Crunchtime Host for Windows

Reference Guide

Document Details

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System Requirements

- Operating System: Windows Server 2025, Windows 11, Windows Server 2022, Windows Server 2016 (version 1709), Windows 10 Anniversary Update (version 1607) (x86 and x64), Windows 10 Creators Update (version 1703) (x86 and x64), Windows 10 Fall Creators Update (version 1709) (x86 and x64)
- Processor recommended: 2.8 GHz Pentium 4 or higher
- Ram recommended: 1 GB or greater
- Hard Disk Space: 200 MB for Server Installation
- Video Resolution 1024x768; minimum 32 MB Ram; recommended 64 MB RAM
- Networking: 10/100 Base-T Ethernet Connection
- Prerequisite Software: Microsoft NET version 4.8 or later

Related Documentation

- Install Crunchtime Host for Windows Guide: https://links.crunchtime.com/CHIG-InstallCrunchtimeHostforWindows

Overview

This document explains how to use Crunchtime Host for Windows.

Download the latest version of this document here:

- https://links.crunchtime.com/CHRG-UsingCrunchtimeHostforWindows

… or scan the QR code to the left.

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Getting Started

Introduction

Crunchtime Host is graphical table management software that provides seating and wait list management and gives team members the real-time status of every table and party. The room depicted in the seating layout updates as actions occur, such as completing a party, dirtying a table, and changing a meal stage.

Unlike previous versions of Hostess, with Crunchtime Host, you can configure and activate settings without leaving the application. In addition, zoom and pan capabilities and table scalability have been added. You can drag and drop parties from the wait list onto tables in the seating layout when you want to seat, assign, or move a party.

Crunchtime Host consists of a server application, an on-premises SQL database, and the clients. The Host clients, which are primarily described in this guide, provide the graphical interface used by the restaurant to manage waitlists and tables.

You can force an End of Day (EOD) and export XML files from Crunchtime Server:

1. Navigate to: **Tools**.
2. Click **Export XML** to export all database settings to an XML format. *A time-stamped folder containing all the settings XMLs is createdhere: ProgramData\QSR Automations\ConnectSmart\HostessServer\Export.*
3. Once all XML files have been exported, you can import them so various sites can be running on a unified configuration.

Settings Available in Crunchtime Client for Export or Import	
Interface Settings	Quote Settings
Suggested Seating	Visit Quick Notes
Printing Settings	Team Members
Shifts	Floor Plans
Crunchtime Server Import/Export functionality is limited because the majority of Crunchtime settings exist in the Portal. Only the settings that remain in Crunchtime Client are available for Import/Export.	

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Login Screen



Crunchtime Host sign in page

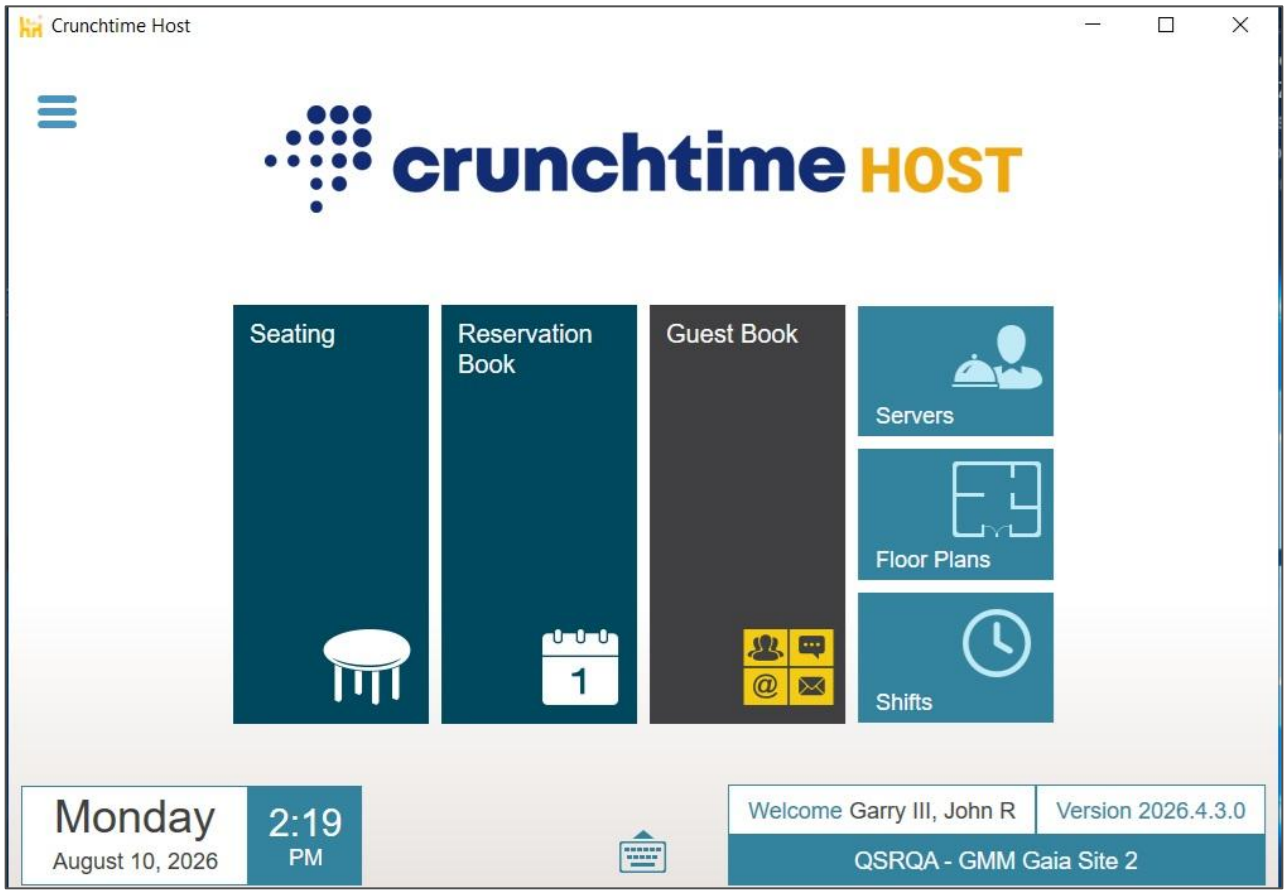
You will be prompted to log in to Crunchtime Host when the application is started or when an existing user logs out. Password settings are configured on the Add User form. The password is case-sensitive.

Note: If there is no license available for Crunchtime Host, the startup process will stop, and the user message appears: "Unable to communicate with server, no license available. Licensing determines how many Crunchtime Host terminals can connect simultaneously."

Note: When a license is within 30 days of expiration, a message will display on the Seating Layout tab.



Home Page



Crunchtime Host home page

Once you log in, the home page appears. On the home page, the date and time appears on the bottom left of the screen. The name of the user who is logged in, the site name and the version number of Crunchtime Host is shown in the bottom right of the screen.

Use the following buttons/sections to navigate through Crunchtime Host:

Seating

Accesses the seating options and layout, which is where you will greet, wait, seat, and perform all guest operations.

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Crunchtime Host

Reservation Book

You can view past, current, and future reservations in one of three layouts: Weekly, Listing by Time, and Listing by Table. On the Weekly tab, you can quickly view session availability. The Listing by Time tab shows all reservations for that day as well as reservation time, party size, party name, contact number, assigned table, status, and guest and visit notes. The Listing by Table tab shows reservations that have been made for that day and pre-assigned a table. The length of the reservation block adjusts from the projected turn time to the actual time the party was seated.

Guest Book

Accesses the Guest Book which includes the names and contact information of guests who have visited your site, regardless of party type. That means all guests are included whether they were walk-ins or call aheads.

Servers

This is where you go to add servers (team members) to the system. Servers need to be assigned to stations.

Floor Plans

Configure the servers, tables, and rooms you will be using in the seating layout.

Shifts

Configure the stations and shifts you will be using in the seating layout.

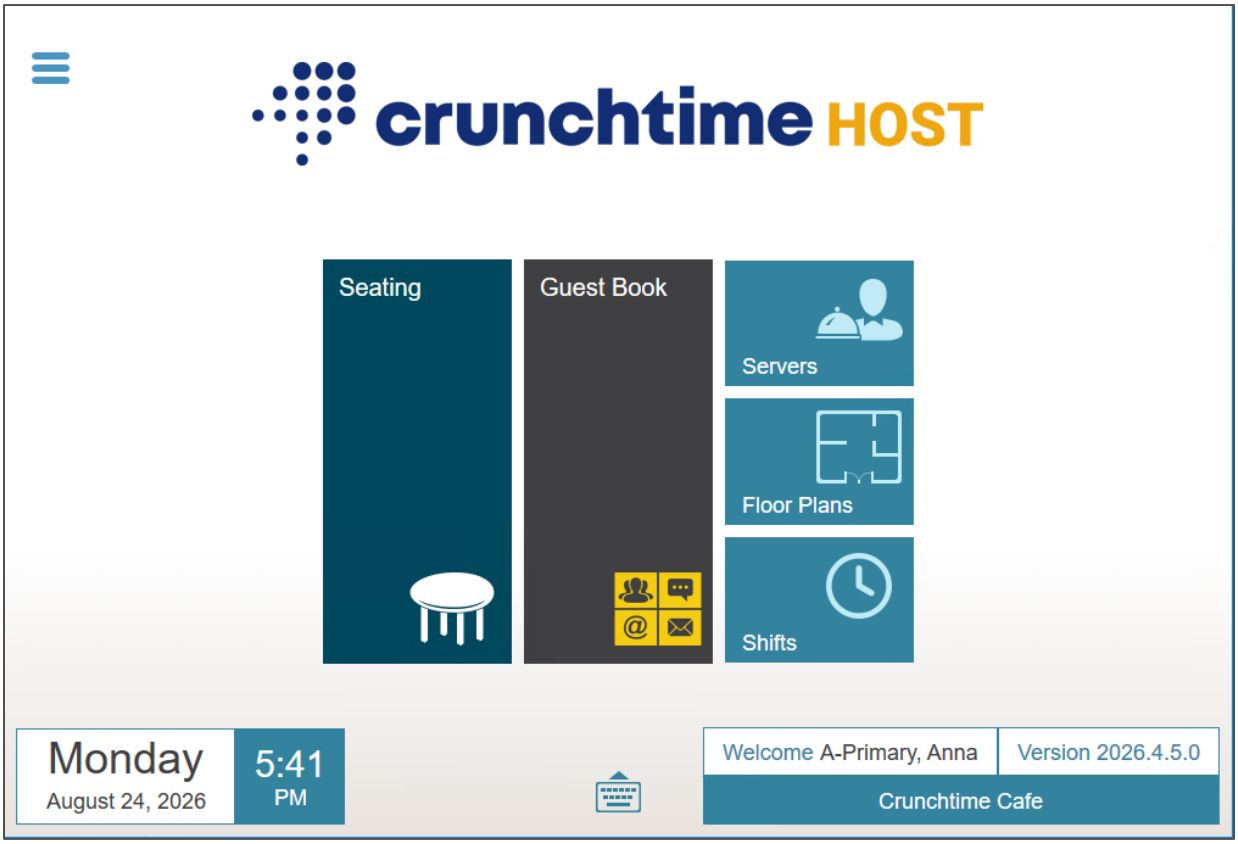
Note: The screen captures in this user's guide may vary from actual application displays depending on your current Crunchtime Host and/or Crunchtime Portal settings.

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Alternate Home Page Options

Reservations Not Accepted

In the Crunchtime Portal, if **Are Reservations Accepted** is set to "No," the Reservation Book is not shown on the home page (and the Reserved tab and the Add Reservation tab of greeter form are not shown in Crunchtime Host).



Crunchtime Host homepage: without Reservations

Buttons for Those Using Crunchtime Host

Table 1.1 shows common Crunchtime Host buttons and provides descriptions of each.

Crunchtime Button	Description
	At any time and on any screen, you can return to the home page by clicking the back arrow button.
	Accesses and removes keyboard. Found at the bottom right of the application.
	Accesses the toolbox. Toolbox options help define the look and feel of the room. View table and last action information, make shifts active, and search active parties.
	Crunchtime Host is connected to Crunchtime Server and Crunchtime Server is connected to the Enterprise Services.
	Communications with the Enterprise Services have been lost due to an unknown issue. Crunchtime Host functionality will be limited until communications are restored.
	Communications with the Enterprise Services are disabled due to local settings. Crunchtime Host functionality will be limited until communications are restored.
	Crunchtime Host communications with the local server have been lost due to an unknown issue. Crunchtime Host functionality will be very limited until communications are restored.
	Saves an opened form or confirms a prompt.
	Cancels out of an open form or confirmation message.
	Removes an item from a list on a form.

Table 1.1: Common Crunchtime Host buttons

Buttons for Those Setting up Crunchtime Host

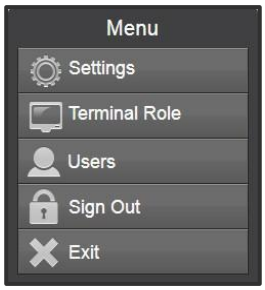
Table 1.2 shows common buttons found on setup forms.

Crunchtime Button	Description
	Add an item to a list on a form.
	Remove an item from a list on a form.
	Edit an existing item in a list and/or on a form.
	Move up to the next item in a list and/or on a form or move an item higher on a list.
	Move down to the next item in a list and/or on a form or move an item lower on a list.
	Opens a keyboard from a form.
	Closes a keyboard from a form.

Table 1.2: Common setup buttons

Menu

At the top right of the home page, select  to access menu options.

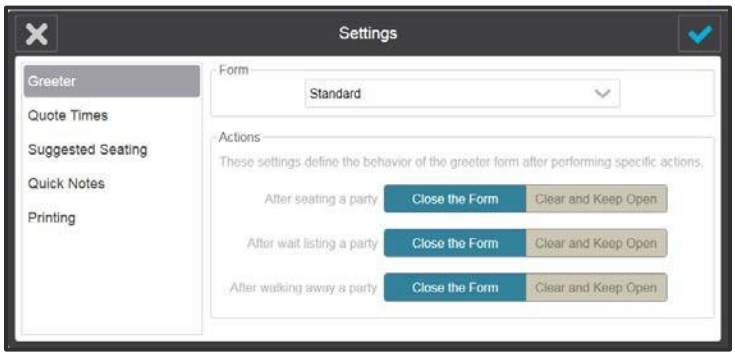


Home page menu: Showing all options

Note: Options in the menu may be limited due to assigned user roles. If you are in Configuration Mode, menu options do not include Settings since it is on the home page.

Crunchtime Host

Settings

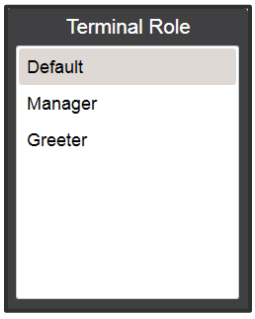


Settings page

Before you begin using Crunchtime Host (waiting and seating people, taking call aheads, etc.), you will need to configure how you want the system to work.

The Settings page allows you to access configuration for greeter forms, quote times, suggested seating, quick notes, and printing. All other settings are configured in the Crunchtime Portal.

Terminal Role



Terminal Roles list

You can select which terminal role to use in Crunchtime Host. These roles will determine whether or not you can exit Crunchtime Host and help determine printer settings for the terminal. These are set up in the Crunchtime Portal.

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Users

You can add users to Crunchtime Host and assign them passwords and roles that determine the access they have to the system. A user is anyone who will use Crunchtime Host in any capacity.

Once logged in to Crunchtime Host, users with appropriate permissions can add and delete users as well as edit user information for ID, passwords, and roles. Users can take multiple roles, and many users can have the same role.

1. Select **Users** from within the home page menu. *The Users form appears.*

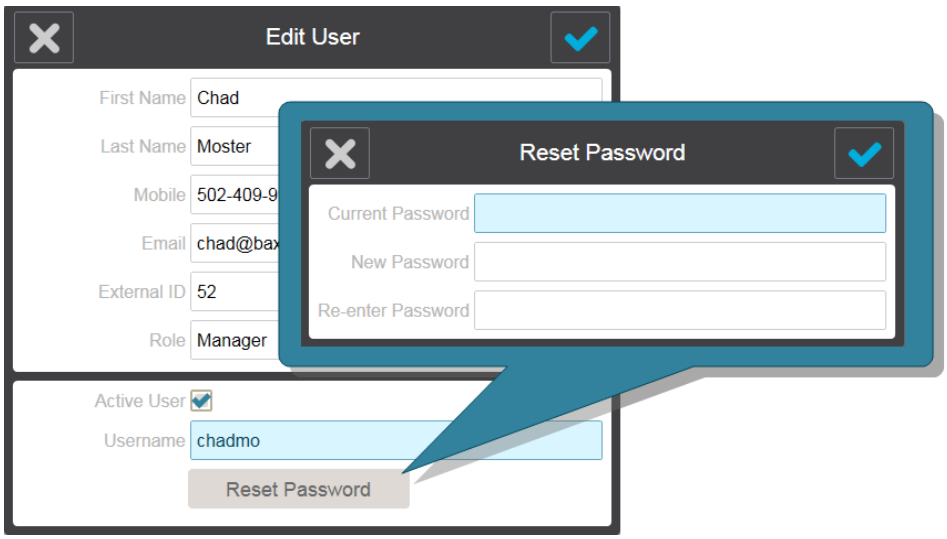


2. Select . *The Add User form appears.*
3. Enter the user's **First Name**, **Last Name**, **Mobile** , **Email** , and **External ID** (if applicable).

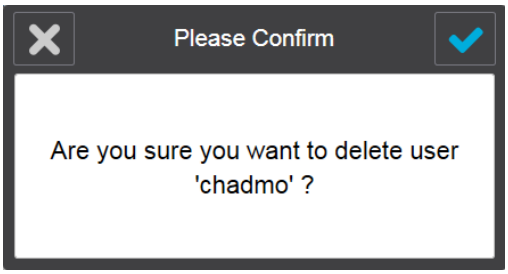


4. Select a **Role** to assign to the user. *Roles are set up in the Crunchtime Portal. User roles determine a user's access to buttons, forms, and functions throughout Crunchtime Host.*
5. Enter the **Username**.
6. Enter and confirm the **Password**.

7. Select .
8. To edit a user, select a user and select . *The Edit User form appears.*
9. To change your password, select Reset Password. *The Reset Password form appears.*
10. Enter your current password and enter a new one twice. Select .



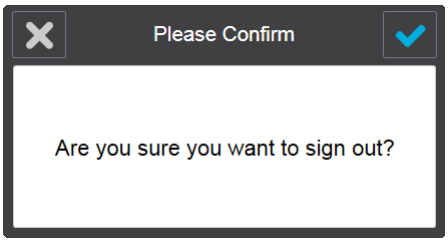
11. To delete a user, select a user and select . *A confirmation prompt appears.*
12. Select .



Note: If no users are defined, the login screen will not even appear during the Crunchtime Host startup, and you will simply be given every permission in the system. The sign out button also will not appear if no users are defined.

Sign Out

1. Select **Sign Out** from within the home page menu. *A confirmation prompt appears.*

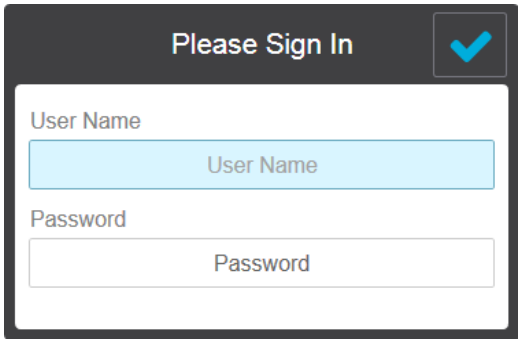


2. Select .*You are now signed out and the* ***Please Sign In*** *screen appears.*

Crunchtime Host

Sign In

Enter your user and name and password and select .

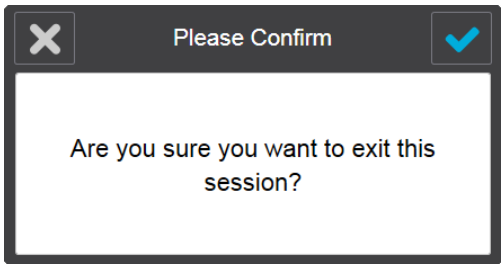


Examples of when users may want to sign out, but not exit Crunchtime Host:

- Changing of Crunchtime Host users (greeters, hostesses, etc.) which might occur between employee shifts
- Requiring a manager to access the system briefly to change a setting or check data.

Exit

1. Select **Exit** from within the home page menu. *A confirmation prompt appears.*



2. Select

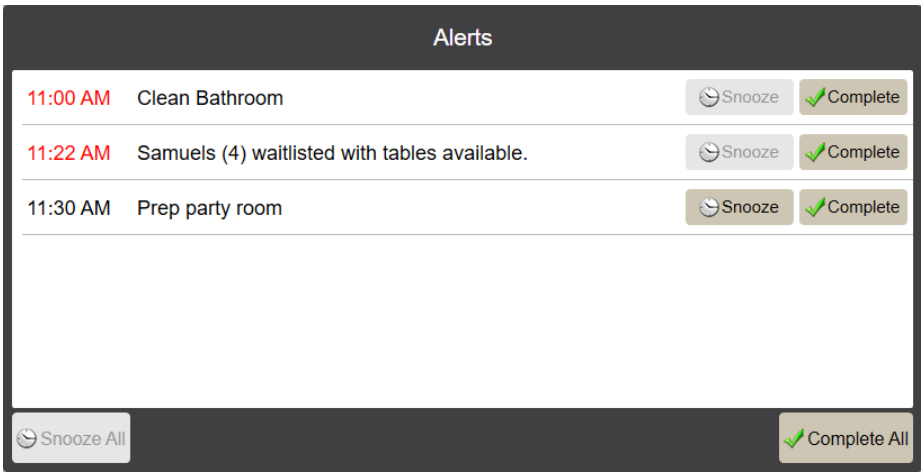
Note: In order for the Exit option to appear (and be made available), **Allow user to exit client** must be selected on the Terminal Role Settings form. In addition, if you are assigned a user role, it must have **Exit Client permission** enabled in order for the Exit option to appear.

Alerts

If enabled, Alerts can be displayed in the Crunchtime Client. This allows restaurant staff to receive alerts at the host stand or any other terminal location.

Example: Alert appears at host stand informing hostess to stop seating guests at the patio so it can be prepped for a party.

Example: Manager no longer needs to carry a pager because he can receive alerts on his iPad.



When the "Alerts" dialog appears, the following actions are available:

- **Snooze:** Ignore a particular alert for a set amount of time.
- **Snooze All:** Ignore all alerts for a set amount of time.
- **Complete:** Mark a particular alert complete once the requested action has been performed. *Unlike snoozing, the alert will not reappear.*
- **Complete All:** Mark all alerts complete once the requested actions have been performed. *Unlike snoozing, the alerts will not reappear.*

Seating Functions

Layout Introduction

The seating layout in Crunchtime Host has three sections: Dashboard, Guest/Server tabs and Room. Each is described in this chapter.

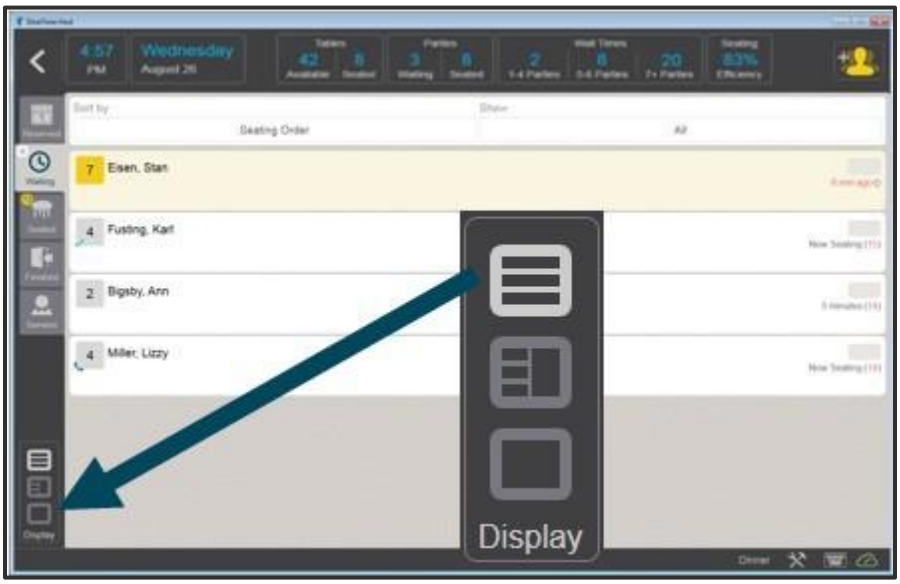


Seating Layout example

Changing the Display

Display setting options in the bottom left of the Seating page determine how your Crunchtime Host will appear.

Crunchtime Host

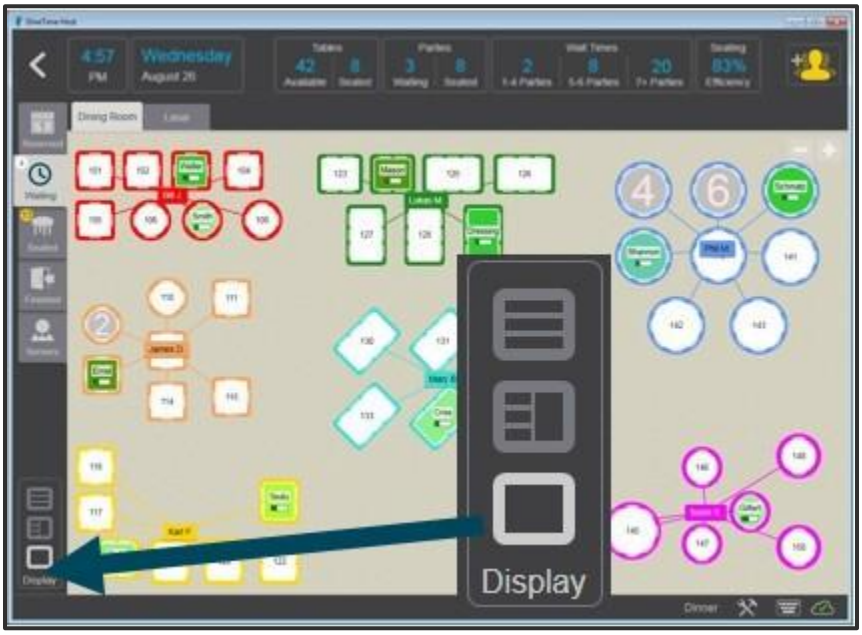


Tab only display



Tab and room display

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Room only display

Note: These display settings also apply when you are using custom defined columns layout for your Guest tabs.

Dashboard

The dashboard area contains information on the current status of the restaurant including wait and seating information. It is divided into five sections:



Standard Dashboard display area

Date and Time

This section shows you the time of day, day of the week, and calendar date.

Note: Crunchtime Server does not sync its time with Crunchtime Host. When you run multiple Crunchtime Host terminals, if the time on each device differs, the wait and seated times will differ between clients.

During startup, the Crunchtime Host compares its time with the time Crunchtime Server sends back during initial communication, taking time zones into consideration. If there is a difference of 61 or more seconds between the timestamps, an on-screen message appears stating that there is a time sync issue, a more detailed log message is written, and a permanent, red message appears in the seating layout of the Crunchtime Host to remind users that the issue exists. The on-screen message, however, has the lowest priority of all messages and will not appear in place of other messages.

Tables

This section shows the number of available and occupied tables.

Note: If you select **Require a table to have an assigned server to be considered available** in the Crunchtime Portal, the Available count will only consist of open, non-seated tables in stations with assigned servers. If that setting is not selected, the Available count will consist of all open, not seated tables.

Note: The number of Closed/Dirty tables that can be considered available when quoting for online waitlist parties can be configured in the Portal. This prevents wait times from being inflated because these tables can be cleared or opened in a matter of minutes.

Parties

This section shows the number of waiting and seated parties. The Seated number for Tables and Parties may differ if you have one party sitting at multiple tables.

Average Wait For Last X Minutes

These are the running averages of wait times per party size (1-4), (5-6), and (7+) over the last 15, 30, 45, 60, 90, 105, or 120 minutes. These time frames are set up in the Crunchtime Portal.

Quote Range Presentation Style

Users can choose how their Wait Times are presented: Exact Quote or Quote Ranges.

Note: These Presentation Styles must first be enabled in the Portal, by navigating to: Sites - desired site | Customize | Host Client | **Dashboard Configuration** and editing **Quote Ranges**. Select the **Display This Item** checkbox so the desired Presentation Style will appear in the Dashboard. *Update the **Title**, if desired.*

1. Navigate to: Quote Times | General Settings.
2. Select **Exact Quote** or **Quote Range** as the **Presentation Style**.



Seating Efficiency

This section shows the seating efficiency, which is a percentage defined by the number of guests seated divided by the number of seats. For example, four people sitting at a table that seats five is considered to be 80% seating efficiency.

> **Note:** Seating efficiency cannot be more than 100% (e.g. seating six people at a four-seat table is calculated as 100% efficiency for that table not 150%). For example, there are five tables in your restaurant, and they all have two seats. If four of those tables have one person sitting at them, and one of the tables has six people sitting at it, the overall seating efficiency is 60%, NOT 100%.

Seated Guests Per Hour Dashboard

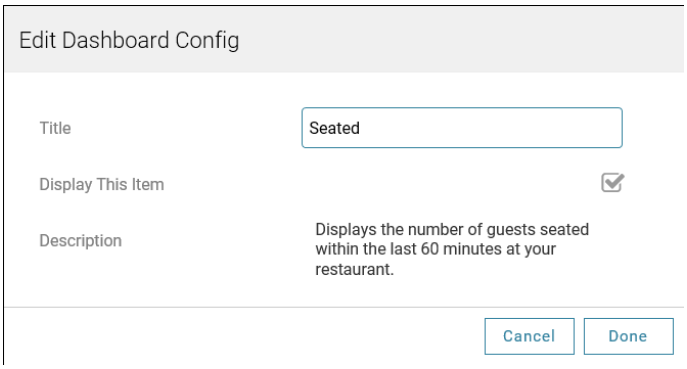
The number of seated guests within the past 60 minutes is now available to be viewed on the dashboard. This setting must be configured within the Crunchtime Portal as the setting is disabled by default.

Guests Seated

This section displays the number of currently seated guests.



Enable Seated Dashboard



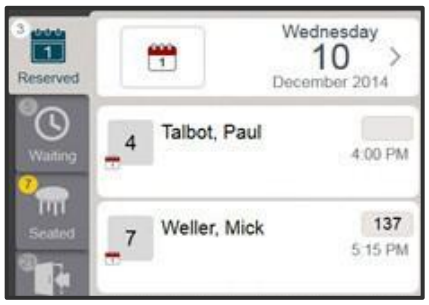
1. Navigate to: Crunchtime Portal | Sites – desired site | Customize | **Host Client.**
2. Scroll down to **Dashboard Configuration** and select the **Seated** dashboard.
3. Click  to edit.
4. Update the **Title** if desired.
5. Click the checkbox for **Display This Item** to enable the dashboard.
6. Click **Done.**
7. Use  to move the dashboard to the desired location.
8. Select **Save** to send changes to Crunchtime Client.

Open Menu

This section displays the number of guests currently seated without ordering food within a specific time.

Guest and Servers Tabs

This section offers an overview of the default, standard Crunchtime Host tabs: Reserved, Waiting, Seated, Finished, and Servers. The Reserved, Waiting, Seated, and Finished tabs include a number which shows the applicable amount of parties, also known as 'visit counts.'



Seated tab showing an unseen visit count

Unseen visit counts make the number appear yellow until that tab is selected. For example, if you walk-in a party and seat them while on the Reserved tab, the visit count on the Seated tab will be yellow until you go to the Seated tab.

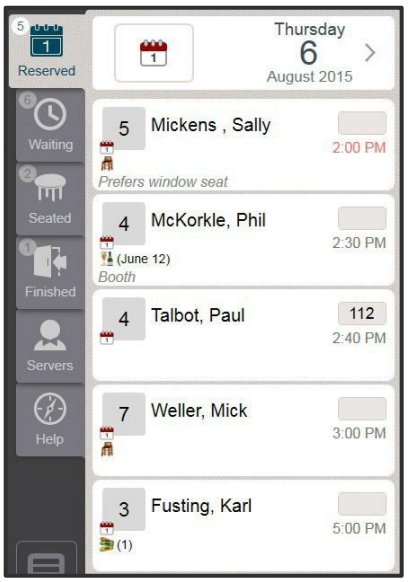
Customized Guest and Server tab layout is set up in the Crunchtime Portal.

> **Note:** Throughout this guide, tabs may also be referred to as lists (e.g. Waiting list, Seated list, or Finished list).

Reserved Tab

The Reserved tab shows all reservations that have not yet checked in (arrived). Checked-in reservations go to the Waiting tab.

> **Note:** In order for the Reserved tab to be shown in Crunchtime Host, the **Are Reservations Accepted** setting must be set to "Yes" within the Portal.



Default standard Guest & Server tabs

Notice in the previous image, the reservation times are all unique. However, when unarrived reservations are scheduled for the same time, they sort (top to bottom in the list) according to when they were created/taken. So in following image, all of the reservations are for 1:45 PM, but the order is determined by the fact that Mimms placed their reservation first, followed by Culp, who was followed by Biggs.



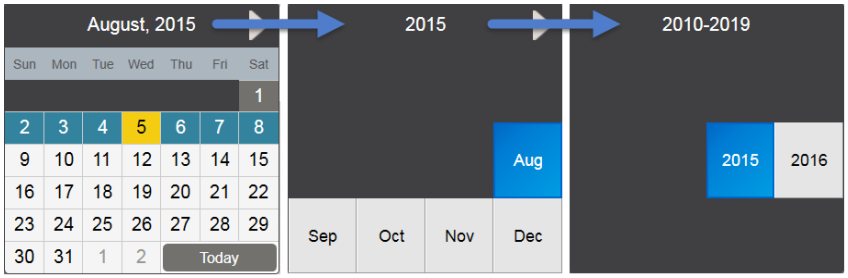
Reservations created at the same time

The Reserved tab defaults to the current date, but you can view reservations for future dates by tapping the arrow or the calendar icon , which opens a calendar on the current date, in the Reserved tab header.

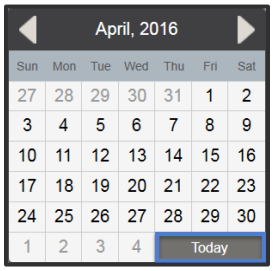


Reserved tab Calendar

The calendar on the Reserved tab (as well as the Reservation Book calendar) offers a decade mode. Click once on the calendar header to go to year mode. Double-click to go to decade mode.



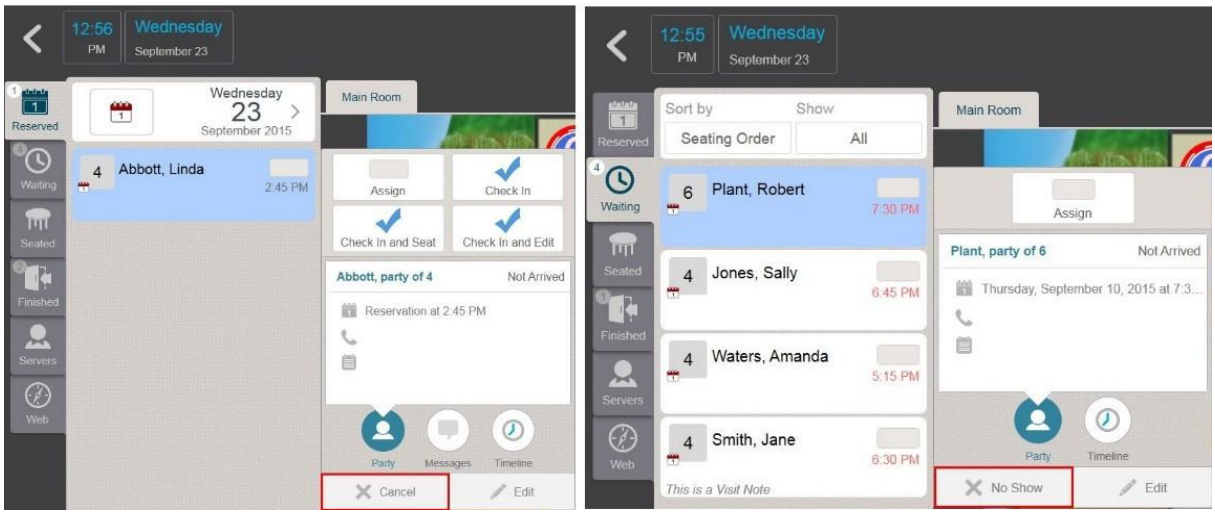
Decade mode



Today

Note: On any month of any year, select Today to return to the current week's calendar. Unlike the Reservation Book calendar, however, the calendar on the Reservation tab only shows future dates (up to a year) since you obviously cannot make a reservation in the past.

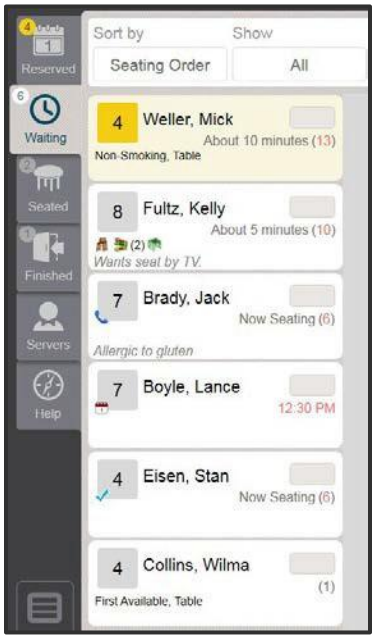
If you select a party from the Reserved tab, the following options appear on the pop- up form. Note, however, that once the reservation time has been met or exceeded, the Cancel Reservation option is replaced with a No Show option.



Actions pop-up for reserved parties

Waiting Tab

The Waiting tab shows party name, size, any visit notes and preferences, the amount of time waiting, and time left in quote.



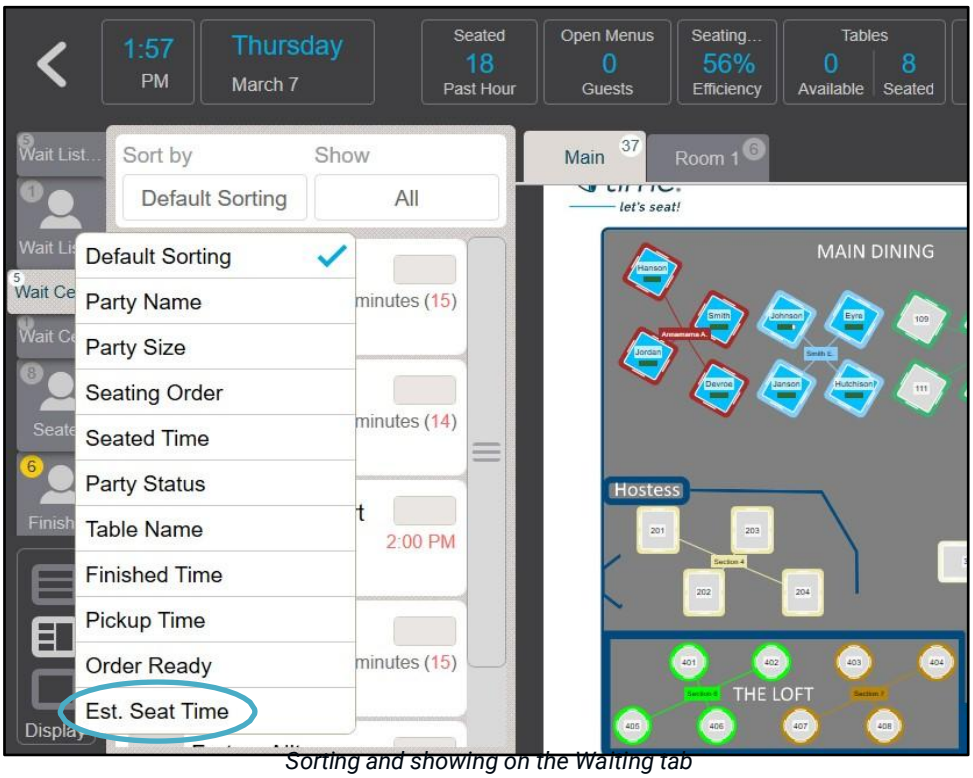
Default standard Guest & Server tabs

Note: Cells of notified parties turn yellow.

Icon	Description
	Call Ahead
	Call Ahead or online waitlist has checked in
	Reservation
	Online Waitlist
	Walk-In
	Quick Note examples

Waiting Tab Icons

Select the box under **Sort by** for a dropdown list of sort methods to appear. Select the sorting method to sort by Party Name, Party Size, Seating Order, Seated Time, Party Status, Table Name, Finished Time, Pickup Time, Order Ready, and Est. Seat Time.



Sorting and showing on the Waiting tab

You can also filter which parties to show. Click the box under Show for a dropdown of show options to appear and select an option. *Changes are immediately reflected on the tab.*

Note: If desired, unarrived Call Ahead parties can be sorted alongside arrived parties based on creation time. *If you do not want unarrived Call Ahead parties to appear at the bottom of the Waiting tab, which is the default setting, select the* ***Sort Arrived Parties to Top*** *checkbox on the* ***Host Client*** *tab of Portal.*

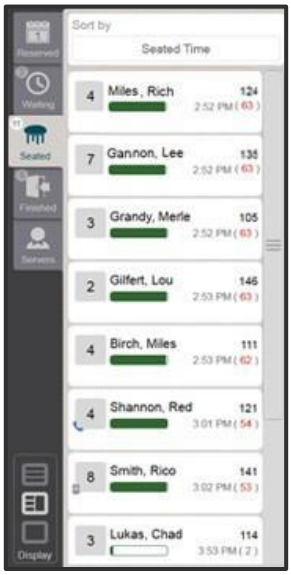


Waiting party pop-ups: Walk-In, Call Ahead, Reservation, online waitlist (L→R)

Note: If a party has not yet arrived, options will also differ from those of an arrived and waiting party.

Seated Tab

The Seated tab shows party name and size, time seated, table seated at, amount of time seated, any visit notes and preferences, and a progress bar, which is determined by the table turn setting for that party size.



Default standard Guest & Server tabs

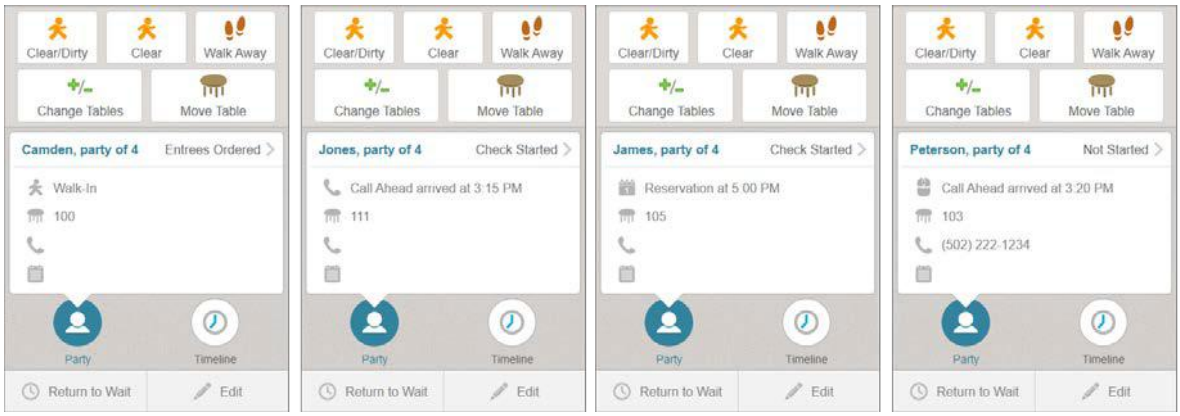
Note: The seated time appears in red if it has exceeded the total turn time assigned that party size in the Crunchtime Portal.

Select the **Seated** tab for a dropdown list of sort methods to appear.



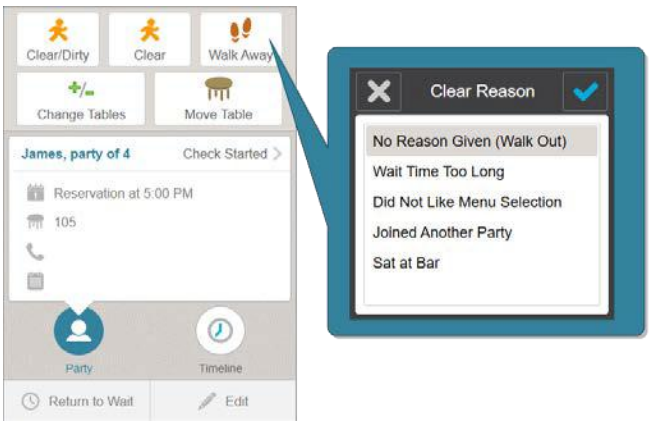
Seated tab sorting

Regardless of layout style, if you select a party from the Seated tab, the same options appear on a seated party's actions pop-up form.



Seated party pop-ups for: Walk-In, Call Ahead, Reserved, online waitlist (L → R)

Note: If **Allow a seated party to be walked away** is selected in the Crunchtime Portal, the **Walk Away** option will be available.



Seated parties with Walk Away configured & Clear Reasons configured in Portal (L → R)

Note: If you have a printer assigned to the Crunchtime terminal and ControlPoint is configured and running, the Print Receipt option will appear on the pop-up just as it does on a waiting party pop-up.



Seated parties with printers configured

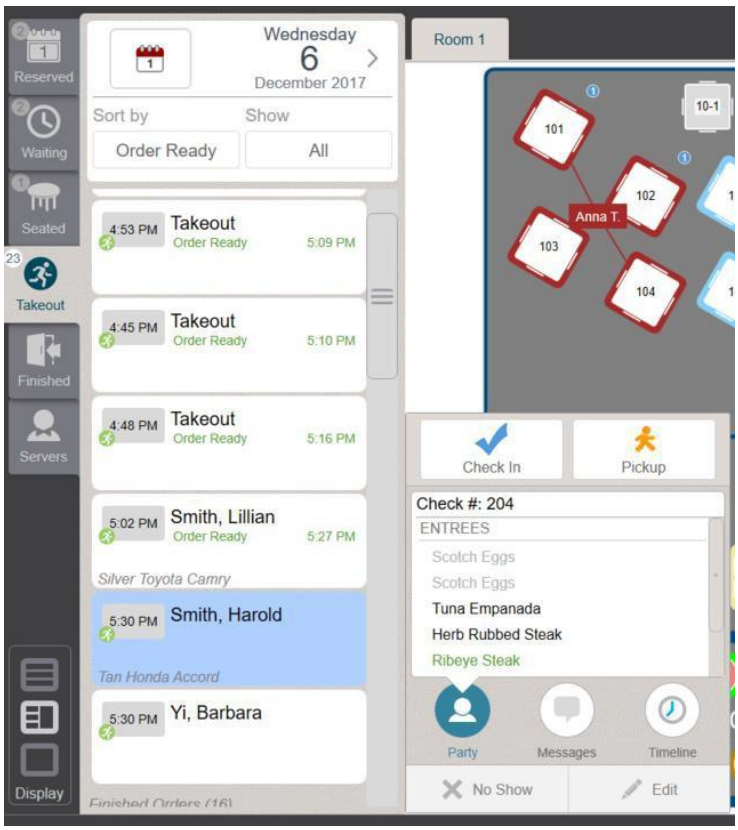
Note: If you access the seated party from the table in the room itself and not from the Seated tab, pop-up options will differ.

If you have a printer assigned to the Crunchtime terminal and ControlPoint is configured and running, a **Print** option will appear at the bottom of the pop-up form. The content of those receipts is determined by your settings in the Crunchtime Portal.

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Takeout Tab

When a restaurant is fully integrated with both Crunchtime and Crunchtime Kitchen, takeout orders can be sent from CSK to Crunchtime for easy viewing by the Hostess. These orders will be displayed on a separate tab labeled Takeout. Takeout orders have the ability to provide guest information, such as name, as well as the vehicle make, model and color for the guest. Order status is also provided on the party cell advising the stage the order is in and how long it has been in the indicated stage, such as Cooking.



Popover functionality:

- **Check In**: used when a party arrives to the restaurant prior to their order being ready.
- **Pickup**: checks in the party and also marks the order as picked up by the party.
- **Change to Dine-in:** used when a guest places a Takeout order and decides to dine in the restaurant instead.

Note: Once a Takeout order is changed to a Dine-In order, the guest will be placed on the waitlist and will appear in the Waiting tab. As there is no party size assigned to a Takeout visit, the new Dine-In visit will use the configured default party size.

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- **No Show**: used when a party does not arrive and it is past the scheduled pick up time for their order. Only available to be selected when the order is past the pickup time.
- **Walk Away**: used if the party arrives to the restaurant, but leaves without their order.
- **View Check**: appears once the order is received in Crunchtime. Allows the hostess to view the check received from CSK to verify the order if needed.

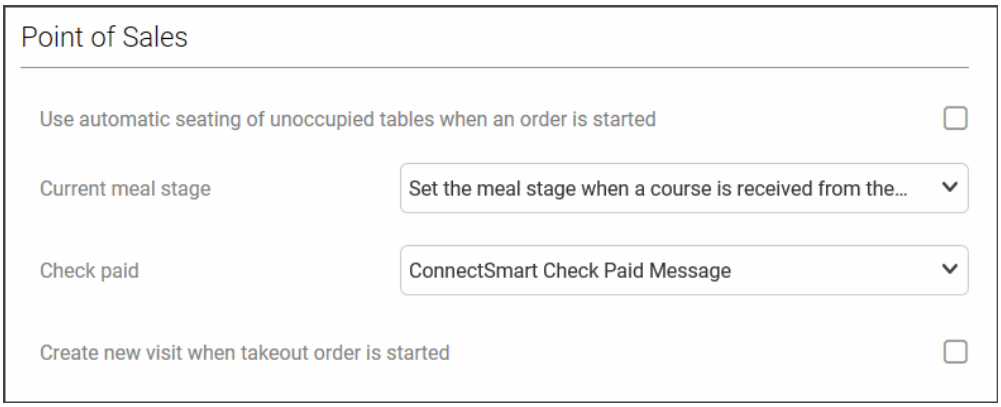
Note: Orders can only be canceled in Crunchtime Kitchen. Users will not have the ability to mark any order as Canceled within Crunchtime.

Filter "Show" options:

- **All**
- **Order Ready**: displays all non-finished visits in which the order is ready in CSK.
- **Arrived**: displays all non-finished visits that have arrived to the restaurant.
- **Unarrived**: displays all non-finished visits that have NOT arrived to the restaurant.
- **Finished**: displays all finished visits; i.e., Completed, No Show, Walk Away, Canceled.
- **Order Completed**: displays all visits in which the order has been completed and picked up by the guest.
- **No Show**: displays all parties marked as No Show by the restaurant, such as parties who did not arrive to retrieve their order.
- **Walk Away**: displays all parties marked as Walk Away by the restaurant, such as parties who arrived but left without their order.
- **Canceled**: displays parties whose orders were canceled in the kitchen. "Sort by" options:
- **Order Ready (Time)**: visits whose orders are ready in the kitchen are grouped at the top and sorted by the Order Ready time. Visits whose orders are not yet ready in the kitchen are grouped at the bottom and sorted by Scheduled Pickup Time.
- **Scheduled Pickup Time**: displays parties in order by the scheduled pickup time for their orders.
- **Party Name**: sorts the list by all party names.

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Enabling the Takeout Tab



1. Navigate to: Crunchtime Portal | Sites – desired Site | Customize | **Interfaces.**
2. Click the checkbox beside **Create new visit when takeout order is started**.
3. Select **Save** to send changes to Crunchtime Client.

Note: Enabling this setting enables the Takeout Tab to display in the Crunchtime Client and also determines if Takeout visits are created when a carryout order is received from CSK.

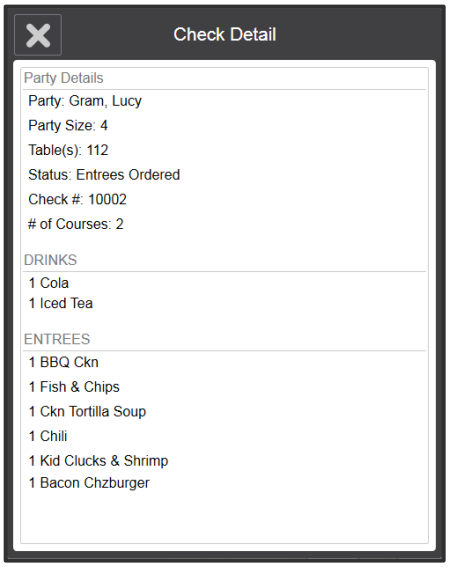
Check Detail

If you are using Crunchtime Host in conjunction with a compatible point of sale (POS) interface and the Crunchtime Kitchen (CSK) Display Client with the CSK Server or QSR ePic KDS, the Check Detail option appears.



Seated party actions pop-up

The Check Detail form is read-only and shows an item-by-item account of all party courses. The Table(s) label only appears for visits that are currently seated and will not appear for completed parties.



Check Detail form

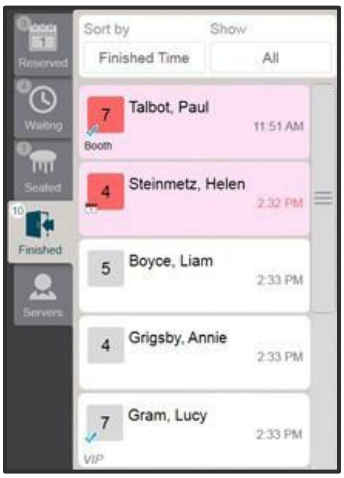
Note: You can also access the Check Detail form from the occupied table's actions pop-up form (by selecting a seated table).

Note: A primary kitchen IP address must be defined in the ConnectSmartNetwork.xml file of the Crunchtime Server in order for Crunchtime Kitchen to communicate with Crunchtime Host. If no primary IP is defined, check details (along with POS-defined meal stages) will not be available. If connection to the primary Kitchen Server fails, the system attempts to communicate with the secondary Kitchen Server.

If you are using CSK with Crunchtime Host, the Check Detail option is available even for a walk away party as long as the POS has already sent an order.

Finished Tab

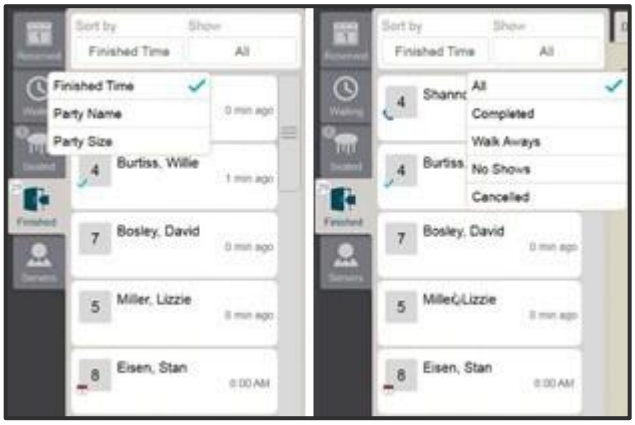
The Finished tab includes all guests for the day – waiting, seated, completed, no shows, and walk-aways. If a party walked away, canceled, or didn't show, the party cell turns pink. Parties appear on the Finished tab for four hours after their visit has been cleared. After four hours, they no longer appear on the Finished tab.



Default standard Guest & Server tabs

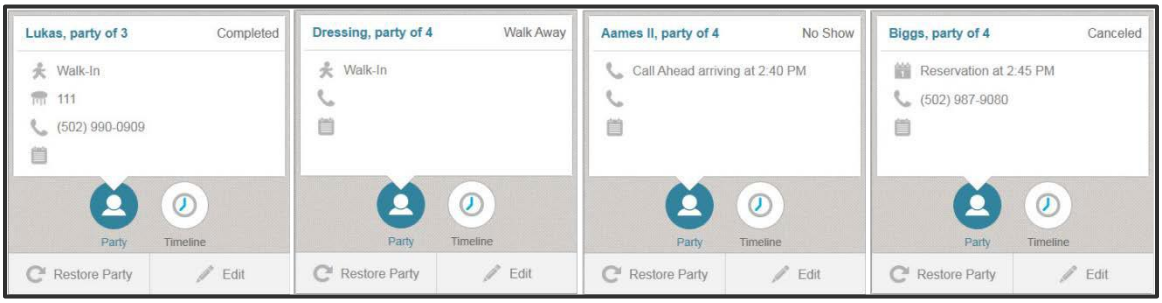
Note: Canceled reservations keep their confirmation number and appear on the Finished tab on the day they were scheduled for, regardless of when they were canceled (e.g. you take a reservation on Friday for Saturday, but you cancel it later on that Friday- that party will appear on the Finished tab on Saturday and not Friday).

Select the box under Sort by for a dropdown list of sort methods to appear. Select the sorting method. You can also filter which parties to show. Select the box under Show for a dropdown of show options to appear. Select an option. Changes are immediately reflected on the tab.



Sorting & Showing on the Finished tab

If you select a party (Completed, Walk Away, No Show, or Canceled Reservation) from the Finished tab, the following options appear on the pop-up form:



Pop-ups: Completed, Walk Away, No Show, Reservation Canceled (L →R)

Note: Parties can only be restored within the first 24 hours after they have been created (or within 24 hours after the reservation time).

Note: If you are using CSK with Crunchtime Host, the **View Check** option is available even for a walk away party as long as the POS has already sent an order.

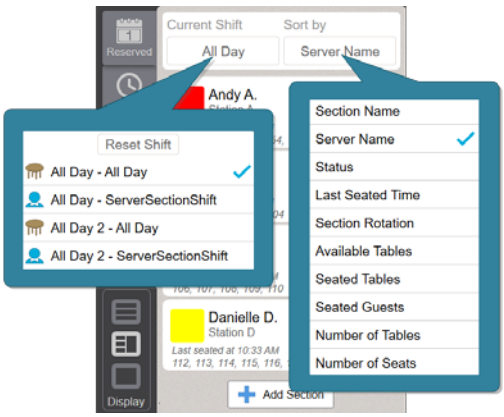
Note: A completed Call Ahead and a completed online waitlist both use the check mark icon in the party cell of the Finished tab, but the pop-up form option shows the unique phone and mouse icons.

Servers Tab

The Servers tab includes all servers currently assigned to a section or sections and the section's name, color, and last seated time. In addition, it shows the section's available and occupied tables and seats. The names/numbers of tables in that section are also shown.



Accessing other shifts and sorting servers are both available on the Servers tab pop- up.

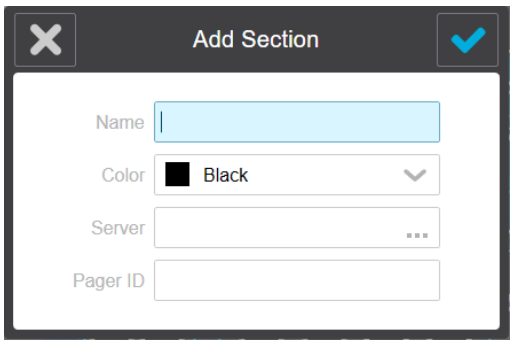


Sorting & showing Reset Shift option

Note: If you are assigned a user role with **Change Shift** permissions and are using standard (cell) Servers tab, a **Reset Shift** button appears above the shifts in the dropdown list. Select this to reset all tables to their default assignments. If you do not have **Change Shift** permission and using cells, the **Reset Shift** button appears but there is no dropdown list of shifts.

You can add a section from the Servers tab by selecting Add Station. The Add Section form appears (you can also add sections from the Shift Editor).

1. Enter a section **Name**.



2. Select the section **Color** from the dropdown list that will be identified by in the room.
3. Assign a **Server** to the section. Select ▪▪▪ and the **Select Server** pop-up list appears.

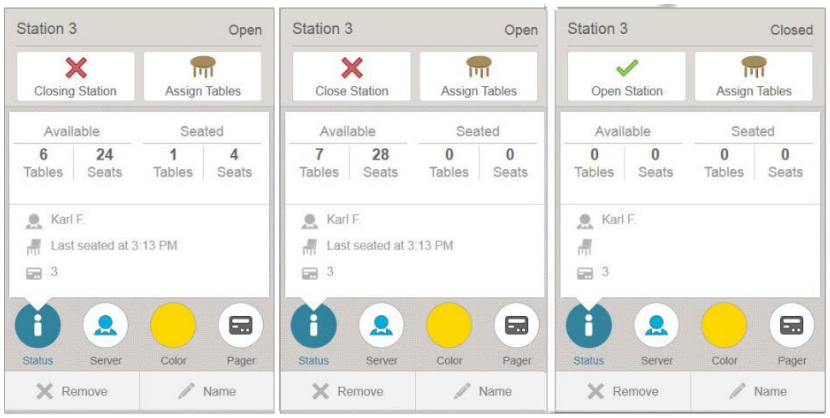
Note: In order for servers to appear in the list, they must already be entered into the Crunchtime Host system.

4. Select a server and select . *You can assign more than one server to a section.*



5. Enter a **Pager ID** for the section (if applicable) on the **Add Section** form. *This is the pager the server will use if they receive alerts.*
6. Select .

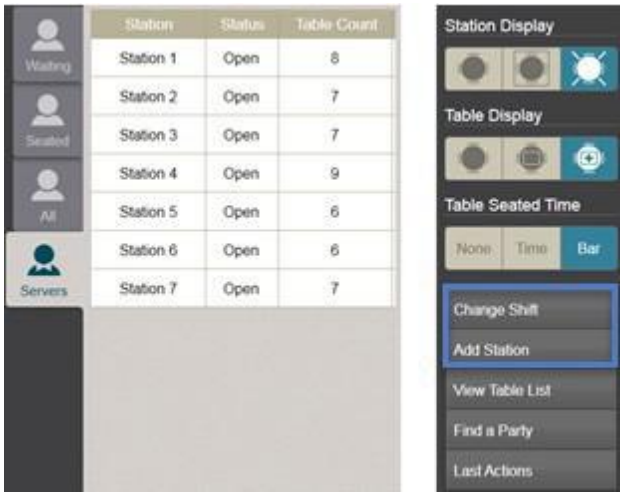
Note: If you select a server from the Servers tab, the following options appear on the pop- up form. If at least one table in the section is occupied, the button is **Closing Section**. If there are no occupied tables in the section, the button is **Close Section**.



Server tab actions pop-up

Note: If you are using a custom Servers tab, the **Change Shift** and **Add Section** buttons appear in the toolbox.

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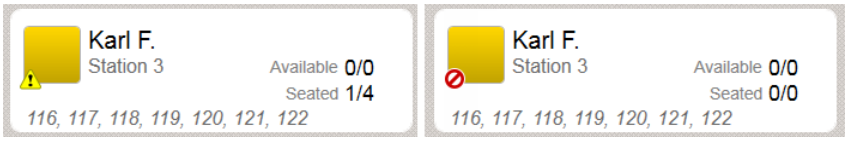
Server tab actions pop-up

Note: If the user lacks the change shift permission, however, and is using defined columns, the toolbox option will be **Reset Shift** instead of **Change Shift**.

Close Section

Closing a section closes all unoccupied and unassigned tables in that section. Depending on whether or not **Allow a party to be seated at a closed table** is selected in Crunchtime Portal, you may or may not be able to assign parties to or seat parties at tables in a closing section or a closed table.

Note: If you are using the standard tab layout, icons will vary depending on whether the section is in the process of closing or already closed.



Closing Section(L), Closed Section(R)

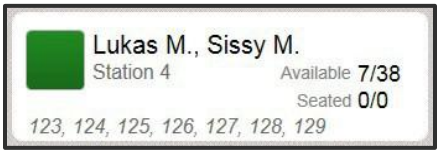
Servers

You can add or remove servers to sections.

1. Select **Server** on the section dropdown. *The section's server pop-up form appears.*



2. Select or clear a server and press anywhere else on the screen to make the section actions pop-up disappear.
3. You can assign more than one server to a section.



Note: If you do not have a server assigned to the section, Unassigned will appear in the row on the Servers tab and on the server actions pop-up.

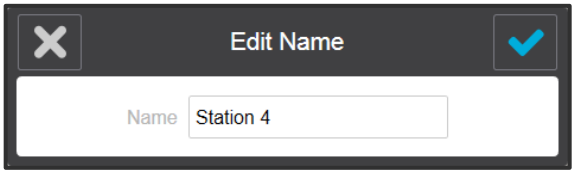


Servers tab row without a server assigned to a section

Name

You can edit the name of a section.

1. Select **Name** on the section dropdown. *The section's name pop-up form appears.*
2. *Enter a name.*
3. *Select* .



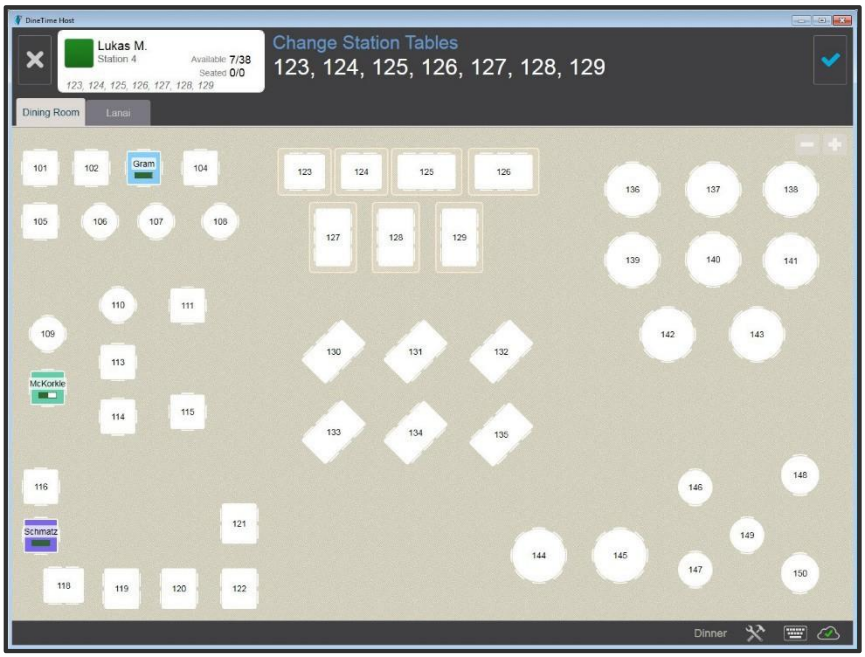
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Tables

You can edit section/table assignments from the Servers tab, which means you can easily move tables to and from different sections.

Note: You can also assign tables to sections from the Shifts Editor.

1. Select a section's cell and on the section dropdown.
2. Select **Assign Tables** to have the seating layout appear in Change Section Tables mode.
3. Tables currently in the section are highlighted.

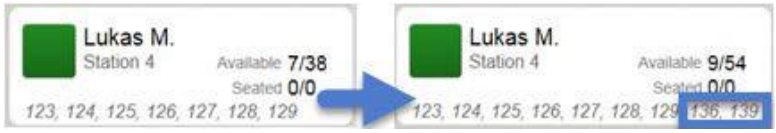


4. To remove a table from the section, select a table (It will no longer be highlighted). Select .
5. To add a table to a section, select a table in another section. It will become highlighted, then select . *In the following example, the user is adding tables 136 and 139 to Station 4.*

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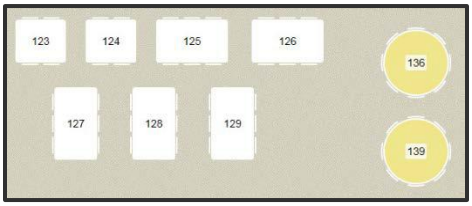


Note: Once they have been added, the table numbers/names now appear in the section cell on the **Servers** tab.



Server tab section cells showing added tables

Note: Say you move two tables from one section to another to accommodate a party, but once the party is over, you remove those two tables from the section you moved them into. Those two tables will now appear shaded on the seating layout.

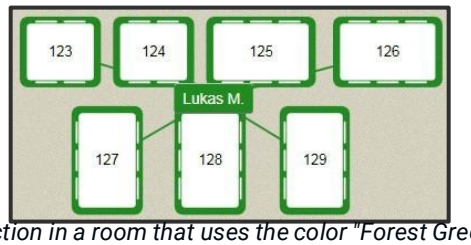


Change Section tables: shaded tables not currently belonging to a section.

Color

You can change the color used for the section in the room. This color can be found on the server's name, section's name, table number, and lines connecting the section's tables.

Note: Tables do not automatically revert back to the section you took them from. So, in this example, if you want to add tables 136 and 139 back to Station 6 where you moved them from, you must select Station 6's section cell, select Tables, and tap/select those two tables and select .



Sample section in a room that uses the color "Forest Green"

1. Select **Color** and the color pop-up form appears.



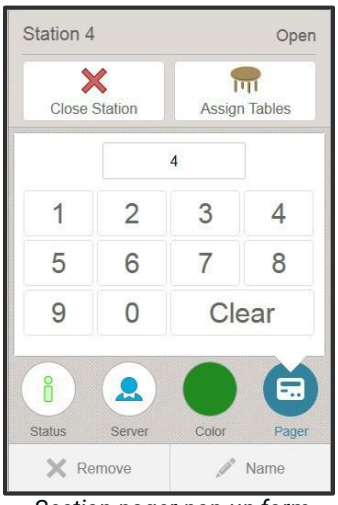
2. Select a color press anywhere else on the screen, and the section actions pop-up will go away.

Pager

Sections might use pagers if the restaurant is using alerts.

> **Example**: Servers may want to be alerted via pager when orders are prepared in the kitchen. Select Pager to access the pager pop-up form where you can change the pager ID.

Enter a pager number and press anywhere else on the screen, and the section actions pop-up will go away.

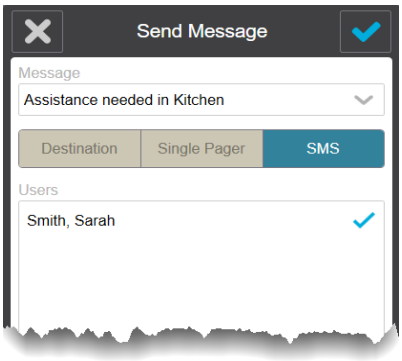


Section pager pop-up form

Destination Pagers

Destination Pagers allow Team Members or Managers to page a single pager, SMS pager, or group of pagers from the Client.

1. Navigate to  within the Seating Layout.
2. Select **Send Message**.
3. Enter or select a message to send.

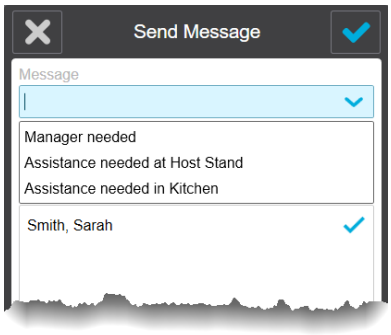


4. Select **Destination**, **Single Pager**, or **SMS**.
5. If **Destination** is selected, chose a **Destination** in the list.
6. If **Single Pager** is selected, enter the pager number.
7. Is **SMS** is selected, choose a **User** in the list.
8. Select  when done.

Preconfigured Pager Messages

Paging Messages can be preconfigured in the Portal for use with Destination Paging. Messages must be configured in the Portal prior to use in the Crunchtime Host Client.

1. Navigate to the Seating Layout.
2. Select .
3. Select **Send a Message**.
4. Select the **Message** dropdown and select the pager message.



Delete Section

You can delete a section from the Servers tab. On the section dropdown, select **Remove**. A confirmation message appears.



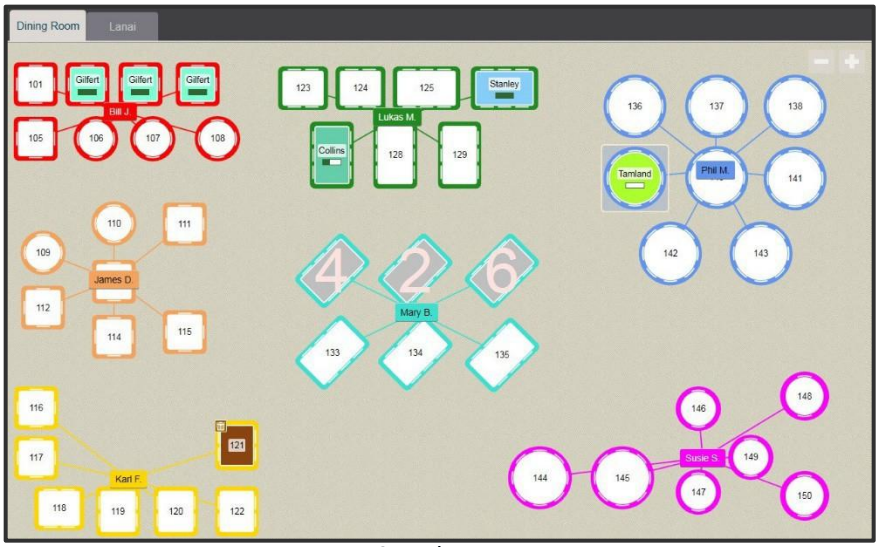
Section name pop-up form

Room

The room shows the restaurant's table layout and is what a team member will see when they select **Seating** on the home page. Floor plans often have multiple rooms.

Note: If you previously used Crunchtime Hostess, think of rooms as floor views.

Multiple rooms are recommended for restaurants with multiple floors or clearly- defined sections such as Dining Room, Bar, and Patio that may be too large to capture on a single room. So, a room named Bar may only show an enlarged section of a portion of the entire restaurant. You may even want to have a room for special days in which you expect more business and use a different table layout like Mother's Day or Valentine's Day.

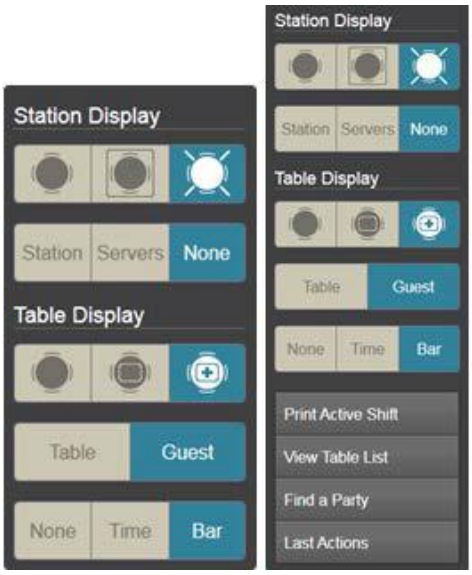


Sample room

Toolbox Seating View Actions

The Toolbox provides you with a convenient means of changing the appearance of the seating layout as well as finding a party, viewing parties, and reviewing the last ten actions done at that Crunchtime Host station.

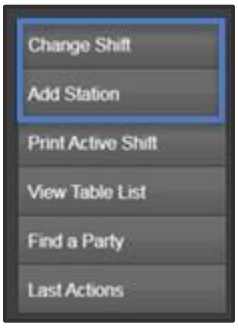
Note: If you are not running ControlPoint and it is configured for a printer(s), the Print Active Shift option will not appear in the Toolbox.



Toolbox options: during seating action (L), showing Print Active Shift (R)

At the bottom right of the screen, select  to open the Toolbox. The Toolbox is only accessible from the seating layout.

Note: The four option buttons (Print Active Shift, View Table List, Find a Party, and Last Actions) do not appear if you access the toolbox during a seating action (seating, pre-assigning, moving, etc.).



Toolbox options during a seating

If you are using a custom Servers tab, the **Change Shift** and **Add Station** buttons also appear in the toolbox.

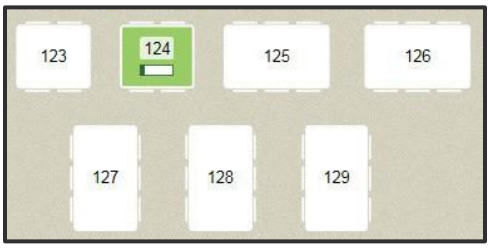
If the user lacks the change shift permission and is using defined columns the toolbox shows **Reset Shift** and NOT Change Shift.

Station Display

These three settings affect the appearance of the station.

Note: In the following Station Display examples, **Table Display** is set to **Table** and **Bar**.

Select  if you want the stations to be unadorned, which means there are no station colors, station or server's name, or lines that connect tables to show in the room. If you are using suggested seating, suggested seating numbers remain on tables.



Example of a station without adornment

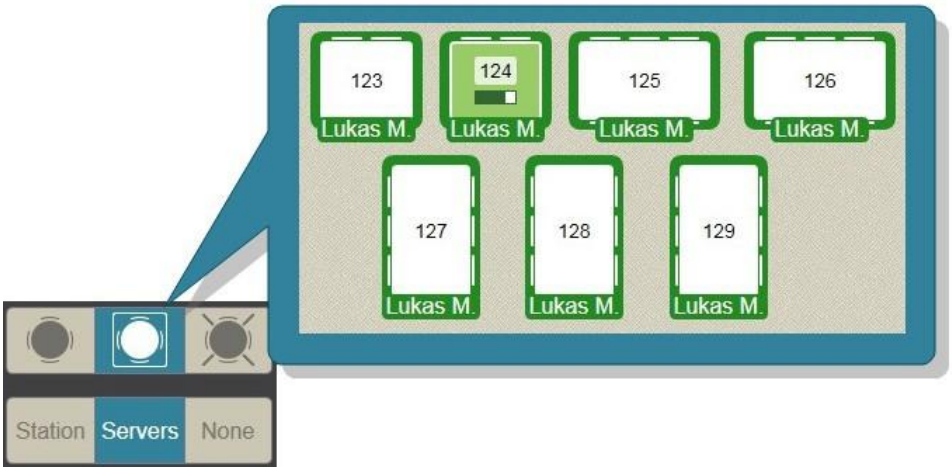
Crunchtime Host

Select  if you want the station color to appear around the edges of the tables. If you also select **Station**, the station name appears below each table in thestation.



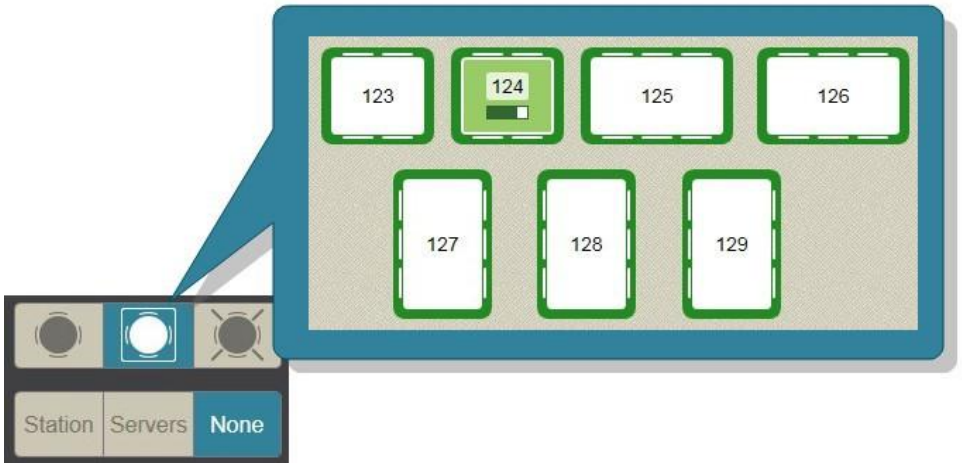
Example of a station with outline & station name

If you select **Servers**, the name of the server assigned to each table appears below each table in the station.



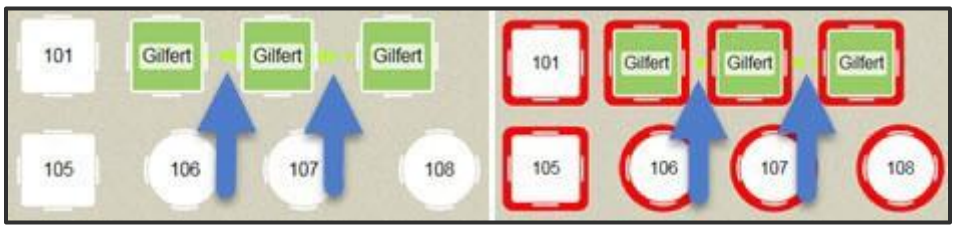
Example of a station with outline and server name

If you select **None**, nothing appears under each table.



Example of a station with outline and no station or server name

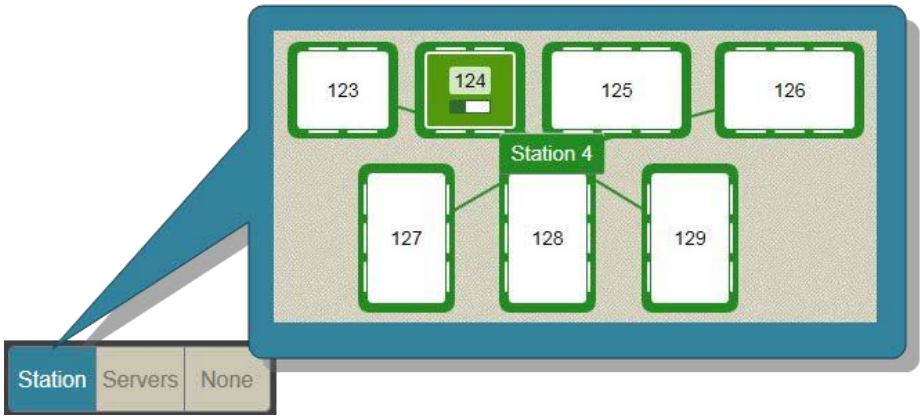
Note: Regardless of whether you select or , if a large party is seated at multiple tables, the dashed light green lines between tables appear.



Example of station tables with large parties

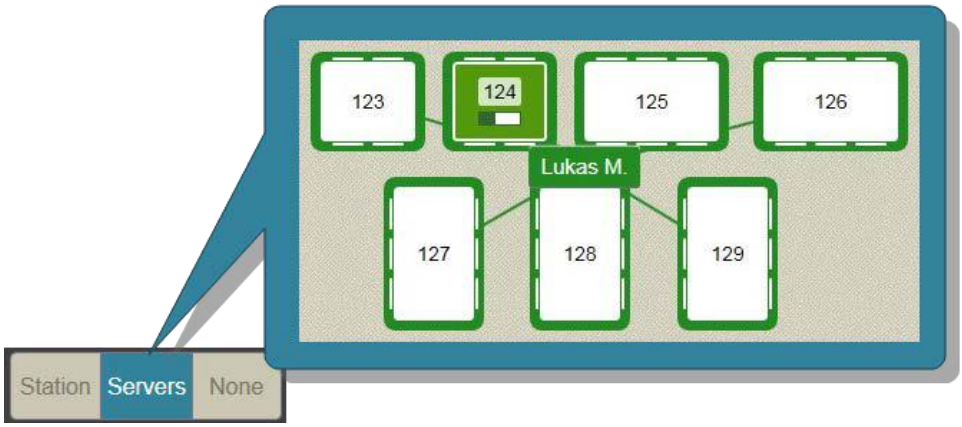
Select if you want the tables' edges to be colored and colored lines to connect all of the tables in the station.

If you want the station name to appear, select **Station**.



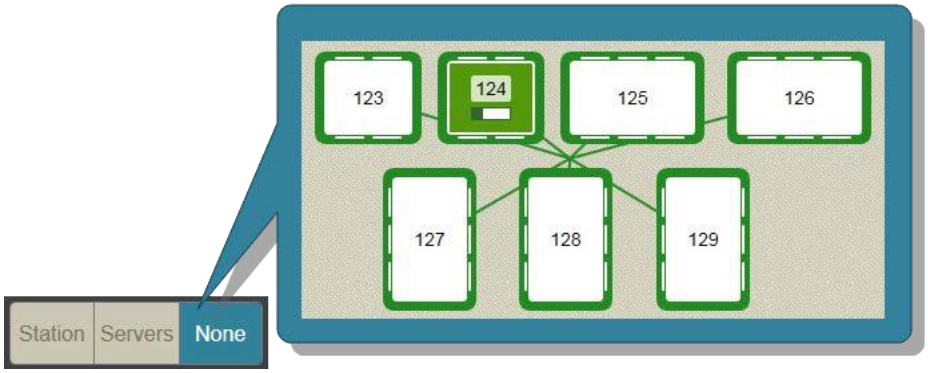
Examples of station name & connecting lines

If you want the server's name to appear, select **Servers**.



Examples of server name & connecting lines

If you do not want the station name or server name to appear, select **None**.

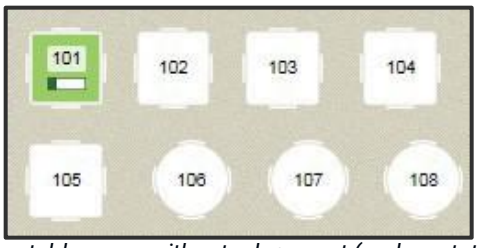


Example of no station or server name & connecting lines

Table Display

These three settings affect the appearance of the tables.

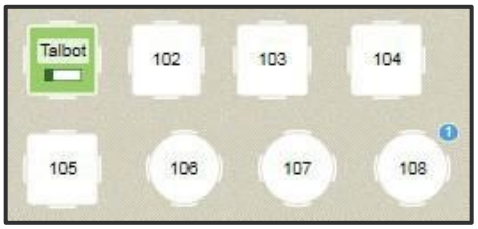
Select  if you want the tables to be unadorned, which means there are no table name or party name or status colors appearing on the table. Seated tables are green by default. If you are using suggested seating, suggested seating numbers remain on tables.



Tables displaying table name without adornment (and no station adornment)

Note: Table status/meal stage color can be determined automatically by POS- defined Crunchtime Kitchen messages or manually by changing the status of a seated party.

Select  if you want to see a pre-assigned table badge, which appears next to the table if a party has been preassigned to it.

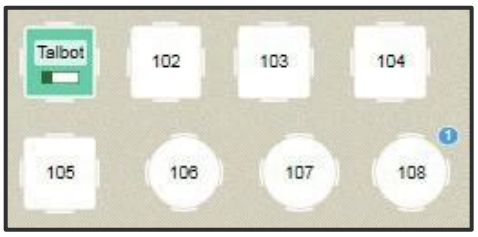


Tables displaying party names with adornment (but no station adornment)

Note: Even if you have selected  or , the Partially Seated party status color is shown on the table instead of the default green.

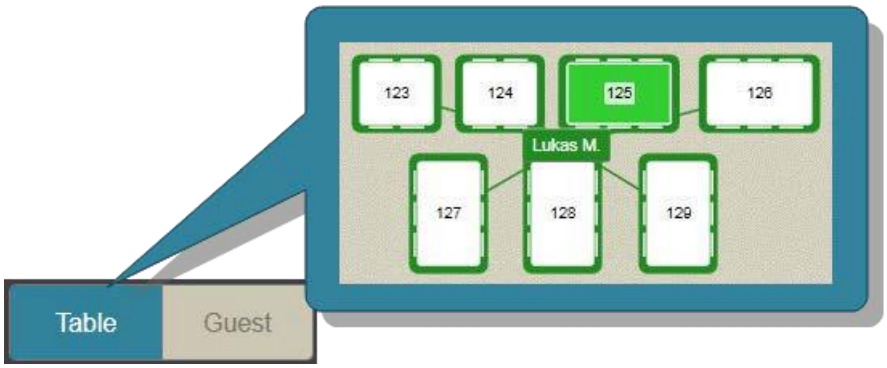
Select  if you want to see the status/meal stage color on the table in addition to table or party name and pre-assigned table badge.

Crunchtime Host



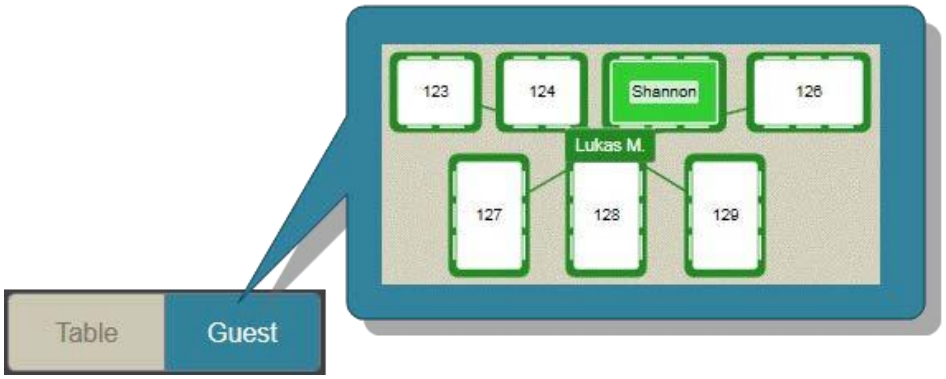
Tables with party names, badges, & status/meal stage colors

If you want the table name to appear, select **Table**.



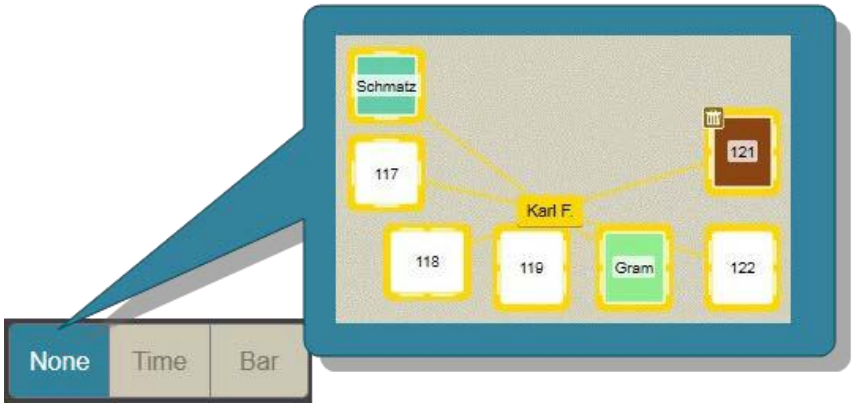
Station tables with table name/number

If you want the guest's name to appear, select **Guest**.



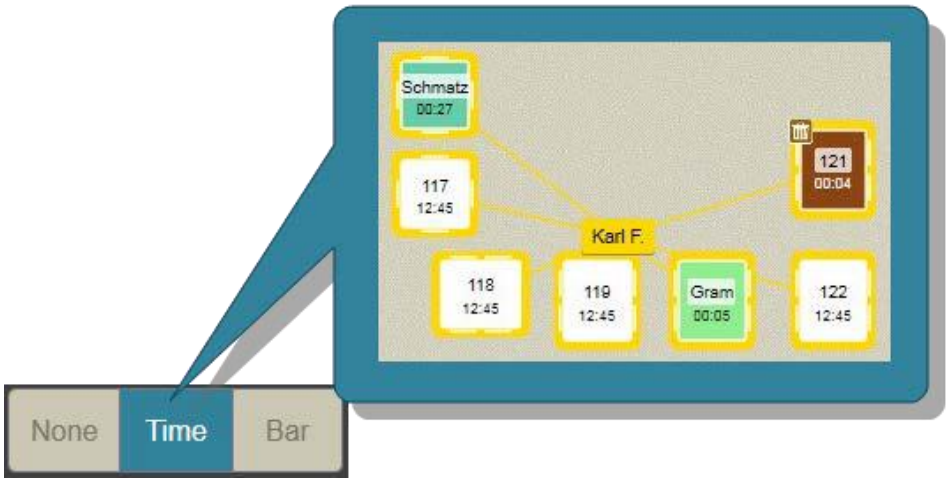
Station tables with guest name

In addition to these table display settings, you can add a timer or a progress bar to the table. Select **None** if you do not want a timer or a progress bar to be shown on the table.



No seated times

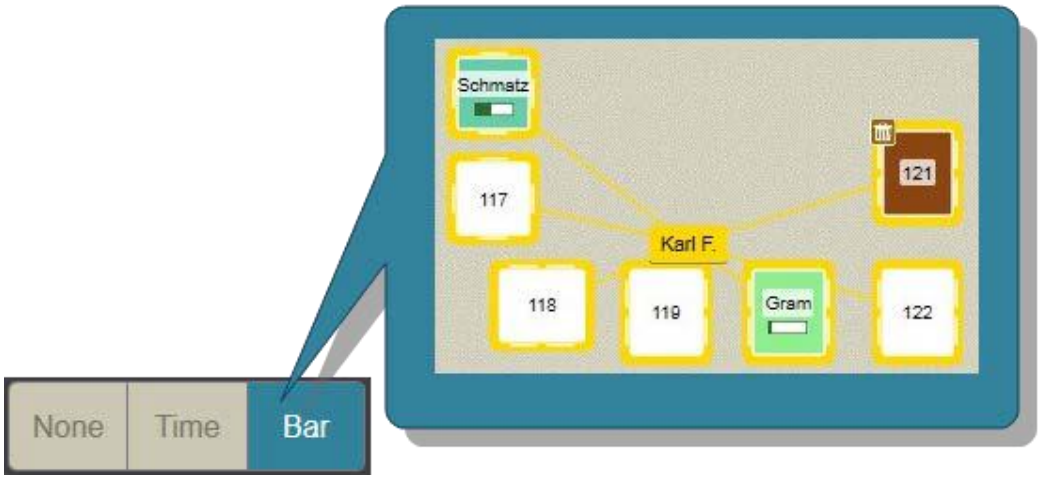
Select **Time** if you want a timer to appear which shows the elapsed time a party has been at the table, the elapsed time the table has been available/cleared, or the elapsed time the table has been dirtied. The timer uses a “HH:MM” format.



Timers

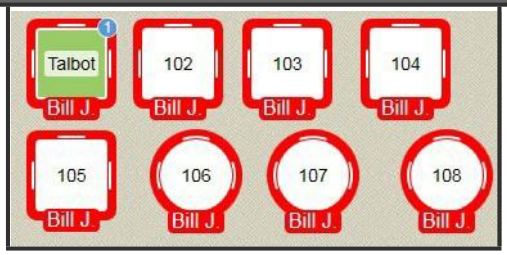
Select **Bar** if you want a progress bar, which is based on table turn times, to be shown on the table.

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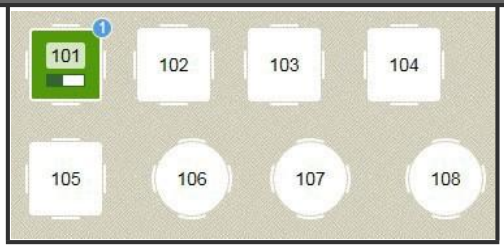
Progress bars

Crunchtime Host

Display Setup Settings	Layout Example
	

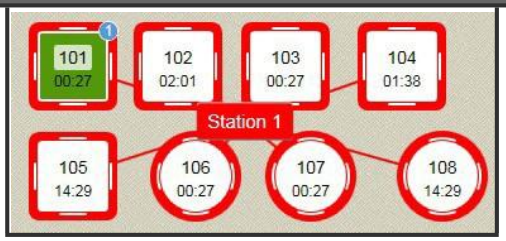
Examples of Station & Table Settings

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Display Setup Settings	Layout Example
	

Examples of Station & Table Settings (cont.)

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Display Setup Settings	Layout Example
	

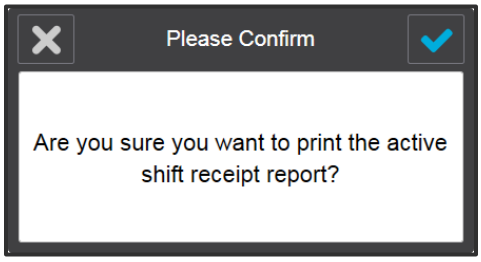
Examples of Station & Table Settings (cont.)

Note: Station Labels can be positioned manually by being dragged and dropped to their desired location within the Shift Editor. Double-tap the Station Label to return it to its original position. *For example , if a Station Label is covering a table number, simply drag and drop the Station Label to a more preferable location to allow the table number to be visible.*

Print Active Shift

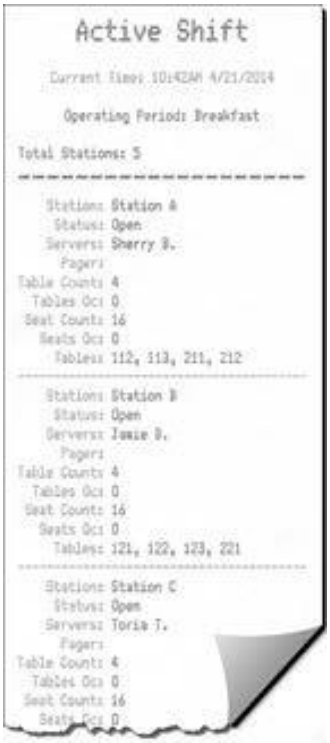
This receipt helps managers quickly know what servers are currently working a shift and where in the restaurant.

1. Select **Print Active Receipt** and a confirmation prompt appears.



2. Select .

Depending on your settings, you may see station status, assigned pager ID, number of tables in a station, and number of occupied seats in a station on the receipt.



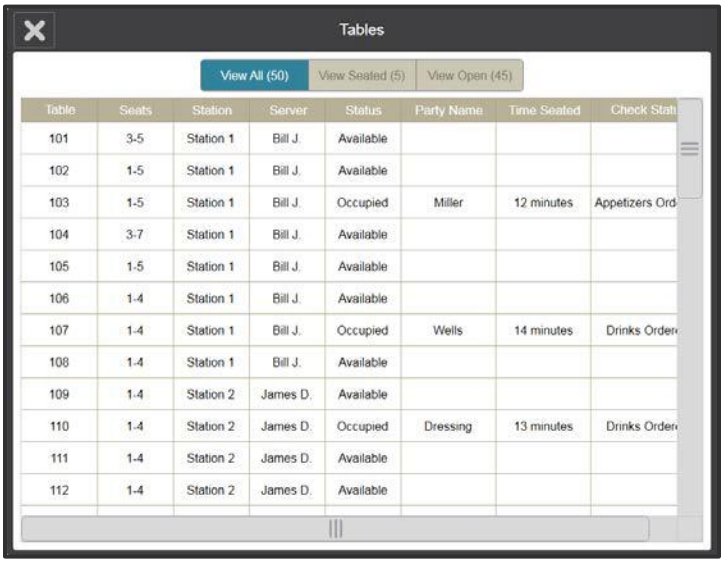
Active shift report

View Table Lists

You can get a quick look at details for all of the tables in your current (active) floor plan. This information is read-only. You can look at all tables, just those occupied, or just those unoccupied (open).

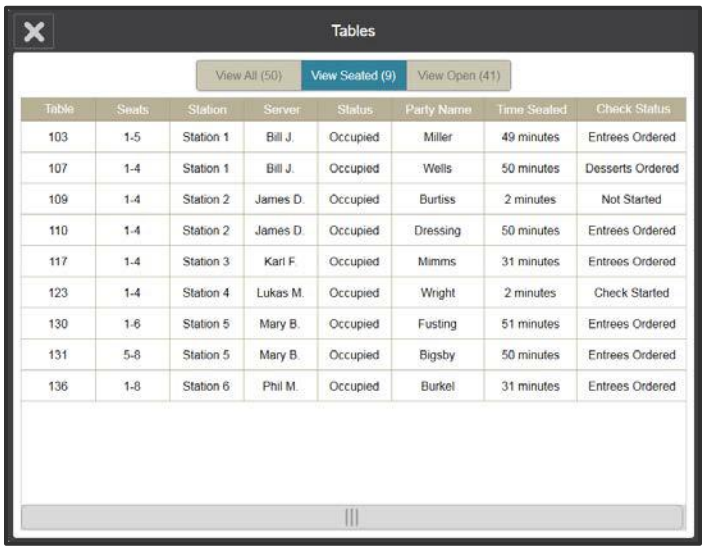
Crunchtime Host

View All



View All Tables list

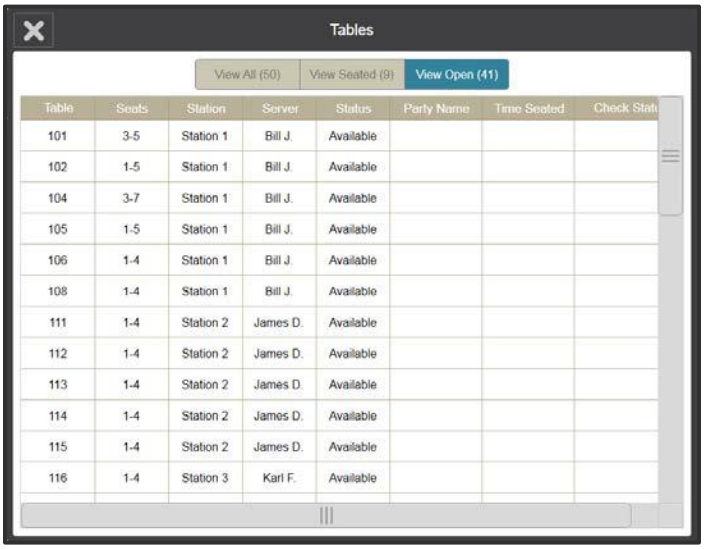
View Seated



View Seated Tables list

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View Open



View Open Tables list

Note: For the **View All** and **View Open** tabs, the **Status** column refers to whether or not a party is seated at the table. So, all unoccupied tables are labeled as **Available**, and this includes closed tables.

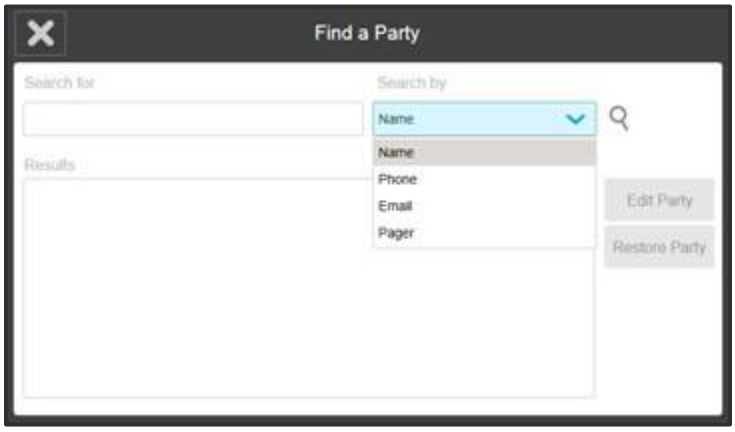
Note: The number of Closed/Dirty tables that can be considered available when quoting for online waitlist parties can be configured in the Portal. This prevents wait times from being inflated because these tables can be cleared or opened in a matter of minutes.

Find a Party

Use the Find a Party form to search for current guests (i.e. those waiting, seated, called ahead, and completed). Enter a guest name, phone number, e-mail address, or pager ID and select the appropriate button. Results appear for all parties entered since the last End of Day.

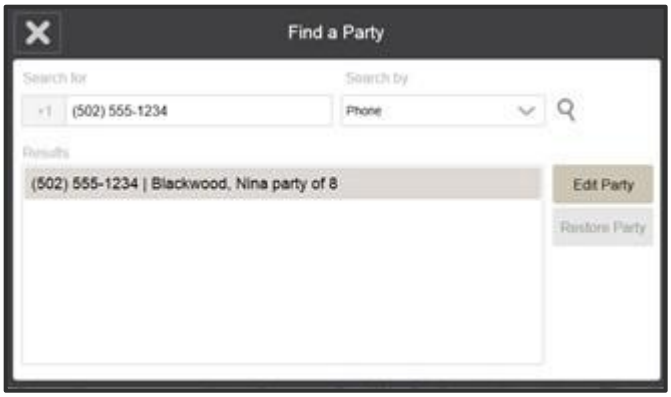
You can select a party and select **Edit Party** to access the party's details form. If, however, you select a party who has a reservation but has not yet checked in and select **Edit Party**, the **Edit Reservation** form appears instead of the party details form.

When searching by name, you can enter the first letter or letters of the first or last name.



Find a Party form

When searching by phone number, you can use both hyphenated or non- hyphenated formats (e.g. 5025555555 and 502-555-5555). Searching by phone goes by the very first number, whether it's the area code or the first number of the number if area code is not entered.



Phone number results example

When searching by e-mail address, enter the first letter or letters of the address (not the domain). The system does not search for the letters within the domain of the address.

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Crunchtime Host



Email results example

When searching by pager, the number you enter to search refers to the beginning numeral of the pager ID. For example, when searching by 5, a party using pager 15 will not appear in the results list.



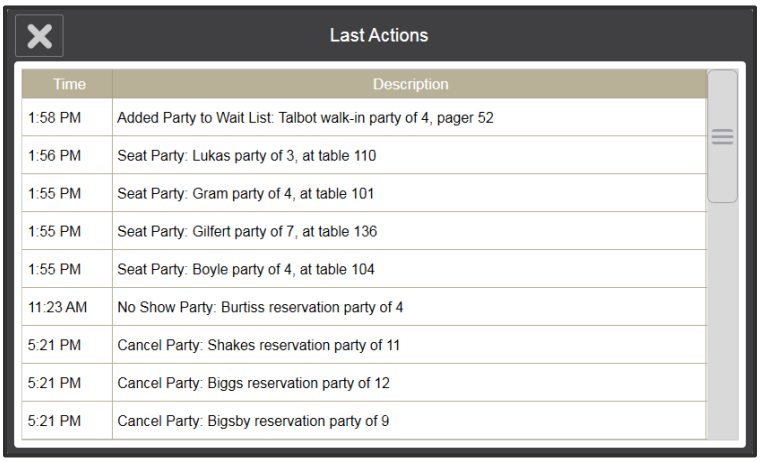
Pager results example

Note: The **Restore Party** button becomes available when you select a completed party.

Last Actions

This lists the last 25 actions performed on the Crunchtime Host terminal. For example, terminal 2 will not show any actions performed on terminal 1 in the Last Actions list. Actions include seating parties, opening tables, paging a party, pre- assigning a party to a table, moving a party to another table, and editing party information.

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Last Actions list

Adding Parties

Introduction

The most common actions performed at a Crunchtime Host terminal (station) are greeting, waiting, and seating parties. Greeting procedures and waiting party actions such as notifying, assigning, holding, arriving, walking away, and no-showing are discussed in this chapter.

Greeting a Party

When a party contacts your restaurant, whether in person or not, the first function you will often perform at a Crunchtime Host station is greeting the party and collecting party information. Next, you will usually either place them on the wait list or seat them at a table.

The **Greet** button is available on the seating layout, which is accessed by selecting **Seating** on the home page.



Seating Layout: Add Party button highlighted

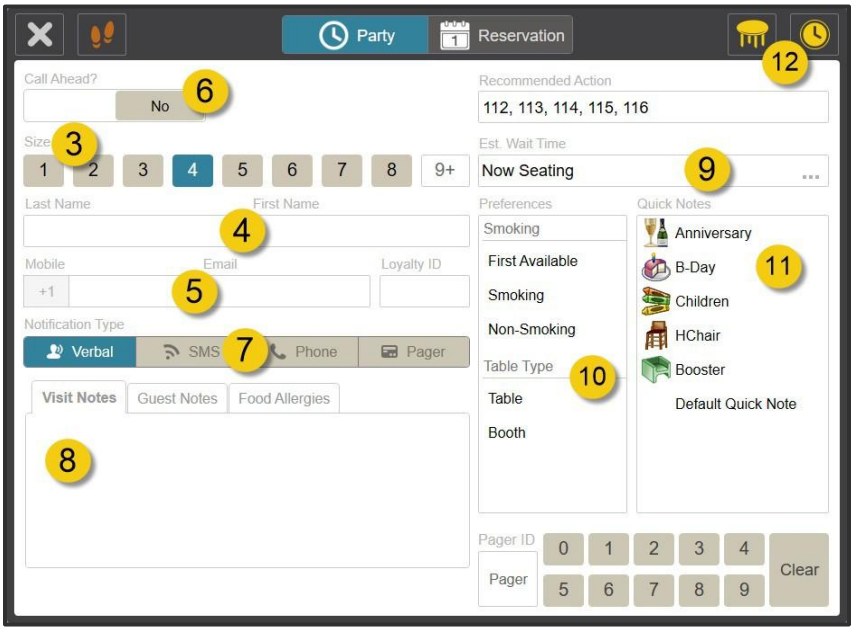
Select  to begin the greeting process. The **Add Party** form appears. On this form, you can enter a variety of information about the party including any preconfigured preferences or quick notes as well as the party size.

Depending on settings on the **Greeter** tab of the **Settings** form, your **Add Party** form will be either **Standard**, **Guest Lookup**, **Priority is wait listing**, or **Party is Immediate Seating**.

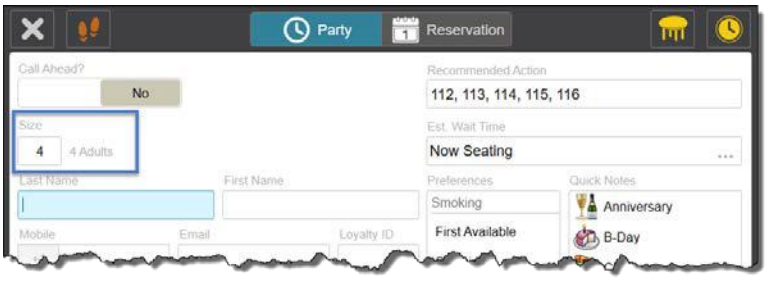
Greeting a Party and placing it on the wait list – Standard

There are times when you greet a walk-in party, but there are no available seats. So you must place them on the wait list.

1. Select **Seating** on the home page. *The seating layout appears.*
2. Select  in the upper right corner of the page. *The greeter form appears.*



3. Select the party size. *If **Show Party Mix?** is enabled in the Crunchtime Portal, the party size setting will be different.*



4. Select the **Size** box. *The Party Mix form appears.*



5. Select a party mix category(s): Adult, Child, Senior, and Infant and select the number of guests that belong to each category and select ✔ to return to the greeter form. Once the number of guests and their mix category has been selected, it will be reflected on the greeter form.



6. Enter the party's name. *Last name is required.*

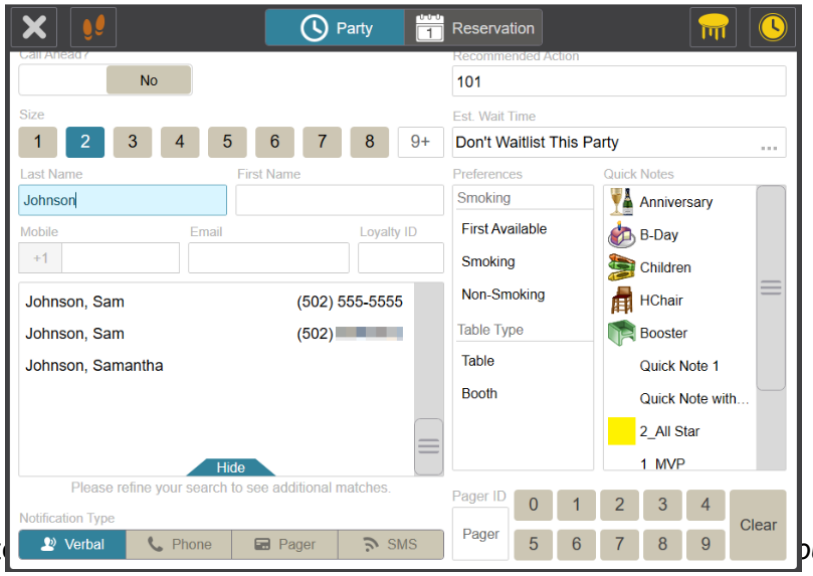
Note: If "**Allow guest search by name**" is enabled in Crunchtime Portal, multiple results could appear when a common name is entered, increasing the likelihood that the user chooses the incorrect guest. When the setting is enabled, all guest fields on the Greeter form will support searching for existing guests. When the setting is disabled, the Add Party and Add Reservations greeters in Host Clients will not support searching for a guest by first or last name alone. The user will be required to enter one of the following to lookup the guest:

- Valid email
- Valid mobile phone
- Loyalty ID

If one of the above pieces of data is entered and search results are returned, these results can be refined by a first or last name.

The default setting is off (does NOT allow guest search by name only).

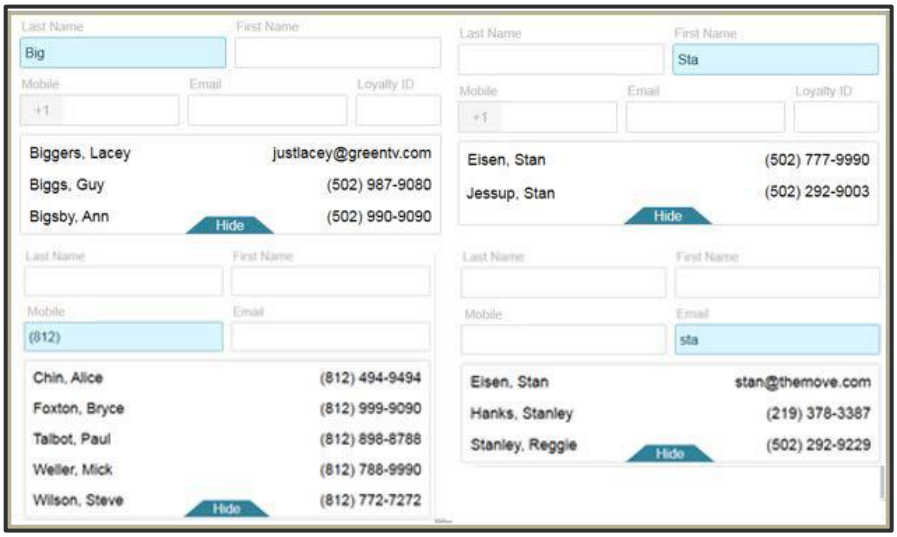
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7. Ent…ou enter *matches existing guests already in the system, results will appear in a dropdown list. This way, if a party's information has been entered on a previous visit, you can select the party and not have to re-enter information.*
   a. For first names, last names, phone numbers, or e-mail addresses, you can enter just one character (like you would using the Guest Lookup style greeter form) and tab over to another field or click in another field for the results list to appear.
   b. To automatically generate results for or first names, last names, phone numbers, or e-mail addresses, there must be an exact match of the first three letters or numbers. As soon as you enter the third character, the list appears.

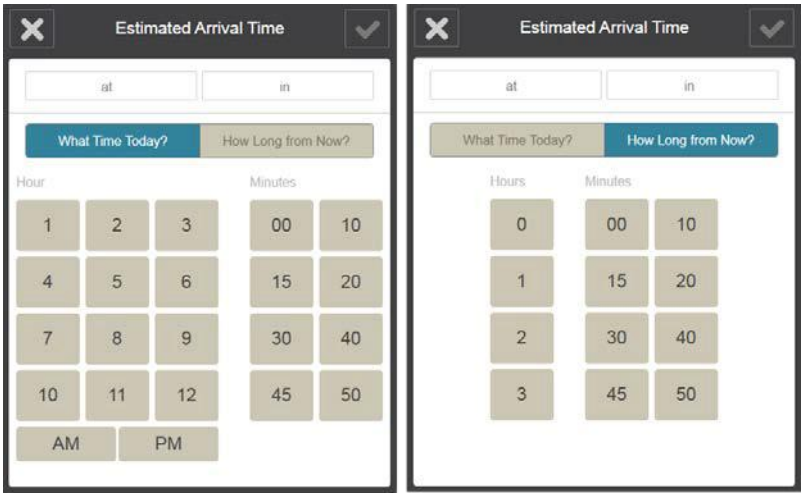
Note: Results will include the guest's name and either the guest phone number or e-mail address. If the guest's phone number is in the system, their phone number will appear even if they also have an e-mail address in the system. If they have no phone number but an e-mail address, their e-mail address will appear.

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Note: If you select an existing guest by mistake, select Change at the bottom of the form. For example, using the Last Name results shown above, if you selected Biggs but meant to select Bigsby, selecting Change returns you to the search results.

8. If you are adding a call-ahead party, click in the **Call Ahead?** box. The **Est. Arrival** box appears. Click in the **Est. Arrival** box or select . The **Estimated Arrival Time** form appears.



a. **Call Ahead** offers an estimated arrival time of a party that has called ahead to the restaurant, and that party is placed in the system with the expectation that they are on their way to the restaurant and should be treated like a waiting party.

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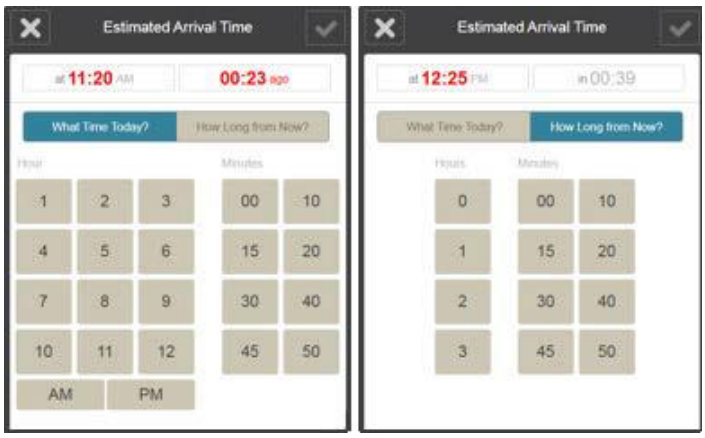
b. For quoting, the system treats call ahead parties like waiting parties, which means call ahead parties are taken into consideration when they place their call ahead request not when they arrive. *The **Impending Call Ahead Threshold** setting in Portal excludes any party not within a certain threshold of arriving from quoting and suggested seating calculations.*
c. Enter the time you plan on arriving, or select **How Long from Now?** and enter the amount of minutes until you plan on arriving at the restaurant.



d. When you have entered or selected the time, select ✔. (The ✔ becomes ✔ once you enter an acceptable time). An estimated arrival time, however, is not required for call-ahead visits.
e. Regardless of which option you choose, the other field will auto-populate (e.g. if the time is 9:19 A.M. and you select **What Time Today?** and enter 9:30 A.M., 00:11 will appear in the **How Long from Now?** field. If you select **How Long from Now?** and enter 20 minutes, 9:39 A.M. appears in the **What Time Today?** field.

Note: You may select an arrival time or enter an amount of time that causes an error. If that is the case, once you select ✔, the fields with the errors become red and you cannot close the Estimated Arrival Time form. This is the result of selecting a time that is in the past or entering a time that exceeds the maximum call ahead time set in the Crunchtime Portal.

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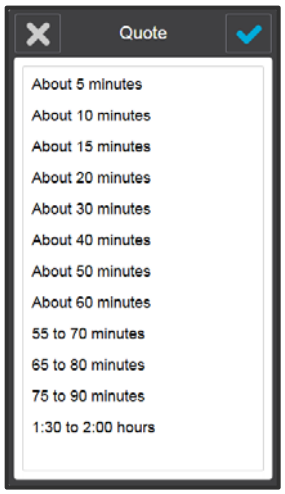


9. Select a notification type: **Verbal**, **SMS**, **Phone**, or **Pager**.

Note: You must have **We are using premise pagers to notify guests for seating** selected in the Crunchtime Portal to have **Pager** as a notification type option. If you select **Pager**, enter a pager ID at the bottom right of the form. If you select a notification type other than **Pager** and then you enter a Pager ID, notice that the notification type changes automatically to **Pager**. *You must also have an enterprise connection to Crunchtime Host to have **SMS** as a notification type.*

10. Enter **Visit Notes**, **Guest Notes**, or **Food Allergies** if applicable. Visit notes apply to the party for this particular visit, such as "Birthday" or "Wants to sit by TV." Guest notes apply to the party on any visit, such as "Prefers booth." Food Allergies apply to the particular guest on any visit, such as "Allergic to gluten" and "Allergic to tree nuts." *The **Recommendation Action** field is read- only and suggested tables where you may seat the party.*
    - The Guest Notes, Visit Notes, and Food Allergies tabs on the Party Greeter and Edit Party forms can be combined into one "Read-Only" tab, allowing the host to view all party notes at once. To enable the Comined Summary Notes view, select the **Show combined summary notes on greeter form** checkbox in the Portal.
11. A system-generated estimated wait time is generated in the Est. Wait Time box. However, if you want to change the wait time, click in the box or select . *The quote selection pop-up appears.*

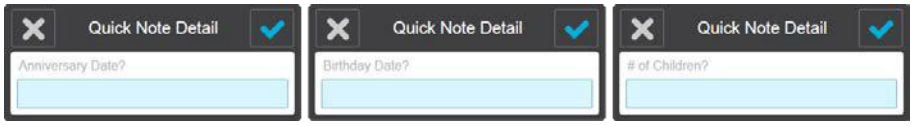
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a. Select a quote and select ✔

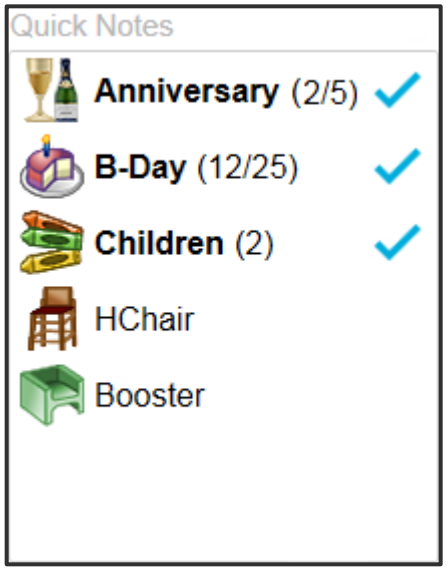
Note: Regardless of which greeter form style you use, if you enter a party size that later changes while the party waits, you may also want to change the quote time. For example: you greet a party of four and place them on the wait list. Say you originally entered "10 minutes", but during the wait, four more people join the party to make it a party of eight. You may want to change the quote time to "30 minutes". Do this by selecting the party cell from the wait list and selecting **Details**. This opens the party's details form where you can make the quote change.

12. If applicable, select **Preferences**. Preferences include smoking options like "First Available" or "Non-Smoking" and table type options like "Booth" or "Table".
13. If applicable, select quick notes, which are common visit notes. For instance, if the party has young kids, you may want to select "Children", "High Chair", or "Booster Chair". *By default, if you select Anniversary, Birthday, or Children, a Quick Note Detail pop-up will appear (depending on your settings in the Crunchtime Portal, any quick note may include a prompt for additional text).*

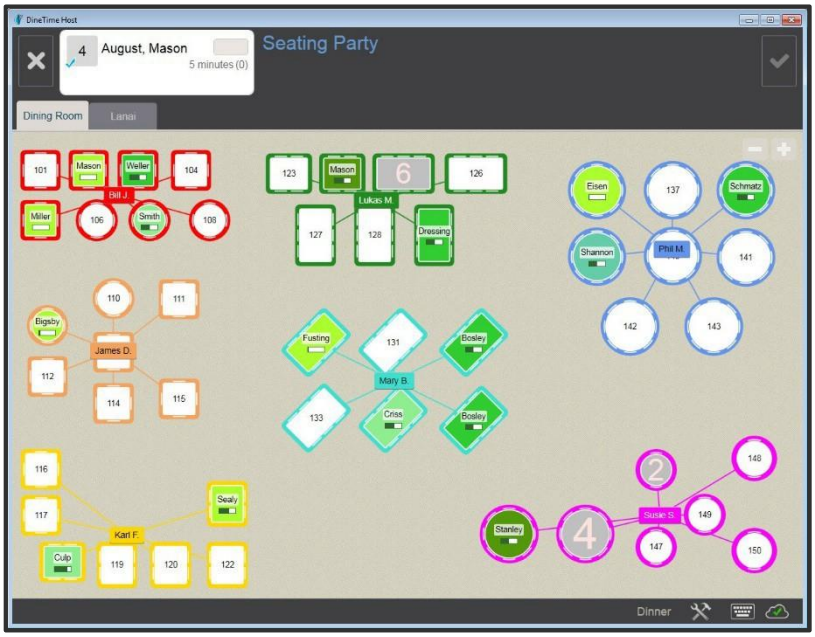


a. Enter the details and select ✔. *The details will appear after the quick note on the **Add Party** form.*

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14. Select . The party is now on the wait list and the **Add Party** form closes if **Close the Form** is selected for the **After wait listing a party** field in the Crunchtime Portal. *If you want to seat a party from the **Add Party** form, select a party size, enter a last name and select*  *The seating layout appears.*



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a. Select a table on the room side and select ✓ at the top right of the screen. *If, however,* ***Automatically seat non-large parties when seating requirements are met*** *or* ***Automatically seat large parties when seating requirements are met*** *is selected in the Crunchtime Portal, the party will be seated when you select a table.*

Note: If you do not enter a party name, the system will give the anonymous name set up in the Crunchtime Portal). *The default is* ***Walk-in****.*

b. If a party decides to leave while you are in the process of greeting them, select 👣. *A* ***Walk Away Reason*** *form appears.*

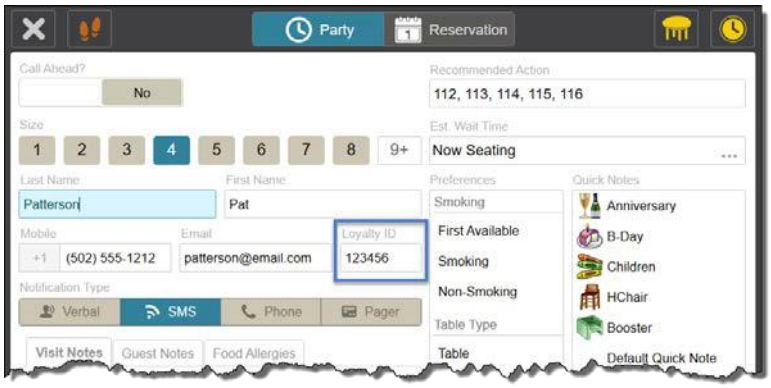


c. Select a reason and select ✓.

Greeting with Loyalty Cards

If you greet a party that already has a loyalty card, once you swipe the card, the guest's information appears on the greeter form, including the loyalty card ID. The Loyalty ID field will not appear on the greeter form unless **We are using a loyalty program** is selected in the Portal.

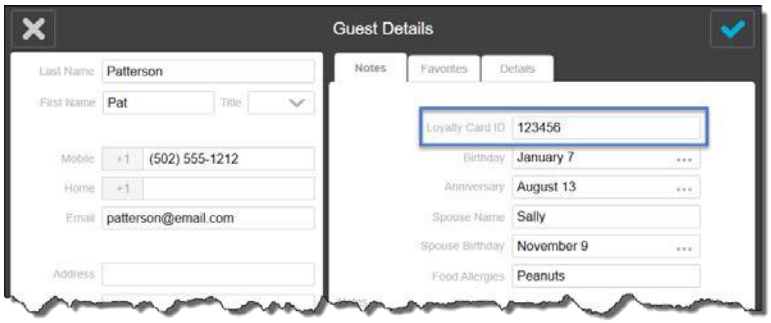
Note: Loyalty cards also apply to the Guest Lookup style Greeter form.



Greeter form (with loyalty program & customer loyalty card swiped)

This information also appears on the **Guest Details** form.

Note: If the setting in Portal to **Only search guest records with associated loyalty ID's** is selected, any search performed on guest book records will only return those with Loyalty Card ID's.



Guest Details form (existing loyalty card guest)

Note: When a user scans a card that is not yet associated with a guest in the Guest Book, the greeter form appears with the **Loyalty Card ID** field populated but the other fields not yet populated.

Greeting a Party and placing it on the wait list – Guest Lookup

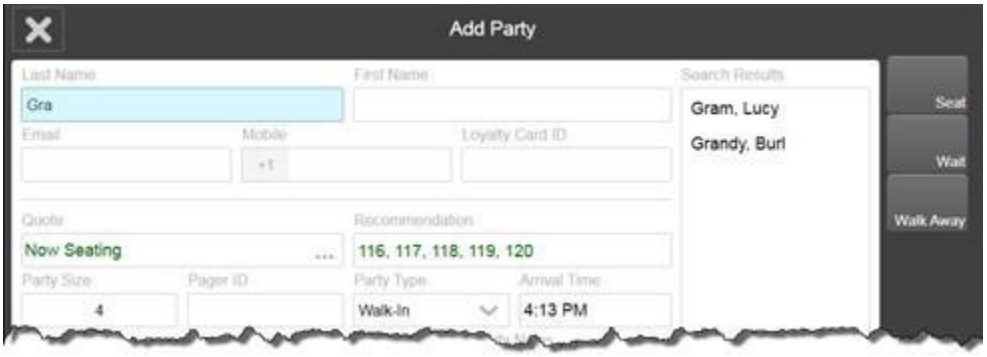
There are times when you greet a walk-in party, but there are no available seats. So you must place them on the wait list. This example shows the Guest Lookup style Add Party form.

1. Select **Seating** on the home page. *The seating layout appears.*
2. Select . *The **Add Party** form appears.*



3. Enter the party's name. *Last name is required.*
4. Enter the party's mobile phone number and e-mail address.
   a. You can search for guests already in the system by entering one or more characters and selecting **Enter** on your onscreen (or laptop or PC) keyboard. This way, if a party's information has been entered on a previous visit, you can select the party and not have to re-enter information.
   b. Searching by e-mail does not search by the letters after the @, and searching by phone goes by the very first number, whether it's the area code or the first number of the number if area code is not entered.





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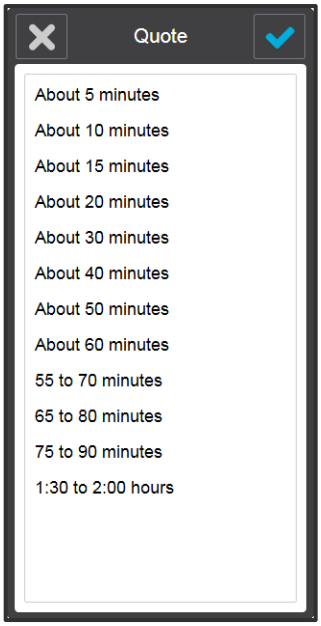




5. Enter a party size.
6. A system-generated estimated wait time is generated in the **Est. Wait Time** box. However, if you want to change the wait time, click in the box or select . *The quote selection pop-up appears.*

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a. Select a quote and select 



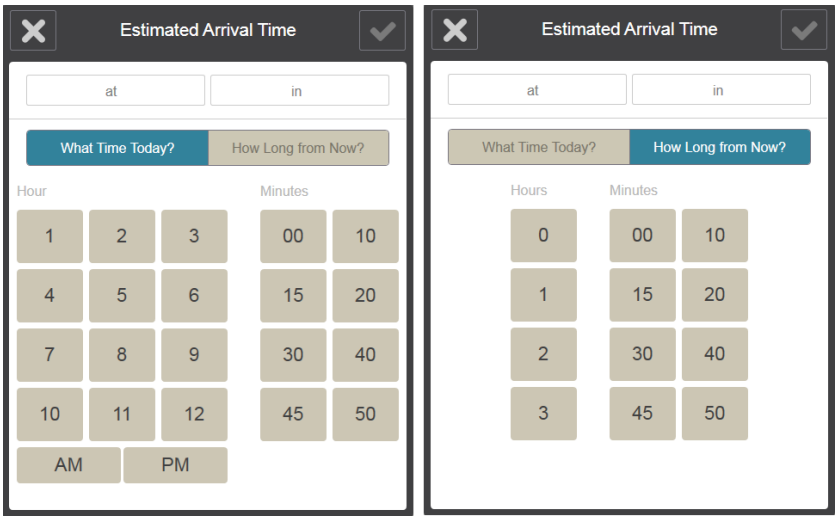
b. The Recommendation field, which includes tables the system suggests you seat the party at, is read-only.

7. If you are using a guest pager, enter a pager ID. *Guest pagers are set up by selecting* ***We are using premise pagers to notify guests for seating*** *in the Crunchtime Portal.*
8. Select the party type: **Walk-In** or **Call Ahead**.
   a. If you select **Walk-In**, Arrival Time is the time you opened the greeter form.
   b. **Call Ahead** offers an estimated arrival time of a party that has called ahead to the restaurant, and that party is placed in the system with the expectation that they are on their way to the restaurant and should be treated like a waiting party. For quoting, the system treats call ahead parties like waiting parties, which means call ahead parties are taken into consideration when they place their call ahead request not when they arrive.
   c. For quoting, the system treats call ahead parties like waiting parties, which means call ahead parties are taken into consideration when they place their call ahead request not when they arrive. *The* ***Impending Call Ahead Threshold*** *setting in Portal excludes any party not within a certain threshold of arriving from quoting and suggested seating calculations.*

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d. For quoting, the system treats call ahead parties like waiting parties, which means call ahead parties are taken into consideration when they place their call ahead request not when they arrive. The **Impending Call Ahead Threshold** setting in Portal excludes any party not within a certain threshold of arriving from quoting and suggested seating calculations.

e. If you select Call Ahead, the Arrival Time field becomes the Est. Arrival Time field. Click in the box or select . *The Estimated Arrival Time form appears.*



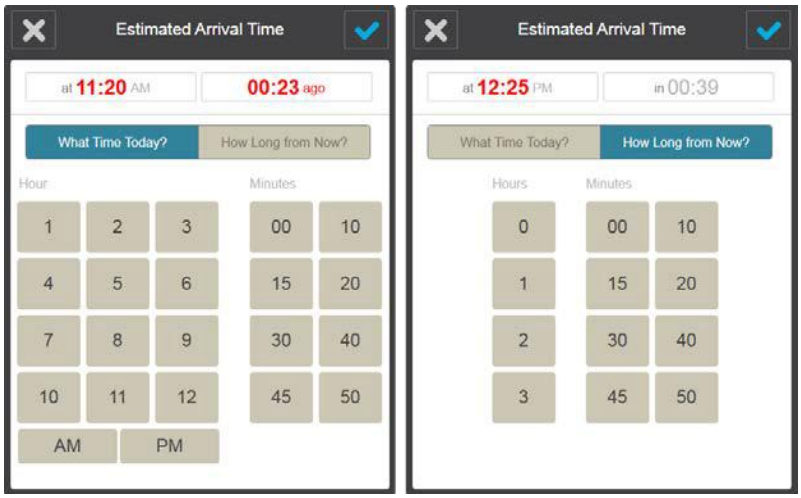
f. Enter the time you plan on arriving, or select **How Long from Now?** and enter the amount of minutes until you plan on arriving at the restaurant.



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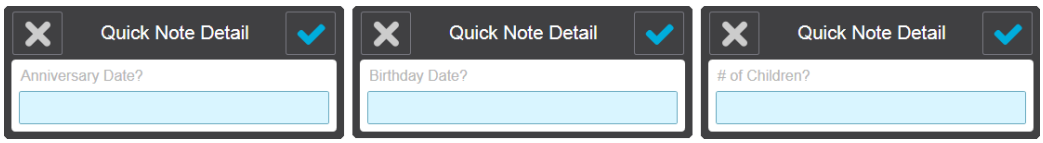
g. When you have entered or selected the time, select . (The becomes once you enter an acceptable time). *An estimated arrival time, however, is not required for call-ahead visits.*
h. Regardless of which option you choose, the other field will auto-populate. For example, if the time is 9:19 A.M. and you select **What Time Today?** and enter 9:30 A.M., 00:11 will appear in the **How Long from Now?** field. If you select **How Long from Now?** and enter 20 minutes, 9:39 A.M. appears in the **What Time Today?** field.

Note: You may select an arrival time or enter an amount of time that causes an error. If that is the case, once you select , the fields with the errors become red and you cannot close the **Estimated Arrival Time** form. This is the result of selecting a time that is in the past or entering a time that exceeds the maximum call ahead time setting in the Crunchtime Portal.

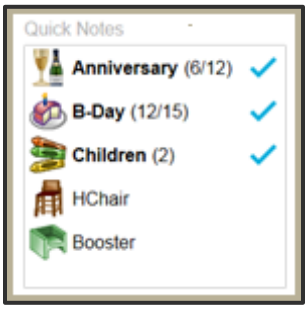


9. If applicable, select **Preferences**. *Preferences include smoking options like "First Available" or "Non-Smoking" and table type options like "Booth" or "Table."*
10. If applicable, select one or more quick notes, which are common visit notes. For instance, if the party has young kids, you may want to select "Children", "High Chair", or "Booster Chair".
    a. By default, if you select Anniversary, Birthday, or Children, a **Quick Note Detail** pop-up will appear. (Depending on your Crunchtime Portal settings, any quick note may include a prompt for additional text.)

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b. The details will appear after the quick note on the **Add Party** form.

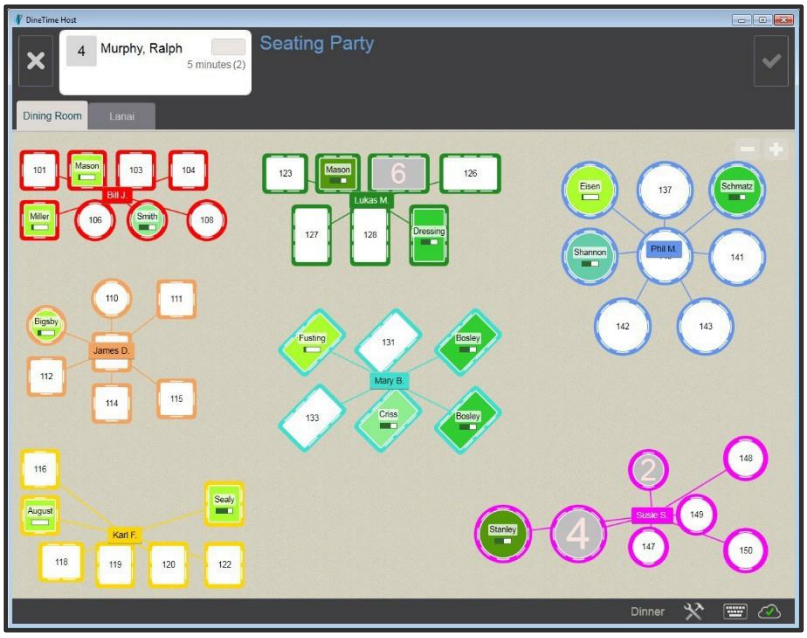


11. If applicable, enter further party notes in the **Party Notes** field. These notes also serve as visit notes. You can also select Notes to access the **Party Notes** form, where you can select existing notes or enter common notes to be used later for easy selection.



12. Select **Wait** on the **Add Party** form. *The party is now on the wait list and the **Add Party** form closes if **Close the Form** is selected for the **After wait listing a party** field on the **Greeter** tab of the **Settings** form.*

    a. If you want to seat a party from the **Add Party** form, enter a last name, a party size, and select Seat. *The seating layout appears.*



b. Select a table in the room side and select ✓ at the top right of the screen. *If, however,* ***Automatically seat non-large parties when seating requirements are met*** *or* ***Automatically seat large parties when seating requirements are met*** *is selected in the Crunchtime Portal, the party will be seated when you select a table.*

Note: If you do not enter a party name, the system will give the anonymous name set up in the Crunchtime Portal. The default is **Walk-in**.

c. If a party decides to leave while you are in the process of greeting them, select **Walk Away**. *The* ***Walk Away Reason*** *form appears.*



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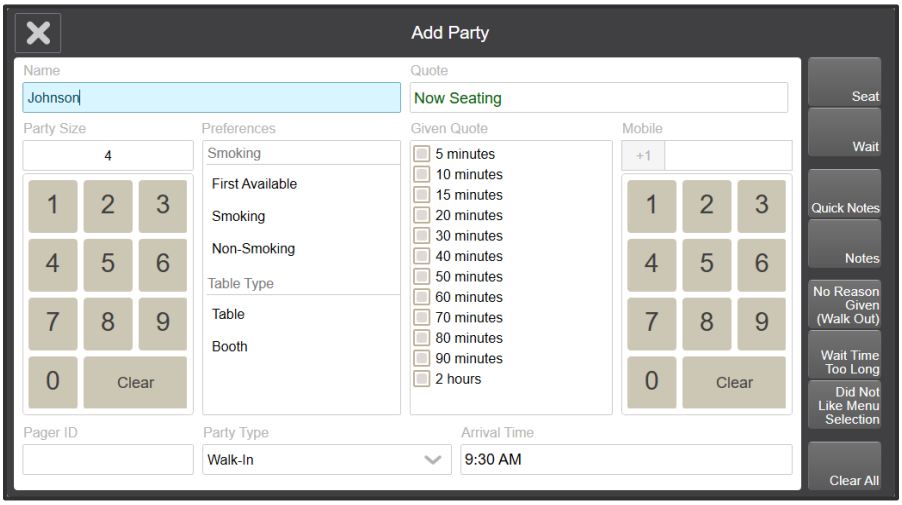
d. Select a reason and select . *At any time when you are entering information in the **Add Party** form and want to start over, select **Clear All**.*

Note: Just like you would with a Standard type **Add Party** form, if you greet a party that already has a loyalty card, once you swipe the card, the guest's information appears on the **Add Party** form, including the loyalty card ID.

Greeting a Party and placing it on the wait list - Priority is Wait Listing

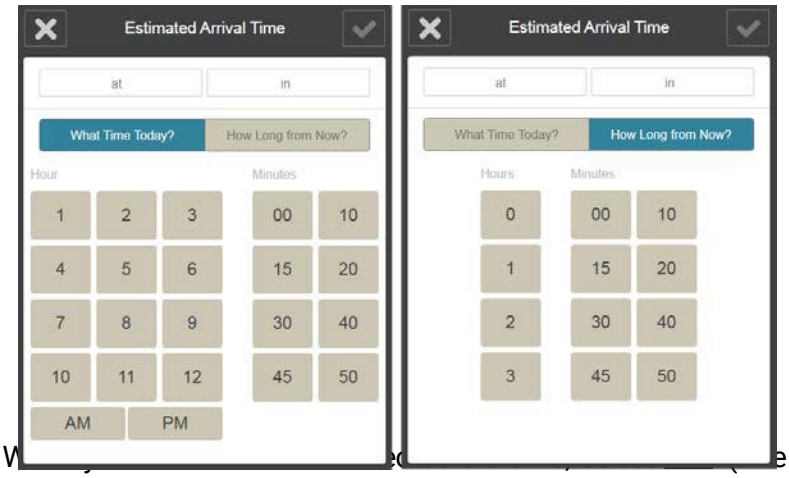
There are times when you greet a walk-in party, but there are no available seats. So you must place them on the wait list. This example shows the Party – Priority is wait listing style Add Party form.

1. Select **Seating** on the home page. *The seating layout appears.*
2. Select . *The **Add Party** form appears.*



3. Enter the party's last name.
4. Enter the party size.
5. If you are using a guest pager, enter a pager ID. *Guest pagers are set up by selecting **We are using premise pagers to notify guests for seating** in the Crunchtime Portal.*
6. Select the party type: **Walk-In** or **Call Ahead**.
   a. **Call Ahead** offers an estimated arrival time of a party that has called ahead to the restaurant, and that party is placed in the system with the expectation that they are on their way to the restaurant and should be treated like a waiting party. For quoting, the system treats call ahead parties like waiting parties, which means call-ahead parties are taken into consideration when they place their call-ahead request not when they arrive. *The **Impending Call Ahead Threshold** setting in Portal excludes any party not within a certain threshold of arriving from quoting and suggested seating calculations.*

b. If you select **Walk-In**, Arrival Time is the time you opened the greeter form. If you select, **Call Ahead**, the Arrival Time field becomes the Est. Arrival Time field. Click in the box or click . The Estimated Arrival Time form appears.

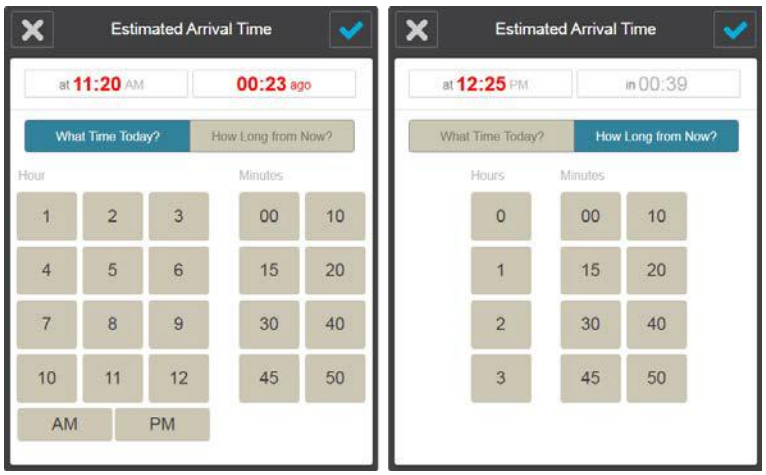


c. W becomes once you enter an acceptable time). *An estimated arrival time, however, is not required for call-ahead visits.*

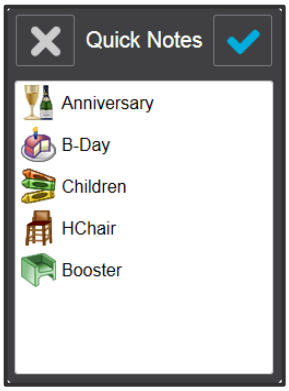
d. Regardless of which option you choose, the other field will auto-populate. For example, if the time is 9:19 A.M. and you select **What Time Today?** and enter 9:30 A.M., 00:11 will appear in the **How Long from Now?** field. If you select **How Long from Now?** and enter 20 minutes, 9:39 A.M. appears in the **What Time Today?** field.

Note: You may select an arrival time or enter an amount of time that causes an error. If that is the case, once you select , the fields with the errors become red and you cannot close the Estimated Arrival Time form. This is the result of selecting a time that is in the past or entering a time that exceeds the maximum call ahead time setting in the Crunchtime Portal.

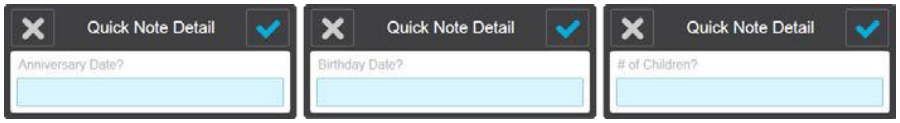
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7. If applicable, select **Preferences**. *These are specific attributes assigned to tables within the floor plan such as smoking preference, table type, and table location.*
8. Select a given quote time or accept the system-generated quote.
9. Enter the party's mobile phone number.
10. If applicable, select **Quick Notes** to access the Quick Notes form and select one or more quick notes. For instance, if the party has young kids, you may want to select "Children", "High Chair", or "Booster Chair".

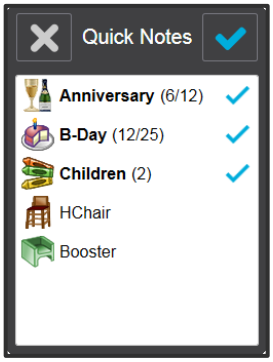


a. By default, if you select "Anniversary", "Birthday", or "Children", a **Quick Note Detail** pop-up will appear. *Depending on your settings in the Crunchtime Portal, any quick notemay include a prompt for additional text.*



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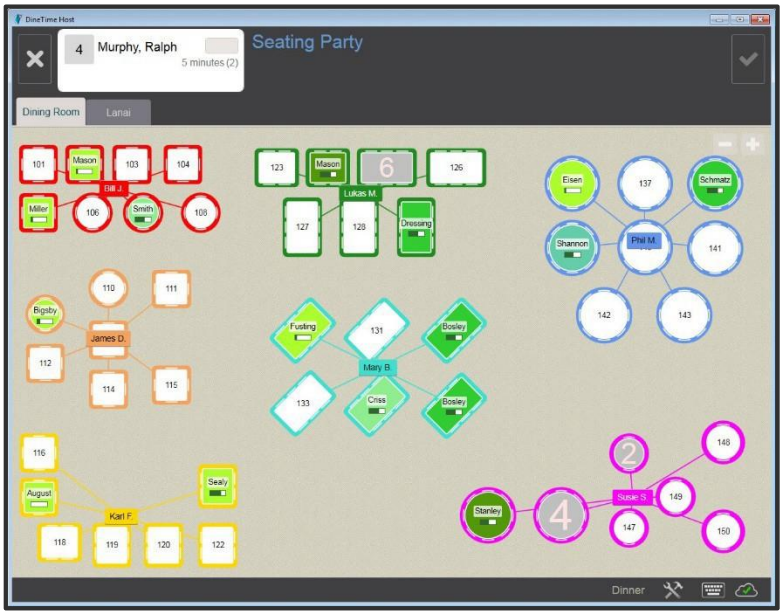
b. Enter the details and select ✔. *The details will appear after the quick note on the **Add Party** form.*



11. If applicable, enter further party notes in the **Party Notes** field. These notes also serve as visit notes. *You can also select **Notes** to access the **Party Notes** form, where you can select existing notes or enter common notes to be used later for easy selection.*



12. Select **Wait** on the **Add Party** form. *The party is now on the wait list and the **Add Party** form closes if **Close the Form** is selected for the **After wait listing a party** field on the **Greeter** tab of the **Settings** form.*
13. If you want to seat a party from the **Add Party** form, enter a last name, a party size, and select **Seat**. *The seating layout appears.*



- Select a table in the room side and select at the top right of the screen. *If, however,* ***Automatically seat non-large parties when seating requirements are met*** *or* ***Automatically seat large parties when seating requirements are met*** *is selected in the Crunchtime Portal, the party will be seated when you select a table.*

Note: If you do not enter a party name, the system will give the anonymous name set up in the Crunchtime Portal). *The default is* ***Walk-in****.*

14. If, at any time a party decides to leave, select one of the following Clear Reasons:
    - ***No Reason Given (Walk Out)***
    - **Wait Time Too Long**
    - **Did Not Like Menu Selection**
15. If, at any time you are entering information on the **Add Party** form and want to start over, select **Clear All**.

Greeting a Party and placing it on the wait list – Priority is Immediate Seating

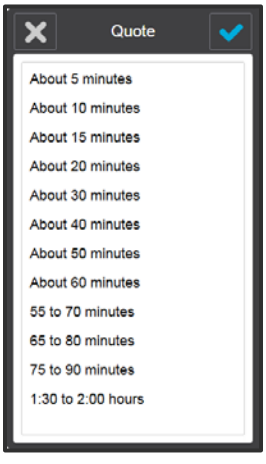
There are times when you greet a walk-in party, but there are no available seats. So you must place them on the wait list. This example shows the Party – Priority is Immediate Seating style Add Party form.

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1. Select **Seating** on the home page. *The seating layout appears.*
2. Select . *The **Add Party** form appears.*

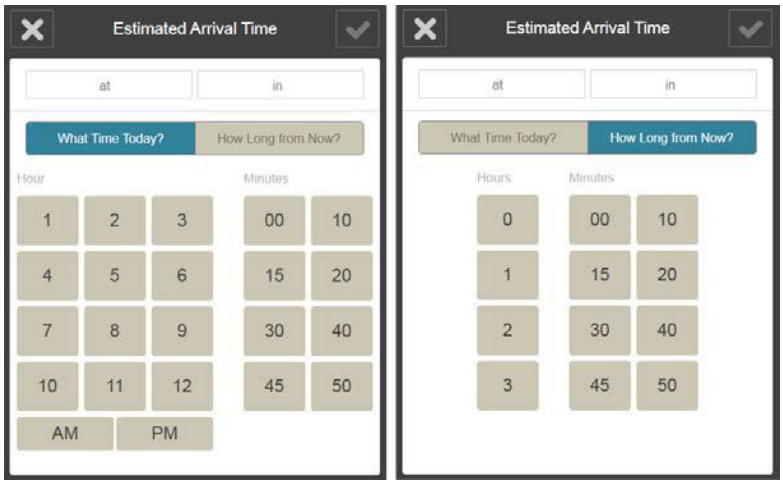


3. Enter the party's size. *The **Recommendation** field is read-only and suggests tables where you may seat the party.*
4. A system-generated estimated wait time is generated. However, if you want to change the wait time, click in the box or select ... *The quote selection pop- up appears.*



   a. Select a quote and select .
5. Enter the party's name. *Last name is required.*
6. Enter the party's mobile phone number.

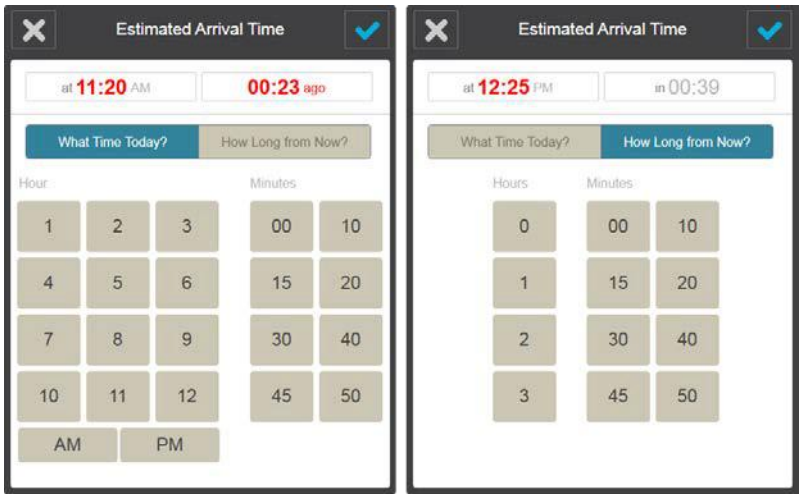
7. Select the party type: **Walk-In** or **Call Ahead**.
   a. **Call Ahead** offers an estimated arrival time of a party that has called ahead to the restaurant, and that party is placed in the system with the expectation that they are on their way to the restaurant and should be treated like a waiting party. For quoting, the system treats call ahead parties like waiting parties, which means call-ahead parties are taken into consideration when they place their call-ahead request not when they arrive. *The **Impending Call Ahead Threshold** setting in Portal excludes any party not within a certain threshold of arriving from quoting and suggested seating calculations.*
   b. If you select **Walk-In**, Arrival Time is the time you open the greeter form. If you select **Call Ahead**, the Arrival Time field becomes the Est. Arrival Time field. Click in the box or select . *The Estimated Arrival Time form appears.*



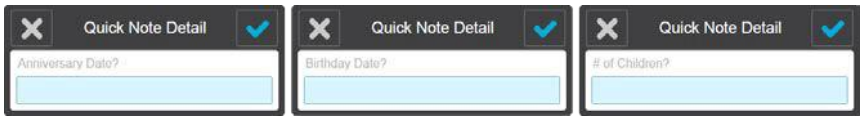
   c. Enter the time you plan on arriving, or select **How Long from Now?** and enter the amount of minutes until you plan on arriving at the restaurant.
   d. When you have entered or selected the time, select . (The becomes once you enter an acceptable time).
   e. An estimated arrival time, however, is not required for call- ahead visits.
   f. Regardless of which option you choose, the other field will auto-populate. For example, if the time is 9:19 A.M. and you select **What Time Today?** and enter 9:30 A.M., 00:11 will appear in the **How Long from Now?** field. If you select **How Long from Now?** and enter 20 minutes, 9:39 A.M. appears in the **What Time Today?** field.

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Note: You may enter an arrival time or enter an amount of time that causes an error. If that is the case, once you select ✔, thefields with the errors become red and you cannot close the Estimated Arrival Time form. This is the result of selecting a time that is in the past or entering a time that exceeds the maximumcall ahead time setting in the Crunchtime Portal.



8. If applicable, select one or more quick notes, which are common visit notes. For instance, if the party has young kids, you may want to select "Children", "High Chair", or "Booster Chair".
   a. By default, if you select "Anniversary", "Birthday", or "Children", a **Quick Note Detail** pop-up will appear. *Depending on your Portal settings, any quick note may include a prompt for additional text.*



9. The details will appear after the quick note on the **Add Party** form.



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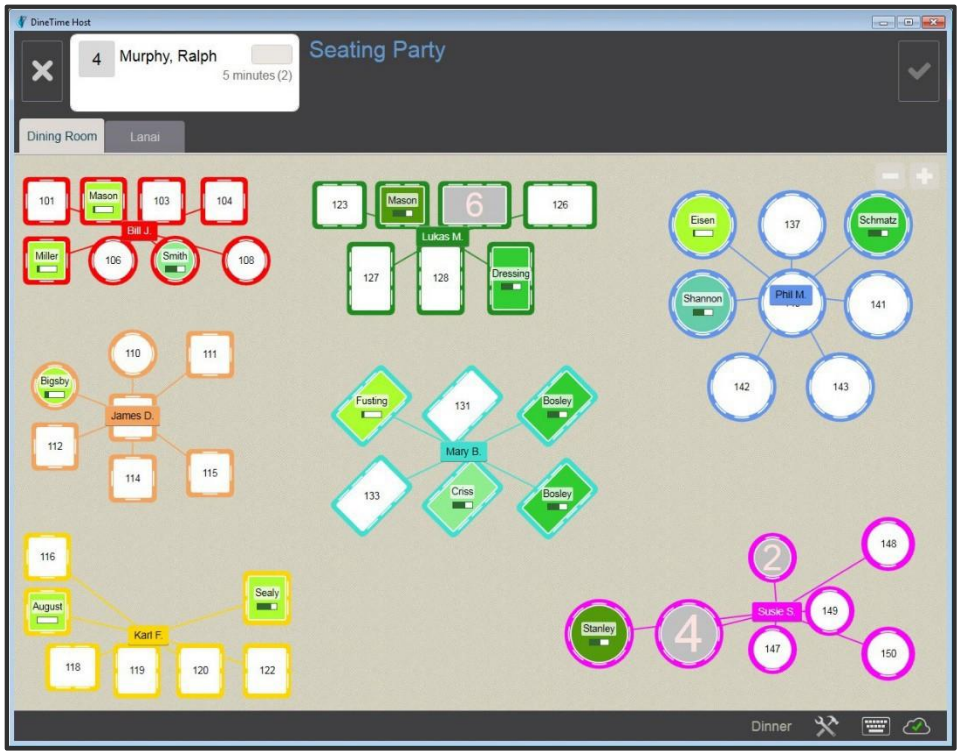
10. If applicable, enter further party notes in the **Party Notes** field. These notes also serve as visit notes. *You can also select **Notes** to access the **Party Notes** form, where you can select existing notes or enter common notes to be used later for easy selection.*



11. If you are using a guest pager, enter a pager ID.

Note: You must have **We are using premise pagers to notify guests for seating** selected in the Crunchtime Portal to have Pager as a notification type option. If you select **Pager**, enter a pager ID at the bottom right of the form. *You must also have Enterprise connected to Crunchtime Host to have SMS as a notification type.*

12. Select **Wait** on the **Add Party** form. *The party is now on the wait list and the **Add Party** form closes if **Close the Form** is selected for the **After wait listing a party field** on the **Greeter** tab of the **Settings** form.*
    a. If you want to seat a party from the **Add Party** form, enter a last name, a party size, and select Seat. *The seating layout appears.*



b. Select a table in the room side and select at the top right of the screen. If, however, **Automatically seat non-large parties when seating requirements are met** or **Automatically seat large parties when seating requirements are met** is selected in the Crunchtime Portal, the party will be seated when you select a table.

Note: If you do not enter a party name, the system will give the anonymous name set up in the Crunchtime Portal. *The default is **Walk-in**.*

c. At any time when you are entering information on the **Add Party** form and want to start over, select **Clear All**.

Creating Reservations

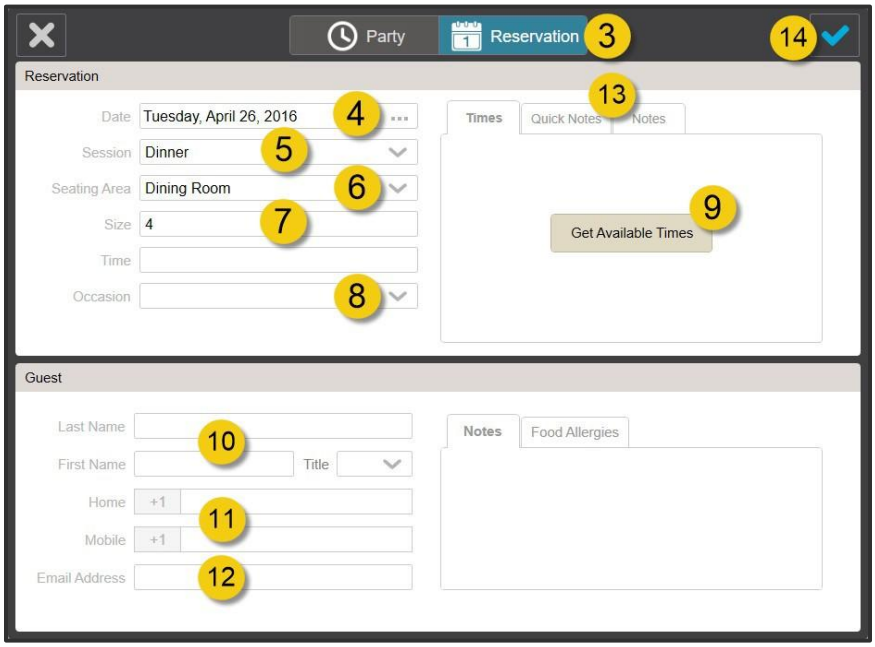
The steps needed to create a reservation are similar to those needed to greet and wait a party. You can take reservations for the same day or for future days.

Note: In order for reservations to be available in Crunchtime Host, **Are Reservations Accepted** must be set to "Yes", based on defined availability plans or "Yes", but not based on predefined plans within the Portal.

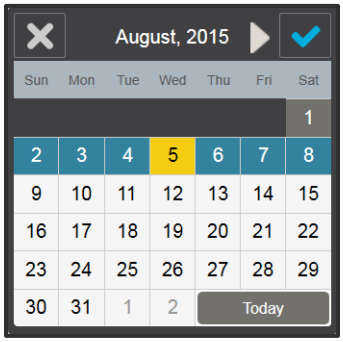
You can also add reservations from the **Reservation** form, accessed from the ***Reservation Book.***

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1. Select **Seating** on the home page. *The seating layout appears.*
2. Select  in the upper right corner of the page. *The greeter form appears.*
3. Select the **Reservation** tab. *If you are on the **Reserved** tab, the greeter form opens on the **Reservation** tab.*



4. The date will default to the current date. *To make a reservation for a future date, select the **Date** field, and a calendar appears.*



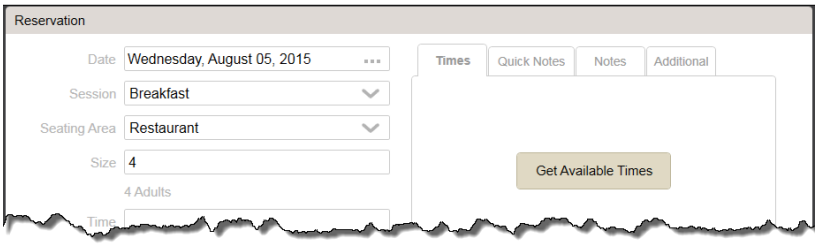
   a. Select a future date. *The amount of days in the future you can select is determined by the **Booking Period** value entered on the **Add Seating Area** form in the Crunchtime Portal.*
5. Select a session. *Examples include: Breakfast, Lunch, and Dinner.*
6. Select a seating area. *Examples include: Dining Room, Restaurant, and Patio.*

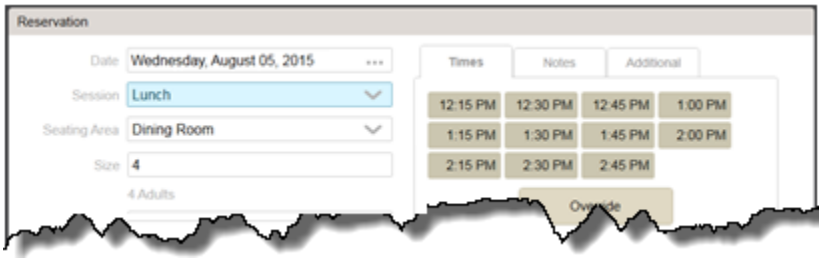
7. Enter party size.

Note: If you are using a Standard style greeter form and Show Party Mix? Is enabled in the Crunchtime Portal, click the Size box. The Party Mix form appears.

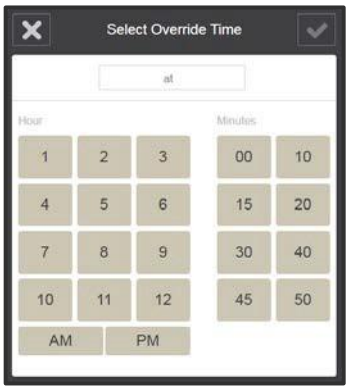


   a. Select a party mix category(s): Adult, Child, Senior, and Infant and select the number of guests that belong to each category. *Select* ✔ *to return to the greeter form.*
8. Select an occasion, if applicable.
9. Select **Get Available Times** and select the time for the reservation. *Your availability plan settings and number of current reservations will determine time slot availability. If any time slots are fully booked, they will not be shown.*



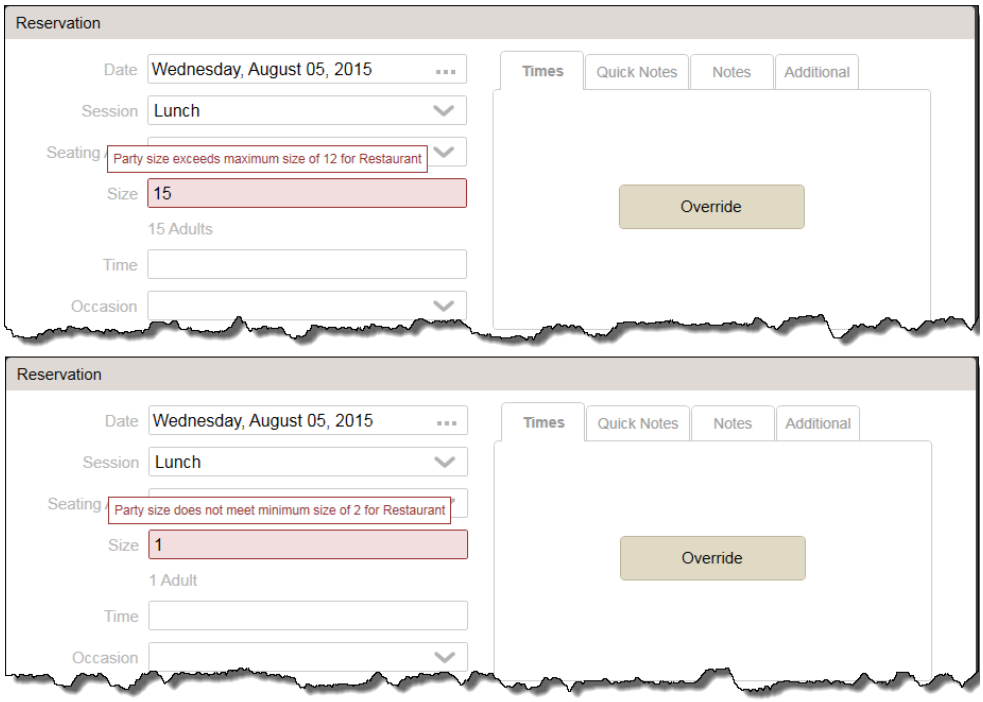


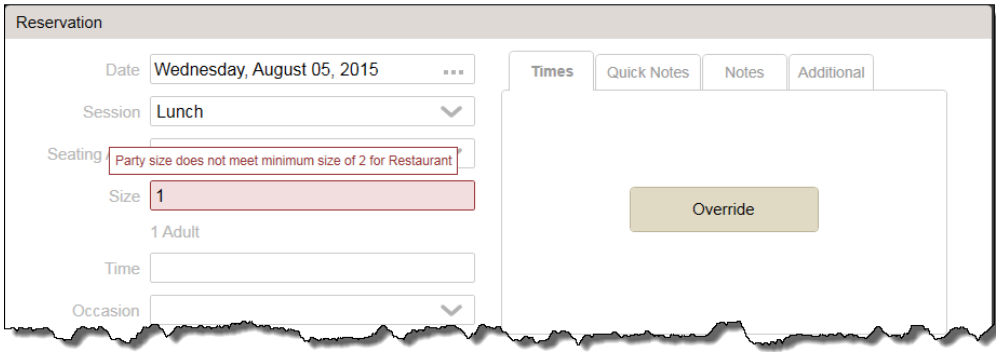
Note: If no times are available for your specific request and **Allow Reservation Availability Override** is selected in the Crunchtime Portal, you have the option to override these settings. Select **Override**, so the **Select Override Time** form appears.



Note: If you later edit the reservation by overriding the available times and the new time is in a different session (e.g. you change a guest's time from 9:00 A.M. during Breakfast to 12:00 P.M. during Lunch), you do not need to select a different session from the Session dropdown on the Edit Reservation form. Crunchtime automatically makes that change and is shown the next time you open the Edit Reservation form.

a. If the party size is greater than the maximum party size or less than the minimum party size settings in the Crunchtime Portal, a message appears.



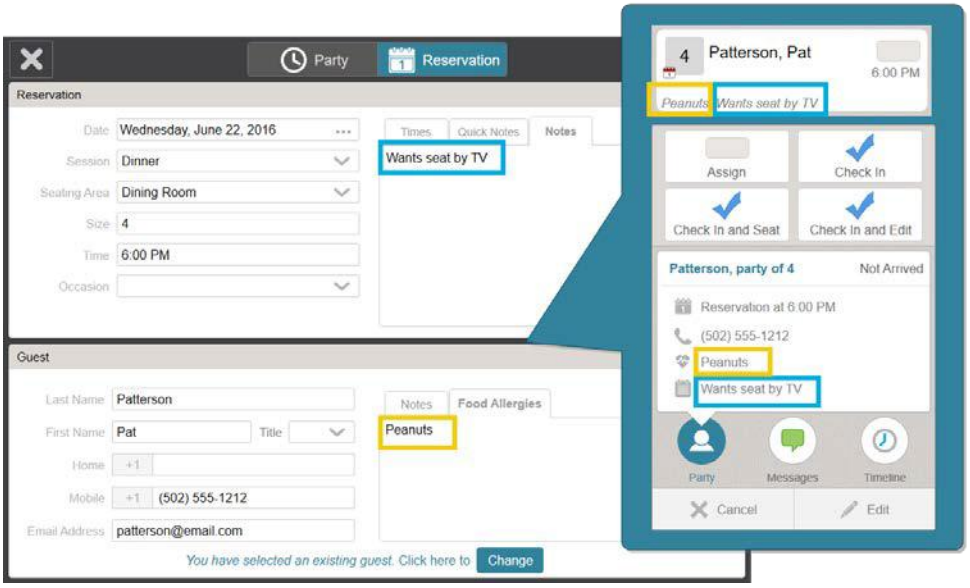


Note: Other messages can appear if the server is not connected to enterprise but is configured to be connected or when operating sessions are disabled.

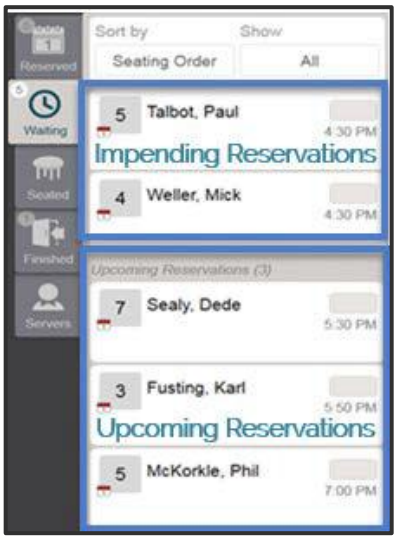
b. If all sessions are disabled and the server is not connected to enterprise, the failed connection message takes precedence over the operating session message.

10. Enter first and last names.
11. Enter a phone number if the party wishes to be notified by SMS that their table is ready.
12. Enter an e-mail address in order to send the party an e-mail confirmation.
13. Select **Quick Notes** to enter reservation notes and guest notes, if applicable. Reservation notes are entered at the top of the form on the **Notes** tab and apply to this particular reservation (e.g. Wants seat by TV, On crutches, etc.). Guest notes and allergies are entered in the **Notes** and **Food Allergies** boxes at the bottom of the form and apply to the current and future visits (e.g. Allergic to gluten, Allergic to tree nuts, etc.). *You can also enter custom field data on the **Additional** tab. These fields are configured at the company-level of the Crunchtime Portal.*

    a. Notice in the below example: the "Wants seat by TV" Visit Note and "Peanuts" Food Allergies appear on the party cell and popover.



14. Select ✔ to complete the reservation. *Once a reservation is made, it appears on the **Reserved** tab. The **Reserved** tab shows all reservations that have not yet checked in (arrived). Checked-in, impending, and upcoming reservations are shown on the **Waiting** tab.*



a. The **Reserved** tab defaults to the current date, but you can view reservations for future dates by tapping the arrow or the calendar icon.

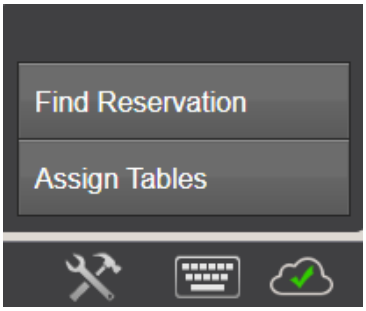


Note: When reservations are taken, they do not get assigned a notification type. So once you have checked in a reserved party, the party's notification type defaults to **SMS** if the party has a mobile phone number in the system. If a reserved party has checked in and does not have a mobile phone number in the system, the notification type defaults to **Verbal**. *However, if you do not have an Enterprise connection and check in a reserved party, the party's notification type defaults to Phone if the party has a mobile phone number in the system.*

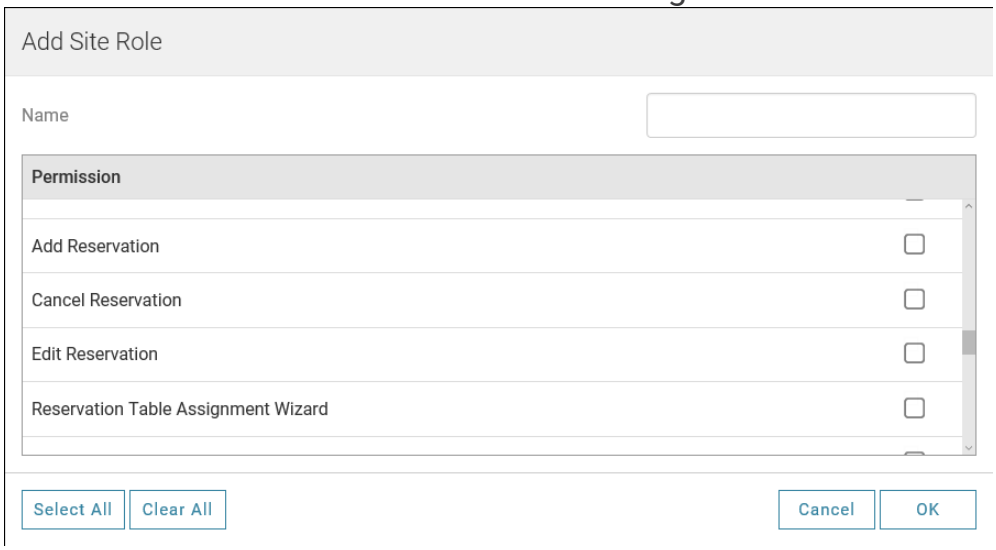
Note: The selected Reservation time slot is maintained when the Party Size changes. The selected Reservation Date/Time will appear in the upper left header of the Edit Reservation dialog. *This only affects existing Reservations that are being edited. If a reservation has not yet been scheduled, nothing will display in the Edit Reservation header.*

Site Role: Reservation Table Assignment Wizard

Site Role permission has been added of Reservation Table Assignment Wizard. When this permission is enabled for a User the "Assign Tables" button will be available in the toolbar within the Reservation Book. If this permission is not enabled then the "Assign Tables" button will not be visible in the toolbar.



Enable Site Role Permission: Reservation Table Assignment Wizard



1. Navigate to : Company Portal | Company | User Roles | **Site Roles.**
2. Choose a **Site Role** to edit  or click  to add a new **Site Role**.
3. Click the checkbox beside **Reservation Table Assignment Wizard.**
4. Click **OK.**
5. Select **Save** to send changes to Crunchtime Client.

The Waiting Tab



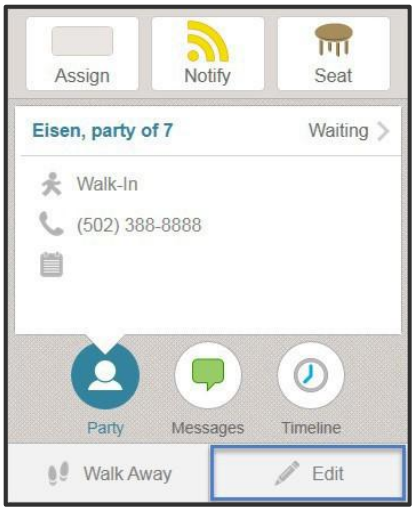
Waiting tab (waiting list)

Once you have taken a reservation or greeted parties that cannot be immediately seated, they will appear on the Waiting tab which you might call the wait list. This section discusses non-seating actions that can be performed once a party is on the wait list.

Editing a Waiting Party's Information

Follow these steps to change a seated party's status.

1. Select a party from the **Waiting** tab (wait list). *A waiting party actions pop-up appears.*



2. Select **Edit Party**. *The party's details form appears.*



3. Make any necessary changes to the party's information.

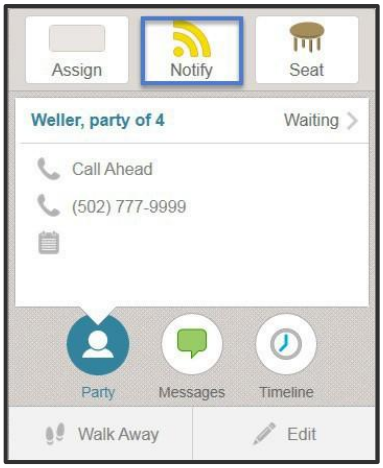
Note: If you are using more than one Crunchtime Host terminal, changes made at one terminal will be reflected on all terminals. For example, if an employee at one terminal changes a waiting party's pager number, the pager number is automatically updated and shown on the party's details form on other terminals. *This automatic updating applies to all actions available for each Guest tab – not just to changes on the party's details form.*

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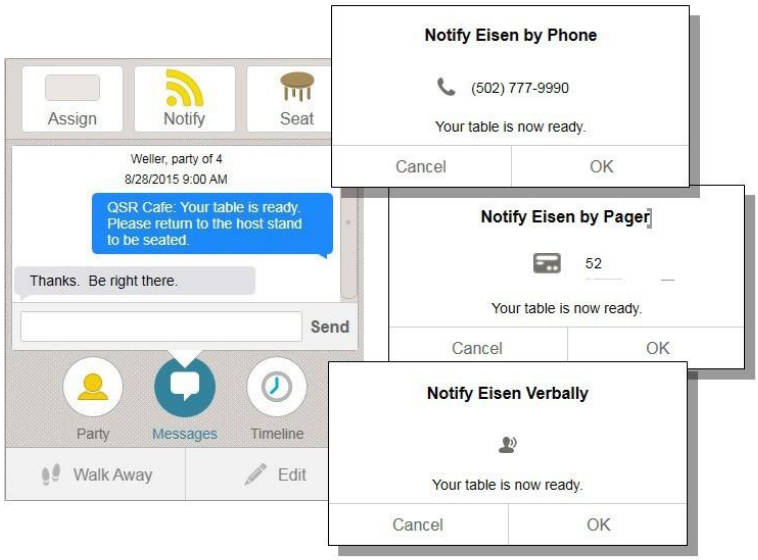
Notifying a Waiting Party

You can notify a party when they are ready to be seated.

1. Select a party from the **Waiting** tab. *A waiting party actions pop-up form appears.*



2. Select **Notify**. *A notify pop-up form replaces the party actions pop-up form. They will differ depending on the party's notification type, which is selected on the Add Party/greeter form.*



   a. When reservations are taken, they are not assigned a notification type. So, once you have checked in a reserved party, the party's notification type defaults to **SMS** if the party has a mobile phone number in the system. If a reserved party has checked in and does not have a mobile phone number in

the system, the notification type defaults to **Verbal**. However, if you do not have an Enterprise connection and check in a reserved party, the party's notification type defaults to **Phone** if the party has a mobile phone number in the system.

Note: SMS allows you to send and receive messages (up to 140 characters) with your guests. Unread SMS messages sent from the party to the restaurant are denoted with a number on the party details pop-up and in the party cell on the **Waiting** tab.

3. Select **Send** or **OK**, depending on the party's notification type. *Once a party is notified, the party cell on the **Waiting** tab becomes yellow, and unread SMS messages sent from the party to the restaurant are denoted with a number.*



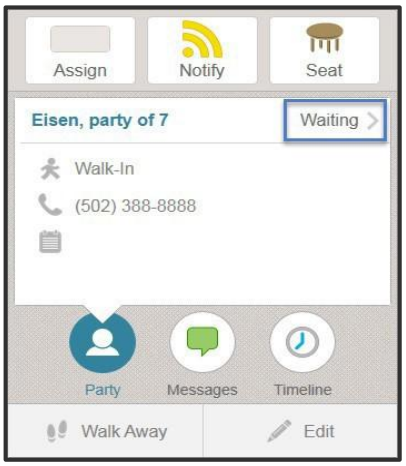
Note: To notify by pagers, Crunchtime Host must be running with QSR's ControlPoint. If you are not running ControlPoint and you try to notify a guest via a pager, the Send button is unavailable and you will not be able to page them.

Note: There is a delay between sending each message. *Messages are defined in the Crunchtime Portal.*

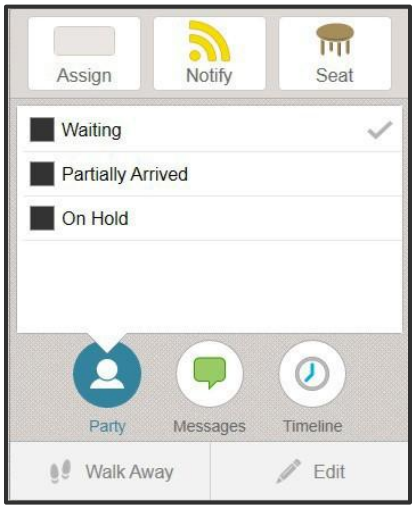
Updating a Waiting Party's Status

Follow these steps to change a seated party's status.

1. Select a party from the **Waiting** tab (wait list). *A waiting party actions pop-up appears.*



2. Select the current party status. *The waiting party statuses appear.*



3. Select a different status.
4. Press anywhere else on the screen, so the station actions pop-up disappear.

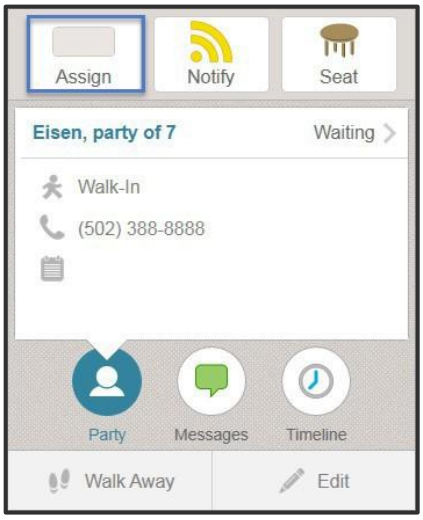
Assigning a Party to a Table

You may wish to pre-assign a waiting party to a specific table. For example, a customer has requested a particular table, and you would like to "reserve" it so that another party is not seated there by someone else on the staff.

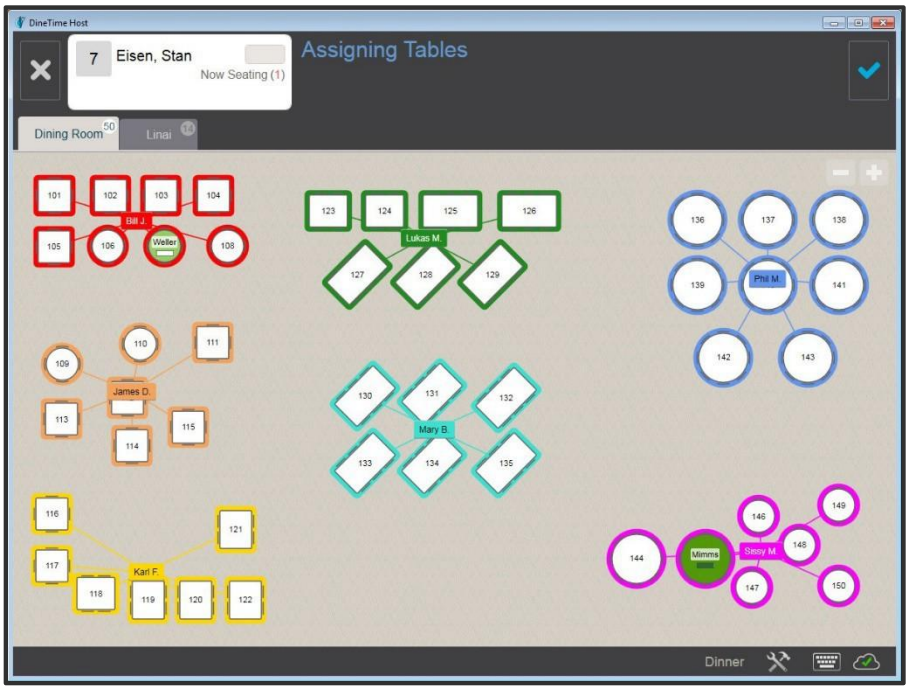
Note: You can assign tables to both waiting and parties not yet arrived on site.

Assigning from the Waiting Tab

1. Select **Seating** on the home page. *The seating layout appears.*
2. Select a party from the **Waiting** tab. *This can be a waiting party or one that has not arrived. The **Waiting** party actions pop-up appears.*



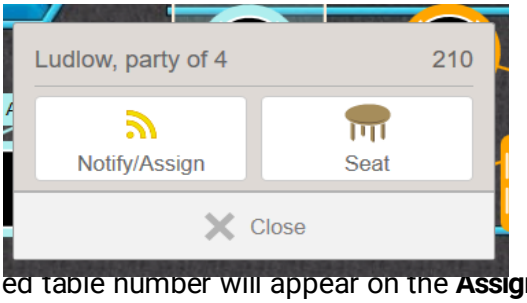
3. Select **Assign**. *The seating layout appears.*



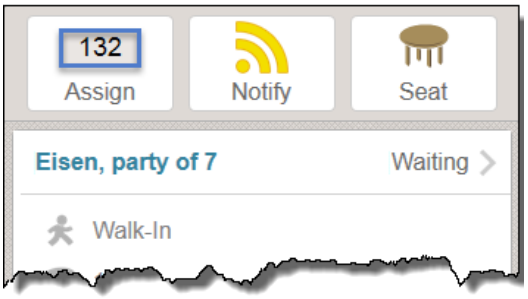
4. Select a table or tables.
5. Select ✔ at the top right of the screen. If, however, **Automatically seat non-large parties when seating requirements are met** or **Automatically seat large parties when seating requirements are met** is selected and **Seat the party** is the seating action defined in the Crunchtime Portal, the party will be seated immediately when you select a table.

6. Select at the top right of the screen. If, however, **Automatically seat non-large parties when seating requirements are met** or **Automatically seat large parties when seating requirements are met** is selected and **Seat the party** is the seating action defined in the Crunchtime Portal, the party will be seated immediately when you select a table.

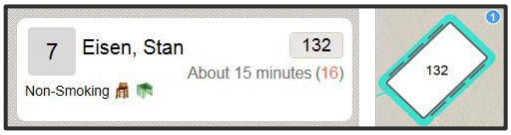
Note: If Prompt for page/preassigned or seat when seating parties is selected in the Portal, the Seating Actions pop-up will appear when seating a party from the Waiting tab. Select Seat.



a. The assigned table number will appear on the **Assign** button.



b. The party cell on the **Waiting** tab will also show the newly pre- assigned table, and the table in the seating layout will include an icon denoting the number of parties assigned to it.



Note: If a party with a pre-assigned table is seated but later returned to the wait list, the pre-assigned table number will no longer appear on the party cell on the Waiting tab. *In the combo tab list and room display, if more than one table is assigned to a party, + appears after one of the table numbers in the box in the top right of the cell.*

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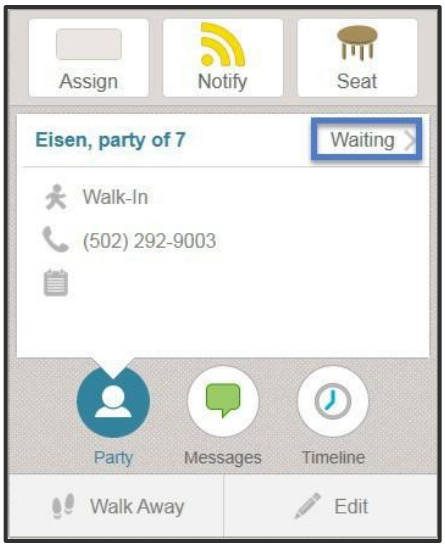
Note: In the tab list-only display, multiple assigned tables appear in the box in the top right of the row.



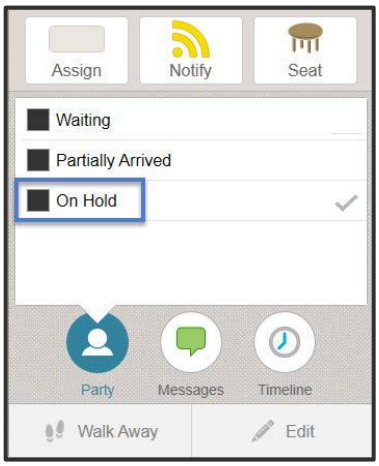
Placing a Party on Hold / Removing the Hold

Using the hold function, you can remove a party from the wait list and place them on hold. Reasons for placing a party on hold can vary depending on the restaurant operation. An example might be a guest who is on the wait list but has to leave to pick up another member of her party.

1. Select **Seating** on the home page. *The seating layout appears.*



2. Select a party from the **Waiting** tab. *The **Waiting** party actions pop-up appears.*



3. Select the current status.
4. Select **On Hold**. *The on hold icon now appears over the party size in the party cell on the **Waiting** tab.*



5. Press anywhere else on the screen so the station actions pop-up disappears.

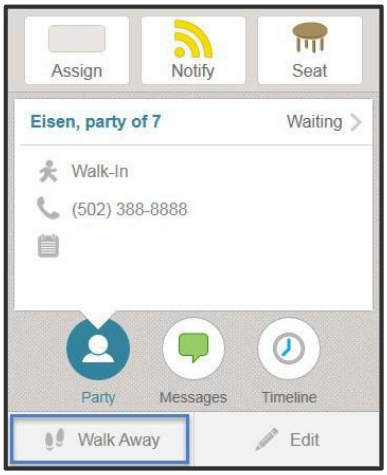
Note: Parties placed on Hold are not included in suggested seating.

Once a party is placed on hold, you can remove it from the **On Hold** status by selecting the party from the **Waiting** tab. Select the current status (which now says On Hold) on the waiting party actions pop-up. Next, select another status (Waiting or Partially Arrived) and press anywhere else on the screen.

Walking Away a Waiting Party

Occasionally guests on the wait list may change their minds and decide to leave the restaurant for any number of reasons. When this occurs, you can remove the party from the wait list and note the reason why they left.

1. Select **Seating** on the home page. *The seating layout appears.*
2. Select a party from the **Waiting** tab. *The waiting party actions pop-up appears.*



3. Select **Walk Away**. *The reasons party actions pop-up appears.*



4. Select a reason.
5. Select .

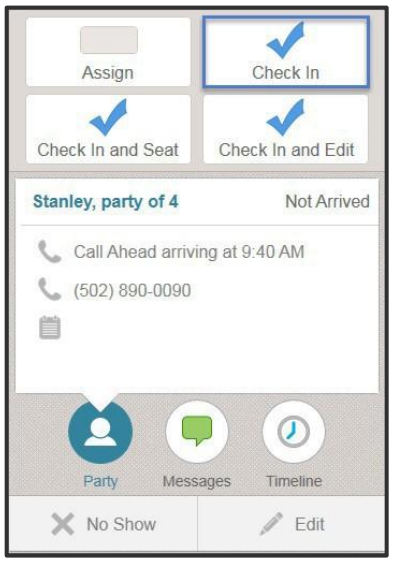
Checking In a Party

"Checking in" a party simply means greeting the party when they arrive at the restaurant. A call-ahead party has an estimated arrival time, and the party is placed in the system with the expectation that they are on their way to the restaurant and should be treated like a waiting party. When you check in the party, you will either seat it at that time or place it on the wait list.

Note: If there is a printer assigned to the terminal role that the client is using, a **Print** button appears on this pop-up.

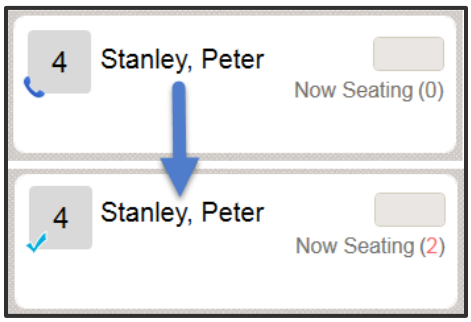
1. Select **Seating** on the home page. *The seating layout appears.*
2. Select the party that has arrived from the **Waiting** tab. *The party actions pop- up appears.*

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3. Select **Check In**. *The party now appears on the **Waiting** tab.*

Note: An unarrived call-ahead party is denoted with a phone icon in the party cell, but once the party has checked in, the icon becomes a check mark.

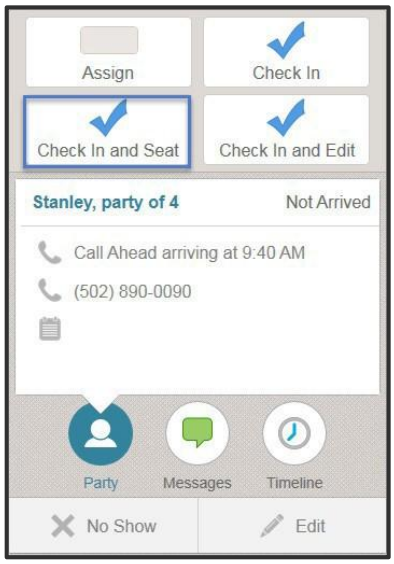


Checking In and Seating

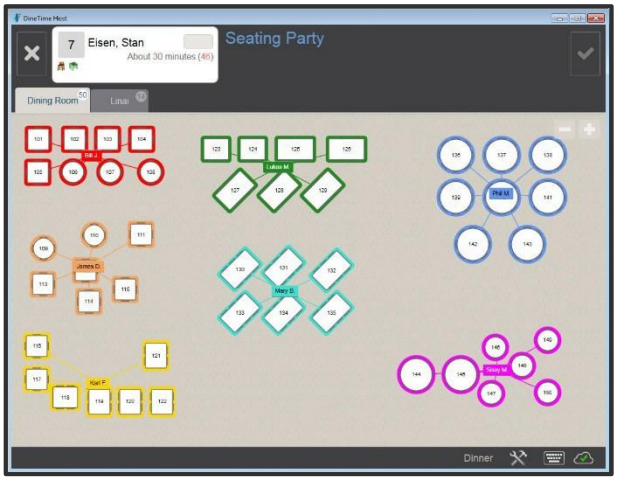
You also have the option to check in and seat at once.

1. Select the party that has arrived from the wait list. *The Not Arrived party actions pop-up appears.*

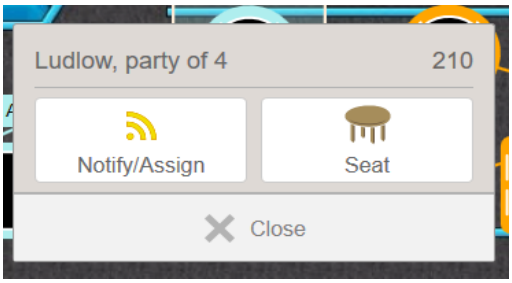
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2. Select **Check In and Seat**. *The **Seating Party** view appears.*



3. Select a table or tables.
4. Select  at the top right of the screen. *If **Prompt for page/preassigned or seat when seating parties** is selected in the Crunchtime Portal, the **Seating Actions** dialog box appear*



5. Select **Seat**.

When the Seating Actions dialog box appears is dependent upon your settings. It can appear at two different times during the seating process: after you select a table/when a table is automatically selected by Crunchtime Host OR after you select a table/when a table is automatically selected and you select .

> **Note:** If **Automatically seat non-large parties when seating requirements are met** OR **Automatically seat large parties when seating requirements are met** is selected in the Portal, the party will be seated when you select a table.

The party will immediately be seated when you select **Check In and Seat** and all three of the following conditions are met:

- ***Either Automatically seat non-large parties when seating requirements are met or Automatically seat large parties when seating requirements are met is selected***
- **Prompt for page/preassigned or seat when seating parties** is NOT selected
- ***Automatically select the top suggested table for seating is selected***

Depending on your system settings, you may not be able to seat certain parties at certain tables due to the size of the party and the minimum and maximum seating at the table.

Checking in and/or Seating from a Seating Prompt

Users can notify/assign or seat a party from the suggested seating prompt when placing parties on the wait list or seating waiting parties. If a user attempts to place a new party on the wait list or seat a waiting party who is NOT assigned to a table, they will be prompted with the options to Notify/Assign or Seat the party. If a party who has been preassigned to a table is next in line on the wait list for seating, they will be prompted with the options to Notify or Seat the party.

> **Note:** The following settings must be enabled in Portal for the Terminal Role that will be used in Crunchtime Client: **Enable prompt for seating when tables are available** and **Enable prompt for seating when assigned tables are available**. *Ensure that the corresponding Terminal Role is selected within Crunchtime Client.*

Recommended Tables

The Recommended Tables feature helps Host users managing a busy lobby make faster and more efficient seating decisions by proactively identifying when tables become available and recommending them to the appropriate waiting parties. This allows the restaurant to minimize seating delays during peak hours by surfacing real-time table recommendations directly on the waiting party cells, allowing hosts to act the moment a table opens, maximizing seating throughput, and limiting the time tables are sitting empty.

How to Enable the Feature

Portal Settings

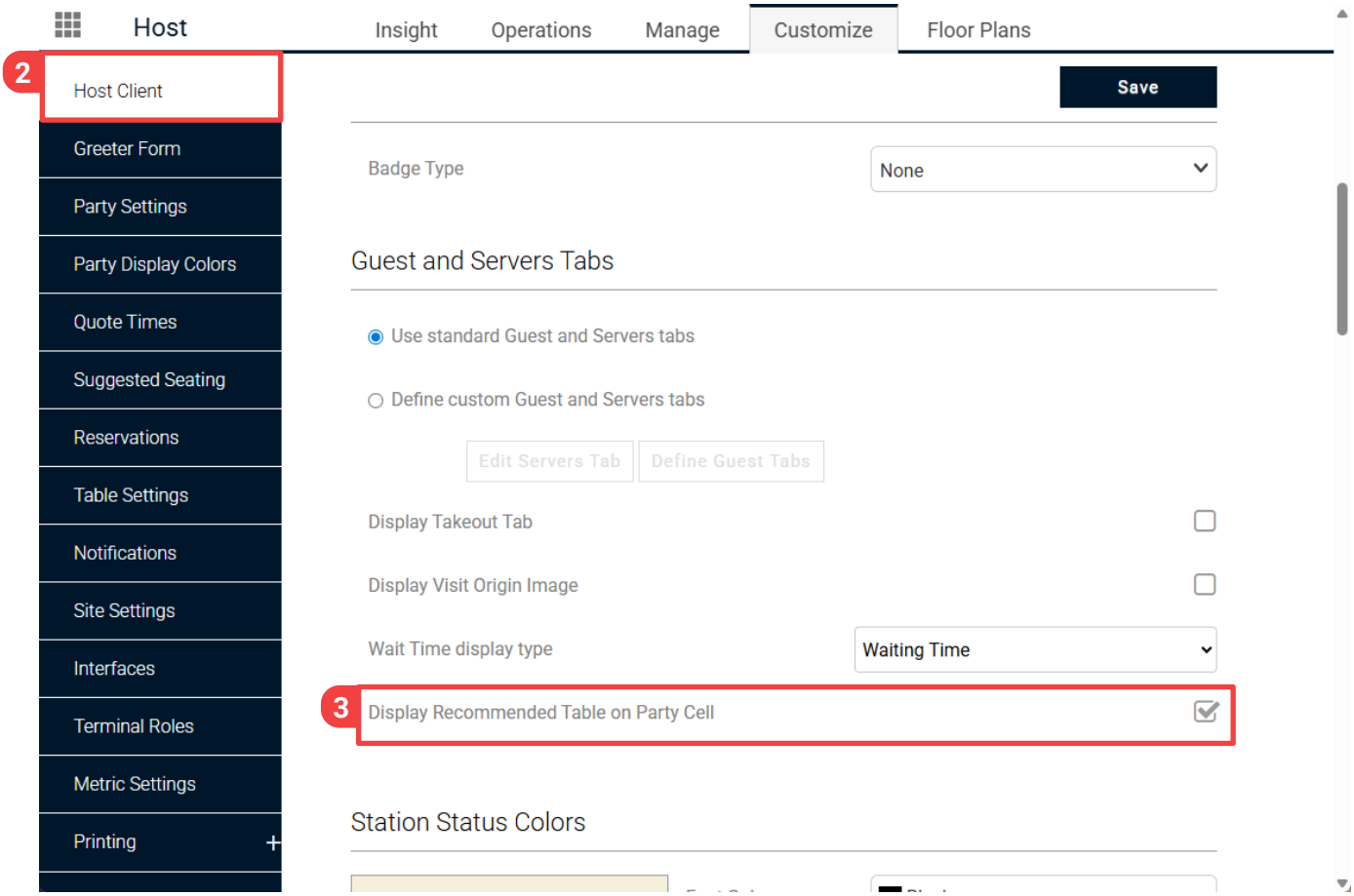
The Recommended Tables feature must be enabled before it will appear on any Host client. This is configured in the Host Portal and can be set at either the Site level or Template level.

Note: *This setting must be turned on in the Portal for the server to generate and send recommendations to clients. When the setting is disabled, no recommendations will be displayed in any Host client.*

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Crunchtime Host

To enable via the Host Portal:



1. Log in to the Host Portal.
2. Navigate to Sites > Customize > Host Client, or to Templates > Host Client (depending on whether you are configuring a specific site or a template).
3. Enable the *Display Recommended Table on Party Cell* setting.
4. Save your changes.

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Feature Functionality

How Recommendations Are Generated

When arrived parties are waiting and tables become available, the system uses seating prediction logic and station rotation to match parties with tables. A recommendation may be generated for a waiting party when all the following criteria are met:

- The party has already arrived at the restaurant.
- The party is not in the “On Hold” state.
- The party has not already been assigned to a table.
- At least one available table meets the party’s needs (size, preferences) and is not pre-assigned to another party.

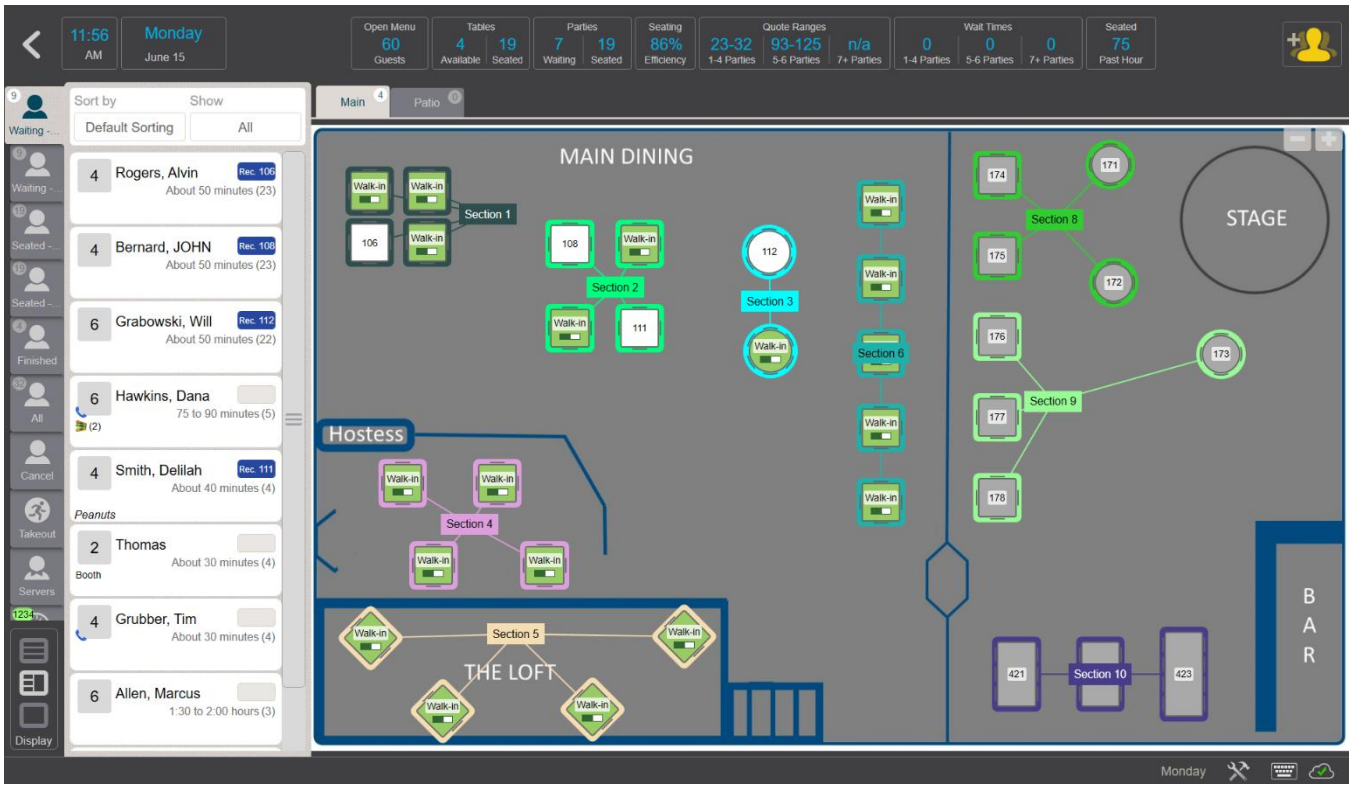
The system generates recommended tables based on the system-ordered waitlist and evaluates each waiting party against available tables, factoring in station rotation to distribute seating across sections appropriately. The system will only recommend a table to a party if the party’s seating preferences and size are compatible with the table.

Note: *Due to configuration options available for filtering and sorting visits on the guest tabs, the underlying order of the system-ordered waitlist may not match the order in which parties are displayed in the Host client. As a result, a party displayed higher on the visual waitlist may not necessarily receive a recommendation before a party displayed lower down.*

How Recommendations Appear on the Party Cell

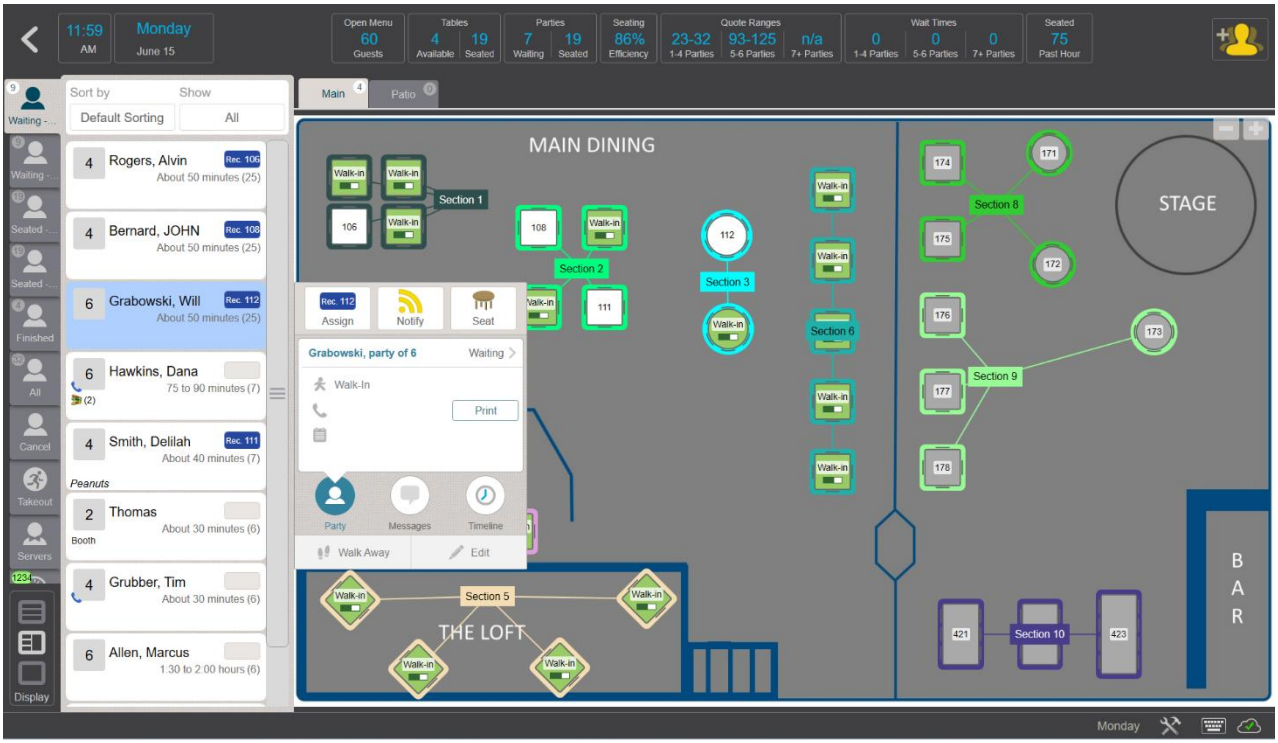
When a party has a recommended table, the Assign button on the party cell changes to reflect the recommendation. The button displays a blue background with the text “Rec. [Table]” (for example, “Rec. 101”). Once the party is assigned to any table (recommended or otherwise), the button returns to its normal appearance.

If there are multiple tables recommended to a party (e.g., a large party recommended a joined table group), then the Assign button will display the first table in the table group with a + next to it.



REFERENCE GUIDE

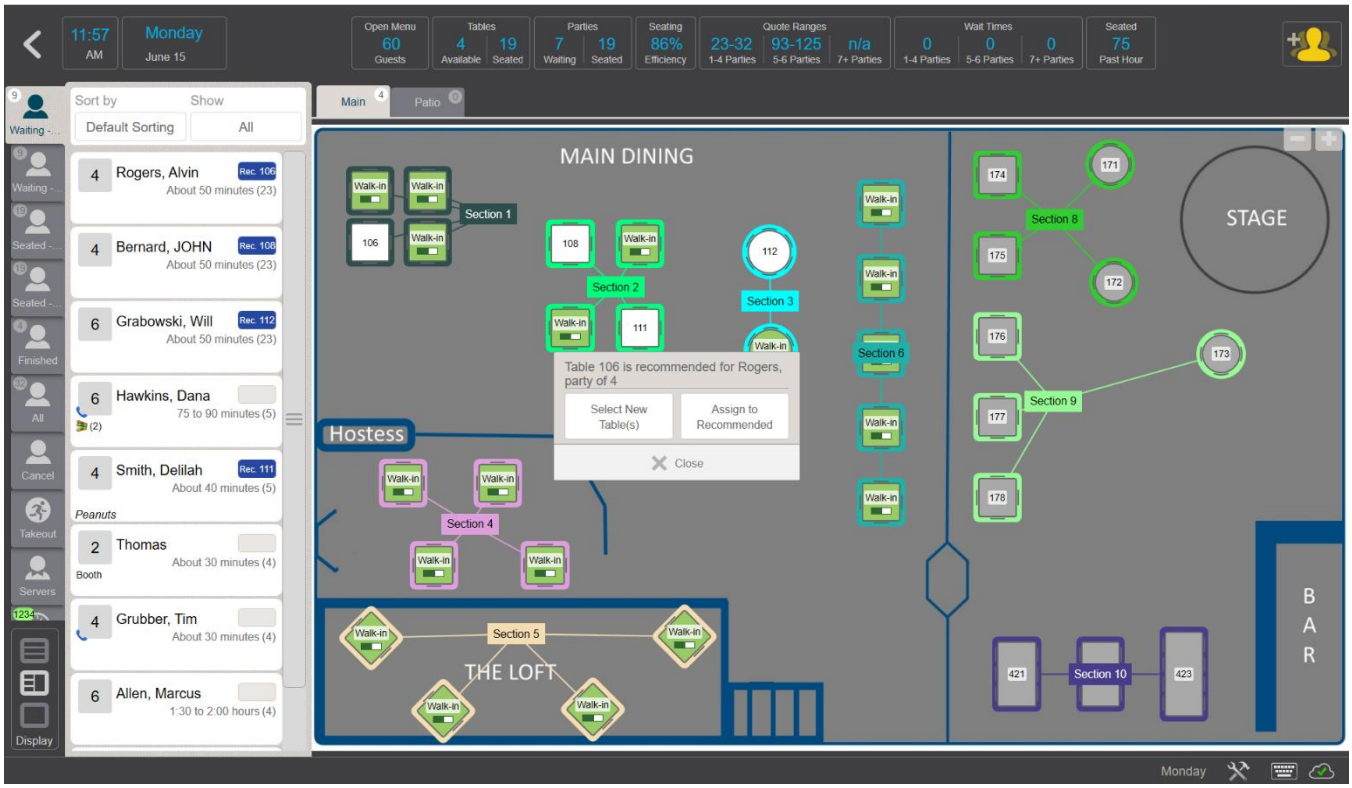
Crunchtime Host



Acting on a Recommendation

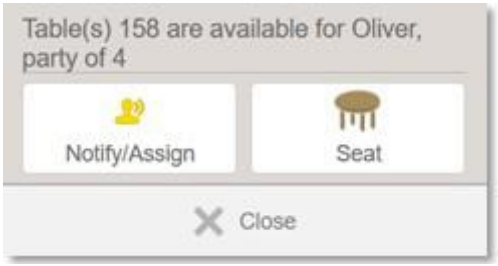
Tapping the Assign button on a party cell with a recommended table opens a popup with three options:

- **Assign to Recommended**: Automatically assigns the party to the recommended table and closes the popup.
- **Select New Table(s)**: Opens the standard Assign Table workflow, allowing users to choose a different table.
- **Close**: Closes the popup without making changes. The recommendation is retained and continues to display on the party cell.



Utilizing Prompts: Unassigned Party

1. Select **Add Party** and enter the parties party's information.
2. Choose the **Waiting** icon.
3. For an unassigned party, prompt the Notify/Assign or Seat prompt will appear. *Choose one of the following options:*

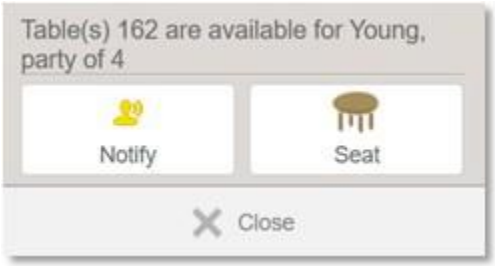


- **Notify/Assign:** This will notify the party and assign the suggested table.
- **Seat:** Party will be automatically seated to the suggested table.
- **Close:** Prompt will disappear and party will be placed on the wait list (closing the suggested seating prompt is equivalent to denying the prompt).

Note: All subsequent waiting parties will NOT receive an automatic suggested seating prompt until the party associated with the denied seating prompt is removed from the wait list.

Utilizing Prompts: Assigned Party

1. Select an Unassigned Party on the wait list.
2. Choose **Assign** and select the appropriate table.
3. Once the previous party with a higher priority has been removed from the wait list or the assigned table becomes available, the Notify or Seat prompt will appear. *Choose one of the following options:*



- **Notify:** Party will be notified that their table is ready.

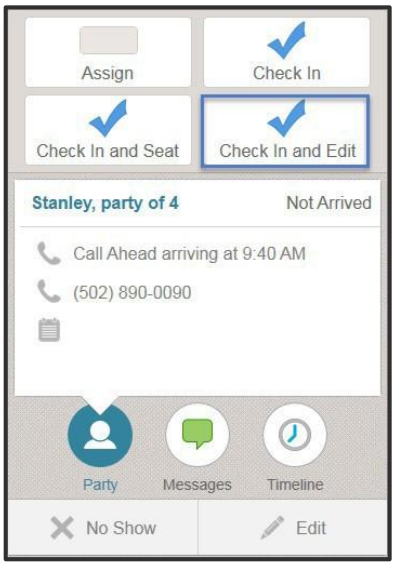
- **Seat:** Party will be automatically seated to the assigned table.
- **Close:** Prompt will disappear and party will remain on the wait list (closing the suggested seating prompt is equivalent to denying the prompt).

Note: All subsequent waiting parties will NOT receive an automatic suggested seating prompt until the party associated with the denied seating prompt is removed from the wait list.

Checking In and Editing a Party

You also have the option to check in and edit the party at once.

1. Select the party that has arrived from the wait list. *The Not Arrived party actions pop-up appears.*

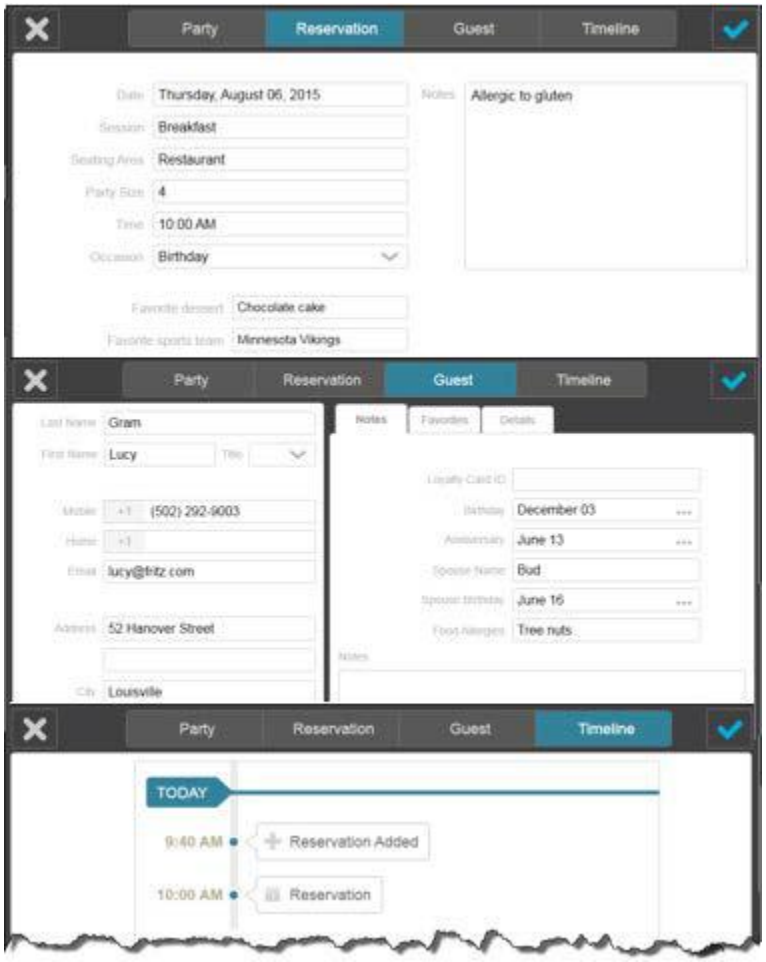


2. Select **Check In and Edit**. *The party details form appears.*



3. Make any necessary edits on the Party tab and select ✔. *The phone icon in the party cell is now a check mark.*

Note: The party is not checked-in until you leave the party details form by either accepting the edits you made (by selecting ✔) or by canceling the edits (by selecting ✖). *You can also make edits on the Reservation and Guest tabs. The Timeline tab is view-only.*



Note: When reservations are taken, they do not get assigned a notification type. So once you have checked in a reserved party, the party's notification type defaults to **SMS** if the party has a mobile phone number in the system. If a reserved party has checked in and does not have a mobile phone number in the system, the notification type defaults to **Verbal**. If you do not have an Enterprise connection and check in a reserved party, the party's notification type defaults to **Phone** if the party has a mobile phone number in the system.

4. Guest tab edits may be limited based on Portal settings for Loyalty customers.

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Marking a Party as a No Show

Occasionally a party that has called ahead or made reservations will cancel or never arrive at the restaurant.

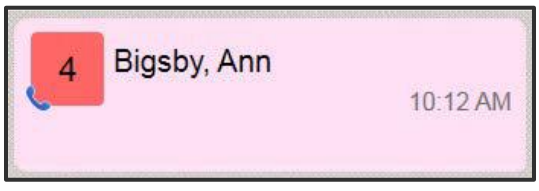
1. Select **Seating** on the home page. *The seating layout appears.*



2. Select a party that has not arrived from the wait list. *The Not Arrived party actions pop- up appears.*

Note: The **No Show** menu option appears on the pop-up once the reservation time has passed. For example, at 2:05 P.M. you select a reservation for 5:00 P.M., the last option in the pop-up is **Cancel Reservation**. However, if it is 5:05 P.M. and you select a reservation for 5:00 P.M., the last menu option is now **No Show**.

3. Select **No Show**. The party is removed from the **Waiting** tab and added to the **Finished** tab. *No shows (like walk-aways) are shaded in pink.*



Note: Unarrived reservations and unarrived call-ahead parties have their status updated to **No Show** after an end of day runs.

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Seating Parties

Introduction

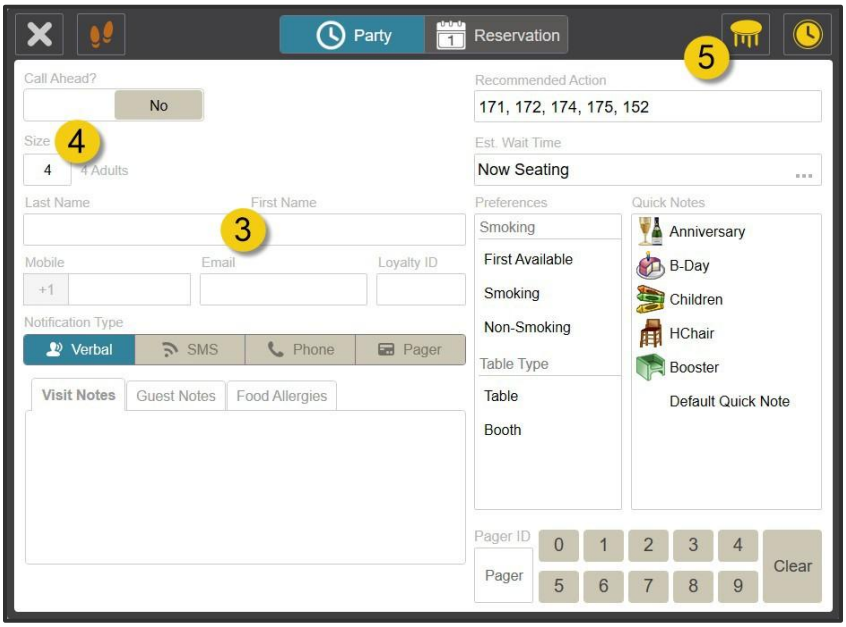
The most common actions performed at a Crunchtime Host terminal are greeting, waiting, and seating parties. Seating procedures and seated party actions such as completing, moving, unseating, and walking away are discussed in this section.

Seating a Party with No Wait

Often, parties arrive at the restaurant without having a reservation (or call ahead). These are called walk-in parties. There are times when they can be seated without any wait, directly from the party greeter/Add Party form.

These steps apply to all three styles of greeter forms. The following steps include just the required fields, but you can enter data for all fields.

1. Select **Seating** on the home page. *The seating layout appears.*
2. Select , located in the top right hand corner of the screen. *The greeter form appears.*



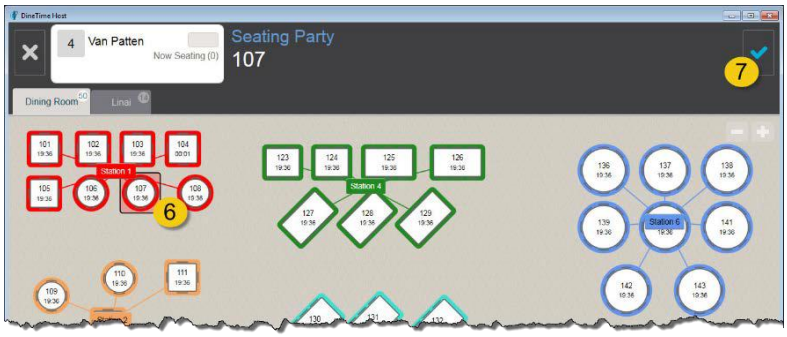
3. Enter a **Last Name**. *If you do not assign a party name, Crunchtime Host will provide an anonymous name. The default anonymous party name is Walk-in and is found in the Crunchtime Portal.*



4. Enter a party size.

Note: If you are using a Standard style greeter form and **Show Party Mix?** is enabled in the Crunchtime Portal click the **Size** box. The **Party Mix** form appears. Select a party mix category(s): Adult, Child, Senior, and Infant and select the number of guests that belong to each category and select ✔ to return to the greeter form.

5. Select Seat (or  if you are using the Standard style greeter form). The seating layout appears.

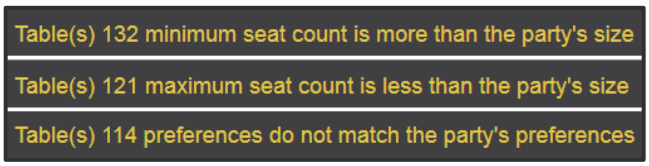


6. Select a table or tables.
7. Select ✔ at the top right of the screen.

Note: If **Automatically seat non-large parties when seating requirements are met** or **Automatically seat large parties when seating requirements are met** is selected in the Crunchtime Portal, the party will be seated when you select a table (and you will not select ✔).

   a. If you have either of these options selected and **Automatically select the top suggested table for seating** is also selected in the Crunchtime Portal, the party will immediately be seated when you select **Seat** or .

b. If **Allow a table's minimum seat count to be overridden** is NOT selected in the Crunchtime Portal, and you attempt to seat a party whose size (e.g. 2) is less than the table's minimum seat count (e.g. 5), a message appears at the bottom of the screen and you are not able to seat the party at that table.
c. If **Allow a table's maximum seat count to be overridden** is NOT selected in the Portal, and you attempt to seat a party whose size (e.g. 7) is greater than the table's maximum seat count (e.g. 5), a message appears at the bottom of the screen and you are not able to seat the party at that table.
d. If **Allow a party's preferences to be overridden** is NOT selected in the Portal, and you attempt to seat a party whose preferences differ from the table's properties, a message appears at the bottom of the screen and you are not able to seat the party at thattable.



Note: Once seated, the party's name will now appear on the table in the room if  or  is selected in the **Table Display** section of the Toolbox.

Seating a Waiting Party

There are two ways to seat a waiting party:

- Dragging and dropping the party from the Waiting tab to the seating layout.
- Selecting a party from the Waiting tab and selecting Seat on the waiting party's pop-up form.

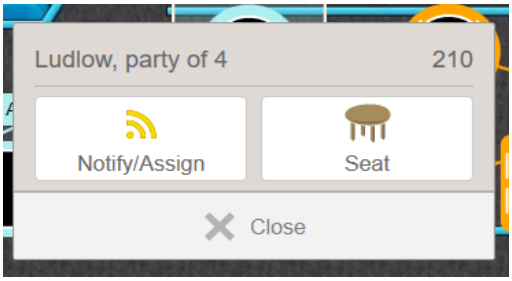
To seat a party with drag and drop

1. Select a party from the **Waiting** tab.
2. Drag the party to a table in the room. *Notice the guest's name and party size is shown in a call-out box as it is being seated.*

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Note: If **Prompt for page/preassigned or seat when seating parties** is selected in the Crunchtime Portal, the **Seating Actions** dialog box appears once you drop a party onto a table.



3. Select **Seat**.
    a. If **Allow a table's minimum seat count to be overridden** is not selected in the Portal, and you attempt to seat a party whose size is less than the table's minimum seat count, a message appears at the bottom of the screen and you are not able to seat the party at that table.
    b. If **Allow a table's maximum seat count to be overridden** is not selected in the Portal, and you attempt to seat a party whose size is greater than the table's maximum seat count, a message appears at the bottom of the screen and you are not able to seat the party at that table.
    c. If **Allow a party's preferences to be overridden** is not selected in the Portal, and you attempt to seat a party whose preferences differ from the table's properties, a message appears at the bottom of the screen and you are not able to seat the party at that table.

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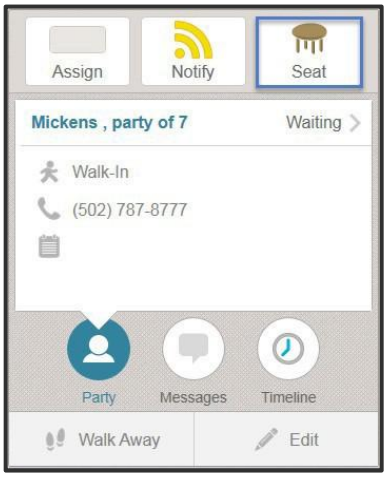
Table(s) 132 minimum seat count is more than the party's size

Table(s) 121 maximum seat count is less than the party's size

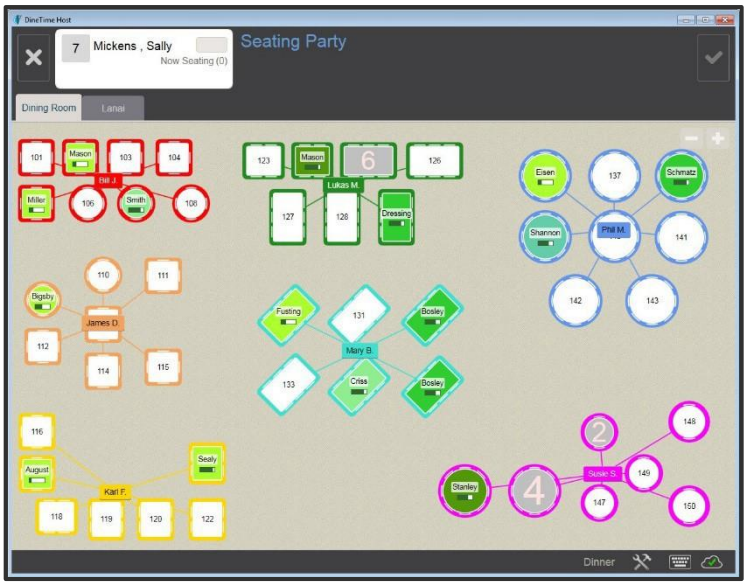
Table(s) 114 preferences do not match the party's preferences

To seat a party by selecting the party

1. Select a party from the **Waiting** tab. *The waiting party actions pop-up form appears.*

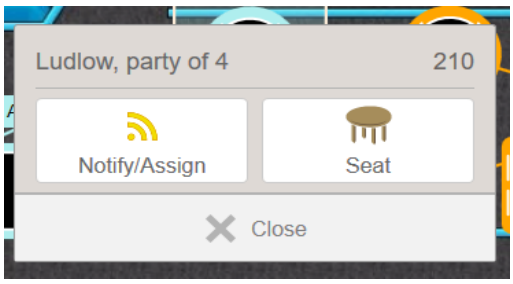


2. Select **Seat**. *The seating layout appears.*



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3. Select a table or tables.
4. Select ✔ in the top right of the screen. *If **Prompt for page/preassigned or seat when seating parties** is selected in the Crunchtime Portal, the **Seating Actions** dialog box appears.*
   a. Select **Seat**.



   b. When the **Seating Actions** dialog box appears depends on your settings. It can appear at two different times during the seating process:

- After you select a table/when a table is automatically selected by Crunchtime Host.
- After you select a table/when a table is automatically selected and you select ✔.

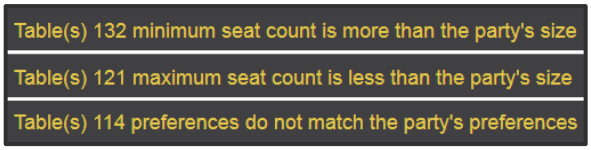
Note: If **Automatically seat non-large parties when seating requirements are met** or **Automatically seat large parties when seating requirements are met** is selected in the Portal, the party will be seated when you select a table (and you will not select ✔).

   c. The party will immediately be seated when you select **Seat** and if all three of the following conditions are met:

- ***Either Automatically seat non-large parties when seating requirements are met or Automatically seat large parties when seating requirements are met is selected***
- **Prompt for page/preassigned or seat when seating parties** is NOT selected
- ***Automatically select the top suggested table for seating is selected***

   d. If you have these options selected, including: **Automatically select the top suggested table for seating**, the party will immediately be seated when you select a table.
   e. If **Allow a table's minimum seat count to be overridden** is NOT selected in the Portal, and you attempt to seat a party whose size (e.g. 2) is less than the table's minimum seat count (e.g. 5), a message appears at the bottom of the screen and you are not able to seat the party at that table.

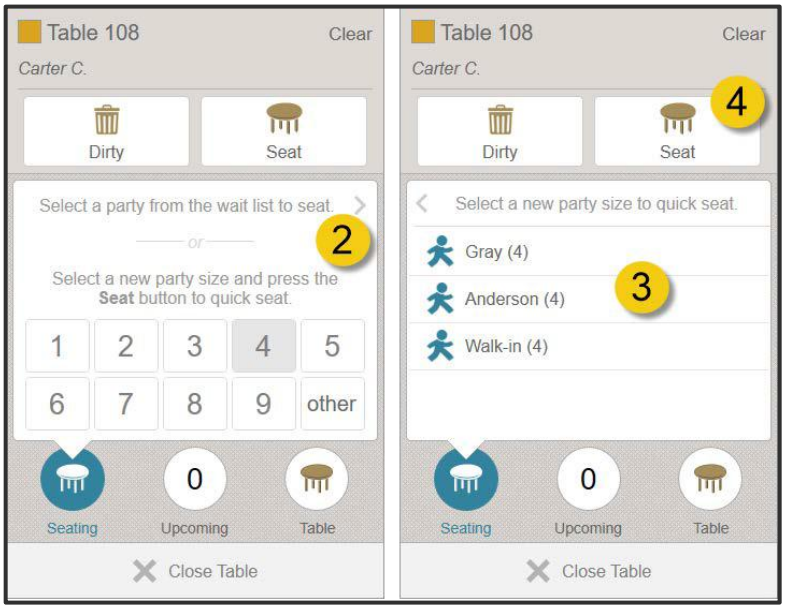
f. If **Allow a table's maximum seat count to be overridden** is NOT selected in the Portal, and you attempt to seat a party whose size (e.g. 7) is greater than the table's maximum seat count (e.g. 5), a message appears at the bottom of the screen and you are not able to seat the party at that table.
g. If **Allow a party's preferences to be overridden** is NOT selected in the Portal, and you attempt to seat a party whose preferences differ from the table's properties, a message appears at the bottom of the screen and you are not able to seat the party at that table.



Note: For either of these two seating methods, if **Enable prompt for seating when tables are available and/or Enable prompt for seating when assigned tables are available** is selected in the Portal, a prompt may appear in the seating layout notifying you that a table is available for a party to be seated at and asking whether or not you would like to go ahead and seat the party there now. If you want to seat the party, select on the prompt.

To seat a party by selecting a table

1. Select an unoccupied table in the room. *The table details pop-up form appears.*
2. Select , located next to **Seat a party from the wait list to seat**.



3. Select the desired party.
4. Select **Seat**.

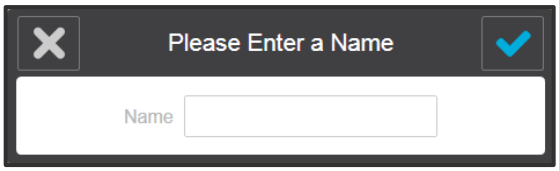
Quick Seating a Party

If you do not have a wait list at the time, you can quickly seat a party without using the Add Party form or taking party information. When quick seating, you can only select one table. *Once you have seated parties, they will appear on the Seated tab.*

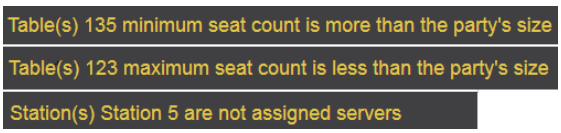
1. Select an unoccupied table in the room. *The table details pop-up form appears.*
2. Select or enter a party size.



3. Select **Seat**. *A party-size pop-up appears.*
   a. **Walk-in** (the default name) or whatever name you have set for an anonymous party in the Crunchtime Portal now appears on the table if either of the following settings are selected in the Table Display of the Toolbox:
   .
   b. If **Require** **quick seated party** is selected in the Portal, a name pop-up appears after the party size pop-up.
   c. Enter the party name and select **OK**.



Note: If you are not allowed to seat a party because it does not meet the requirements set in the Portal, a message appears in the status bar saying that this action could not take place and why.



4. You can also quick seat a party at a dirty table and/or a closed table. If you quick seat at a closed table, the Table Pick-up form appears. Select a station/server and select .

Seating a Party at a Closed Table

The ability to seat a party at a closed table allows a server to be assigned on the fly. A prompt appears when opening a closed table that was not previously assigned a server.

The following prerequisites must be configured in the Portal for the prompt to appear:

- Site has "allow a party to be seated at a table without an assigned server" rule is disabled.
- Site has "allow a table assigned to a closed station to be opened" enabled.
- The table being opened is assigned to a table Section.
- The Section in questions has no servers assigned.

Perform the following steps if the above criteria is met:

1. Select a Closed Table.
2. Select an Open Table on the table popover.



3. Choose a Server on the **Select Server** prompt.
4. Select the checkmark.

Completing a Party

Once a party has left the table and the table is ready for guests to be seated there again, the table can be marked as Complete. Depending on the Crunchtime Portal settings, a party may be completed when it is marked Completed, Dirty, or Clear.

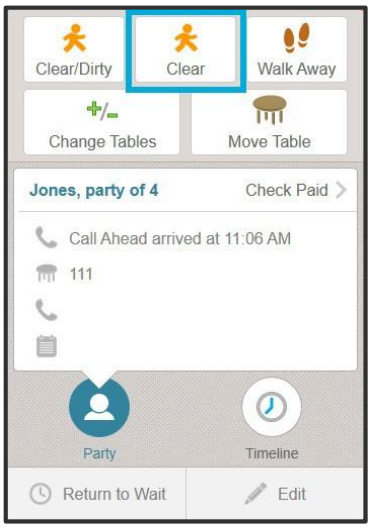
You can complete a party one of two ways:

- From the Seated List
- From the room.

Note: Be aware of the party completion settings in the Portal. Depending on what is selected there, a party might be completed when it is dirtied or cleared.

To complete a table from the Seated tab

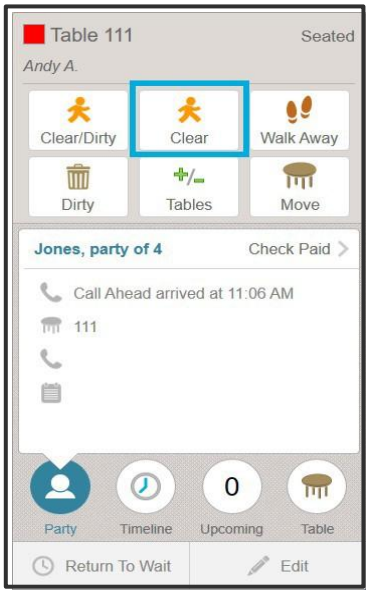
1. Select **Seating** on the home page. *The seating layout appears.*
2. Select a party from the **Seated** tab. *The Seated party actions pop-up appears.*



3. Select **Clear**. *The party is removed from the Seated tab and appears on the Finished tab (or a customized tab with custom filters that include completed parties).*

To complete a party from the room

1. Select **Seating** on the home page. *The seating layout appears.*
2. Select an occupied (seated) table in the room. *The occupied table actions pop-up form appears.*



3. Select **Clear Party**. *The party is removed from the **Seated** tab and appears on the **Finished** tab (or a customized tab with custom filters that include completed parties).*

Note: If **Use early party completion prompt** is selected in the Portal, an early completion prompt appears if you attempt to complete a party before the threshold time set in the Crunchtime Portal passed (e.g. If the threshold is set to 30 min, and you attempt to complete a party before 30 min, the prompt will appear). If the party is seated at multiple tables and **Allow each table to be independently marked as "completed"** is selected in the Portal, the **Complete the entire party or just the selected table?** prompt will appear.





Changing a Seated Party Status/Meal Stage

If Crunchtime Host is running with CSK and/or a POS, the system can automatically update meal stages. That means when an action is taken in the dining area at a POS or when a course is completed in the kitchen, the corresponding table in Crunchtime Host is updated with a new meal stage. In order for this to occur, a primary kitchen IP address must be defined in the ConnectSmartNetwork.xml file of the Crunchtime Server for CSK to communicate with Crunchtime Host.

If no primary IP address is defined, POS-defined meal stages (and check detail) functionality will not be available. If connection to the primary Kitchen Server fails, the system attempts to communicate with the secondary Kitchen Server.

The Crunchtime Host system can also automatically update meal stages based on turn times only (without using POS data) if **Do not change meal stages based on transaction events** is selected in the Crunchtime Portal.

The automatically updated meal stages are:

- Drinks
- Appetizers
- Entrees
- Desserts

The manual meal stages include options such as:

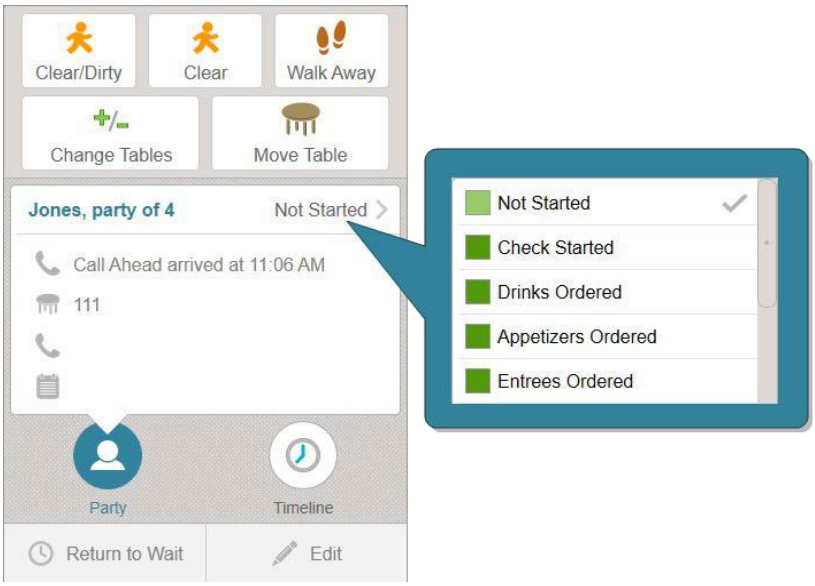
- Check Started
- Check Printed
- Etc.

Turn times for these meal stages are set up in the Portal. Once the Time to Payment has elapsed, the meal stage will automatically advance to Check Paid.

Note: Automatic meal stages only move forward. However, you can manually move a meal stage backwards (e.g. from Check Printed to Dessert). You can also manually change the status of a party from the Guest tabs and the meal stage of a seated party from the room. You cannot disable either of these methods of meal stage advancement. That means whichever happens most recently (automatic or manual) will apply.

To manually change party status of a Seated party from the Seated Tab

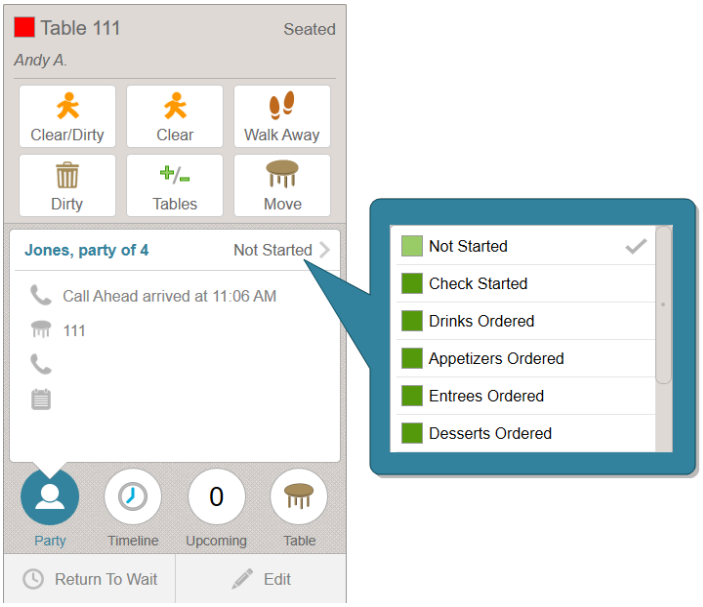
1. Select **Seating** on the home page. *The seating layout appears.*
2. Select a party from the **Seated** tab. *The **Seated** party actions pop-up appears.*
3. Select the current status. *A list of statuses appears (the current status is highlighted).*



4. Select another status.

To manually change party status of a seated party from the room

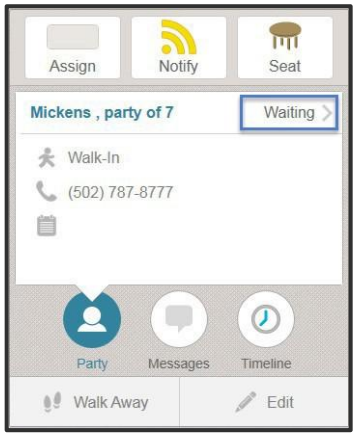
1. Select **Seating** on the home page. *The seating layout appears.*
2. Select an occupied (seated) table in the room. *The occupied table actions pop-up appears.*
3. Select the current status. *A list of statuses appears.*



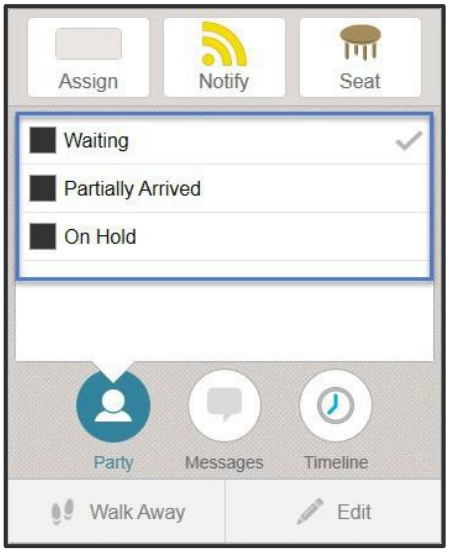
4. Select another status.

To manually change party status for a waiting party

1. Select **Seating** on the home page. *The seating layout appears.*
2. Select a party from the Waiting tab (wait list). *The waiting party actions pop- up appears.*



3. Select **Update Party Status**. *The waiting party pop-up becomes a status list.*



4. Select a status.

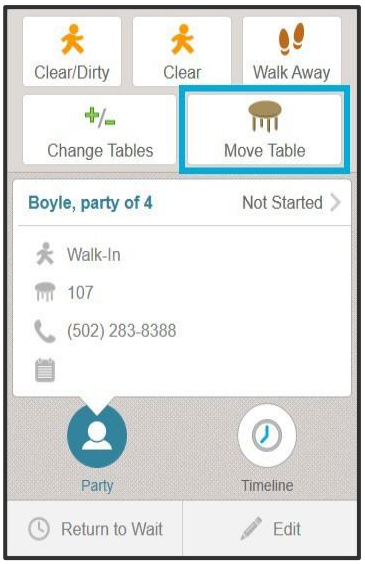
Moving a Party

Seated parties can be moved (transferred) from one table to another. You can move a party by three methods:

- Select a party from the Seated tab.
- Select an occupied table from the room and drag and drop.
- Select an occupied table from the room and use table move functionality.

To move a party from the Seated Tab

1. Select **Seating** on the home page. *The seating layout appears.*
2. Select a party from the **Seated** tab. *The **Seated** party actions pop-up appears.*



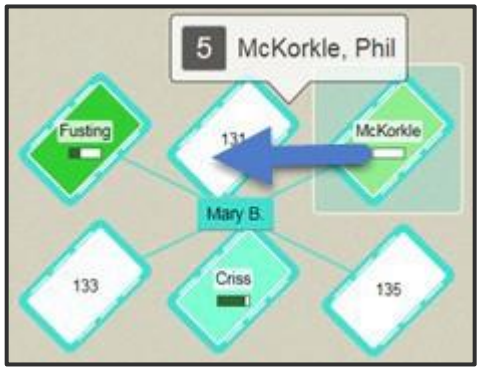
3. Select **Move to Another Table**. *The seating layout appears.*



4. Select another available table or tables in the room.
5. Select , located in the top right of the screen. *The table the party was previously seated at is now available.*

To move a party from the room with drag and drop

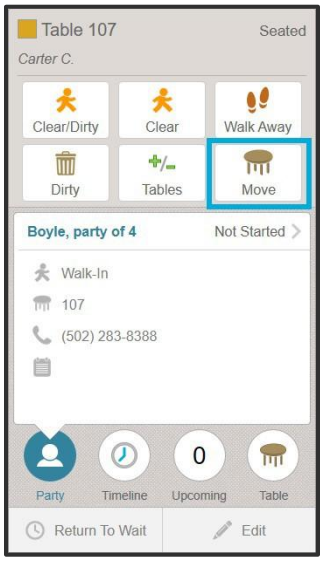
1. Select the table the party is currently seated at in the room.



2. Drag and drop the table to another table.

To move a party from the room

1. Select (press) the table the party is currently seated at in the room. *The occupied table actions pop-up appears.*



2. Select **Move to Another Table**. *The seating layout appears.*



3. Select another available table or tables in the room.
4. Select , located in the top right of the screen. *The table the party was previously seated at is now available.*

Changing Tables

Adding a table or tables to a seated party is similar to moving tables; however, the party is not moving from its current tables. You are adding another table or tables to your party to accommodate added guests. You can add (and remove) tables to a party by two methods: selecting a party from the Seated tab or selecting an occupied table in the room.

To add tables from the Seated Tab

1. Select **Seating** on the home page. *The seating layout appears.*
2. Select a party from the **Seated** tab. *The seated party actions pop-up form appears.*



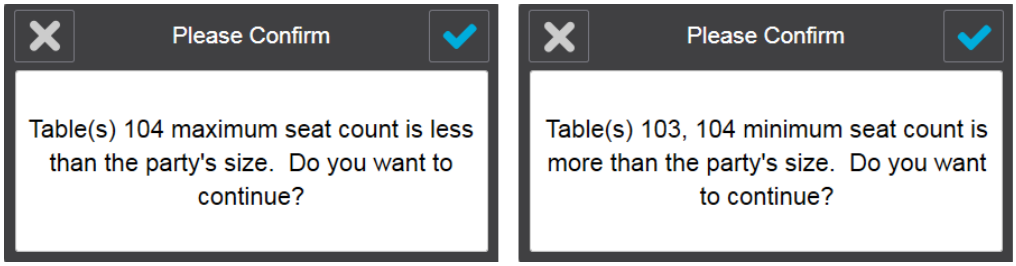
3. Select **Change Tables (+/-)**. *The seating layout now shows the dashboard at the top of the screen with the Change Tables action in progress.*

Note: If party mix is enabled in Portal that information is displayed when changing tables.



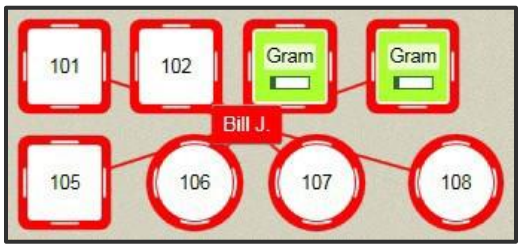
4. Select another table or tables in the room (that is now necessary because the party has gained guests).
5. Select ✔ in the top right of the screen.

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6. If **Prompt when a table's minimum seat count is to be overridden** is selected in the Crunchtime Portal and conditions apply, a confirmation prompt appears.

Note: Select . The party will now be seated at multiple tables. *In this example, table 104 is now selected in addition to table 103.*



To add tables from the room

1. Select (press) the table the party is currently seated at in the room. *The occupied table actions pop-up form appears.*



2. Select **Change Tables (+/-)**. *The seating layout appears.*
3. Select another table or tables in the room.
4. Select ✔ in the top right of the screen. *Depending on your settings, you may get a confirmation prompt.*

To remove tables from the Seated tab

1. Select **Seating** on the home page. *The seating layout appears.*
2. Select a party from the **Seated** tab. *The seated party actions pop-up appears.*



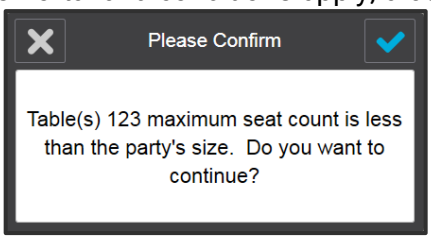
3. Select **Change Tables** (+/-). *The seating layout now shows the dashboard at the top of the screen with the **Change Tables** action in progress.*



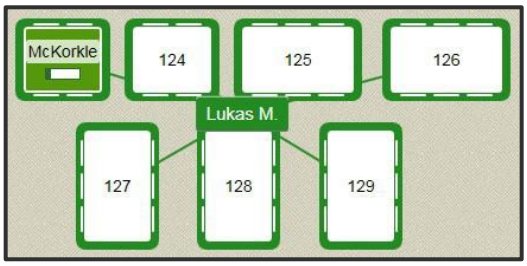
4. Select another table or tables in the room (that is no longer needed because the party has lost guests).
5. Select ✔ at the top right of the screen.

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6.
   - If **Prompt when a table's maximum seat count is to be overridden** is selected in the Portal and conditions apply, a confirmation prompt appears.



7. Select ✔. The party will now be seated at fewer tables (and in this case, one table). *In this example, table 124 is no longer selected.*



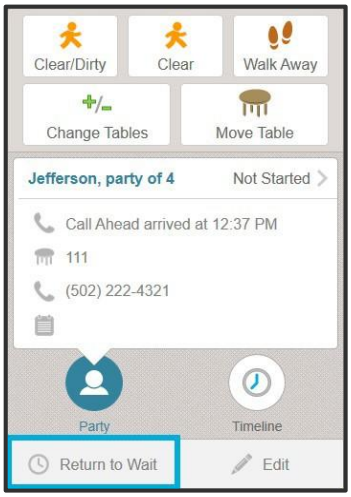
Unseating a Party

Once a party is seated at a table, they may decide that they would like to go back onto the wait list and wait for another table to become available (e.g. they don't like the table they're currently seated at). You can unseat a party by two methods:

- Select a party from the Seated tab.
- Select an occupied table from the room.

To unseat a party from the Seated tab

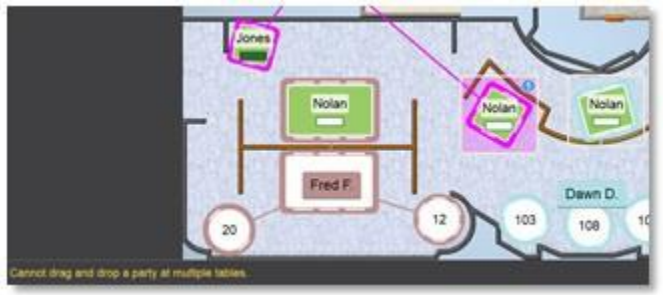
1. Select **Seating** on the home page. *The seating layout appears.*
2. Select a party from the **Seated** tab. *The seated party actions pop-up appears.*



3. Select **Return to Wait List**. *A confirmation prompt appears.*



4. Select **Yes**. *The party returns to the **Waiting** tab.*
5. If a party is seated across multiple tables and would like to move, if only one of the seated tables is highlighted and attempted to be moved, an error will display.



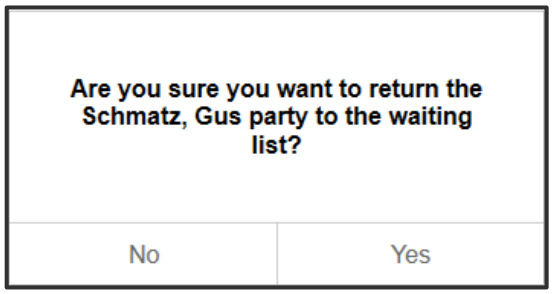
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To unseat a party from the room

1. Select **Seating** on the home page. *The seating layout appears.*
2. Select an occupied table in the room. *The occupied table actions pop-up form appears.*



3. Select **Return to Wait List**. *A confirmation prompt appears.*



4. Select **Yes**. *The party returns to the **Waiting** tab.*

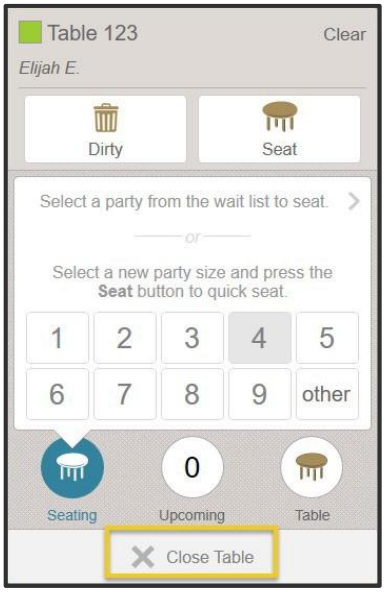
Other Table Actions

By selecting tables in the room, you can access options to close and open and dirty and clear tables. A table may be closed for various reasons. Perhaps it is a time of day that is not as busy as other times of the day, and not as many tables are needed. Maybe the table has something wrong with it and needs to be replaced, or a drink has been spilled on it. Regardless of the reason, you can close a table.

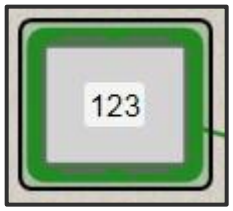
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Closing a Table

1. Select **Seating** on the home page. *The seating layout appears.*



2. Select an open table in the room. *The open table party actions pop-up form appears.*
3. Select **Close Table**. *The table is now appears gray in the room.*



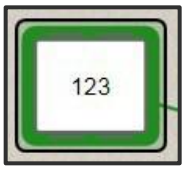
Opening a Table

1. Select **Seating** on the home page. *The seating layout appears.*
2. Select a closed table, which will appear grayed, in the room. *The closed table party actions pop-up appears.*

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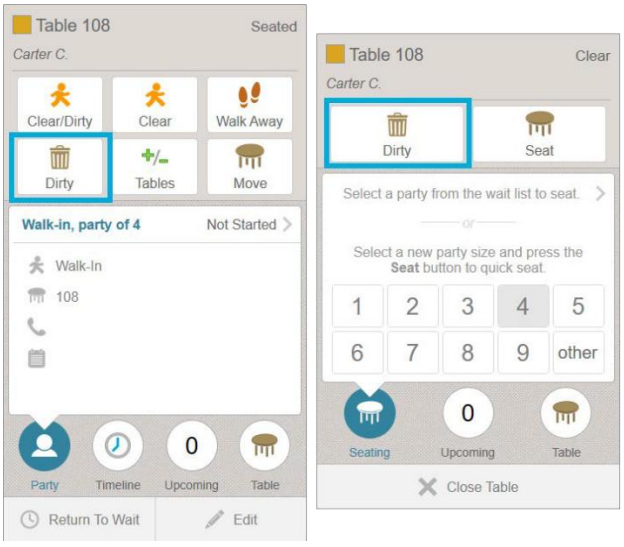


3. Select **Open Table**. *The table is no longer grayed and is now open.*



Dirtying a Table

1. Select **Seating** on the home page. *The seating layout appears.*
2. Select a table from the room. The table actions pop-up form that appears will differ depending on whether you selected an occupied or unoccupied table.



3. For an unoccupied table, select **Dirty**. *The table now appears shaded and with a trash can icon.*

Note: The **Dirty** status color is determined by settings in the Portal.



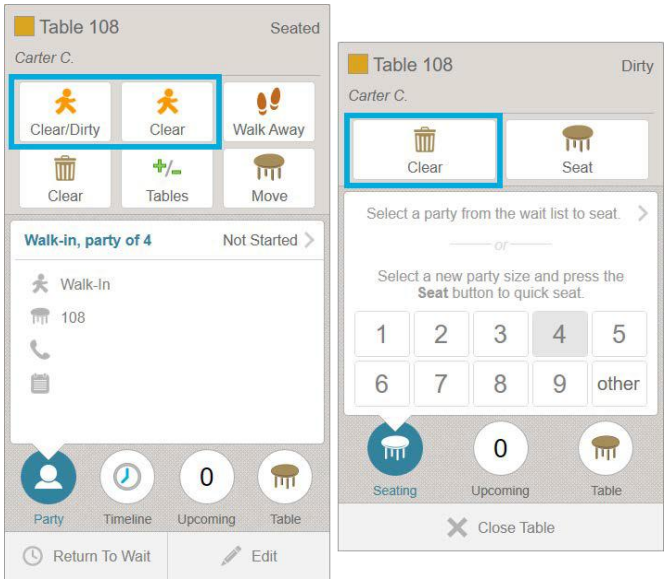
4. For an occupied table, select **Dirty**. *The table now appears with the trash can icon, but its color remains the color of its party status.*

Note: If **Complete a party when dirty table is marked as "Dirty"** is selected in the Portal, when you select **Dirty**, the table will be completed/cleared just as it would had you selected **Clear/Dirty**.

Note: When a table is dirty and not yet ready for guests to be seated, it can be marked as **Dirty** so that you know not to seat a party at that table. You can dirty unoccupied and occupied tables. Depending on Portal settings, the table can be automatically completed when the table is marked as **Dirty**.

Clearing a Table

1. Select **Seating** on the home page. *The seating layout appears.*
2. Select a dirty table. *The table actions pop-up form appears.*



3. Select **Clear**. *Once a table is dirty, the pop -up list shows **Clear** instead of **Dirty** and no longer includes the dirty icon.*

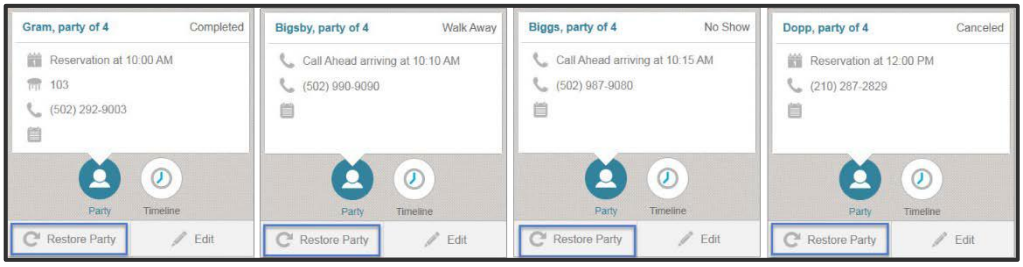
Note: If **Complete a party when dirty table is marked as "Clear"** is selected in the Portal, when you select **Clear**, the table will be completed/cleared just as it would had you selected **Clear Party and Dirty Table**.

Restoring a Party

The Finished tab includes completed, no show, and walk away parties. You can restore (recover) these cleared parties, which also include cancelled and deleted reservations. For example, if a party returns to the restaurant after they walk away and wants to go ahead and wait, you can put them back on the wait list without re- entering data. Parties can only be restored within the first 24 hours after they have been created (or within 24 hours after the reservation time).

Note: If a cleared party is restored, the party is re-seated at the table(s) they were seated at if that table is still on the active floor plan and is currently unseated. If the table is not in the active floor plan and/or the table is now occupied, the restored party is placed on the **Waiting** tab.

1. Select **Seating** on the home page. *The seating layout appears.*
2. Select a party on the **Finished** tab.

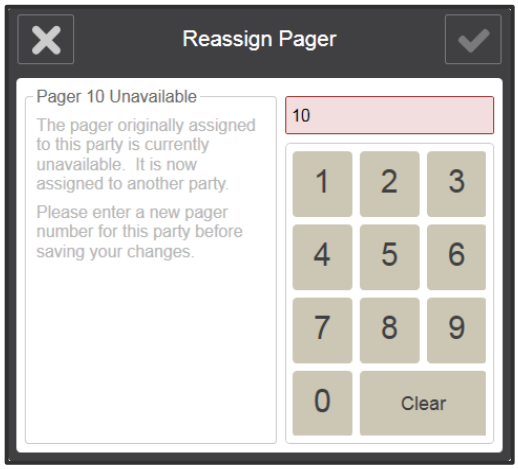


3. Select **Restore**. *The party returns to the **Waiting** tab.*

Note: Allow parties to be recovered must be selected in the Crunchtime Portal in order for this functionality to work. If it is not selected, the **Recover** option will not appear in the party options dropdown. *In that case, **Edit Party** will be the only option (unless Crunchtime Host is running with CSK and a POS which means the Check Detail option would appear on the dropdown for a completed party or a walk away party if their course had started.*



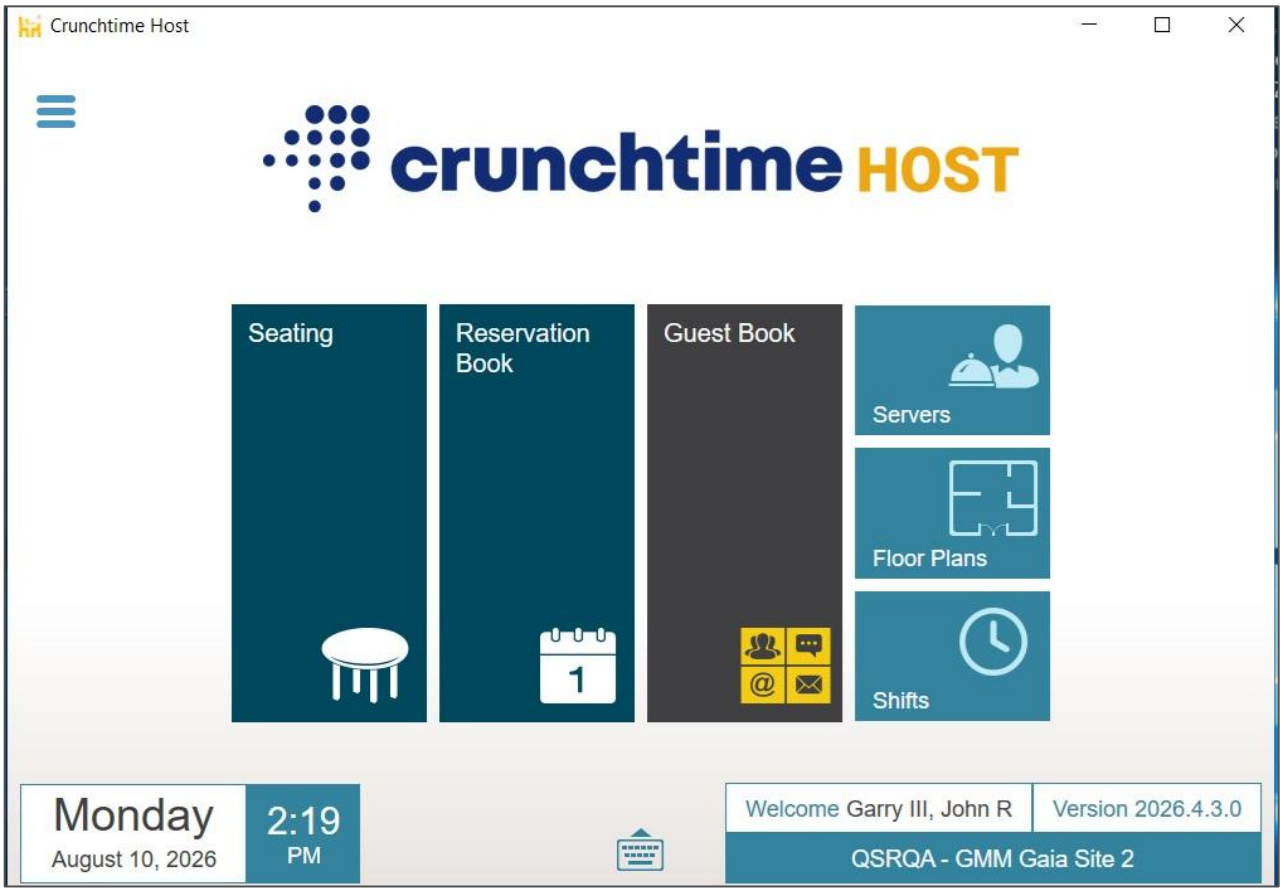
4. Unseating and recovering a party may cause duplicate pager IDs. *For example, a waiting guest's notification type was Pager and they were assigned pager 10. They walked away but came back a few minutes later. So, you restored them to the Waiting tab, but in the time they were gone, pager 10 had been assigned to another waiting party. In this case, the following form would appear so you can change the restored party's pager ID. (ControlPoint must be configured to use pagers.)*



Servers, Floor Plans, and Shifts

Introduction

Before you seat guests, you will need to set up at least one room. Rooms show a restaurant's seating area and table layout.



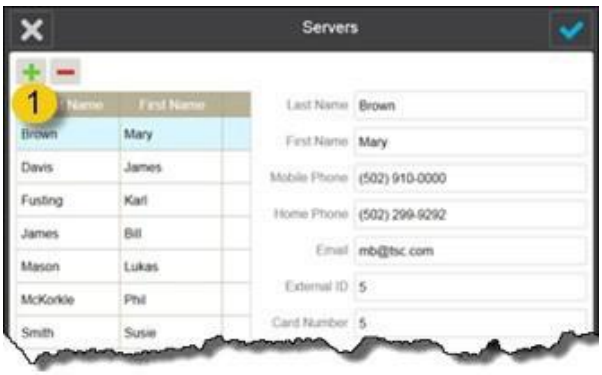
Home page

If you previously used Crunchtime Hostess, think of rooms as floor views.

Servers

You will need to add all of your servers (team members) on the Servers form prior to assigning a staff member to a station. Use the Servers form to add team members and enter their contact information.

1. Select **Servers** on the home page. *The **Servers** form appears.*



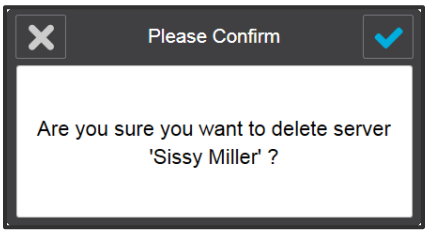
2. Select to add a server. *The **Add Server** form appears.*
3. Enter the **First Name**, **Last Name**, **Mobile Phone** and/or **Home Phone** , and ***Email.***



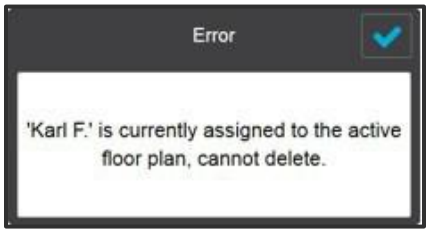
4. Enter an **External ID** and a **Card Number** (i.e., security or time clock card), if applicable. *Although not required, you may want to keep this information with the team member's records.*
5. Select .

Note: If you want to delete a server from the system, they must not be currently assigned to an active floor plan.

a. Select the server from the list and select . *A confirmation prompt appears.*



b. Select . *If you attempt to remove a server currently assigned to an active floor plan, an error message appears.*



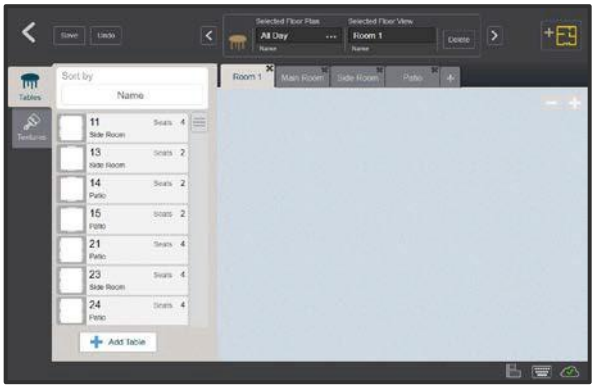
c. Select .

Adding Floor Plans

A floor plan is a table and station configuration that includes shifts and rooms. Floor plans often have multiple rooms, which show the restaurant's seating areas with table layout. Multiple rooms are recommended for restaurants with multiple levels or clearly-defined sections such as Dining Room, Bar, and Patio.

You may even want to have a floor plan for special days in which you expect more business like Mother's Day or days in which you may reconfigure table layout like offering more two-tops on Valentine's Day. The room is the layout image a team member will see on a Crunchtime Host terminal.

1. Select **Floor Plans** from the home page. *The **Floors Plans** page appears.*



Note: If you were previously in the **Floor Plan Editor** and did not close that floor plan (select **Close Floor Plan**), the next time you select **Floor Plans**, the **Floor Plan Editor** will open to the floor plan you previously had opened.

2. Select , located in the top right of the page. *The Floor Plan wizard appears.*

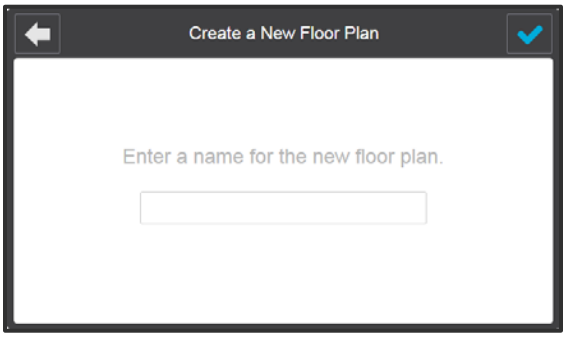


3. Select **Use Blank** or **Copy Existing**.

Use a blank template

By selecting this option, stations will not be set up, and tables will not be assigned to them. You are starting the floor plan from scratch.

1. Select **Use Blank**.
2. Select .



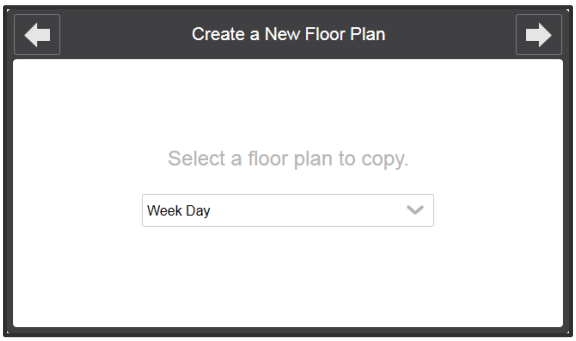
3. Enter a name for the floor plan and select .

Use an existing floor plan

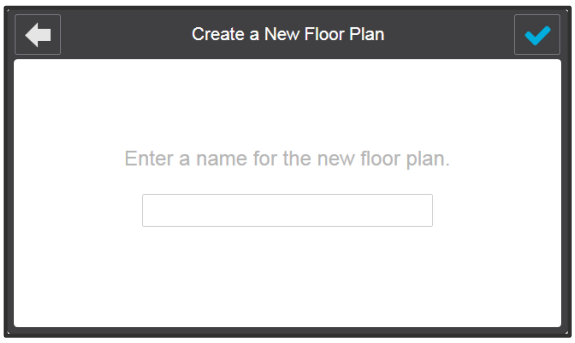
By selecting this option, Crunchtime Host will generate a new floor plan that already has a background image and tables configured as they are on an existing floor plan. The base floor plan is copied and can be assigned a new name.

Any station assignment edits made to the new floor plan will not change station assignments in the original floor plan.

1. Select **Copy Existing**.
2. Select .



3. Select the floor plan to copy from the dropdown list and select . *The **Enter a name for the new floor plan** prompt appears.*

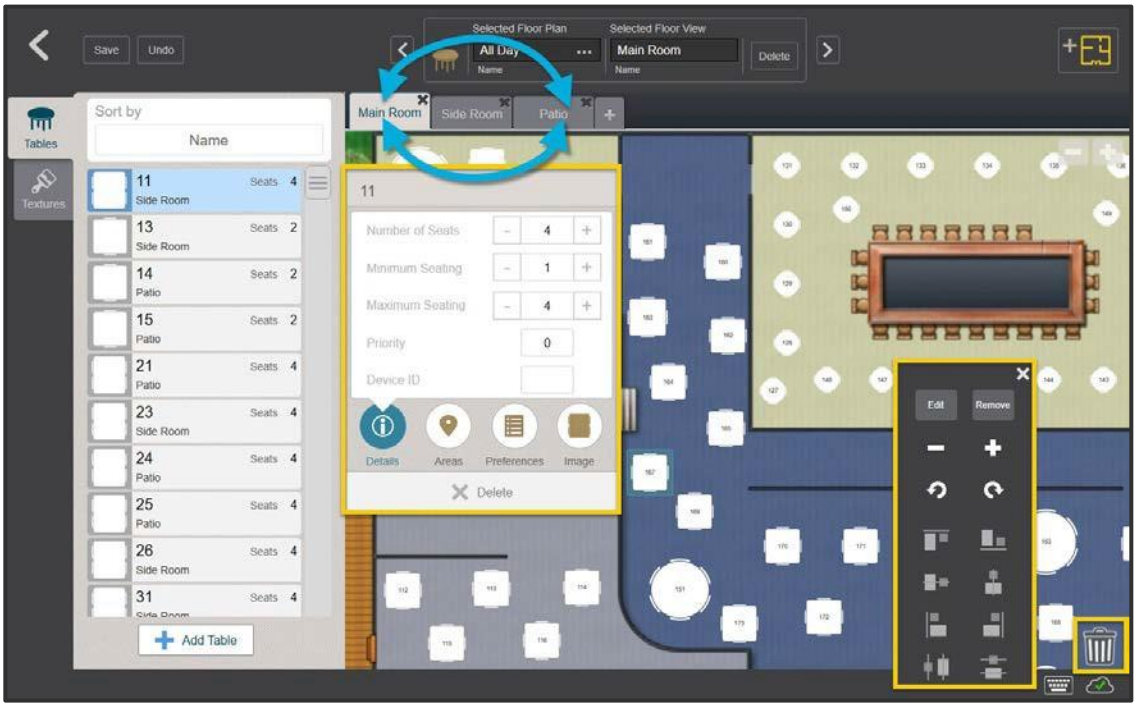


4. Enter a name and select . *Regardless of which method you used to create the floor plan, it will now appear in the Floor Plans menu.*

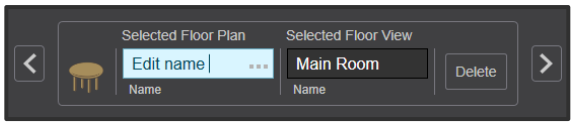
Note: The remaining steps assume the new floor plan was based on a blank floor plan.

5. Edit the Floor Plan in the view window:
   - Click any table in the Sorting list to edit: number of seats, min/max seating, priority, device ID, areas, preferences, and table image.
   - Change floor plan backgrounds by uploading images or selecting an existing one.
   - Add tables to a floor plan.
   - Edit or remove tables using the footer popup.
   - Drag and drop the floor view tabs into a particular order.

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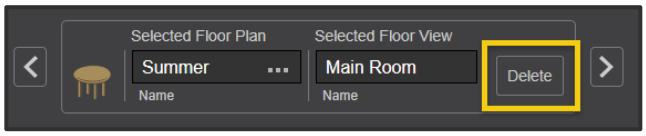
Note: To edit a floor plan name, enter a new name into the **Selected Floor Plan** field.



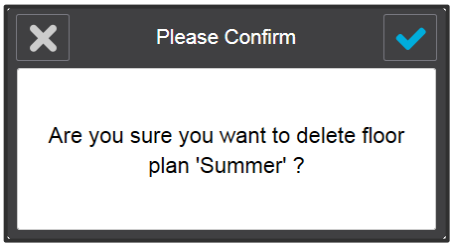
6. Click **Save** to save any changes.

Deleting a Floor Plan

1. Select **Floor Plans** on the home page. *The **Floor Plans** form appears.*
2. Select the Floor Plan you wish to delete.



3. Click **Delete**. *A confirmation prompt appears.*



4. Select 

   Note: Settings you create for the floor plan can be used in each room. For instance, the servers you add remain, e.g. the Servers List will be the same for each room, regardless which room you added the servers to in the Servers List. You do, however, have to re-select/assign servers to tables and tables to stations for each room.

Setting Up Floor Plans

*Floor plans can be set up and/or edited directly on the **Floor Plan Editor** page.*

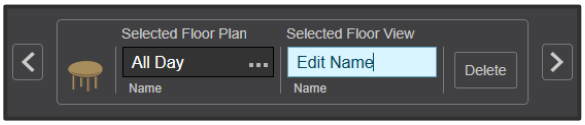


Floor Plan Editor

Editing a Room Name

A newly created floor plan has a default Room 1 room. You must be on the Floor Plan Editor to edit this room name and configure the room. (Once on the Floor Plan Editor, you can also add a new room.)

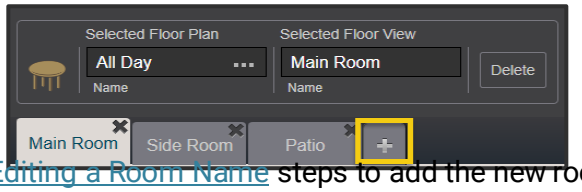
1. Enter a new name into the **Selected Floor Plan** field.



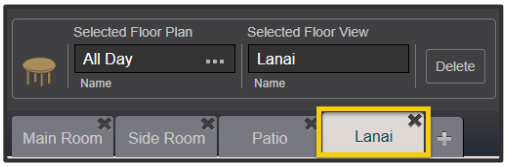
2. Enter a **Name**.
3. Click **Save** to save any changes.

Adding a Room

1. Select + on the **Floor Plan Editor**, located to the right of existing room tab (s).



2. Follow the Editing a Room Name steps to add the new room.



Note: You can have up to 10 rooms in a floor plan.

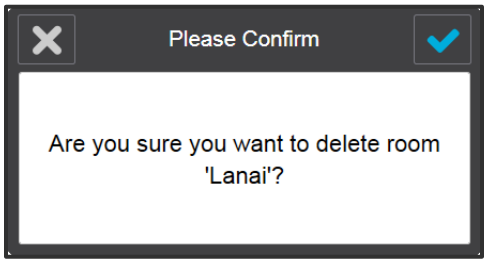
To Delete a Room

1. Select the X in the top of the tab.



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2. Select ☑ on the confirmation prompt.



Room Background

Before placing tables in a room, select or add your background. This background image will account for the look of your specific room including any walls, partitions, rooms, stairs, etc.

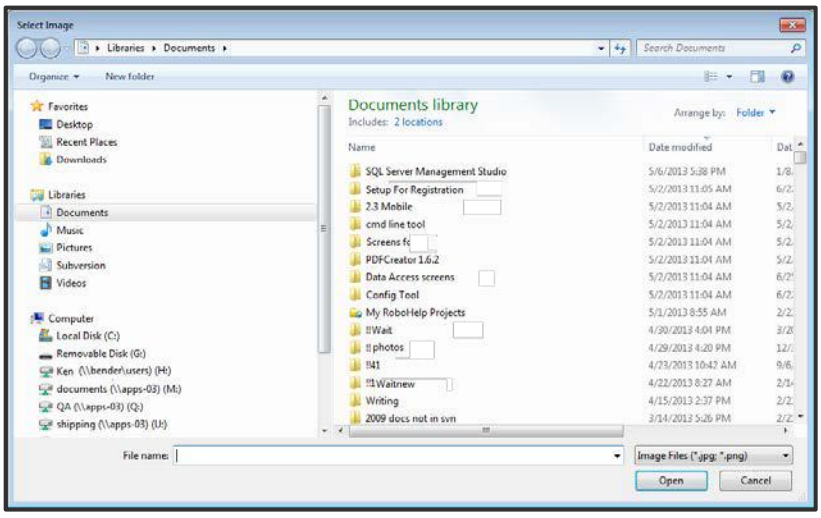
Note: When using a background image, QSR recommends using a lower resolution image, such as: 916x560. This helps maintains the legibility of table numbers, guest names, and timers. **For example:** Here is how a 916x560 **(Left)** and an 1832x1120 **(Right)** background image compare.



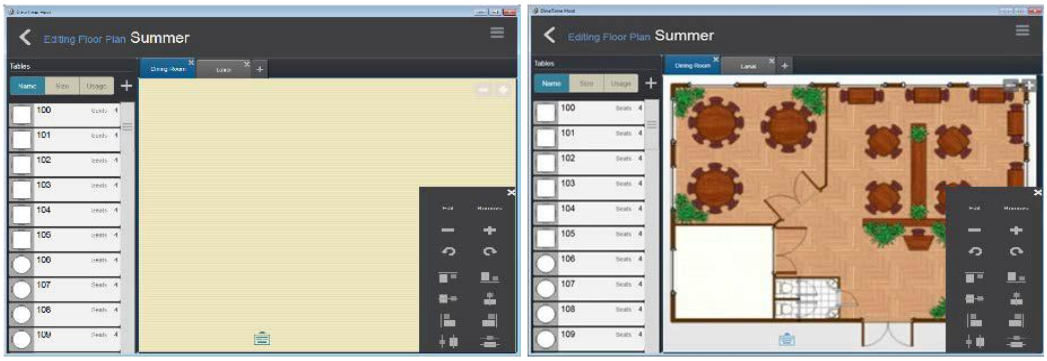
1. Select the **Textures** tab on the **Floor Plan** menu to select or add a background.



2. Select an embedded texture or add your own.
   a. To import one of your own images, select **Add Texture**. *The **Select Image** dialog box appears.*



   b. Select an image and select **Open**.
   c. Select an image and select . *It will now appear as the background in the **Floor Plan Editor**.*

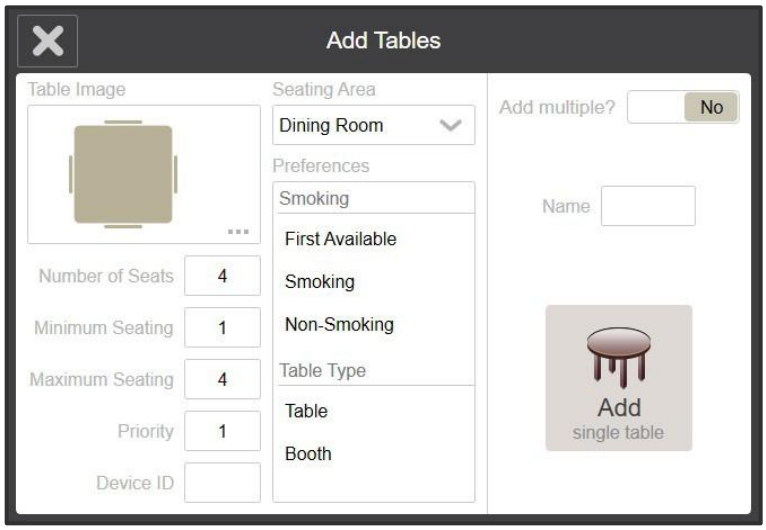


Note: When a user-defined image is added to the system, all remote Crunchtime Host terminals must be restarted in order for the image to be seen on that client.

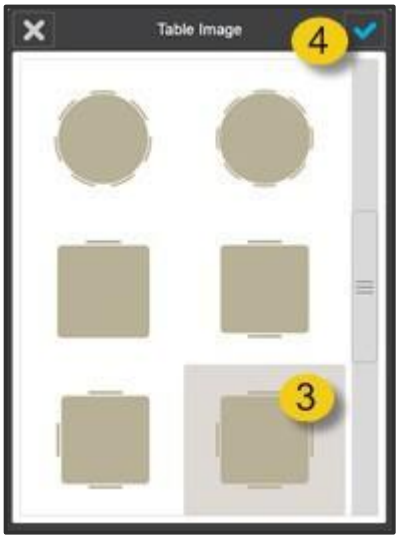
Adding Tables

Once you add tables to a floor plan, they will become available to all other new floor plans.

1. Select the **Add Table** button on the **Tables** tab of the **Floor Plan Editor**. *The **Add Tables** form appears.*



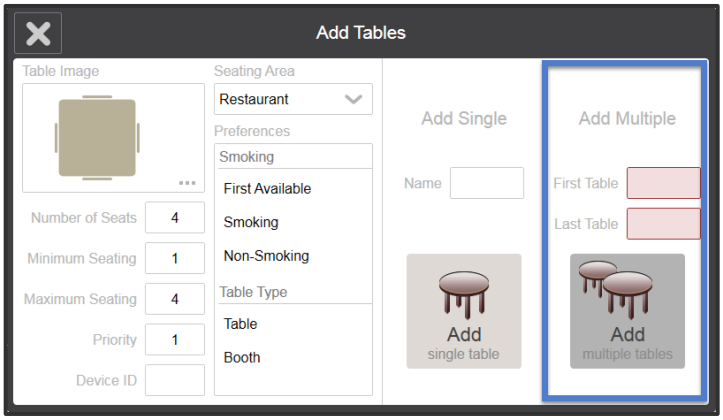
2. Select ▪▪▪ in the **Table Image** section. *The **Table Image** form appears.*
3. Select an image of the type of table you want to add.



4. Select ✔. *The table image will now appear in the **Table Image** section of the **Add Tables** form.*
5. Enter **Minimum Seating** and **Maximum Seating** capacities, **Priority**, and **Device ID** (if applicable).

Note: Suggested seating can be even more refined by using the **Priority** setting. For example, if you wanted to suggest booths ahead of tables when both are available within the same station, whichever table has a higher priority (lower priority number) will be suggested first.

6. Select the **Seating Area**, which has been set up in the Crunchtime Portal.
7. Select any **Preferences**.
8. Enter a table **Name** (often numerical).
9. Select  to display the table within the **Tables List** in the left pane. *You can also add multiple tables at once. Select **Yes** to **Add multiple?** tables.*



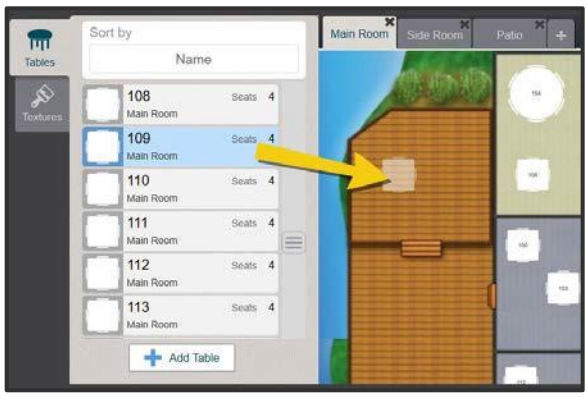
a. Enter a range of tables.
b. Select a **Table Image** and **Preferences** and enter table capacities, **Priority**, and **Device ID** (if applicable), as you did for the single table. *These settings will apply to each table in the range.*
c. Enter names for the **First Table** and **Last Table** in the group and select .

Note: Only numbers are allowed for table names in multiple tables mode, and table names must be unique.

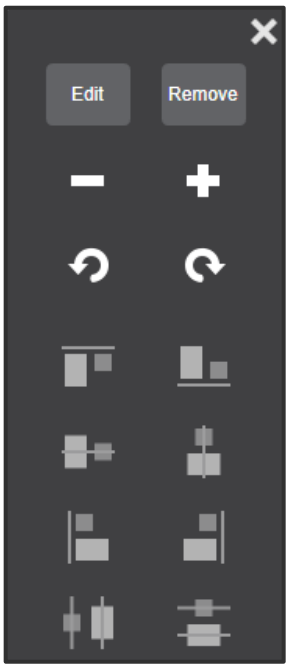
Arranging Tables

Arrange the room in the manner that represents your restaurant's layout. You can grab the room and drag and zoom in and out like you would on a tablet or phone.

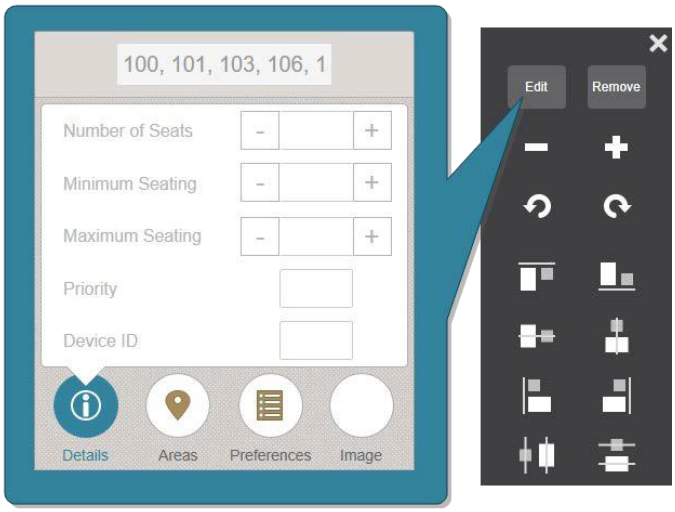
1. Select a table from the **Tables List** in the left pane of the **Floor Plan Editor** and drag and drop it onto the room. *In the following example, table 109 is being dragged and dropped from the list to the room. As it is in the process of being moved, the table image is shown without a tablename.*



2. Arrange the table as desired in the room section.
   a. **To move a table:** Select and hold your finger down on the table using a touch monitor or your left mouse button. This "picks up" the table. Now, drag (move) the table to the desired location.
   b. **To change table sizes, rotate, & align tables:** Use the **Table Properties** box. *The **Table Properties** box appears on the **Floor Plan Editor**.*



   c. **To increase table size:** Select it and select  until the table is your preferred size.
   d. **To reduce table size:** Select it and select  until the table is your preferred size.
   e. **To rotate a table:** Select it and select  or  depending on which direction you prefer.
   f. **To edit multiple tables at once:** Select the tables to be edited by clicking on them. Chose an action from the **Table Properties** box to modify all the selected tables at once. If additional edits are required, select **Edit** and an additional pop up will appear. *This editor allows changes to be made to a group of tables in a single selection rather than one table at a time.*



g. You can drag and move the room like you would with a tablet or phone. Use the mouse wheel to zoom in and out. You can also use the directional buttons in the top right of the screen to make the room larger or smaller.

Note: When you are not using a background image, do not zoom out and use the whole background "pattern" if you do not need to. The background canvas is actually 2560x1600, and typically you will not need that much space.

h. **To align tables:** Select multiple tables (Alignment buttons in the Table Properties box will appear). Choose how you want the selected tables to be aligned: **Top**, **Middle**, **Bottom**, **Left**, **Center**, or **Right**. The first table selected becomes the "anchor" or table to which all the other tables will be aligned.

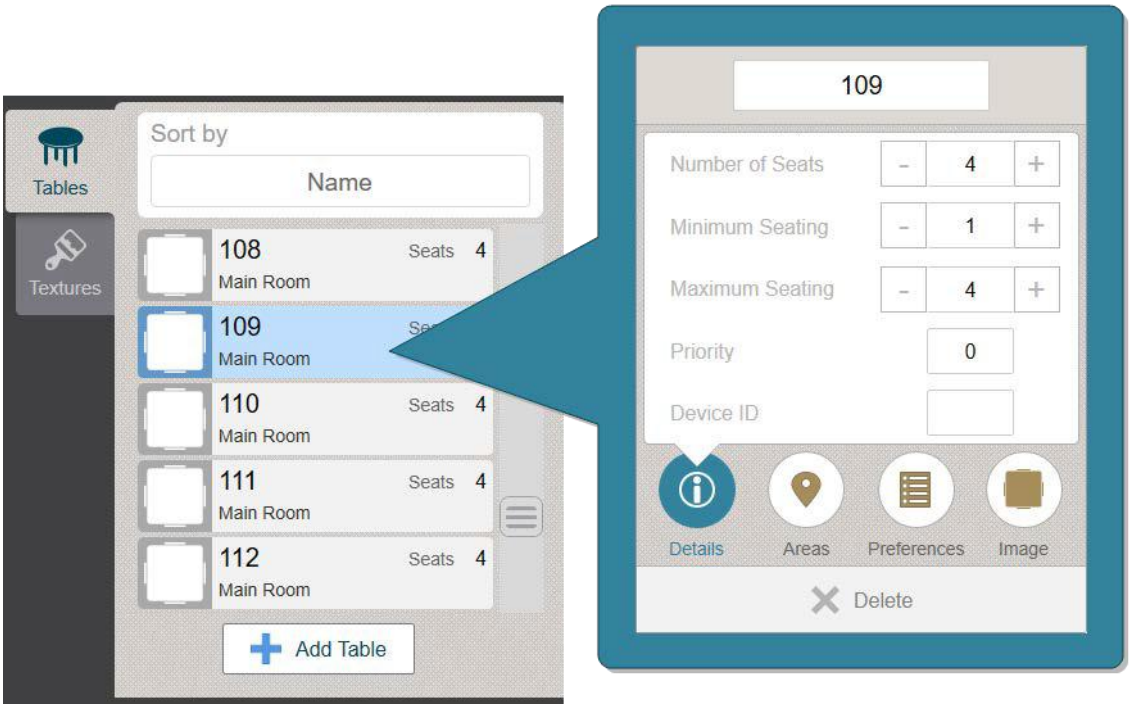
Note: To use the horizontal and vertical spacing buttons, however, you must select at least three tables. 

3. Repeat **Steps 1-2** for all of the tables you want to add to the room.
4. Select **Save** to save any changes.

Note: While rooms are often created to represent separate rooms in a restaurant (**Dining Room**, **Patio**, **Bar**, **Deck**, etc.), they can also be used as 'zoom' views of one, comprehensive restaurant layout. For example, **Dining Room** could be the name of the room that shows the entire restaurant's layout, and **Patio** could be the name of the room that zooms in on the **Patio** portion of the **Dining Room**.

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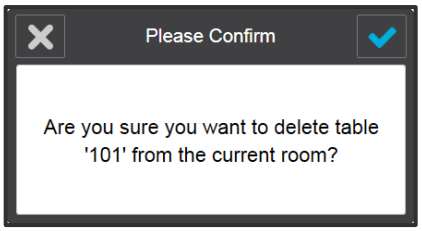
a. **To edit a table:** Select the table from the left pane or click **Edit** from within the **Table Properties** box. The **Edit Table** form appears.



Note: In the table list in the left pane, any rooms that use a table are shown. In the following example, table 52 is found in the room's Dining Room and Patio.

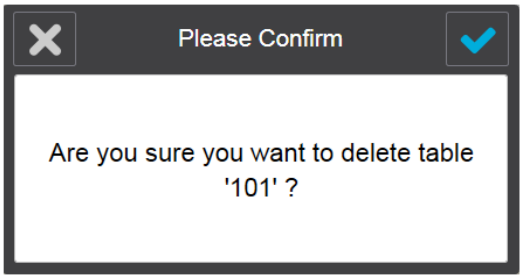


b. **To remove a table from the room**: Select the table and click .



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c. **To remove a table from the Floor Plan Editor (and Crunchtime Host):** Select the table from the table list in the left pane. Select **Delete**. *A confirmation prompt appears.* Select  .

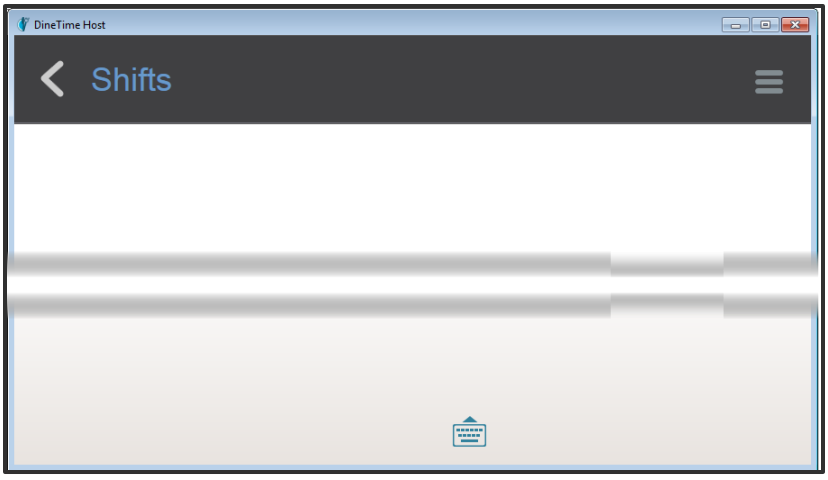


Note: Joined tables are a group of tables whose seating arrangement applies to suggested seating and quoting. Think of joined tables as a seating group of logically groups tables used for large parties. Joined tables are set up and defined in the Crunchtime Portal.

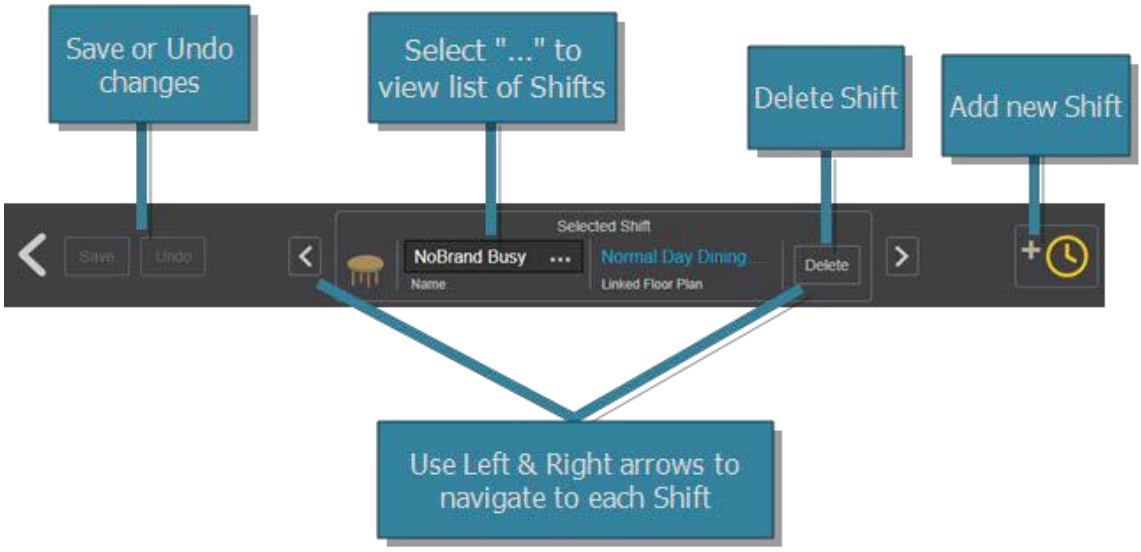
Adding Shifts

Before guests can be seated, there must be a room, and that room must have shifts assigned to it. Shifts are the arrangement of tables in the room. Shifts can be created as table section shifts or server section shifts.

1. Select **Shifts** from within the home page. *The **Shifts** page appears with the menu located at the top of the page.*



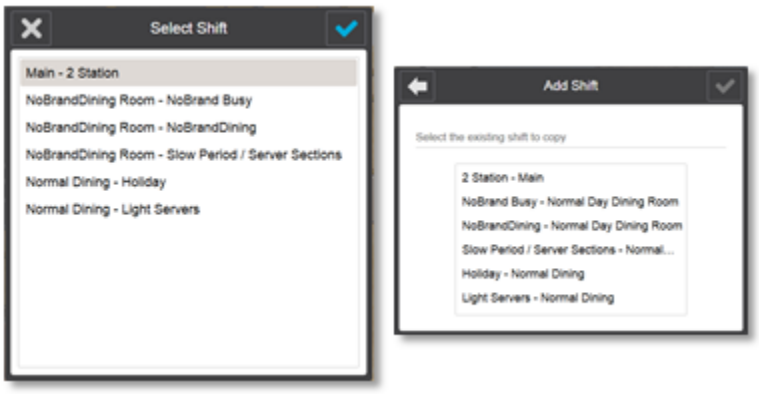
2. Select  in the top right of the page. *The **Add Shift** menu appears.*



3. **Name** the shift.



4. Select the right arrow. *If **Copy Existing** is selected the following menu is displayed.*



5. If **Use Blank** is selected, choose the type of shift that will be created on the **Add Shift** form.
   - ***Table Section***
   - **Server Section**



6. Select the type of shift to be added and select the right arrow.
7. Select which floor plan to use for the shift.



8. Select . *The **Shift Editor** page appears.*



Note: Users can enable a Shift change when EOD is performed and designate the Shift that will become active. *This is done by selecting the **Change Shift on End of Day** checkbox and which shift will become active on the **Operating Hours** tab of the Portal.*

Note: Users can choose to only clean "Dirty" tables at EOD by enabling **Clear All Visits during End of Day** and designating the **Time to Perform Daily End of Day** in the Portal. *This only occurs for the shift that is active when EOD is run.*

Editing a Shift Name

If you ever need to change the name of a shift, navigate to the Shift Editor and place the cursor in the name field and click.



Shift menu: Saved shift

1. Enter a **Name**. *As you begin typing, the **Save** button becomes active.*
2. Select 

.

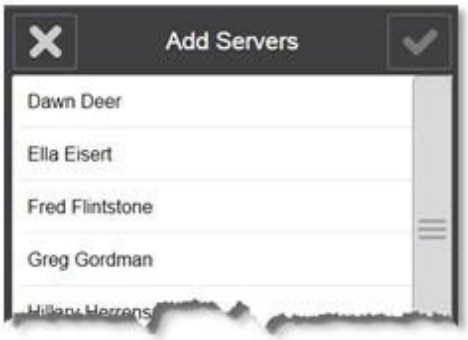
Adding Servers or Sections

Server shifts provide the flexibility to add a server to any table as needed. Sections allow tables to be connected into a station and a server can be assigned to that station. Based on the type of shift selected the Add button will look different.

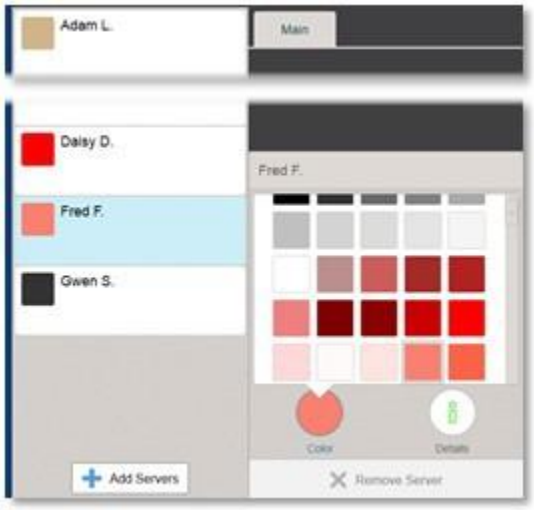


Add Servers & Add Section buttons

1. To add a Server Shift, select **Add Servers**. *The list of available servers is displayed.*



2. Select a server from the list. *The server moves to the list of available servers for the shift.*
3. Servers must be added to the Server Book in order to be assigned to a Server Section Shift.
4. To change the color representing the server, right click on their name and chose a new color. *A color is automatically assigned to each server.*



5. If a pager will be assigned to the server, select **Details** and enter the pager number.

Note: Servers may also be added on the fly when seating a party.

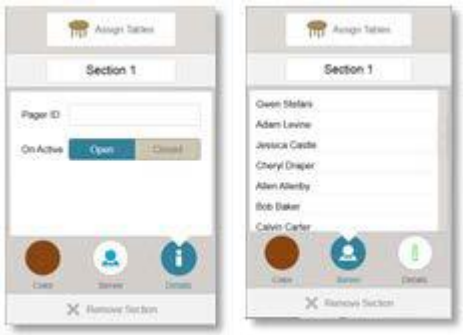
6. If a table section shift was created, select **Add Section**. *Sections will be added in numerical order.*



a. Select a shift by clicking or touching the section once.
b. Select a color. *This will highlight the tables for that section.*
c. If a pager will be assigned to the section, select **Details** and enter the pager ID.



d. Select **Server** to assign a server.



e. Select **Assign Tables**.
f. Add tables to the section by clicking or touching each table.

g. Select ✓ when complete.



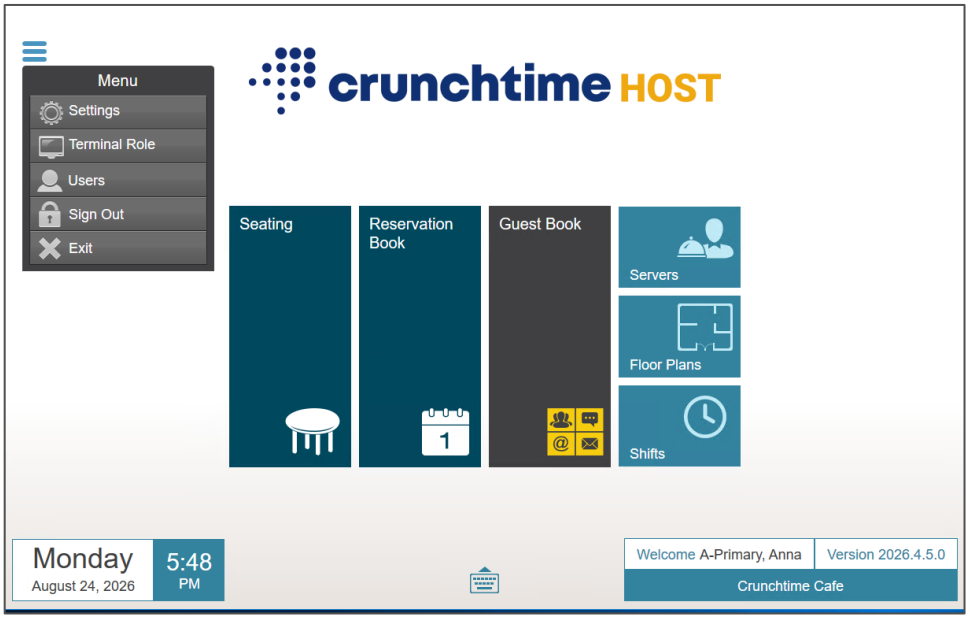
h. Continue assigning tables to sections until all tables have been added.
i. Select Save.

Note: Icons are displayed alongside their corresponding shift (located here: Seating Layout | Servers | Current Shift), indicating whether the current shift is a: Table Shift or Server Shift.

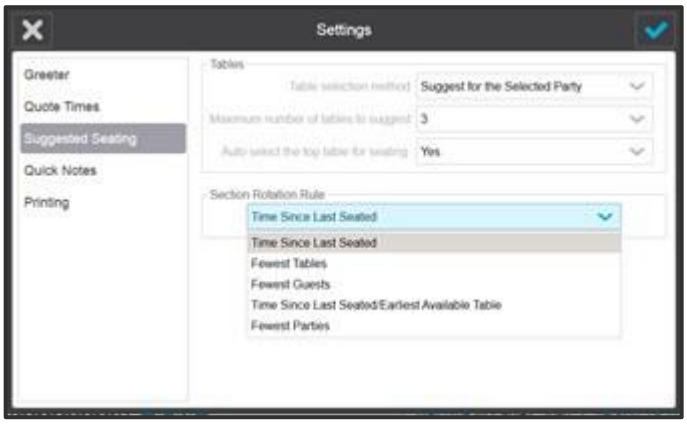


Using a Server Rotation Shift

Server Rotation Shifts work differently than Table Section Shifts. As a user is seating parties to tables they must then select a Server to be assigned to the seated table. The servers that appear in the selection list are those that were added to the active Shift. These servers are rotated within the list based on the Section Rotation Rule selected.



1. Select **Settings** from the Crunchtime home page menu.
2. Select **Suggested Seating**.
3. Choose a **Section Rotation Rule** from the drop down.



4. Select the checkmark to save.

Note: Section Rotation Rules apply to both Server and Table Section Shifts.

5. Navigate back to the **Seating Layout** once the **Server Rotation Rule** has been selected.
6. Select the **Servers** tab.
7. Either **Quick Seat** or **Greet and Seat** a party to a table.
8. Choose a server on the **Please choose a server** dialog box. *The party is automatically seated and the table displays the color associated with the server.*



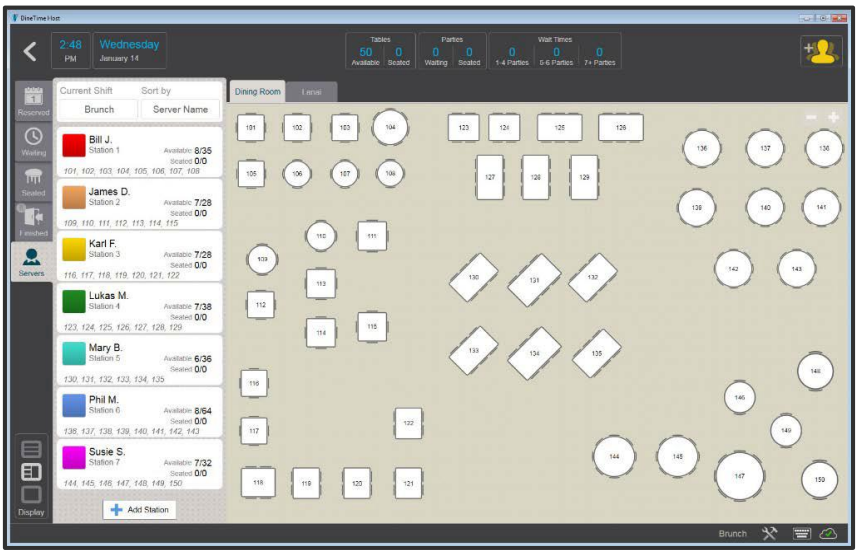
Note: Server Section Shifts will list Servers on the tab and Table Section Shifts will list Sections.

9. Servers must be assigned to the Server Section Shift in order to seat a party to a table.

Making a Shift Active

The active shift is the shift that is currently in use and displayed in the seating layout of the Crunchtime Host.

1. Select **Seating** on the home page. *The seating layout appears.*
2. Navigate to the **Servers** tab.



3. Select the shift shown below the **Current Shift** header. *A dropdown appears with available shifts and the floor plans they are assigned to. The current/active shift is denoted with* ☑.



Note: If the user lacks the **Change Shift** permission and is using the cell-style **Servers** tab, the **Reset Shift** button appears but there is no dropdown list of shifts.

4. Select another shift from the list. *The shift name appears at the bottom right of the screen. In the following example, the active shift is now Breakfast (instead of Brunch).*



Note: If you are using a custom **Servers** tab, go to the toolbox and select **Change Shift**. *The **Change Shift** form appears.*



5. When making a shift/floor plan active, the new shift and floor plan must have all the currently seated tables. Otherwise, an error is generated showing the seated tables that are missing from the new shift/floor plan.

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Note: If any seated table is part of a station that is to be closed on active, the table will be moved into the closing state instead of the closed state. This will make the station closing on active, which will automatically result in the station being closed once all the seated tables are completed/cleared (unless you open the station).

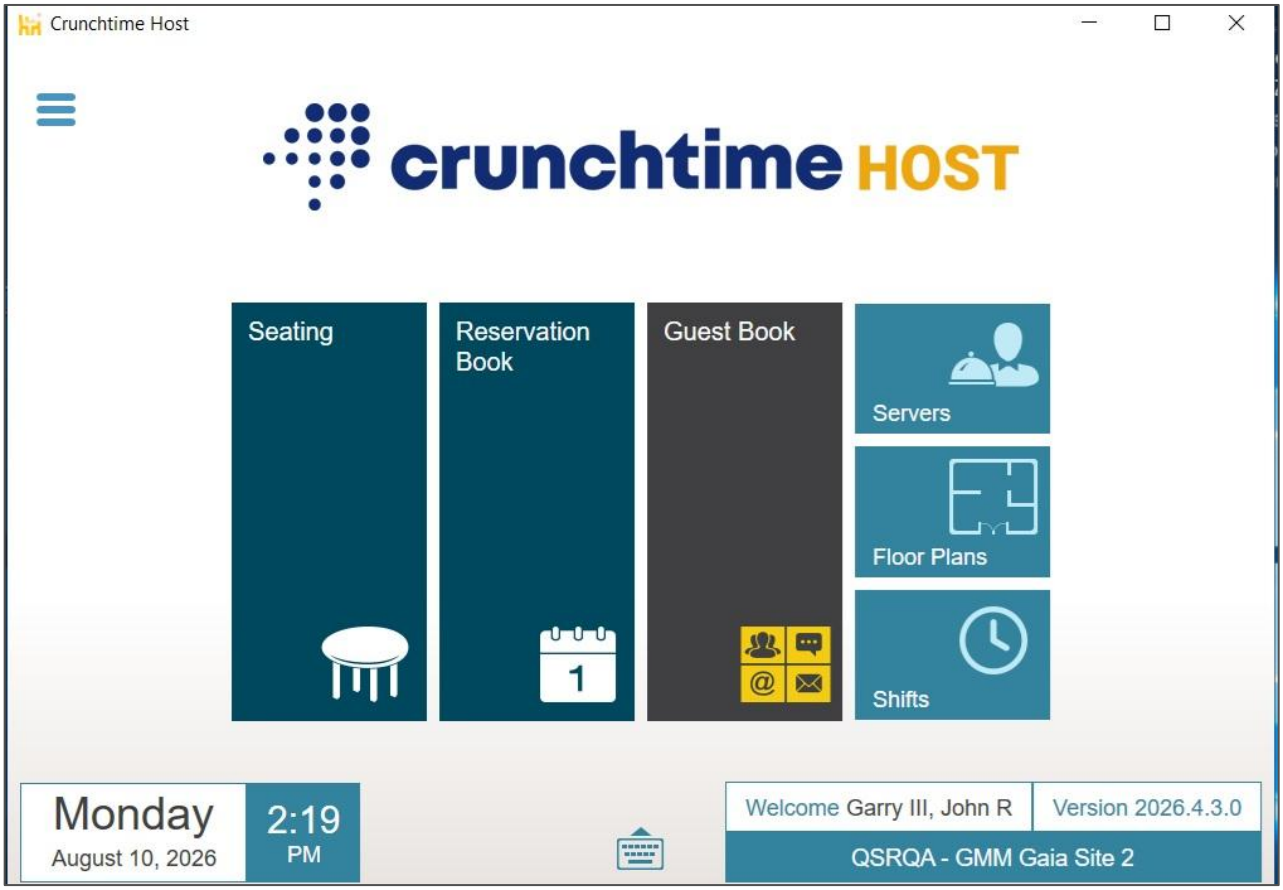
Note: There may be times when you open and edit a shift that is not your active shift. For example, say you have two shifts: Lunch and Dinner. An hour before you make the Dinner shift active, you assign servers to stations for the Dinner shift while the Lunch shift remains the active shift.

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Guest Book & Reservation Book

Introduction

This section discusses features of the Guest Book and the Reservation Book.

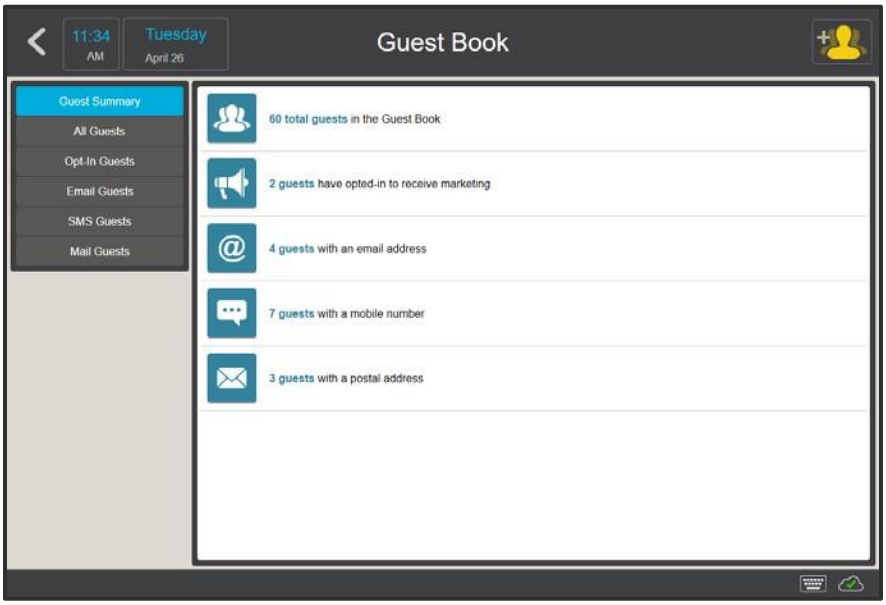


Home Page: Guest Book & Reservation Book

Guest Book

The Guest Book includes the names and contact information of guests who have visited your site, regardless of party type. So all parties, as long as they have a last name in the system, are added to the Guest Book, whether they were walk-in, call ahead, or reservations. You can use the Guest Book to edit and update guest information. To access the Guest Book from the home page, select Guest Book. The Guest Book defaults to the Guest Summary tab.

> **Note:** Guest records may be filtered by many criteria. One of them is **Loyalty** information. If the guest book in Portal is configured to only return searches with Loyalty ID's , a search will check for that first then any additional search criteria.



Guest Book: Guest Summary

Note: If you are interested in importing existing guest book information into the Crunchtime Guest Book, please contact your Account Manager or Support.

Term	Definition
Guest Summary	Provides a quick overview of all guests in the Guest Book.
All Guests	Includes all guests in the Guest Book (i.e. all guests in the system except for anonymous walk-ins).
Opt-In Guests	Includes guests who have opted to receive marketing communications such as e-mails and texts.
Email Guests	Includes guests whose guest record includes an email address. *Email addresses will be validated for a name @ a domain (.com; .net; etc are not validated) before they can be saved.*
SMS Guests	Includes guests whose guest record includes a mobile phone number.
Mail Guests	Includes guests whose guest record includes a street address.
Removed Guests	Includes guests who have been removed from the system (and in the recycling bin).

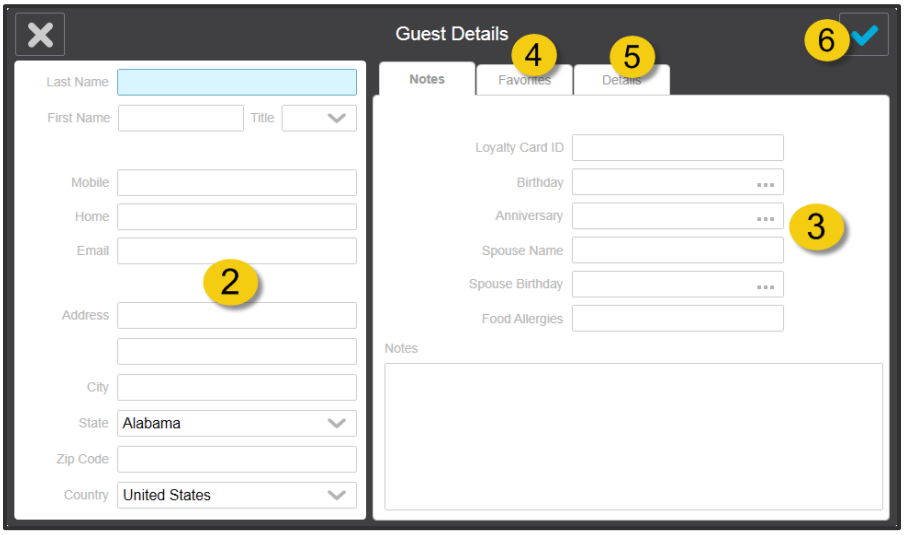
Guest Summary Page

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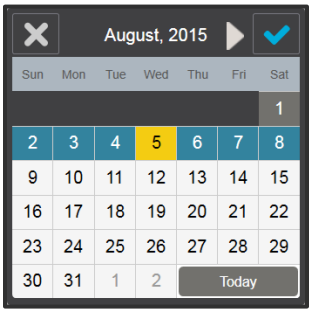
Adding Guests from the Guest Book

You can add guests from the Guest Book. For example, you may want to load your VIPs into the Guest Book before they visit. Possibly, you have a loyalty program, a mailing list, comment cards, or a club that offers a free appetizer on the next visit when the customer joins. Adding guests from the Guest Book as opposed to the Add Party form gets them in the system prior to visiting.

1. Select  to add a new guest. *The **Guest Details** form appears.*



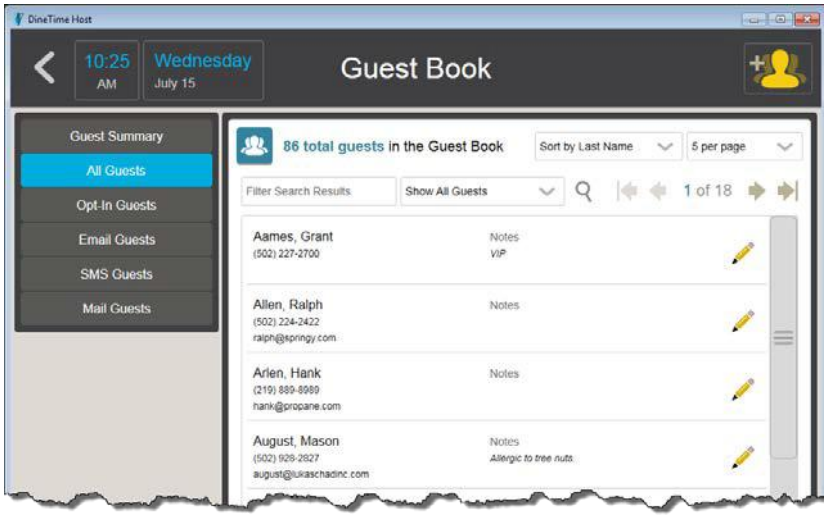
2. Enter name and contact information. *If the customer has a loyalty card, you can swipe the card, and the **Loyalty Card ID** will automatically populate along with customer information. You can also enter the number, if necessary.*
3. Enter guest notes and guest specifics like birthday, anniversary, etc. on the **Notes** tab. *For birthday and anniversary dates, select ... to access a calendar from which you select a date and select* .



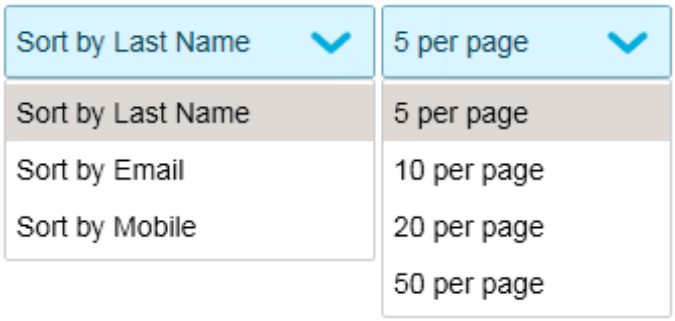
4. Enter favorites (server, wine, etc.) and company information on the **Favorites** tab.



5. Enter custom information about the guest (e.g. favorite team, favorite dessert, etc.) on the **Details** tab. *These custom fields are configured in the Crunchtime Portal.*
6. Select . The guest has now been added to the Crunchtime Host system. *You can take a quick look at guests for the following categories: **All**, **Opt-In**, **Email**, **SMS**, **Mail**, and **Removed**.*



1. Guest Book results can be sorted by Last Name, E-mail address, and mobile phone number and show 5, 10, 20, or 50 results per page.

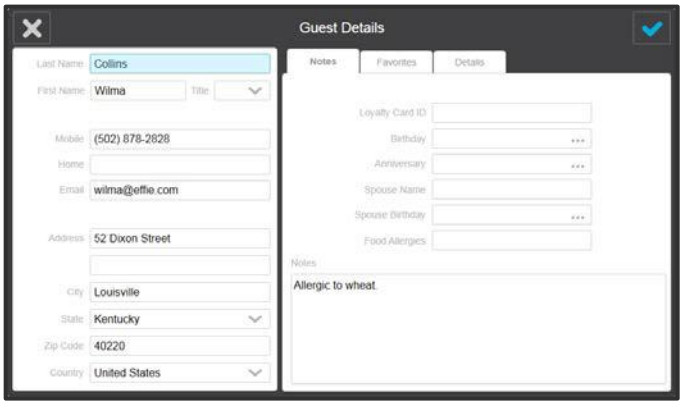


2. Filter your search results by selecting one of the following filtering methods from the dropdown list: All Guests, Last Name, Email Address, City, State, Postal Code, Mobile Phone Number, guests who have either opted in or out of SMS and Email messages, and by Loyalty ID.

Note: Crunchtime Host searches for records that begin with whatever character you type into the **Filter Search Results** text box (e.g. select **Filter by Last Name**, type "W" into the last name field, and select ; only customer records with a last name that begins with W will be shown).



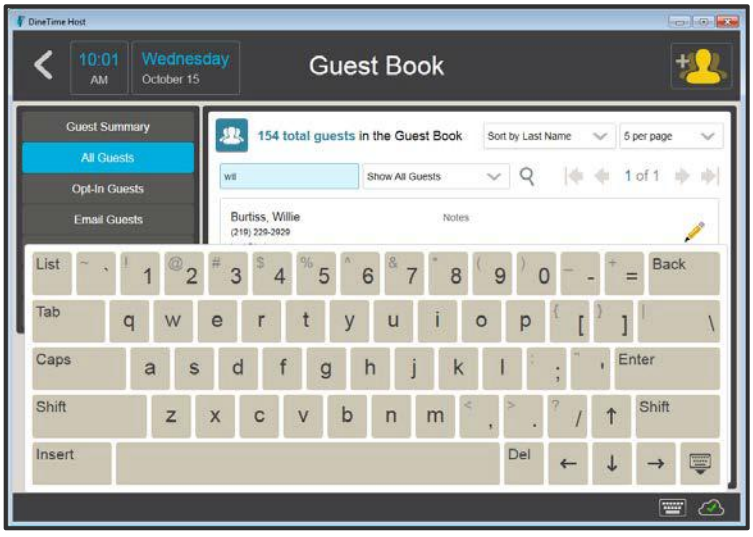
3. Select a guest from the list and select to edit a guest record. *The **Guest Details** form appears.*



4. Edits may be limited based on Portal settings for Loyalty card guest records.
5. Make any necessary changes and select .

Note: If **Automatically display touch keyboard when required** is selected in the Portal, when you click in the **Filter Search Results** text box, a keyboard appears. *In the below example, the user entered "wil" and hit "Enter". Since the filter was set to **Show All Guests**, guests whose first and last names start with "wil" appear as search results.*

Note: The "Automatically display touch keyboard when required" is flagged within the Terminal Roles via Portal.



6. Select to hide the keyboard and see all the filter and search results.

Reservation Book

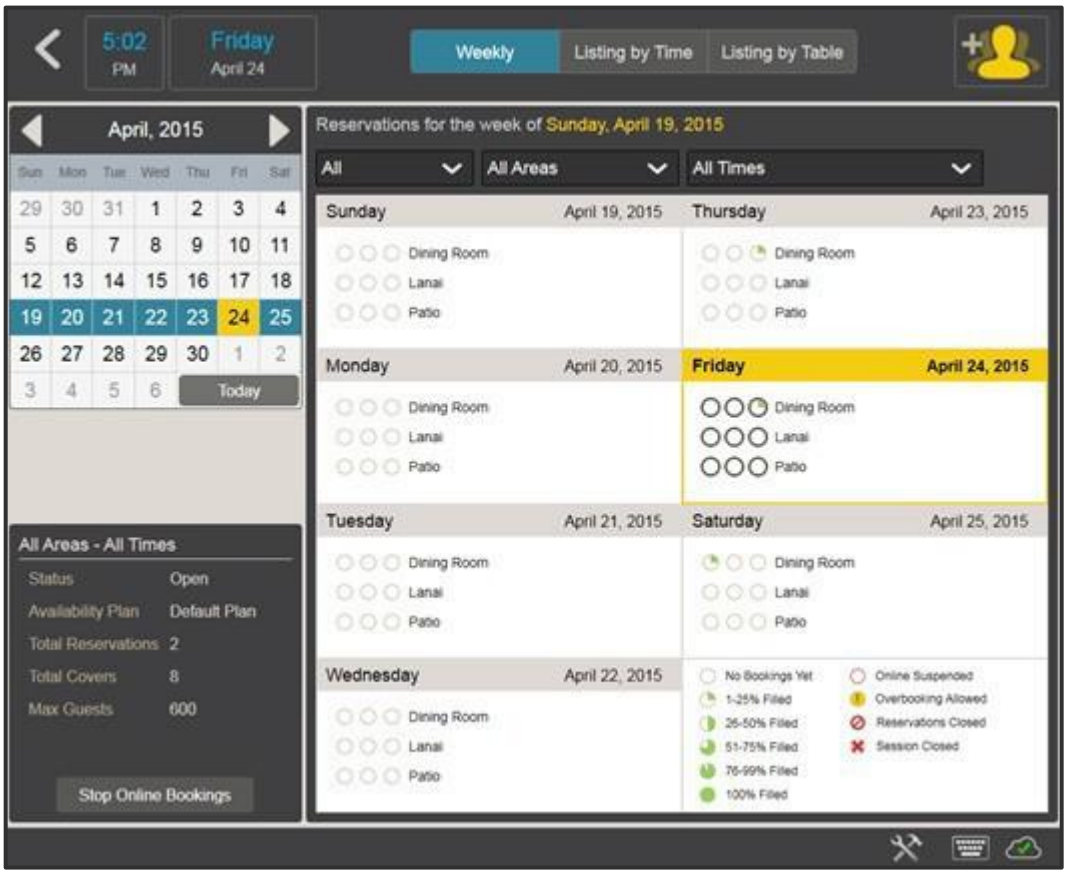
You can define reservation availability per session per seating area. You can also view past, current, and future reservations in one of three layouts: Weekly, Listing by Time, and Listing by Table. The Reservation Book defaults to the Weekly tab when opened.

> **Note:** In order for reservations to be available in Crunchtime Host, **Are Reservations Accepted** must be set to **Yes, based on defined availability plans** or **Yes, but not based on predefined plans** in the Portal.
>
> **Note:** Starting in Crunchtime 6.0, reservations placed through OpenTable are supported.

Weekly Tab

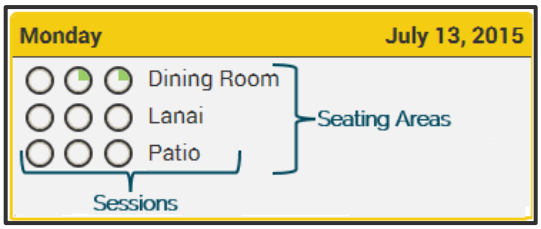
The Reservation Book's Weekly tab provides a quick overview of the selected week's reservation availability status. There is a cell available for each day of the week. Each session is defined with a colored circle. The color and/or image in the circle indicates the status of the session. Each day can contain up to six seating areas and five sessions.

Sessions and seating area boxes affect the state of the Weekly tab. Depending on what is filtered, one or more circles will appear around the session icons in the selected day's cell, indicating that it is selected. Information for all matching sessions and seating areas will be summarized in the dashboard area in the lower left corner of the Reservation Book.



Reservation Book: Weekly tab

There is a cell for each day of the week. Each session is defined with a colored circle. The color and/or image in the circle indicates the status of the session. Each day can contain up to six seating areas and five sessions.



Day cell displaying sessions & seating areas

Session/seating area status and booking availability is indicated by specific colors and images.

Crunchtime Host

Status	Image	Description
No Bookings Yet		No reservations have been made for this session/seating area.
1-25% Filled		Open with at least 75% availability remaining for this session/seating area.
26-50% Filled		Open with at least 50% availability remaining for this session/seating area.
51-75% Filled		Open with at least 25% availability remaining for this session/seating area.
76-99% Filled		Open with 1%-24% availability remaining for this session/seating area.
100% Filled		No more availability remains for this session/seating area.
Online Suspended		Online Reservations have been turned off. Reservations can still be created in-store using Crunchtime Host.
Overbooking Allowed		Reservation availability has been overridden and/or modified from the assigned plan for this session/seating area. The session is already overbooked.
Reservations Closed		Reservations are not allowed for this session/seating area.
Session Closed		The session is closed per the operating hours.

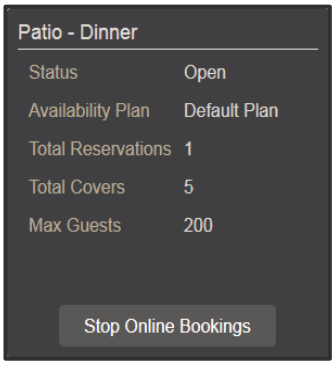
Session & Reservation Statuses

You can define what appears in the reservation cells by using the seating area and session filters at the top of the Reservation Book. *Notice how the filtering works in the following image. The Dinner session in the Patio seating area has an outline around its circle in the cell.*



Day cell showing filtered session & seating area

Information for the matching filtered sessions and seating areas is summarized in the dashboard area in the lower left corner of the Reservation Book.



Reservation Book dashboard

For Weekly, Listing by Time, and Listing by Table tabs of the Reservation Book, you can filter your results by:

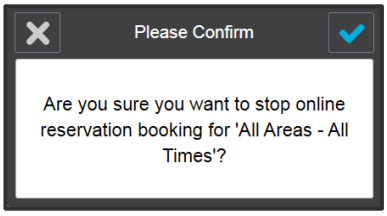
- Reservation Type: All, Upcoming, Not Arrived, Were Seated, or Cancellations
- Seating Area: All Areas or a specific seating area (e.g. Dining Room, Patio, etc.)
- Session: All Times or a specific session (e.g. Breakfast, Lunch, and Dinner)

Note: This dashboard and the filters can be accessed on the Reservation Book from the Listing by Time and Listing by Table tabs as well as the Weekly tab.

Note: These areas will need to be completed for each day of the week that you want to stop a particular session/seating area from receiving reservations.

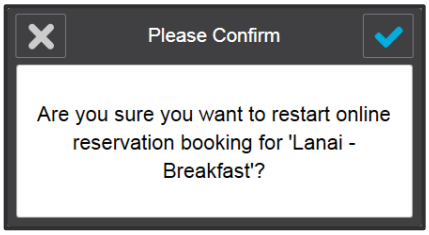
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There may be a session/seating area for which you do not want to accept online reservations. If that is the case, use the filter, select a date (by selecting a date in the calendar or selecting the day of the week on the **Weekly** tab, and select **Stop Online Bookings**. *When you select **Stop Online Bookings**, a confirmation prompt appears:*



Stop reservations confirmation prompt

Once online bookings are suspended, the icon changes in the Reservation Book cell to indicate bookings are suspended for that session/seating area combination. If you have stopped online booking, the **Stop Online Bookings** button changes to **Restart Online Bookings**. *To resume online booking, select the date that had online booking stopped and select **Restart Online Bookings**. A confirmation prompt appears:*



Restart reservations confirmation prompt

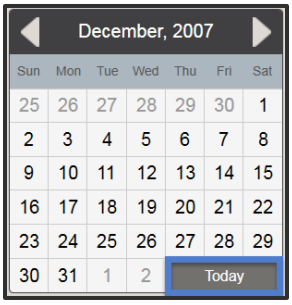
Note: There are portal and site permissions that allow the user to disable the **Stop Online Bookings** button in **Reservation Book**, located within the Portal. So, depending on whether or not those permissions are enabled, this button may or may not be available.

The **Reservation Book** calendar (including the seating calendar on the **Reservation** tab) offers a decade mode. Click once on the calendar header to go to year mode, Double-click to go to decade mode.



Calendars: Year & Decade modes

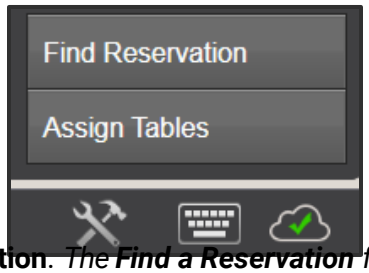
Note: On any month of any year, select **Today** to return to the current week's calendar.



Find a Reservation

Use the Find a Reservation form to search for current and future reservation visits. Results include: Not Yet Arrived, Checked In, Seated, Completed, Walk Away, No Show, and Canceled reservations.

1. Select , located at the bottom right of the **Reservation Book**, to open the ***Toolbox.***



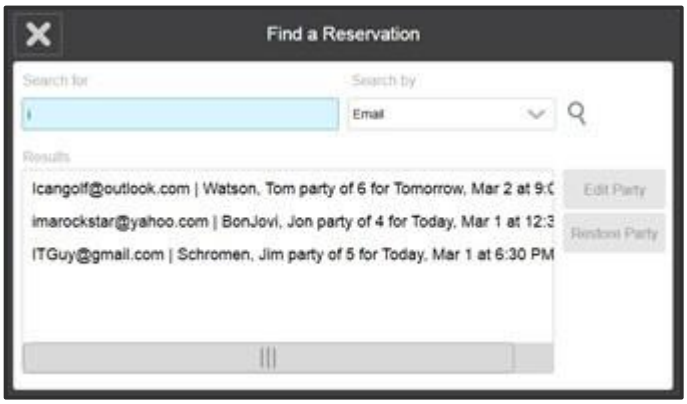
2. Select **Find Reservation**. *The **Find a Reservation** form appears. When searching by name, you can enter the first letter or letters of the first or last name.*



   a. **Searching by phone number:** Use both hyphenated or non- hyphenated formats, e.g. 5025555555 and 502-555-5555.



b. **Searching by email address:** Enter the first letter or letters of the address (not the domain). *The system does not search for the letters within the domain of the address.*



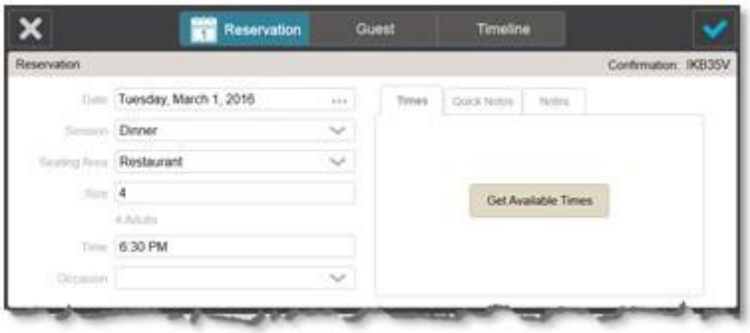
c. **Searching by confirmation number:** The number you enter to search refers to the beginning numeral of the confirmation number (e.g. when searching by 5, a confirmation beginning with 15 will not appear in the results list).

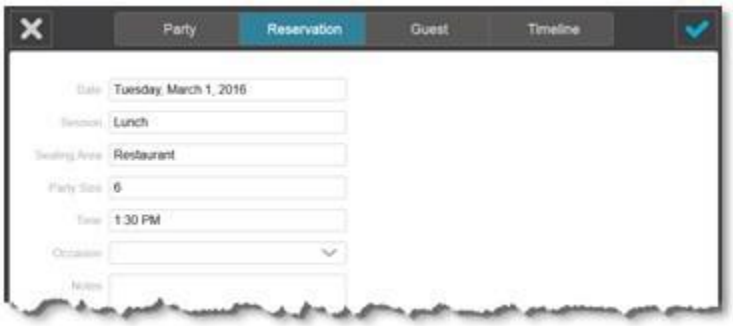


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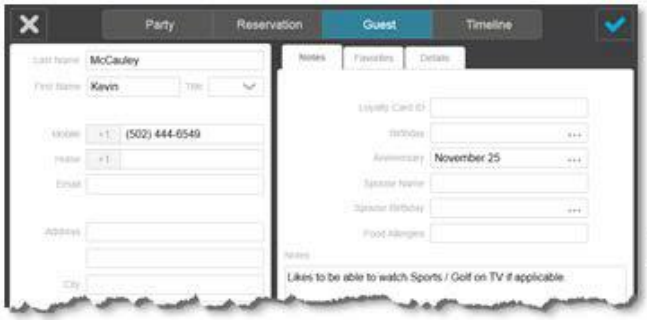
Note: The **Restore** button is available for **Completed**, **No Show**, **Walk Away**, **Canceled**, and **Seated** reservations (which returns the previously seated reservation to the wait list with an arrived status).

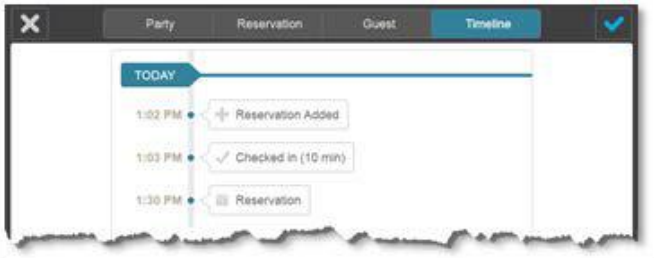
d. Confirmation numbers are read-only on the **Edit Reservation** form. Confirmation numbers are generated by the Client, Browser Widget, and Crunchtime Consumer App. An e-mail containing the confirmation number is also sent to the guest booking the reservation.





e. The **Edit Reservation** form also has **Guest** and **Timeline** tabs.





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Note: The selected Reservation time slot is maintained when the Party Size changes. The selected Reservation Date/Time will appear in the upper left header of the Edit Reservation dialog. *This only affects existing Reservations that are being edited. If a reservation has not yet been scheduled, nothing will display in the Edit Reservation header.*

Table Assignment Wizard

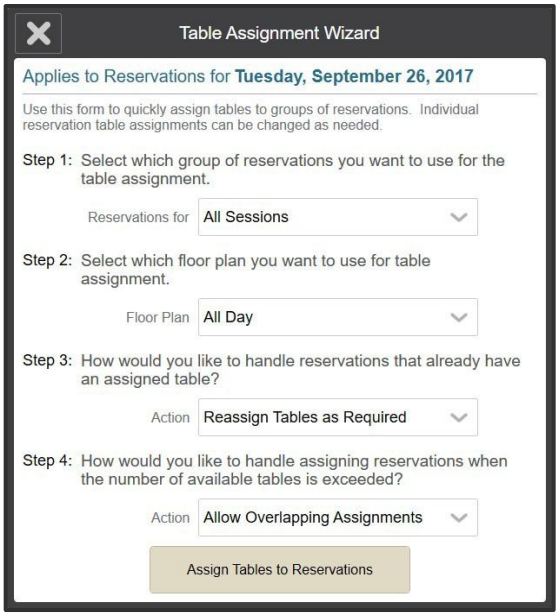
The Table Assignment Wizard allows you to quickly assign tables to groups of reservations for current or future days. If you use the Table Assignment Wizard to assign reservations to tables (this applies to all unseated parties whether they have

already checked in or not), the wizard goes through the reservations in order by reservation time, and assigns each to an accommodating table.

Note: Reservations with the same time are given priority based on when they were made. Table assignments apply to the date – current or future – selected on the calendar on the left of the screen.

Note: If new reservations come in for the selected day after you have already run the **Table Assignment Wizard**, the new reservations will not be retroactively assigned tables. You must manually assign the reservation a table or run the **Table Assignment Wizard** again. Navigate to the bottom right of the **Reservation Book**, select  to open the **Toolbox**. Select **Assign Tables**.

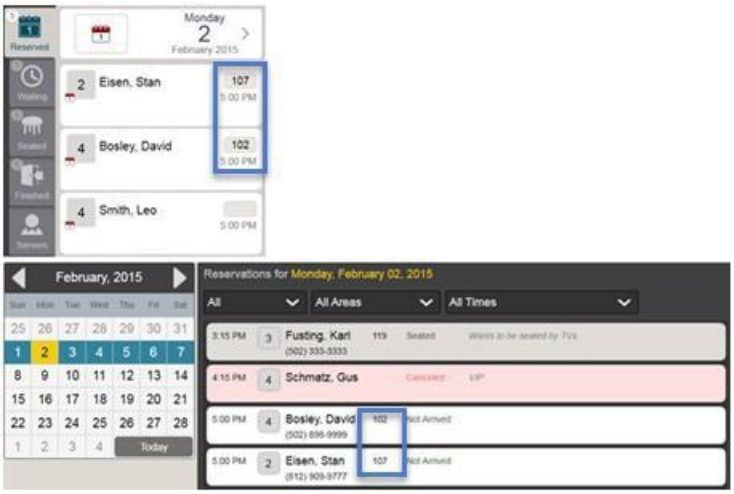
1. Select which group of reservations you want to use for the table assignment. *You can select **All Sessions** or a specific session.*



2. Select which **Floor Plan** you want to use for the table assignment.
3. Select how you want to handle reservations that already have an assigned table: **Reassign Tables as Required** or **Keep Existing Table Assignments**.
   - **Reassign Tables as Required:** Clears all reservation assignments in the selected session and then reassigns the reservations to tables. Reservations that had not been assigned to tables will now have table assignments (It is possible that a reservation may be reassigned to the same table it was assigned to previously).
   - **Keep Existing Table Assignments:** Assigns all unassigned reservations to tables and does not allow assigned reservations to be reassigned in the process.
4. Select how you want to handle assigning reservations when the number of available tables is exceeded: **Allow Overlapping Assignments** or **Prevent Overlapping Assignments**.
   - **Allow Overlapping Assignments:** Ensures that all scheduled reservations were assigned out to a table. *This is the default setting.*
   - **Prevent Overlapping Assignments:** Uses a variety of factors such as Seating Areas, Preferences, and seat count to ensure that reservations are being assigned to the most appropriate table and that tables are not being over-assigned.

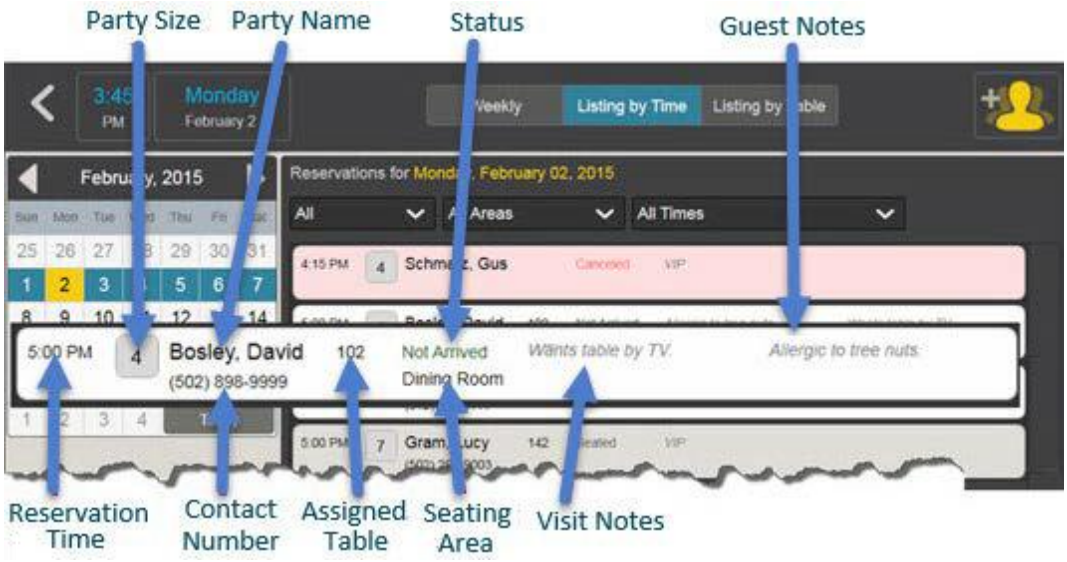
Example: A restaurant with 4 tables and 1 hour table turn times has 4 reservations at 12:00 p.m. and 1 reservation at 12:30 p.m. If **Allow Overlapping Assignments** is selected, the Table Assignment Wizard will assign all 5 reservations to a table, likely overbooking 1 of the tables. If **Prevent Overlapping Assignments** is selected, the Table Assignment Wizard will assign the first 4 reservations based on creation time and leave the fifth reservation unassigned.

5. Click **Assign Tables to Reservations**. *After a table assignment, the table name/number appears on the **Reserved** tab of the seating layout and on the **Listing by Time** tab of the **Reservation Book**.*



Listing by Time Tab

The Listing by Time tab shows all reservations for that day, quickly providing you with reservation time, party size, party name, contact number, assigned table, seating area, status, guest notes, and visit notes.

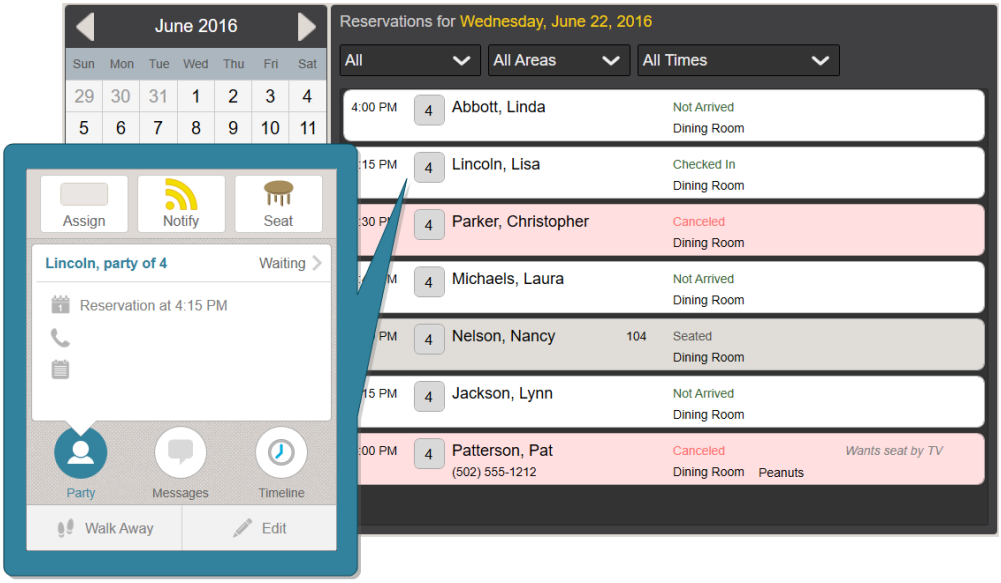


Reservation Book: Listing by Time tab

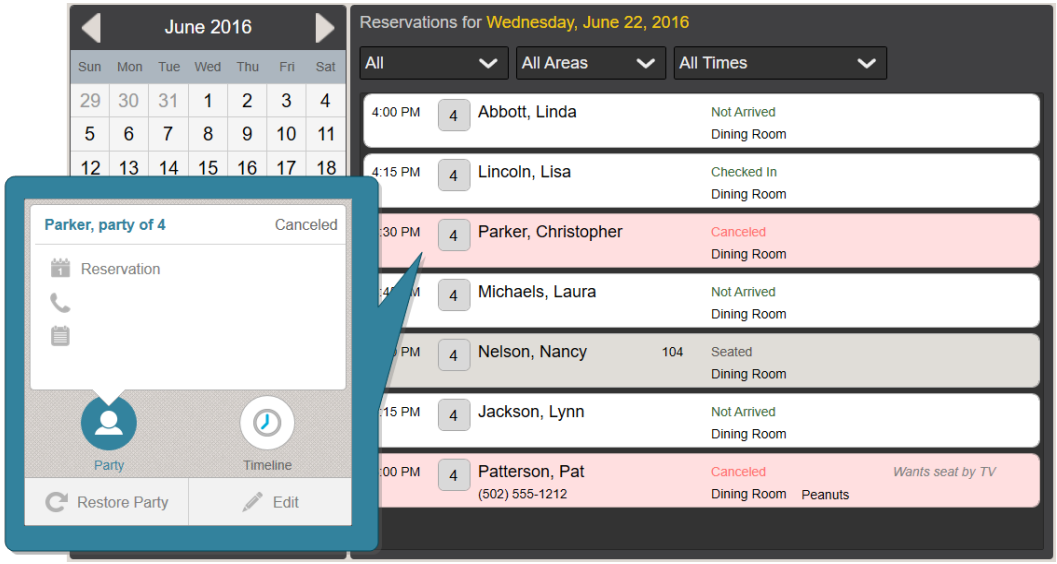
Note: On the **Listing By Time** tab, reservations are sorted by **Reservation Time** and then by **Creation Date Time**. So, reservations made for the same reservation booking interval (e.g. 11:00 AM) would then be sub-sorted by their Creation Time.

Note: Guest records can be viewed and edited via a past reservation in the Reservation Book.

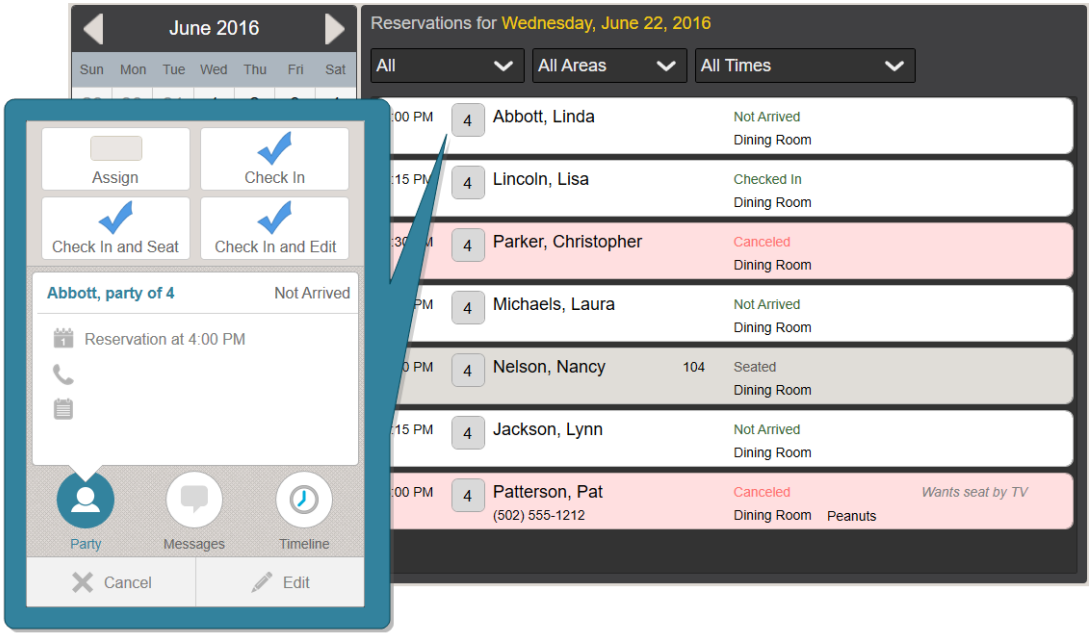
Tap on any reservation on the list for further details. *Depending on the party's reservation status, options will differ.*



Reservation Book: Listing by Time tab - Checked in & waiting (with Walk Away enabled)

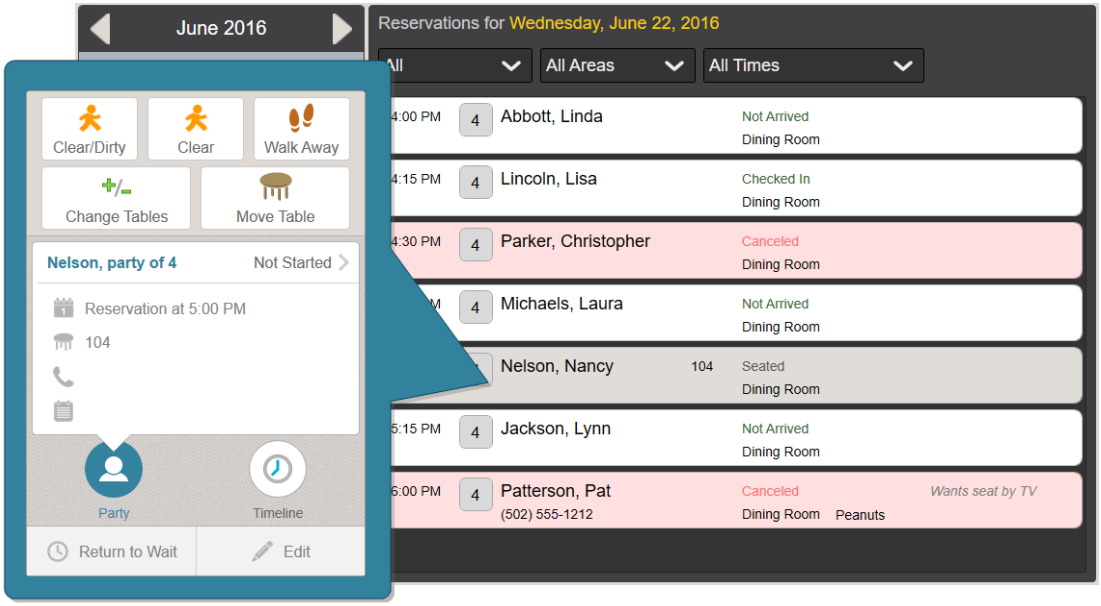


Reservation Book: Listing by Time tab - Walk Away (same 2 options - Edit Party & Restore are also shown for No Show parties)



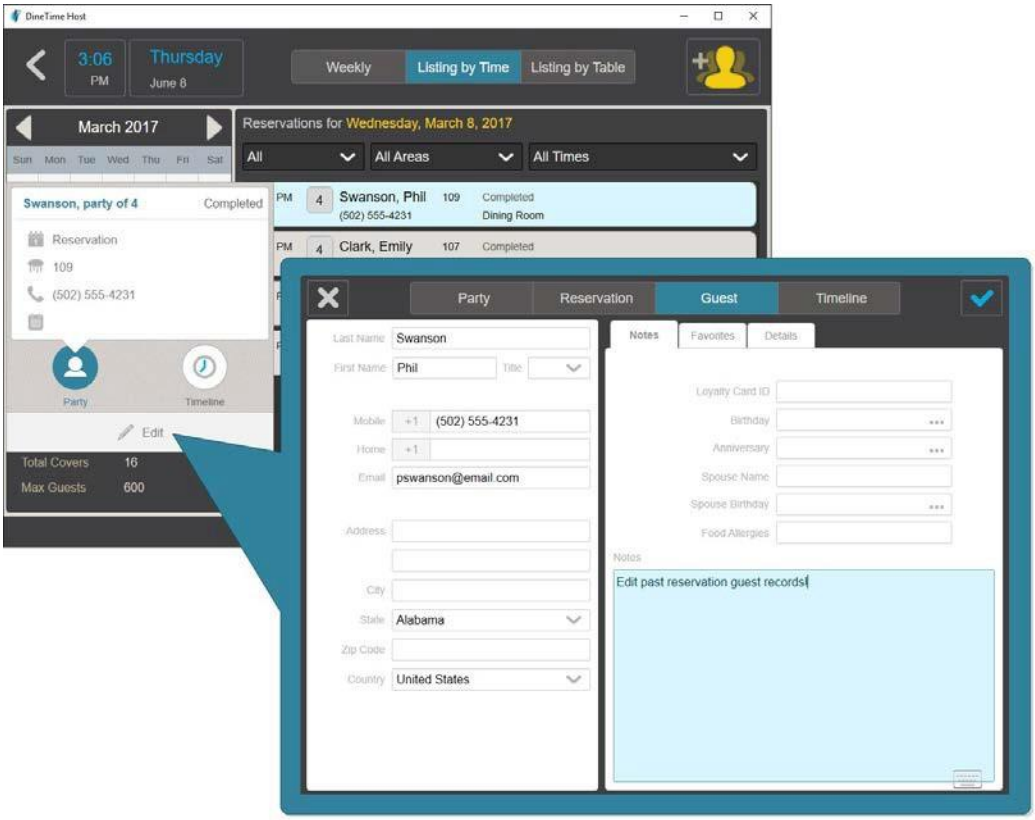
Reservation Book: Listing by Time tab - Note yet arrived

Note: The **Cancel Reservation** option only appears before the scheduled reservation time. Once the reservation time has been met or exceeded, the **Cancel Reservation** option becomes a **No Show** option.



Reservation Book: Listing by Time tab - Seated party (with Walk Away enabled)

Note: Guest records can be viewed and edited via a past reservation by clicking **Edit** and navigating to the **Guest** tab of the past reservation.



Reservation Book: Listing by Time tab- Editing guest from completed reservation

Listing by Table Tab

The Listing by Table tab shows reservations that have been made for the selected day and pre-assigned a table or seated to a table.

> **Note:** Once the party is cleared, the length of the reservation block adjusts from the projected turn time to the actual time the party was seated.

Currently seated reservations are green. Completed reservations are gray, and reservations with table assignments (waiting or not yet arrived) are white.



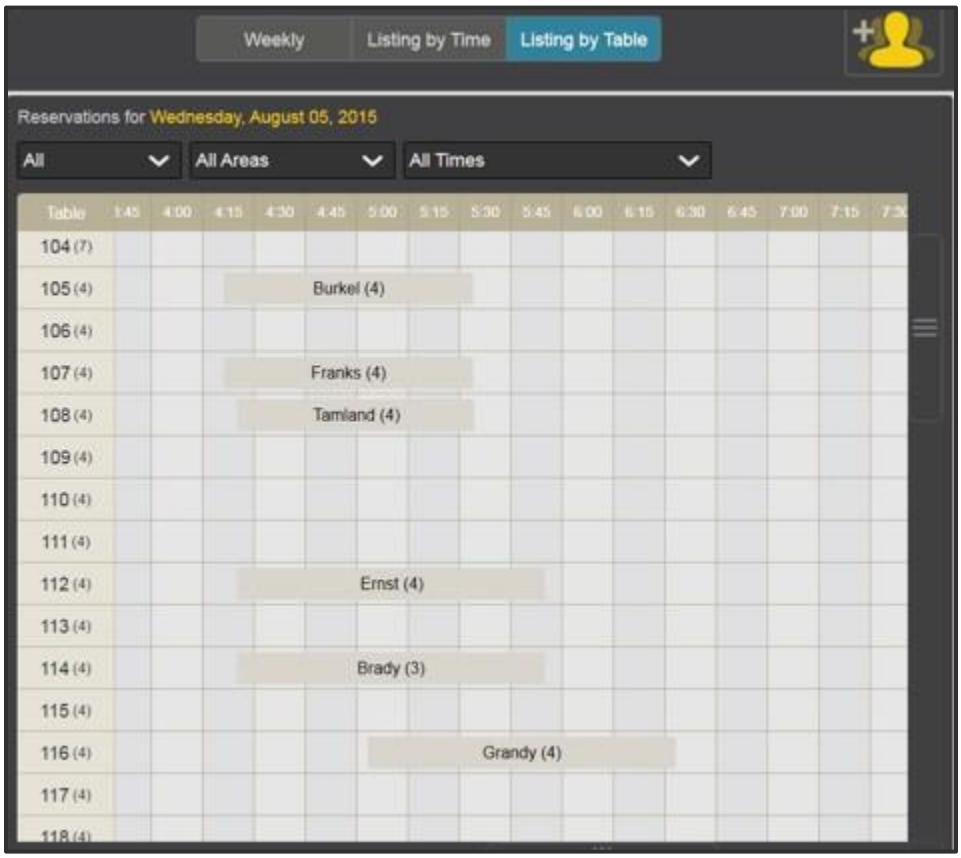
Reservation Book: Listing by Table tab example (current day)

Note: Pre-assigned but canceled reservations do not appear on the **Listing by Table** tab.

After an EOD is run:

- Pre-assigned but not seated reservations are marked as **No Show** and removed from the **Listing by Table** tab.
- Pre-assigned and seated but not completed tables are marked as **Completed** and appear on the **Listing by Table** tab.
- Pre-assigned, checked-in but not seated tables are marked as **Walk Away** and removed from the **Listing by Table** tab.
- Pre-assigned, seated and completed tables are marked as **Completed** and appear on the **Listing by Table** tab.

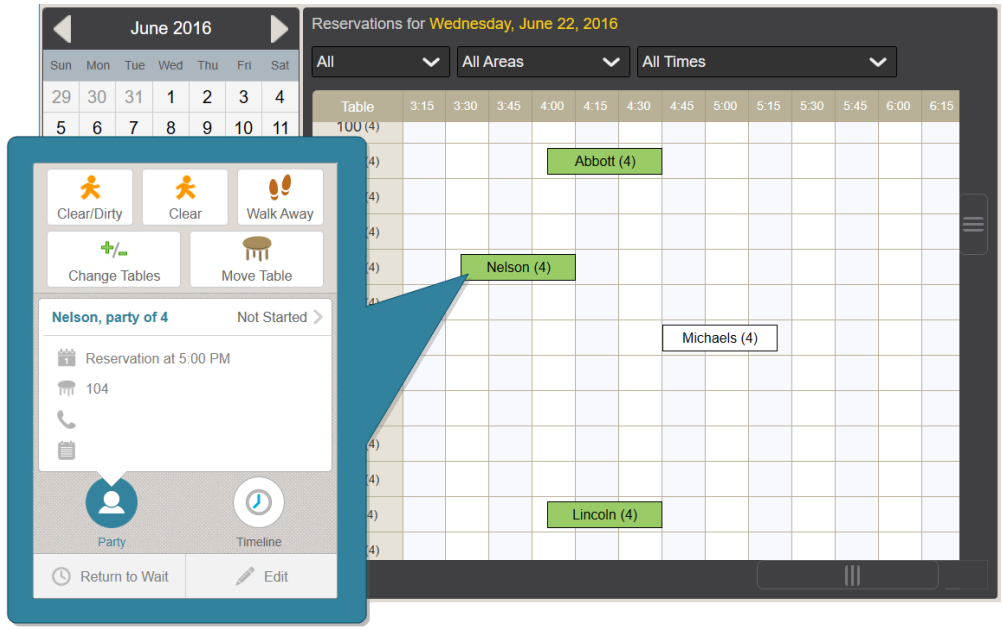
Note: If a user selected a future date in the **Reservation Book**, once an EOD is run, the calendar returns to the current date.



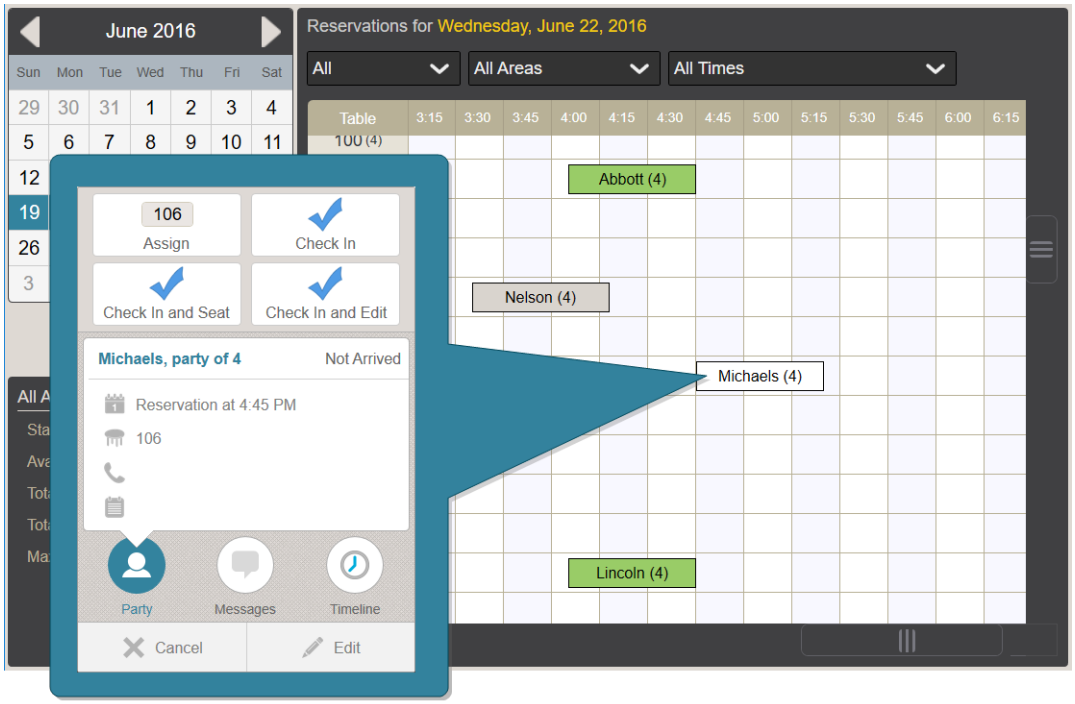
Reservation Book: Listing by Table tab (all completed parties)

Tap on any reservation from the list for further details. *Depending on the party's reservation status, options will differ.*

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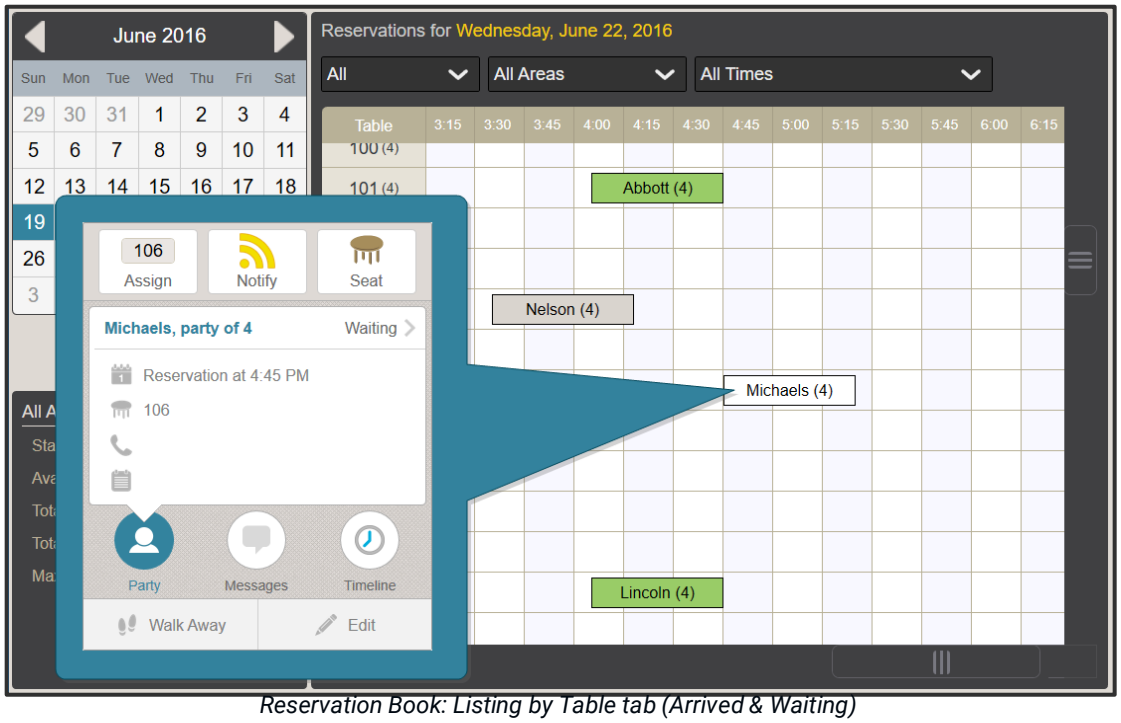


Reservation Book: Listing by Table tab - Seated (with Walk Away enabled)

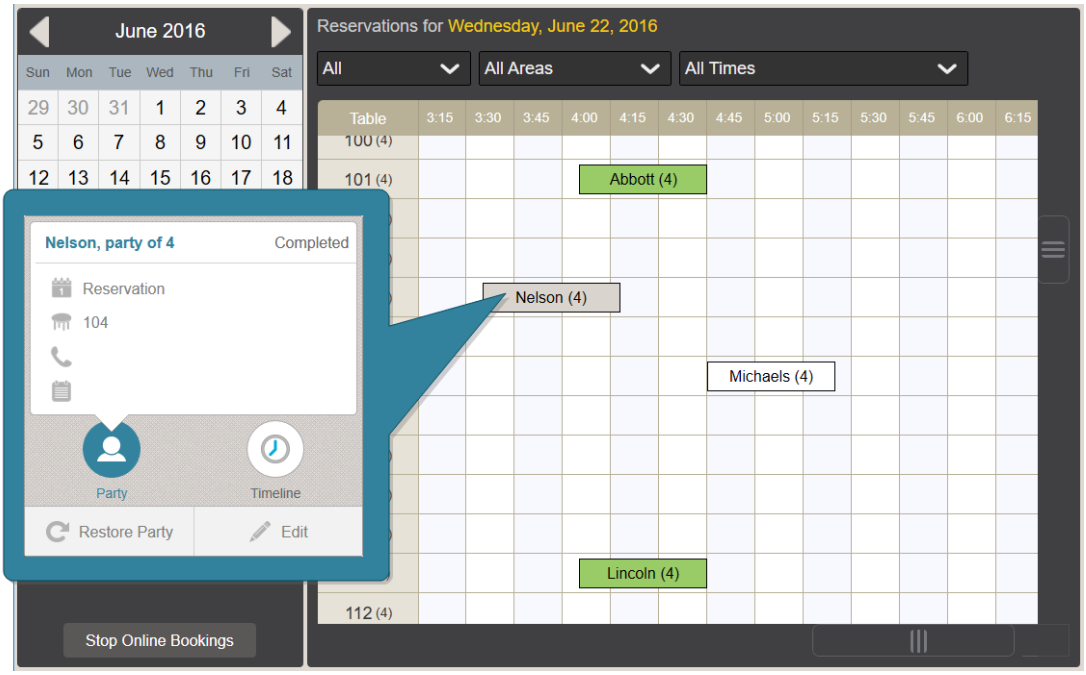


Reservation Book: Listing by Table tab (Not yet arrived)

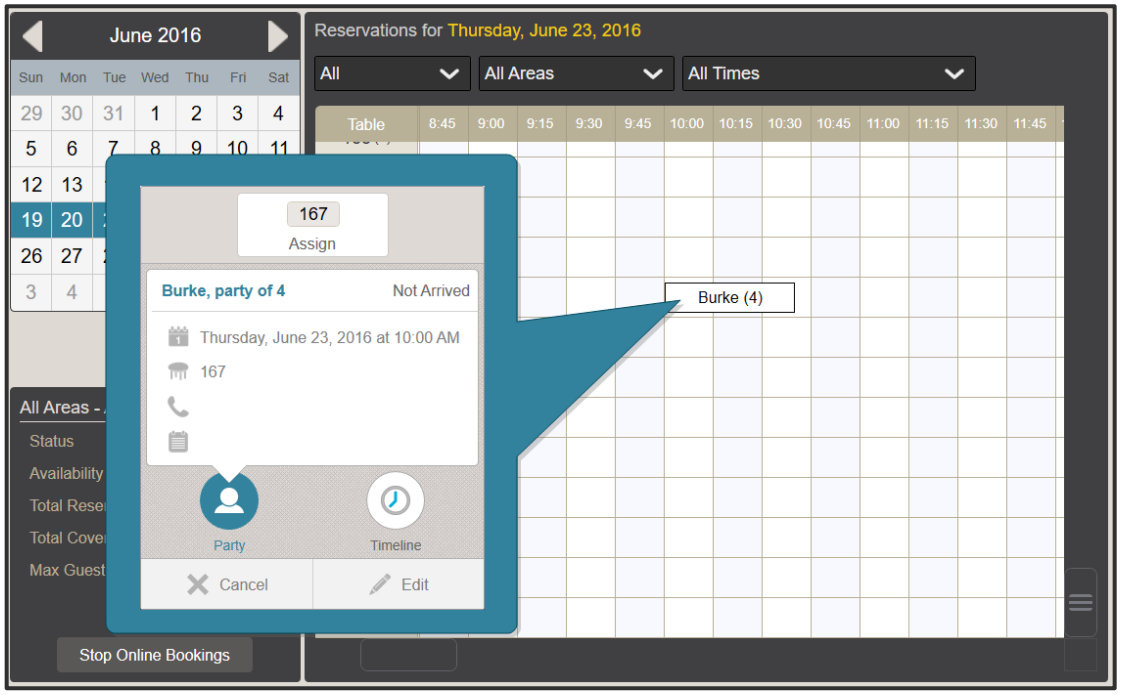
Note: The **Cancel Reservation** option only appears before the scheduled reservation time. Once the reservation time has been met or exceeded, the **Cancel Reservation** option becomes a **No Show** option.



Reservation Book: Listing by Table tab (Arrived & Waiting)



Reservation Book: Listing by Table tab (Completed)



Reservation Book: Listing by Table tab (future day)

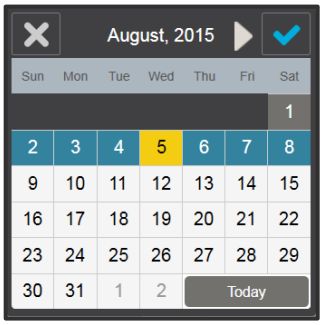
Creating a Reservation from the Reservation Book

You can also take a reservation to the system from the greeter form.

1. Select **Reservation Book** on the home page. *The **Reservation Book** appears.*
2. Select  in the upper right corner of the page. *The **Add Reservation** form appears.*



3. If you want to make a reservation for a future date, select the **Date** field, and a calendar appears. *Otherwise, the date defaults to the current date.*



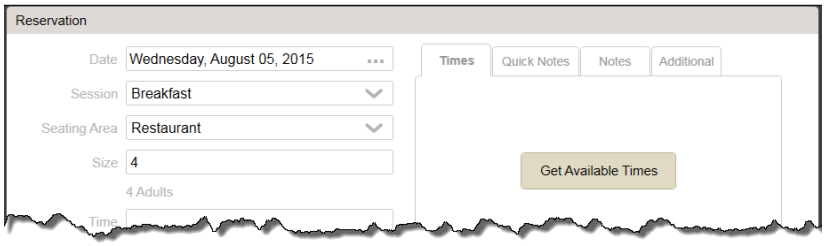
   a. Select a future date. The amount of days in the future you can select is determined by the **Booking Period** value entered in the **Add Seating Area** form of the Portal.
4. Select a **Session**.
5. Select a **Seating Area**. *Examples include: Dining Room, Restaurant, and Patio.*
6. Enter party **Size**.

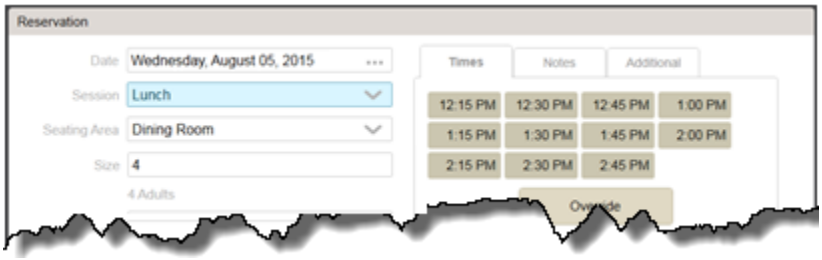
Note: If you are using a Standard style greeter form and Show Party Mix? is enabled in the Crunchtime Portal click the Size box. The Party Mix form appears.



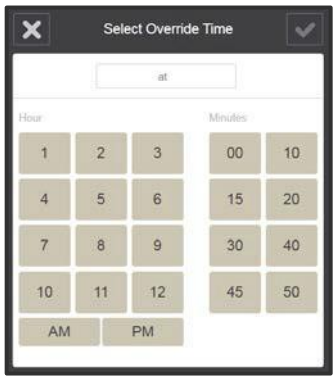
a. Select a party mix category(s): **Adult**, **Child**, **Senior**, and **Infant**.
b. Select the number of guests that belong to each category.
c. Select ✔ to return to the greeter form.

7. Select an **Occasion**, if applicable.
8. Select **Get Available Times** and select the time for the reservation. *Your availability plan settings and number of current reservations will determine time slot availability. If any time slots are fully booked, they will not be shown.*

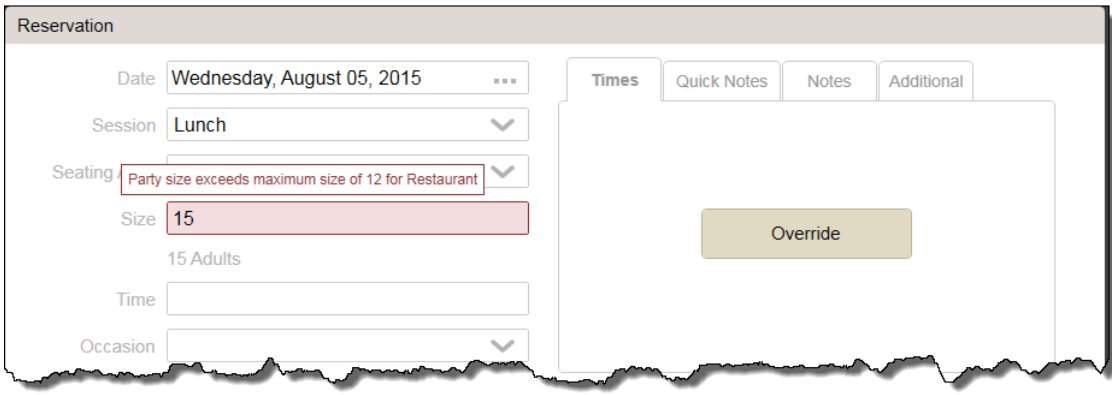


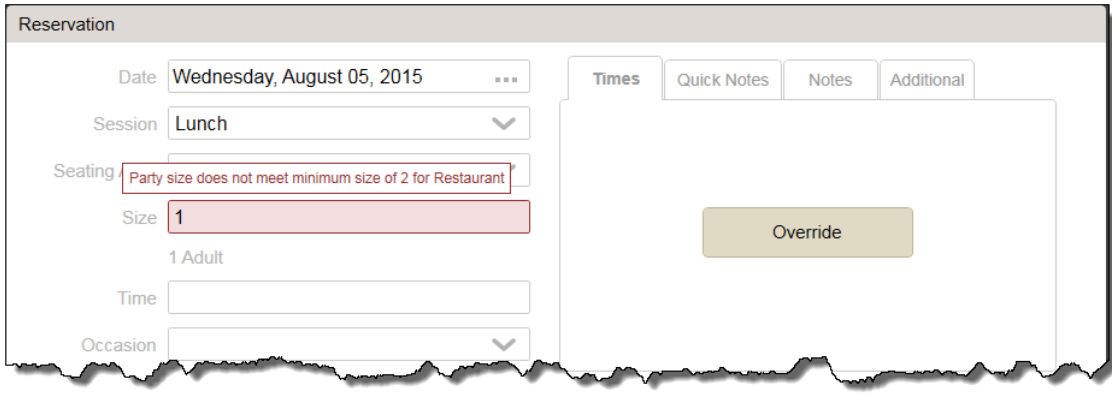


Note: If no times are available for your specific request and **Allow Reservation Availability Override** is selected in the Portal, you have the option to override these settings. If you select **Override**, the **Select Override Time** form appears.



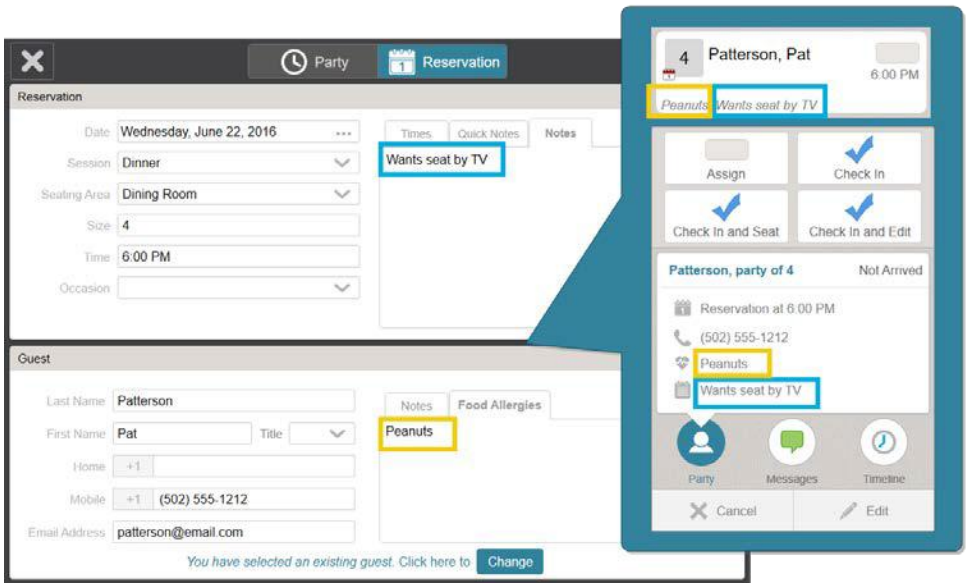
a. If you later edit the reservation by overriding the available times and the new time is in a different session (e.g. you change a guest's time from 9:00 A.M. during **Breakfast** to 12:00 P.M. during **Lunch**), you do not need to select a different session from the **Session** dropdown on the **Edit Reservation** form. Crunchtime automatically makes that change and is shown the next time you open the **Edit Reservation** form.
b. If the party size is greater than the maximum party size or less than the minimum party size settings on the **Add Seating Area** form, a message appears.





Note: Other messages can appear if the server is not connected to enterprise but is configured to be connected or when operating sessions are disabled. *If all sessions are disabled AND the server is not connected to enterprise, the failed connection message takes precedence over the operating session message.*

9. Enter **First Name** and **Last Name**.
10. Enter a **Mobile Number** if the party wishes to be notified by SMS that their table is ready.
11. Enter an **Email Address** in order to send the party an e-mail confirmation.
12. Select **Quick Note** and enter reservation notes and guest notes, if applicable. *Reservation notes are entered at the top of the form on the Notes tab and apply to this particular reservation (e.g. On crutches, Three kids' menus, etc.). Guest notes are entered in the Notes and/or Food Allergies box at the bottom of the form and apply to the current and future visits (e.g. Allergic to gluten, Likes the patio, etc.).*



13. Select ✔ to complete the reservation. Once a reservation is made, it appears on the Reserved tab. The Reserved tab shows all reservations that have not yet checked in (arrived). Checked-in, impending, and upcoming reservations are shown on the Waiting tab.

14. The Reserved tab defaults to the current date, but you can view reservations for future dates by tapping the arrow ❯ or the calendar icon  .

Note: When reservations are taken, they do not get assigned a notification type. So once you have checked in a reserved party, the party's notification type defaults to **SMS** if the party has a mobile phone number in the system. If a reserved party has checked in and does not have a mobile phone number in the system, the notification type defaults to **Verbal**. However, if you do not have an Enterprise connection and check in a reserved party, the party's notification type defaults to **Phone** if the party has a mobile phone number in the system.

Note: The selected Reservation time slot is maintained when the Party Size changes. The selected Reservation Date/Time will appear in the upper left header of the Edit Reservation dialog. *This only affects existing Reservations that are being edited. If a reservation has not yet been scheduled, nothing will display in the Edit Reservation header.*

Settings

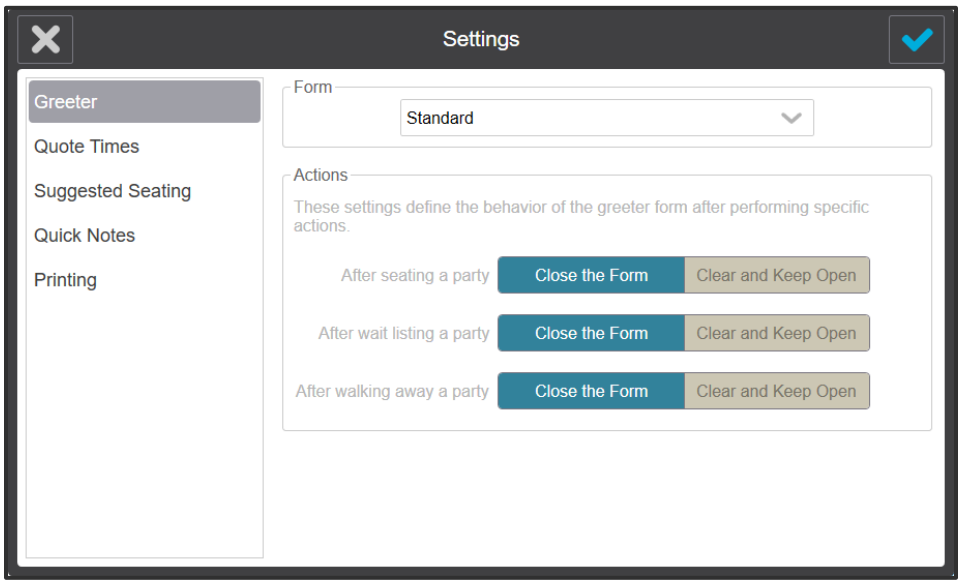
Introduction

The Settings page allows you to access configuration for greeter forms, quote times, suggested seating, quick notes, and printing. All other settings (e.g. guest, seating, site, operating hours, table preferences, table turns, and terminal roles) are configured in the Crunchtime Portal.



Home menu: Settings

Greeter



Settings: Greeter

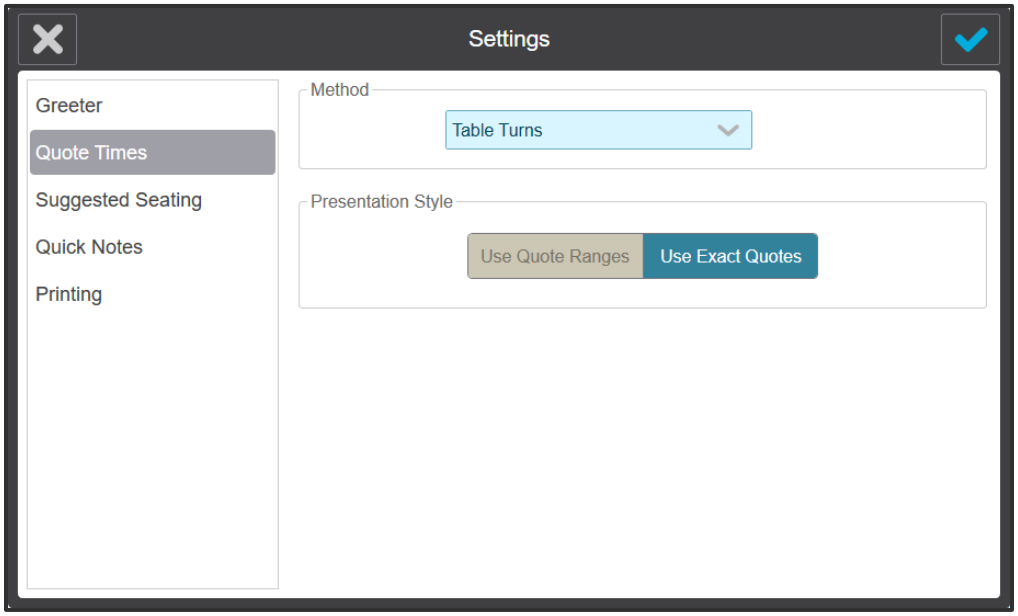
1. Select the **Greeter** tab.
2. Choose a Greeter **Form** style from the dropdown menu:
   - **Standard:** This is the default setting.
   - **Guest Lookup:** This allows the host(ess) to enter party and/or reservation details by guest information (e.g. first or last name, phone number, or email address).

Note: Loyalty cards also apply to the Guest Lookup style Greeter Form.

   - **Priority is Wait Listing:** This allows the host(ess) to enter and organize their parties according to the Wait List. *This is especially useful when greeting a walk-in party, but there are no available seats and/or your restaurant does not take reservations.*
   - **Priority is Immediate Seating:** Similar to Priority is Wait Listing, but instead of first attempting to place parties on a Wait List, it attempts to seat any parties that have just arrived. *This is especially useful when greeting a walk-in party, but there are no available seats and/or your restaurant does not take reservations.*
3. Choose whether to **Close the Form** or **Clear and Keep Open** (refers to the Add Party Form) for the following actions:
   - ***After seating a party***
   - **After wait listing a party**
   - **After walking away a party**
4. Select to save your changes.

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Quote Times



Settings: Quote Times

1. Select the **Quote Times** tab.
2. Choose a **Method** from the dropdown menu to determine quote times:
   - **Fixed Quote Per Party Size:** Provides a set quote time depending on the number of guests in a party (e.g. for a party of 2, you may want to offer a specific quote of 10 minutes and enter a range of 5-15). *A fixed quote does not factor in any historical data or table turns in the system, therefore, it is suggested that you base your fixed quotes on restaurant tendencies.*
   - **Table Turns:** A table turn is the amount of time a party is at a table, from the time they are seated until they leave.
   - **Guests Per Hour:** System generated quote based on an algorithm that evaluates the number and size of parties on the wait list for: 100, 125, 150, and 180 guests. Quote ranges are based on party size.
   - **Guests Per Hour (Configurable):** Use Guests Per Hour quoting with a unique number of guests-per-hour. If this method is selected, you must enter Guests Per Hour in the available field.
   - **Historical Wait Times:** Based on the **Number of Weeks Used for Forecasting** of waiting and seating information. *When using historical data, all parties must: be cleared within 6 hours of being created, have a seated time, and not be a reservation party. If a party is not completed, it will not count toward historical seated times.*

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- **Historical Table Turns:** Based on the **Number of Weeks Used for Forecasting** of waiting and seating information. *When using historical data, all parties must: be cleared within 6 hours of being created, have a seated time, and not be a reservation party. If a party is not completed, it will not count toward historical seated times.*
- **Guests On The Wait List:** References the total number of parties on the wait list when determining which quote is selected. *The total number of parties must fall between the minimum party count/size and the maximum party count/size.*

3. Choose a **Presentation Style** from the dropdown menu. *If **Use Quote Ranges** is chosen, low and high time range limits should be sequential and not overlap.*
4. Select to save your changes.

Note: Dirty tables are not factored in when calculating quote times.

Note: If you select any of the **Guests Per Hour** methods as your quote method, the quote type becomes **Use Quote Ranges by default** and cannot be changed.

Suggested Seating

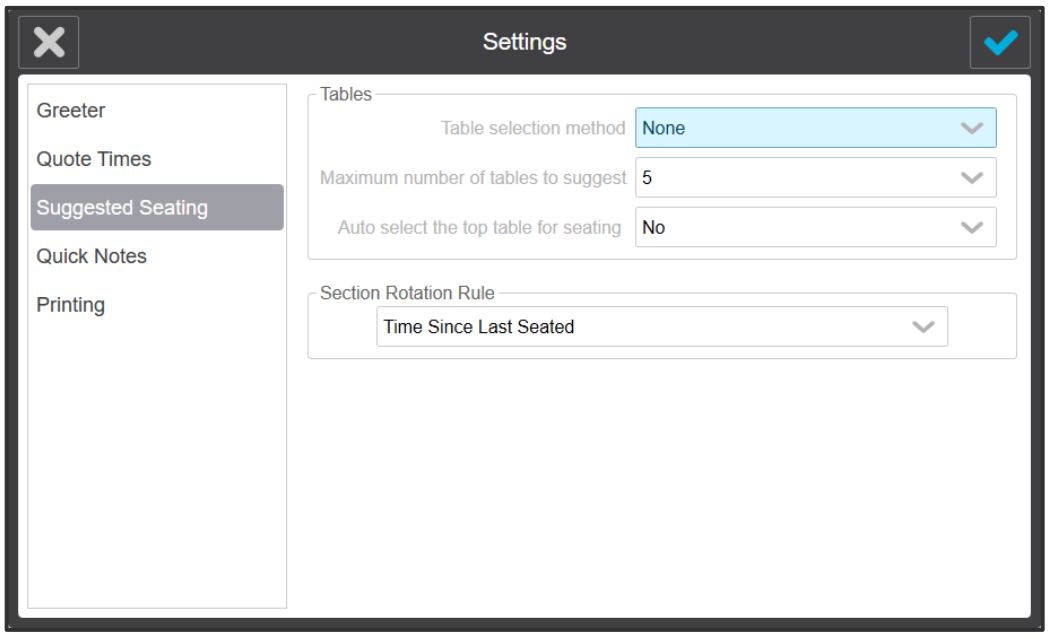


Figure 8-1 *Settings: Suggested Seating*

1. Select the **Suggested Seating** tab.
2. Choose a **Table selection method** from the drop-down menu:
   - **None:** Use if you do not want to use the suggested seating feature.
   - **Suggest for the Selected Party:** Use if you want Crunchtime Host to automatically make suggestions based on a selected party.

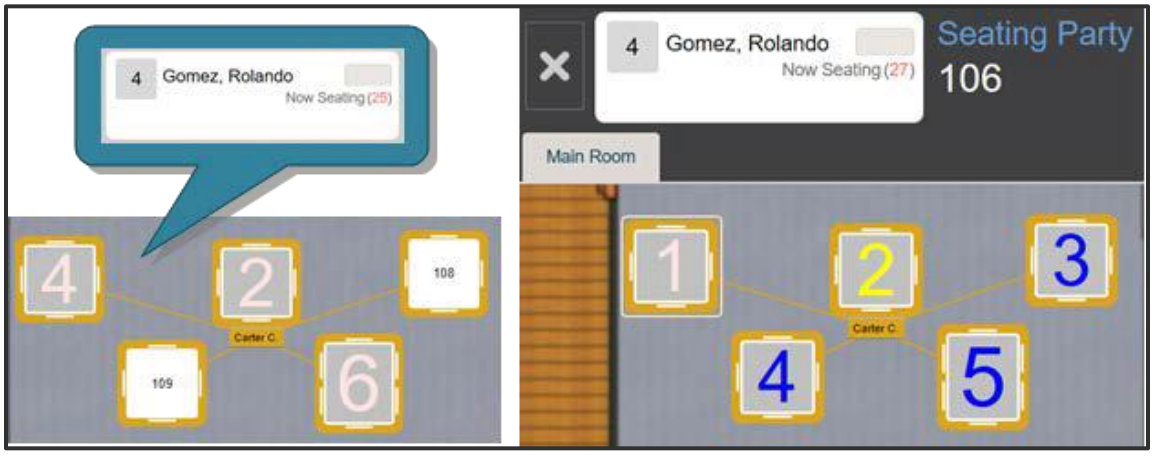


   - **Suggest a Table Per Party Size:** Use if you want Crunchtime Host to select a single table for parties. In the seating layout, this option will display the numbers 2, 4 or 6 over the next available tables that should be used for parties of corresponding sizes. The highest number in the range appears over the selected table (e.g. if you have a party of 3, you would select a table with a "4" on it. While you could seat a party of 4 at a "6" table, it will affect your seating efficiency).

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- **Always Suggest a Table:** This method combines the methodology used in **Suggest for the Selected Party** and **Suggest a Table per Party Size**. *When this method is enabled, tables are suggested in the Seating Layout using the "Suggest a Table per Party Size method." Once a user chooses to seat a party and is in the Seating Party section, the "Suggest for the Selected Party" method will be in use.*



Note: Dirty tables and parties placed on "Hold" are NOT included in suggested seating.

3. If suggested seating is enabled (**Suggest for the Selected Party** or **Suggest a Table Per Party Size** have been chosen), choose the maximum number of tables (1-9) for Crunchtime Host to recommend when you are seating a party.

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4.
5. If you want Crunchtime Host to **Auto select the top table for seating** from its multiple, recommended numbered choices, choose **Yes** from the dropdown menu.

Note: Opting to **Auto select the top table for seating** does not actually seat the party. If you want Crunchtime Host to seat a party, you must select the following options in the Portal: **Automatically seat non-large parties when seating requirements are met** and/or **Automatically seat large parties when seating requirements are met**.

6. Choose a **Section Rotation Rule** from the dropdown menu. When suggesting tables, a list of all tables with preferences matching those of the party is generated. These tables are then recommended based on these settings. The top tables are then presented in the seating layout as suggestions.
    - **Time Since Last Seated:** A section that has not had a party seated at it the longest will have its tables recommended first.
    - **Fewest Tables:** A section that has the fewest occupied tables will have its tables recommended first. If there are two or more sections that match this criterion, Guest Count is then considered.

Example: Section A has 2 occupied tables with a total of 9 guests. Section B has 3 occupied tables with a total of 7 guests. Section C has 2 occupied tables with a total of 8 guests. The tables from Section B will be recommended because it has fewer guests, even though Section A also has 2 occupied tables (Section B is not considered since it has more tables occupied and fails the first criteria).

- **Fewest Guests:** A section that has the fewest number of seated guests will have its tables recommended first. If there are two or more sections that match this criterion, the number of occupied tables is then considered.

Example: Section A has 2 occupied tables with a total of 9 guests. Section B has 3 occupied tables with a total of 8 guests. Section C has 2 occupied tables with a total of 8 guests. The tables from Section C will be recommended because it has fewer occupied tables, even though Section B also has 8 guests (Section A is not considered since it has more guests and fails the first criteria).

- **Time Since Last Seated/Earliest Available Table:** After applying a system-defined amount of time based on the **Time Since Last Seated** rotation method, a **Table Cleared** method is used to suggest a section that includes a table that has been completed.

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Example: If all tables in Sections A, B, & C were occupied and had been seated sequentially from A-C, Section A would normally be the next station in the **Time Since Last Seated** rotation since it would be the station that has gone the longest amount of time since a guest was seated at one of its tables. However, with **Table Cleared**, if Section B completed a table before station Section A did, rotation would revert to Section B and not Section A.

- **Fewest Parties:** A section that has the fewest number of seated parties will have its tables recommended first.

Note: Section Rotation Rules apply to both Server and Table Section Shifts. *Server Section Shifts will list Servers on the tab and Table Section Shifts will list Sections.*

- **Section Rotation Rules** funtion in the following manner following a shift change:

Station Rotation Rule	Functionality following shift change
Time Since Last Seating	All sections will be equally ranked, and any ties broken by earliest seated.
Fewest Tables	This remains unchanged; it is affected by seated tables.
Fewest Guests	This remains unchanged; it is affected by seated tables.
Time Since Last Seated/Earliest Available Table	All stations will be equally ranked and any ties broken by earliest seated regardless of which of the 2 fields it is being used to determine ranking.

7. Select to save your changes.

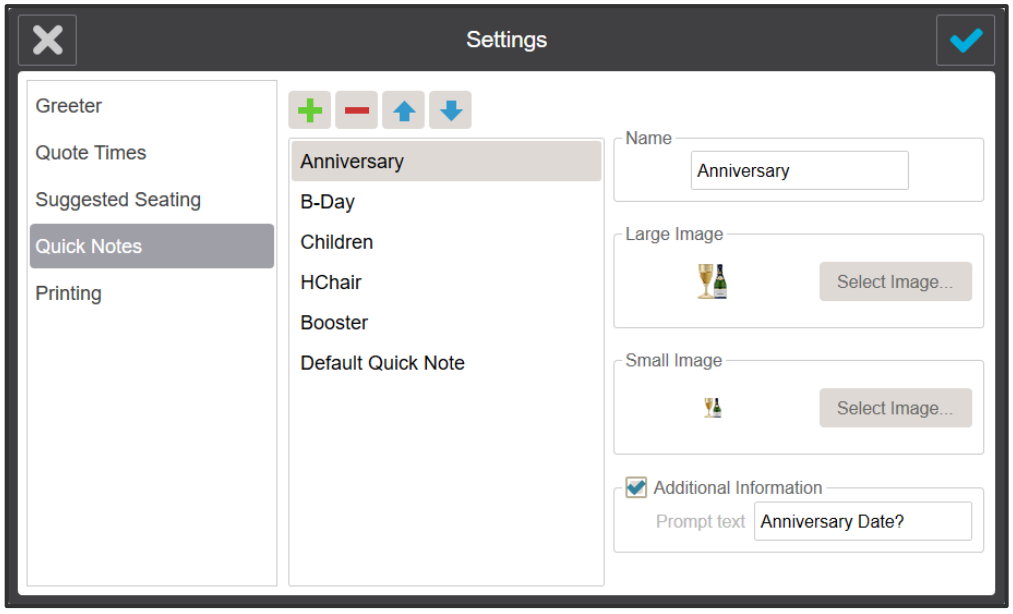
Note: Suggested seating can be even more refined within a section by using the **Table Priority** setting on the **Add Tables** form. **For example:** If you wanted to suggest booths ahead of tables when both are available within the same section, whichever table has a higher priority (lower priority number) will be suggested first.

Note: When either performing a **Quick Seat** or **Greet and Seat** on a party within the **Servers** tab on the **Seating** layout, you must select a **Server** on the **Please choose a server** dialog box. *The party is then automatically seated and the table displays the color associated with the Server and the Servers Name.*

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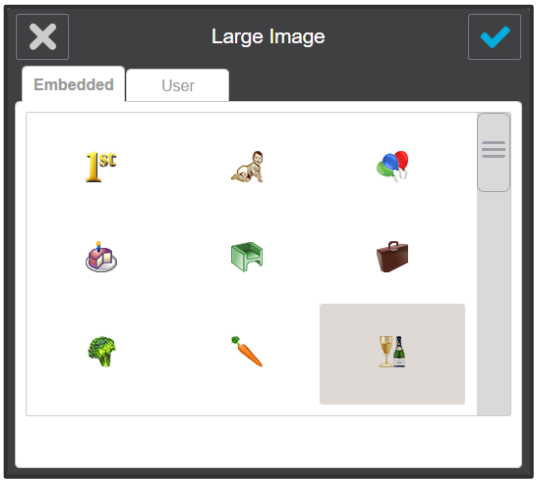
Quick Notes

Visit quick notes are commonly used notes that may apply to a party on a particular visit. The defaults are Anniversary, Birthday, High Chair, and Booster Chair. Other examples include Business, Prom, etc.



Settings: Quick Notes

1. Select the **Quick Notes** tab.
2. Select ▌ to add a new Quick Note or select the Quick Note you want to edit.
3. Enter a **Name** (up to 30 characters).
4. Select **Select Image** to add a **Large Image** and/or a **Small Image**. *A dialog box will appear.*



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5. Select an **Embedded** (system) image or a **User** image you have imported. Select once you've selected your image.

Note: Large visit quick note images appear in the Quick Notes sections of the Add Party/greeter form and on the Party tab of the details form.

Note: If User defined columns and Quick Notes Icons are selected on the Select Column Action form within the Portal, the small image appears on the Guests tabs.

6. If additional information is required for the Quick Note, select the **Additional Information** checkbox. *In Crunchtime Host, when a user selects a quick note on the Add Party form, the Quick Note Detail pop-up appears if **Additional Information** has been selected.*

Note: By default, if you select **Anniversary**, **Birthday**, or **Children**, a Quick Note Detail pop-up will appear. Depending on whether or not Additional Information is selected, any quick note may include a prompt for additional text. The user can also select a Quick Note from the **Details** form, accessed from the **Waiting** or **Seated** tabs.

7. Enter the Additional Information into the **Prompt text** field.
8. Select to save your changes.

Note: To delete a quick note, select it and select. Select to confirm.

Printing

Crunchtime Host offers receipt printing when a party is added to the wait list, when a party is assigned a table, and when a party is seated. Chit printing associated with the action (i.e. greeting, seating) and not a specific terminal or type of terminal.

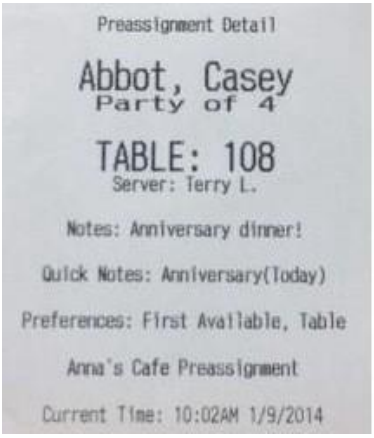
Receipts used when seating a party help staff (hostess, server, etc.) learn about the party they are seating (e.g. A hostess may look at the receipt and, while seating the guest, mention specific information: “Your server will be Beth. Oh, and I see it is your birthday. You will get a free dessert.”). The server can also use this receipt to further personalize the visit once (e.g. “Mr. Smith I see you are allergic to gluten. You will be glad to know we added a gluten-free section to our menu.”).

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Settings: Printing

1. Select the **Printing** tab.
2. Select whether to do **Nothing** or **Add Party Chit** (i.e. print a greeter receipt) when a user performs the following action: **Add Party to Wait**.
3. Choose how many **Copies** to print.





4. Select whether to do **Nothing** or **Assign Table Chit** when a user performs the following action: **Assign a Party**.

    a. Choose how many **Copies** to print.



5. Select whether to do **Nothing**, **Seat Party Chit**, or **Show Party Chit** when a user performs the following action: **Seat a Party**. *The Show Party Chit receipt is similar to the Seat Party Chit receipt, but it's used as a print-on- demand option that you might only use occasionally for certain parties.*

    a. Choose how many **Copies** to print.





Greeter receipts are often handed to the waiting guest to confirm quote time and show the estimated seat time.

Note: Use the Printing tab within the Crunchtime Portal to select receipt details such as number of copies, header, footer, page number, party quick notes, party notes, table preferences, reservations, guest settings, and a QR Code with the table, transaction, or confirmation number.

Note: The term “QR Code” is registered trademark of DENSO WAVE INCORPORATED in Japan and other countries.

Note: If **Show Party Mix?** is selected in the Crunchtime Portal, the party mix is shown below the party size on all chits that print the party size. The party mix type is only printed if the count for the type is non-zero (e.g. If the "Infant" count is 0, a line for "Infant" would not appear on the chit).

Guest Per Hour Calculations

This quote calculation method generates a quote based on an algorithm that evaluates the number and size of parties on the wait list. You can base these quote methods on 100, 125, 150, and 180 guests.

Guests Per Hour divides wait times into 5-minute sections, which are denoted in the following charts with a bold horizontal line. For any of the following methods, party sizes 6 and under are each depicted as 1 line on the chart. The amount of lines given to parties containing more than 6 guests is determined by an equation. Take the party size and divide by 4. Round this quotient up and add 1.

Example: A party of 7 would take up 3 lines on the table (7 ÷ 4 = 1.75, round to 2 + 1 = 3). A party of 12 would take up 4 lines on the table (12 ÷ 4 = 3 +1 = 4).

Note: Regardless of which of the methods is used, quote ranges are based on party size. It might help to simplify **Guests Per Hour** by showing baseline quote ranges for the first 4 of the 5-minute intervals for parties with 1-4 guests.

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5-Minute Section	Exact Quote	Quote Range
1	5	0-5
2	10	5-10
3	15	10-15
4	20	15-20
The number of lines in a 5-minute section of the chart will vary depending on the quote method you are using.		

Base "Guests Per Hour" Quotes

Note: The Guests Per Hour quote calculation method includes unarrived call- aheads in the system when determining the number of "wait lines" to use when generating a quote. *The **Impending Call Ahead Threshold** setting in Portal excludes any party not within a certain threshold of arriving from quoting and suggested seating calculations.*

Note: Mock seating can be enabled for GPH within the Portal. This enables the creation of a prediction map when parties are on the wait list; meaning, if open tables exist, parties on the wait list will be matched to these tables and not counted as waiting parties for GPH quote time calculations. *Consider this option if using online waitlist seating, as it will prevent online waitlists from being quoted wait times when tables are available.*

Note: If you are using the Guests Per Hour quote method, even if **Include reservations in the quote time calculations** is selected, reservations will not affect quote time until the guests have arrived.

Guests Per Hour (100)

This method uses a baseline of 90 seconds (1 min & 30 sec) per table. The 100 method, however, is different than the other methods in that its 5-minute chart sections do not always contain an equal amount of lines (this method does not divide lines per 5-minute section based on an equation).

Example: Unlike the 150 method that uses a minute-per-table breakdown of lines in a section of the chart (5 min ÷ 1 line = 5 lines), the 100 method rotates using 3 and 4 lines per 5-min section.

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- **Party size of 1 – 4:** The first 3 lines (first 5-min section) use a quote range of 0-5, the next 4 lines use a quote range of 5-10, the next 3 (lines 8-10) use 10- 15, and the next4 (lines 11-14) use 15-20. Further sections use this same technique, which increases the range by 5.
- **Party Size of 5 – 11:** Using the baseline ranges for parties of 4 or fewer guests shown in the **Base "Guests Per Hour" Quote Ranges** Table, increase the quote range by 5. Notice in the **Guests Per Hour (100) Chart Example** Table, the **Talbot** party range is 0-10 instead of 0-5 because there are 6 guests.
- **Party Size of 12+:** The first number in the range increases by 15 and the range itself increases to 10. Notice in the **Guest Per Hour (100) Chart Example** Table, the **Lukas** party range is 20-30 (20 min is the normal low-end range of the second 5-min section range [5] + 15, and 30 is 10 min being added to the new low end of the range [20] + 10).

Line #	Party Size	Name	Time In	Quote Range
1	4	Weller	5:15	0-5
2	6	**Talbot**	5:15	0-10
3	3	Miller	5:16	0-5
4		----------		
5		----------		
6		----------		
7	12	**Lukas**	5:17	20-30
8	3	Fusting	5:18	10-15
9	5	Lynne	5:18	10-20
10	4	McKorkle	5:19	10-15
11	6	Stevens	5:19	10-15
12		----------		
13		----------		
14	8	**Mason**	5:21	15-25

Guests Per Hour (100) Chart Example

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Note: The **Lukas** party uses 4 lines because it has 12 guests, and the **Mason** party uses 3 lines because it has 8 guests. Since all other parties have 6 or fewer guests, they only take up 1 line.

Guests Per Hour (125)

This method uses a baseline of 75 seconds (1 min & 15 sec) per table, which translates to 4 lines per 5-min section (75 sec x 4 = 300 sec or 5 min).

- **Party size of 1 – 4:** The first 4 lines (first 5-min section) use a quote range of 0-5, the next 4 (lines 5-8) use a quote range of 5-10, the next 4 (lines 9-12) use 10-15, and the next 4 (lines 13-16) use 15-20. Further sections continue to increase each range by 5.
- **Party Size of 5 – 11:** Using the baseline ranges for parties of 4 or fewer guests shown in the **Base "Guests Per Hour" Quote Ranges** Table, increase the high end of the quote range by 5. Notice in the **Guests Per Hour (125) Chart Example** Table, the **Lukas** party range is 5-15 instead of 5-10 because there are 8 guests.
- **Party Size of 12+:** The first number in the range increases by 15 and the range itself increases to 10. Notice in the **Guests Per Hour (125) Chart Example** Table, the **Mason** party range is 30-40 (30 min is the normal low end of the range [15] + 15, and 40 is 10 min added to the new low end of the range [30] + 10).

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Line #	Party Size	Name	Time In	Quote Range
1	4	Weller	5:15	0-5
2	3	Talbot	5:15	0-5
3	5	Miller	5:16	0-10
4	2	Fusting	5:16	0-5
5		----------		
6		----------		
7	8	**Lukas**	5:17	5-15
8	4	Bosley	5:18	5-10
9	5	Jones	5:18	10-20
10	4	Lynne	5:19	10-15
11	6	Stevens	5:19	10-20
12	2	Oldham	5:20	10-15
13		----------		
14		----------		
15		----------		
16	12	**Mason**	5:22	30-40

Guests Per Hour (125) Chart Example

Note: The **Lukas** party uses 3 lines because it has 8 guests, and the **Mason** party uses 4 lines because it has 12 guests. Since all other parties have 6 or fewer guests, they only take up 1 line.

Guests Per Hour (150)

This method uses a baseline of 60 seconds (1 min) per table, which translates to 5 lines per 5-min section of the chart (5 minutes ÷ 1 line = 5 lines).

- **Party size of 1 – 4:** The first 5 lines (first 5-min section) use a quote range of 0-5, the next 5 (lines 6-10) use a quote range of 5-10, the next 5 (lines 11-15) use 10-15, and the next 5 (lines 16-20) use 15-20. Further sections continue to increase each range by 5.
- **Party Size of 5 – 11:** Using the baseline ranges for parties of 4 or fewer guests shown in the **Base "Guests Per Hour" Quote Ranges** Table, increase the high end of the quote range by 5. Notice in the **Guests Per Hour (150) Chart Example** Table, the **Miller** party range is 0-10 instead of 0-5 because there are 5 guests.

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- **Party Size of 12+:** The first number in the range increases by 15 and the range itself increases to 10. Notice in the following **Guests Per Hour (150) Chart Example** Table, the **Lukas** party range is 20-30 (20 min is the normal low end range of the second 5-minute section [5] + 15, and 30 is 10 min added to the new low end of the range [20] + 10).

Line #	Party Size	Name	Time In	Quote Range
1	4	Weller	5:15	0-5
2	3	Talbot	5:15	0-5
3	5	Miller	5:16	0-10
4	2	Fusting	5:16	0-5
5	4	Bosley	5:17	0-5
6		----------		
7		----------		
8		----------		
9	12	**Lukas**	5:18	20-30
10	4	Lynne	5:19	5-10
11	6	Stevens	5:19	10-20
12	2	Oldham	5:20	10-15
13	2	Stanley	5:21	10-15
14		----------		
15		----------		
16	8	**Mason**	5:22	15-25
17	4	McKorkle	5:23	15-20
18	3	Eisen	5:27	15-20
19	2	Burkle	5:28	15-20
20	4	Doyle	5:30	15-20

Guests Per Hour (150) Chart Example

Note: The **Lukas** party uses 4 lines because it has 12 guests, and the **Mason** party uses 3 lines because it has 8 guests. Since all other parties have 6 or fewer guests, they only take up 1 line.

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Guests Per Hour (180)

This method uses a baseline of 50 seconds per table, which translates to 6 lines per 5-minute section (50 sec x 6 = 300 sec or 5 min).

- **Party size of 1 – 4:** The first 6 lines (first 5-min section) use a quote range of 0-5, the next 6 (lines 7-12) use a quote range of 5-10, the next 6 (lines 13-18) use 10-15, and the next 6 (lines 19-24) use 15-20. Further sections continue to increase each range by 5.
- **Party Size of 5 – 11:** Using the baseline ranges for parties of 4 or fewer guests shown in the **Base "Guests Per Hour" Quote Ranges** Table, increase the high end of the quote range by 5. Notice in the **Guests Per Hour (180) Chart Example** Table, the **Lukas** party range is 5-15 instead of 5-10 because there are 8 guests.
- **Party Size of 12+:** The first number in the range increases by 15 and the range itself increases to 10. Notice in the **Guests Per Hour (180) Chart Example** Table, the **Mason** party range is 25-35 (25 min is the normal low end of the range [10] + 15, and 35 is 10 min added to the new low end of the range [25] + 10).

Line #	Party Size	Name	Time In	Quote Range
1	4	Weller	5:15	0-5
2	3	Talbot	5:15	0-5
3	5	Miller	5:16	0-10
4	2	Fusting	5:16	0-5
5	4	Bosley	5:17	0-5
6	3	Clemons	5:17	0-5
7		----------		
8		----------		
9	8	**Lukas**	5:18	5-15
10	4	Lynne	5:19	5-10
11	6	Stevens	5:19	5-15
12	2	Oldham	5:20	5-10
13	2	McKorkle	5:21	10-15
14		----------		
15		----------		
16		----------		

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17		----------		
18	13	**Mason**	5:22	25-35
19	2	Robertson	5:25	15-20
20	3	Hearn	5:27	15-20
21	5	Stewart	5:28	15-25
22	6	Creegan	5:29	15-25
23	3	Stanley	5:29	15-20
24	5	Eisen	5:30	15-25

Guests Per Hour (180) Chart Example

Note: The **Lukas** party uses 3 lines because it has 8 guests, and the **Mason** party uses 5 lines because it has 13 guests (13 ÷ 4 = 3.25 and round this quotient up even if it is under .5, which gives you 4 + 1 = 5). Since all other parties have 6 or fewer guests, they only take up 1 line.

Guests Per Hour (Configurable)

Use Guests Per Hour quoting with a unique number of guests-per-hour that is not 100, 125, 150, or 180. If you select Guests Per Hour (Configurable), you must enter the number of guests, up to 999.

Note: When using the **Guests Per Hour (Configurable)** calculation, the number of rows in a section of the chart is equal to the number you enter divided by 30 (e.g. If 210 is entered, there will be 7 rows per section).

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