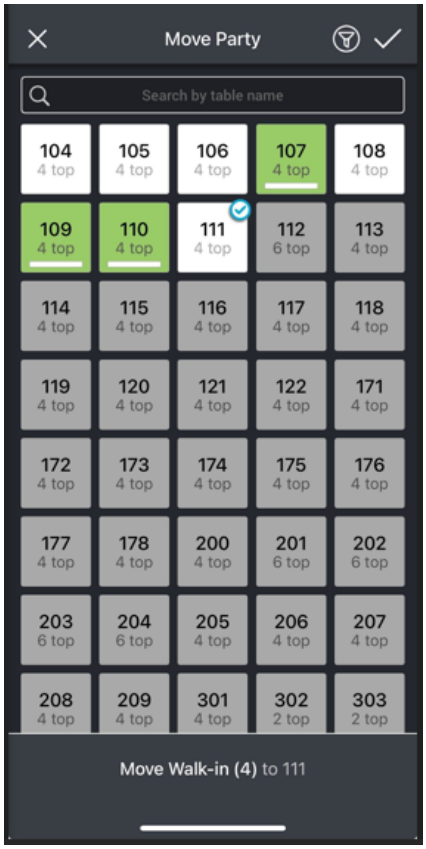
1. Select a party from the Seated list.
2. Tap the **Move** button to change the table at which the party is seated.



3. On the Move Party page, de-select the table at which the party is seated.



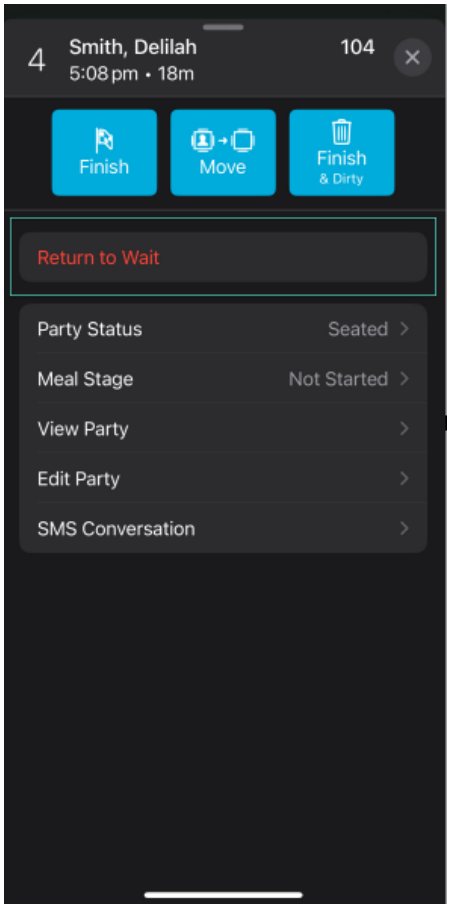
4. Select the new table where the party should be moved.



5. Tap the **check mark** to confirm the move.

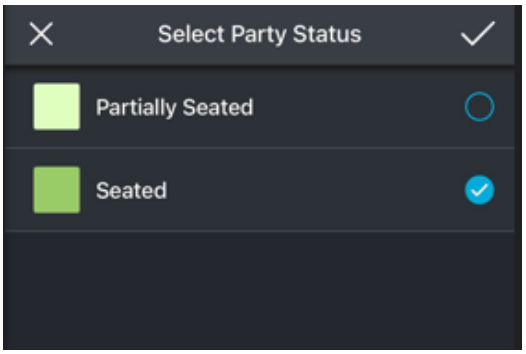
Return to Wait

1. Select a party from the Seated list.
2. Tap the **Return to Wait** button to unseat the party and move them back to the Wait List.

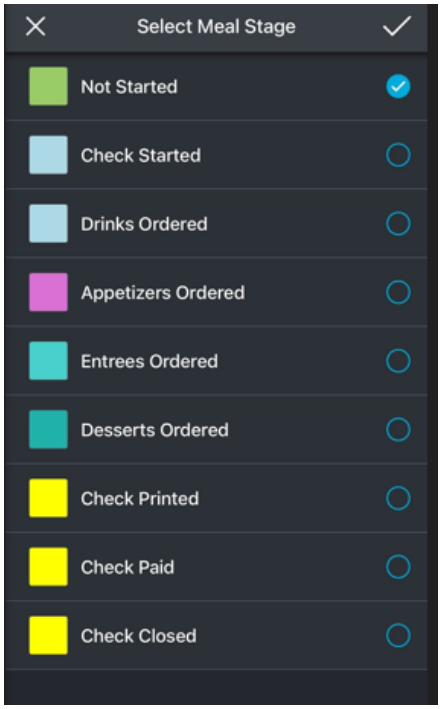


Set the Party Status and Meal Stage

1. Select a party from the Seated list.
2. Tap the **Party Status** button to change the status of the party.



3. Tap the **Meal Stage** button to select a meal stage.



Note: Status and Meal Stage options may vary depending on the site type.

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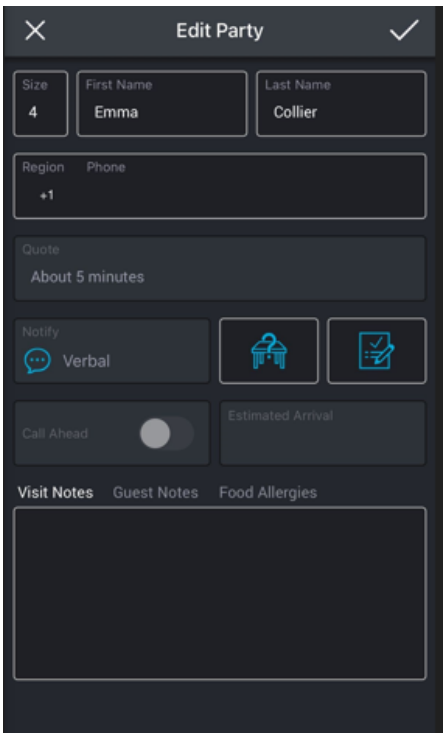
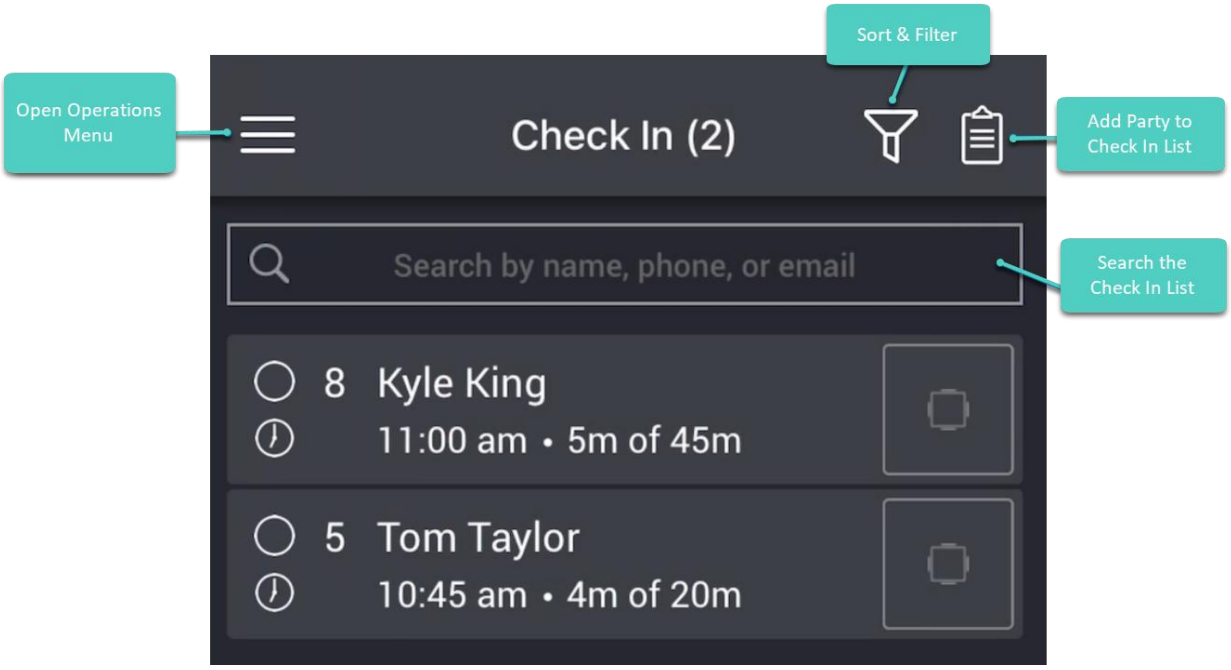
Edit Party

1. Select a party from the Seated list.
2. Tap the **Edit Party** button to edit guest and visit details.



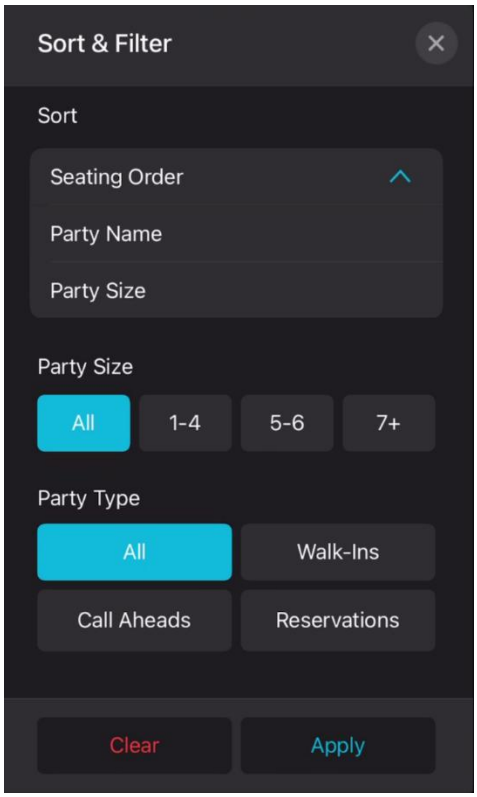
Check In

The Check In list includes parties that have not yet arrived at the restaurant (Call Ahead, online wait list, and reservation parties.



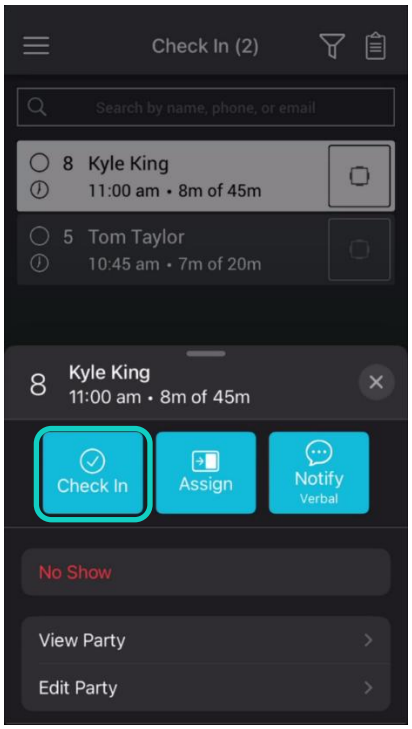
Managing Check Ins

1. Select the Filter icon  to change the sort order of the Check In list or to filter by a specific party size or type.

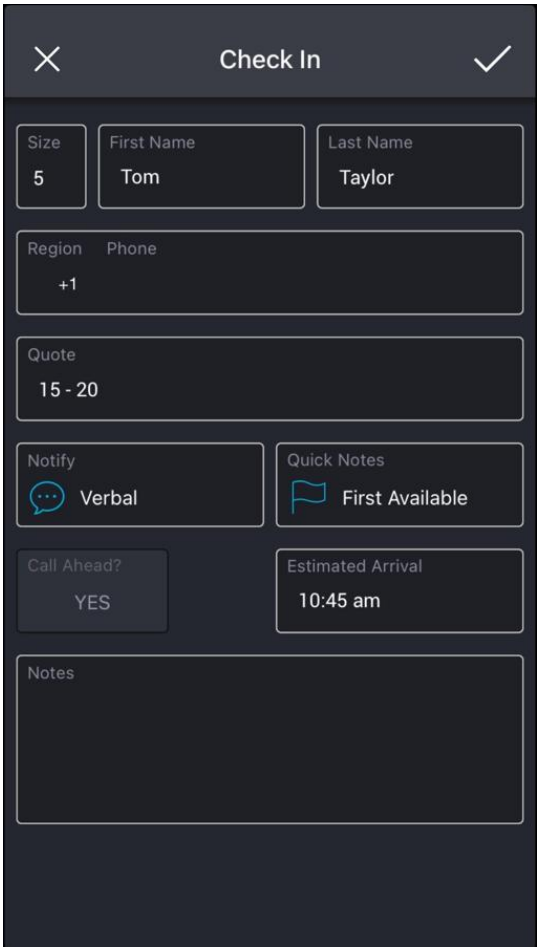


Check In

1. Select a party.
2. Choose **Check In** from the dialog box.



3. Make any desired changes to the party prior to Check In.
4. Select the **check mark icon** to complete Check In.

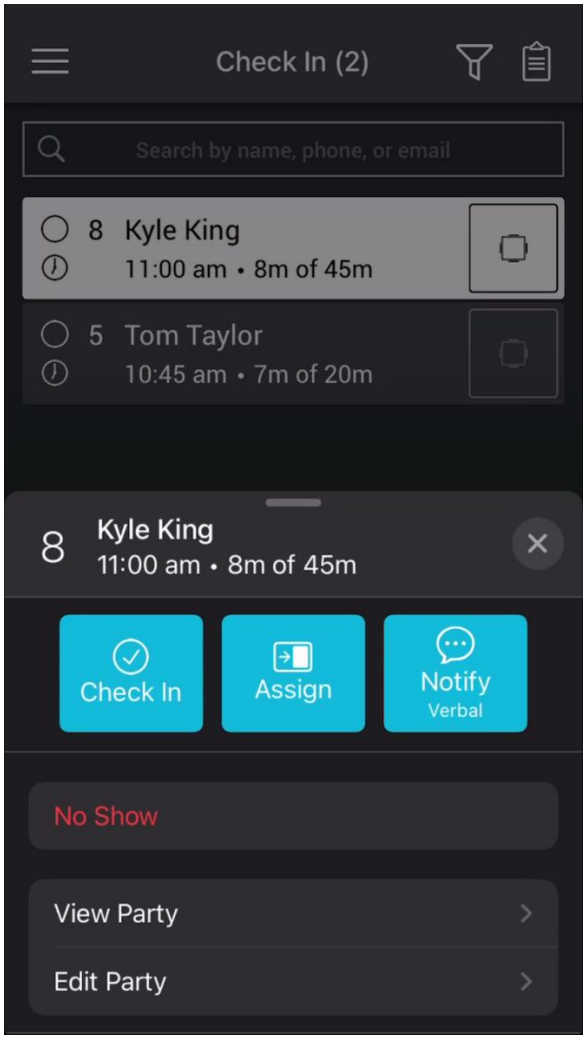


Note: The party will be removed from the Check In list and can continue to be accessed from the Wait List.

Notifying a Party

Notify the party when their table is ready.

1. Select a party.
2. Choose **Notify** from the dialog box.



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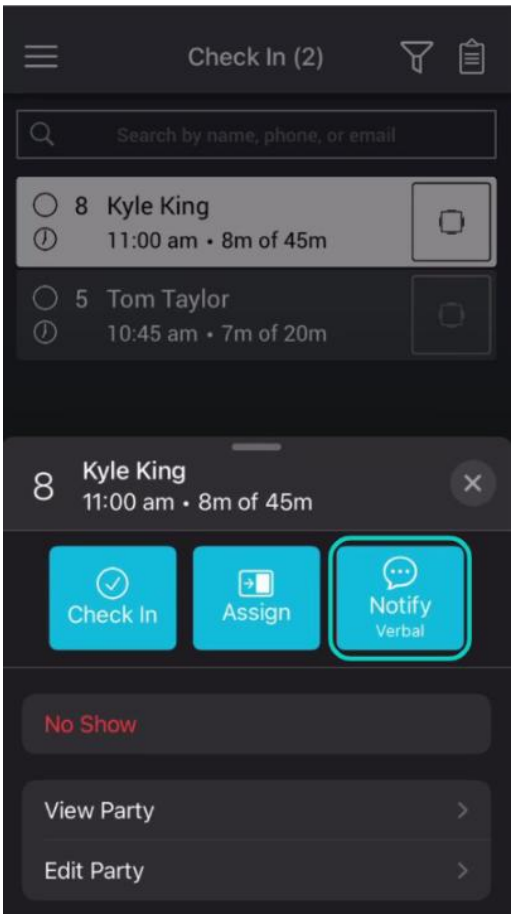
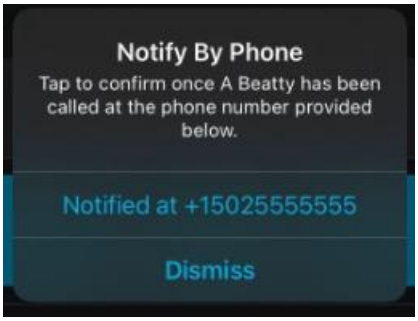
Notify Verbally

The party is immediately marked as notified upon tapping the **Notify** button.



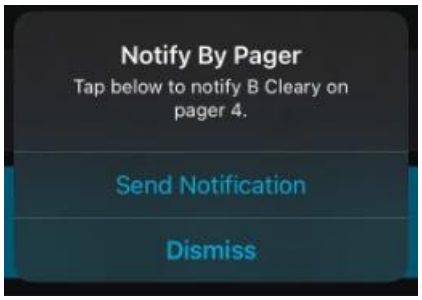
Notify by Phone

Once the party has been contacted by phone, tap the **Notified at [Phone Number]** option to mark the party as notified.



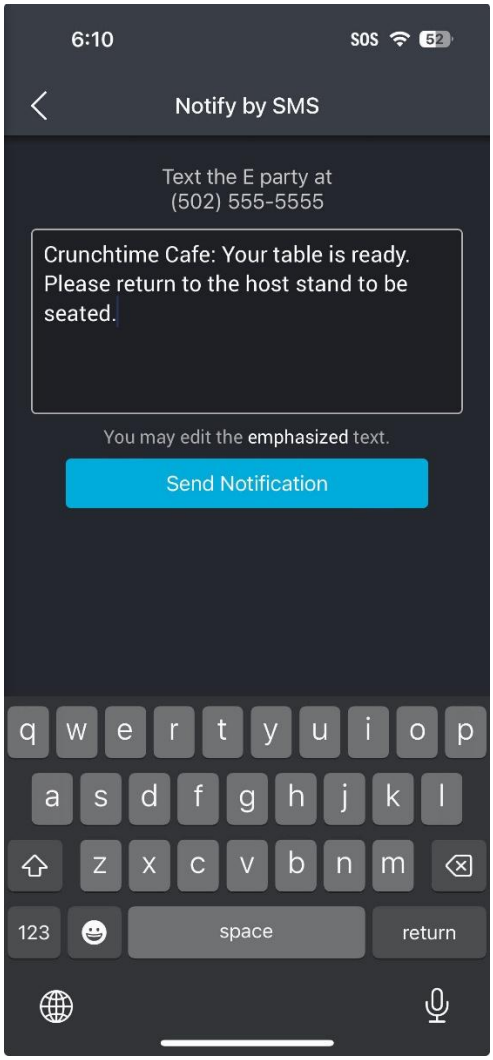
Notify by Pager

Tap **Send Notification** to send a notification to the party's pager.



Notify by SMS

Tap the **Send Notification** button to send a text notification to the party's mobile phone.



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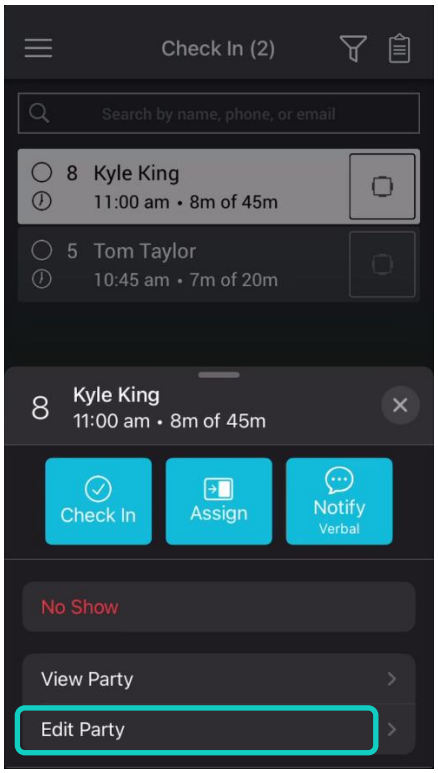
Edit

1. Select a party.
2. Choose **Edit Party** from the dialog box.

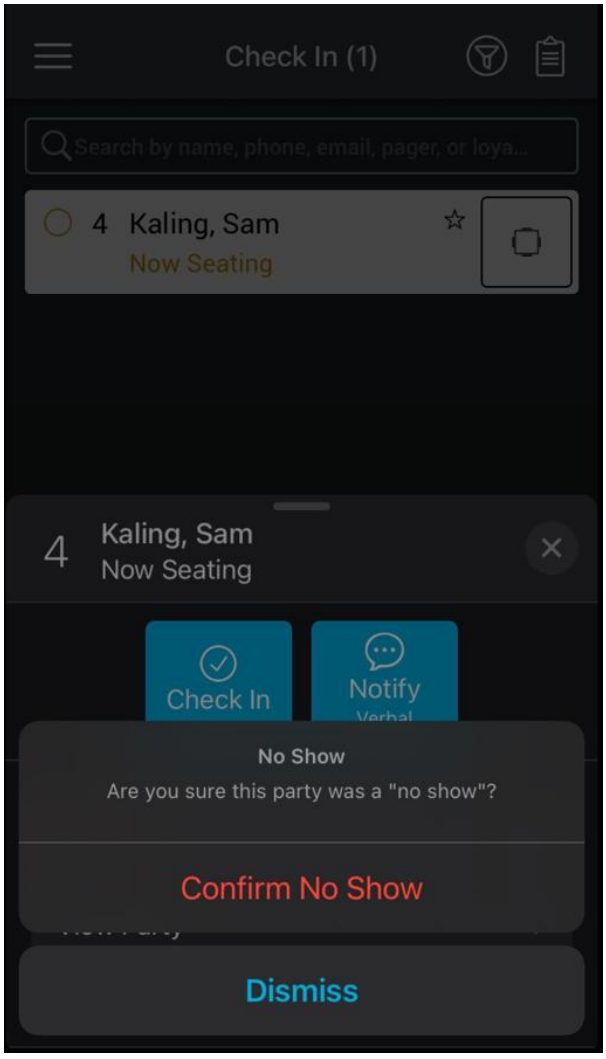


3. Make any necessary changes.
4. Select the **check mark icon** to save changes and return to the Check In list.

No Show

Occasionally a party that has called ahead or made reservations will cancel or never arrive at the restaurant. The No Show option is available for Call Ahead parties that have not arrived. Reservation parties will have the option to Cancel Reservation prior to the reservation time and No Show after the reservation time has passed.

1. Select a party.
2. Choose **No Show** from the dialog box.

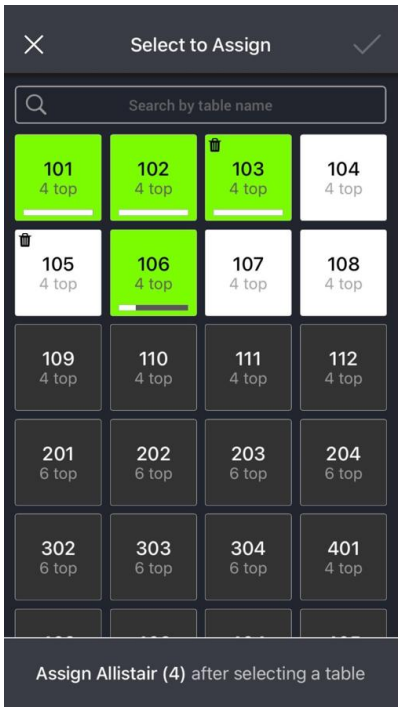


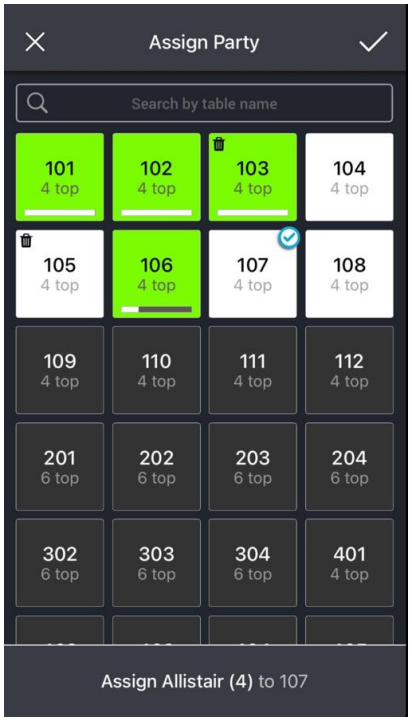
3. Select **Confirm No Show** to remove.
4. The party will be removed from the Check In list.

Assign

Parties can be pre-assigned to tables even after they have arrived at the restaurant.

1. Select the table icon next to the party.
2. Choose **Assign** from the dialog box.
3. Select the table(s) that will be assigned to the party. The selected table will change to the color set in the Portal.





4. Select the **check mark icon** to complete the table assignment.

Appendix

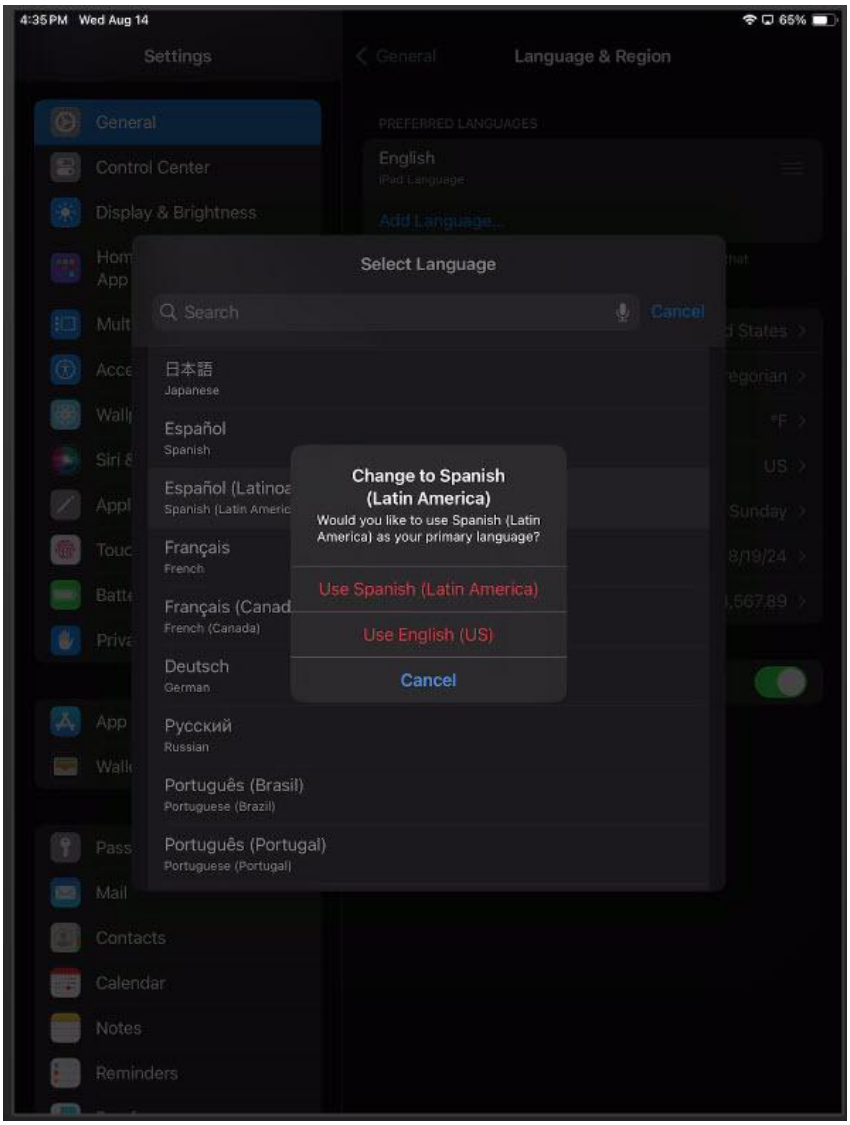
Adding the Spanish Language to Devices

The August 2024 App Store release must be installed to use the app in Spanish. Prior versions of the app are English only.

1. Ensure that Crunchtime Assist is installed on the iOS device (iPhone or iPad).
2. Open iOS Settings and navigate to **General** > **Language & Region**.
3. Tap the **Add Language** button under Preferred Languages.
4. Use the Select Language search bar to search for and add Spanish as the preferred language.

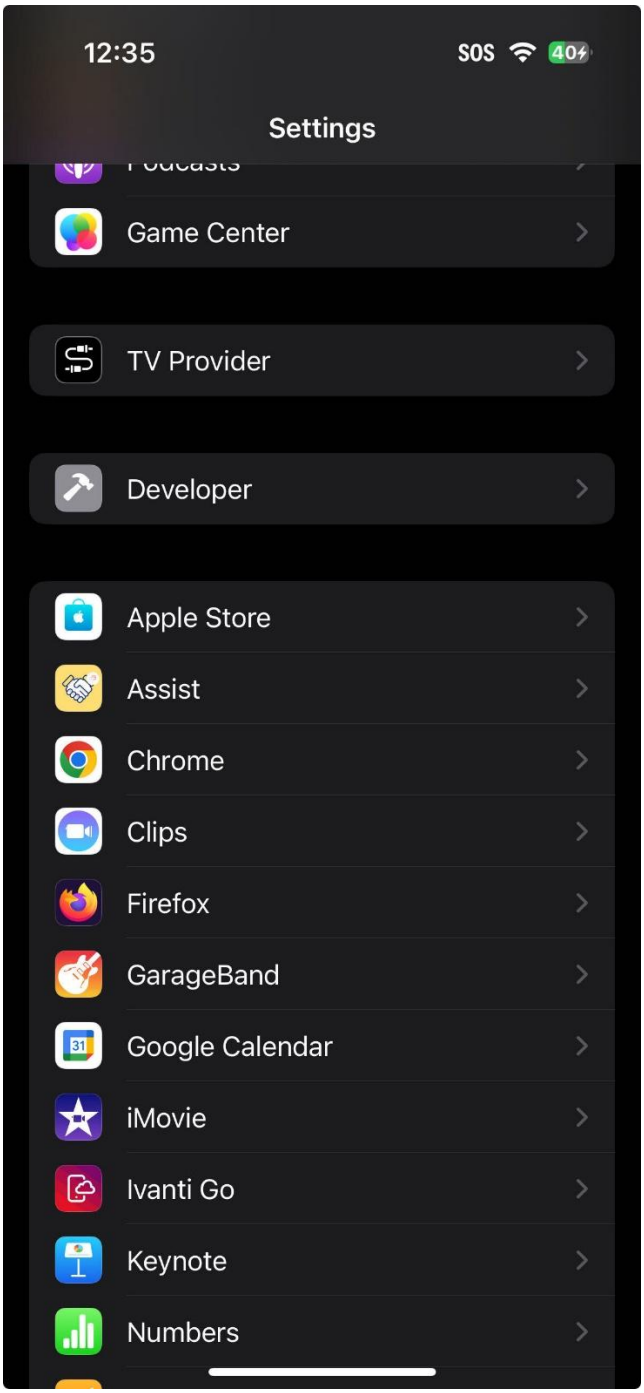
Note: Any Spanish language selection from this list will work for our purposes.

5. After selecting the preferred Spanish language variant, tap the **Use English** button.

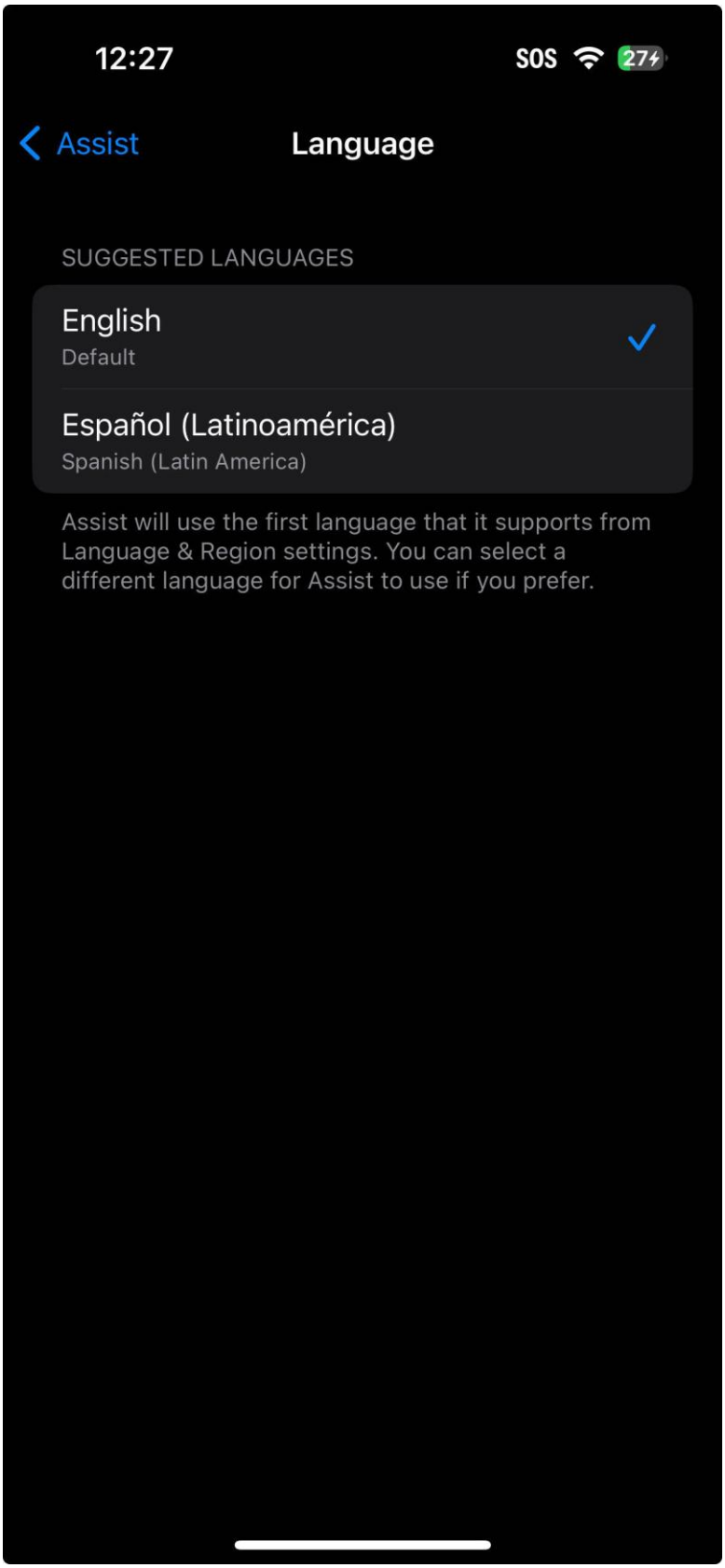


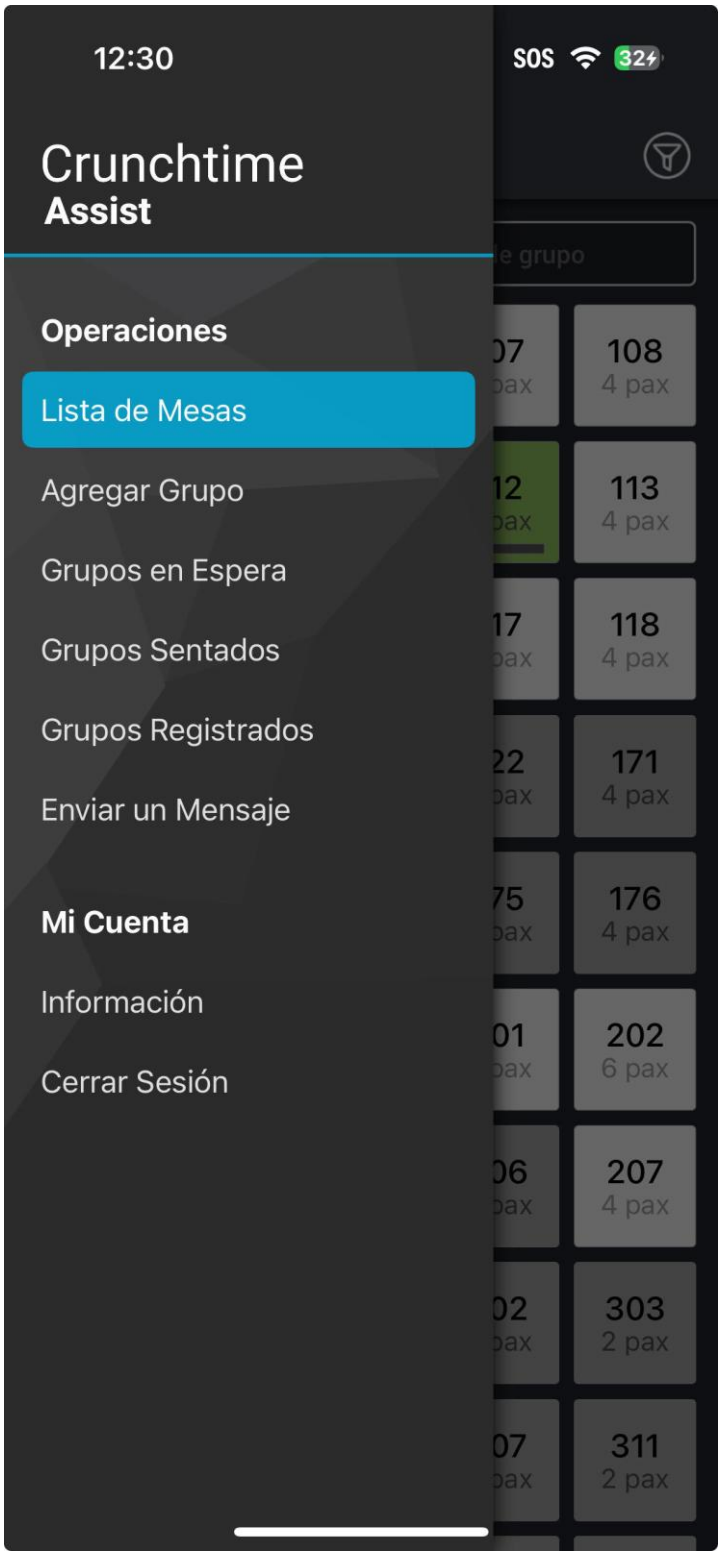
6. This will ensure the device continues to use English as its primary language.
7. Return to iOS Settings.

8. Scroll and select **Assist**. This will open the device's Crunchtime Assist application settings.
9. Tap **Language** under the Preferred Language section.
10. Select Español to run Crunchtime Assist in Spanish.



11. Minimize Settings and launch Assist from the home screen.


12:27
SOS
Assist
Language
SUGGESTED LANGUAGES
English
Default
Español (Latinoamérica)
Spanish (Latin America)
Assist will use the first language that it supports from Language & Region settings. You can select a different language for Assist to use if you prefer.



The device's Crunchtime Assist application will now use Spanish. To switch back to English, navigate to the Assist settings and re-select English as the preferred language.