Crunchtime Host for iOS

Release ReadMe

Document Details

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Overview

This document covers what's new in Crunchtime Host for iOS.

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Crunchtime Host for iOS 2026.3

New Recommended Tables Feature

A new feature has been added to display open, available tables that are ready and recommended for waiting parties.

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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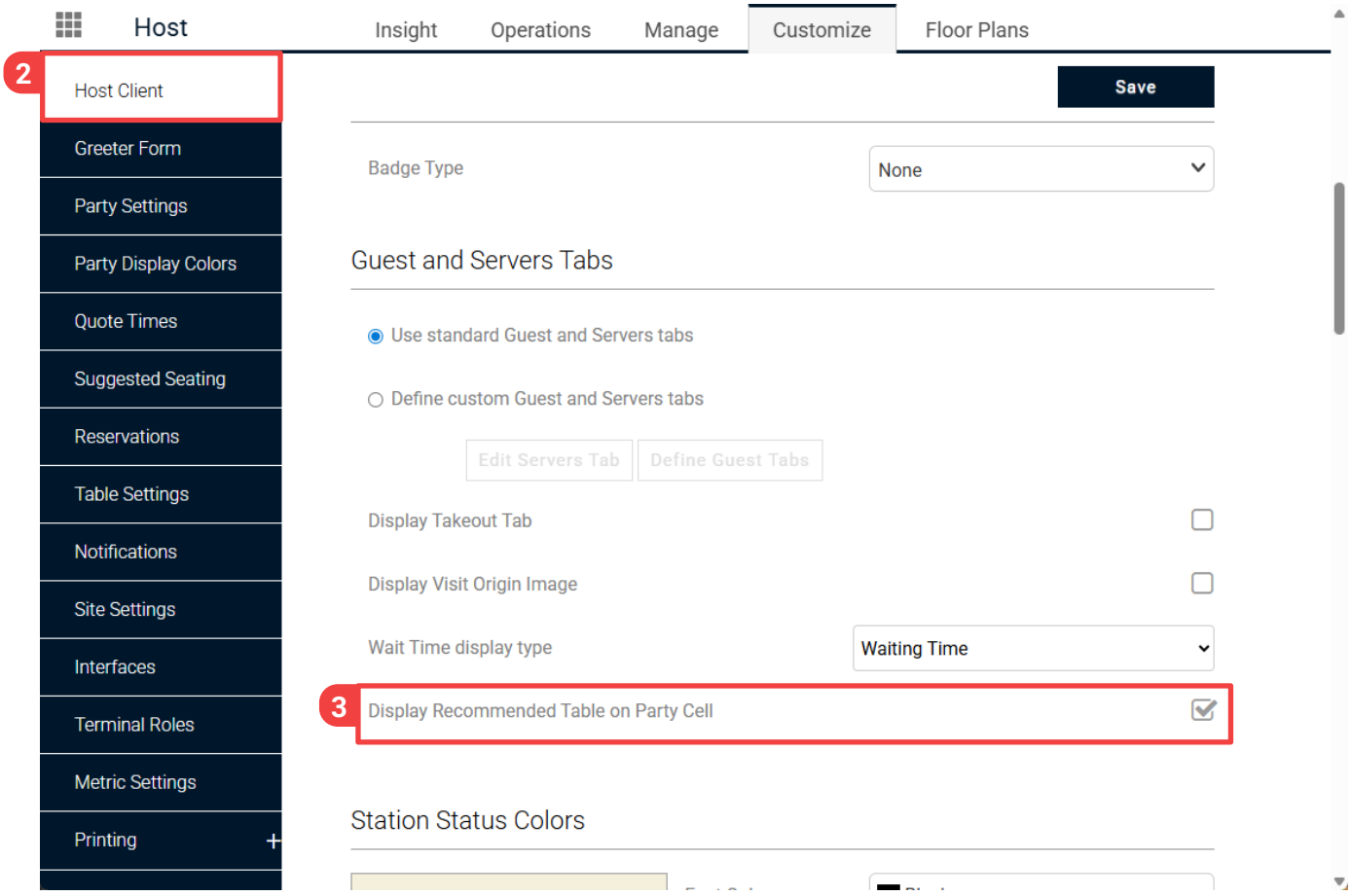
To enable via the Host Portal:



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.

Custom Column Configuration (Optional)

In addition to displaying recommendations on the standard party cell, you can configure a custom tab to display the recommended tables for waiting parties. To use this:

1. In the Portal, navigate to Sites > Customize > Host Client > Guest and Servers Tabs > Define custom Guest and Servers Tabs > Add/Edit Guest Tab > Define Columns (or navigate the equivalent path under Templates).
2. In the custom columns builder for the guest tab, add the new column and select the *Recommended Table* as the data type.
3. Save the guest tab configuration.

Note: The site must have the “Display Recommended Table on Party Cell” setting enabled in order to generate the recommended tables that will be displayed in the custom tab.

Note: The recommended tables feature is only available with Table Section shift types and is not supported for Server Section shifts.

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 Table Action 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”).

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



Once the party is assigned to any table (recommended or otherwise), the button returns to its normal appearance, displaying the Assigned table.

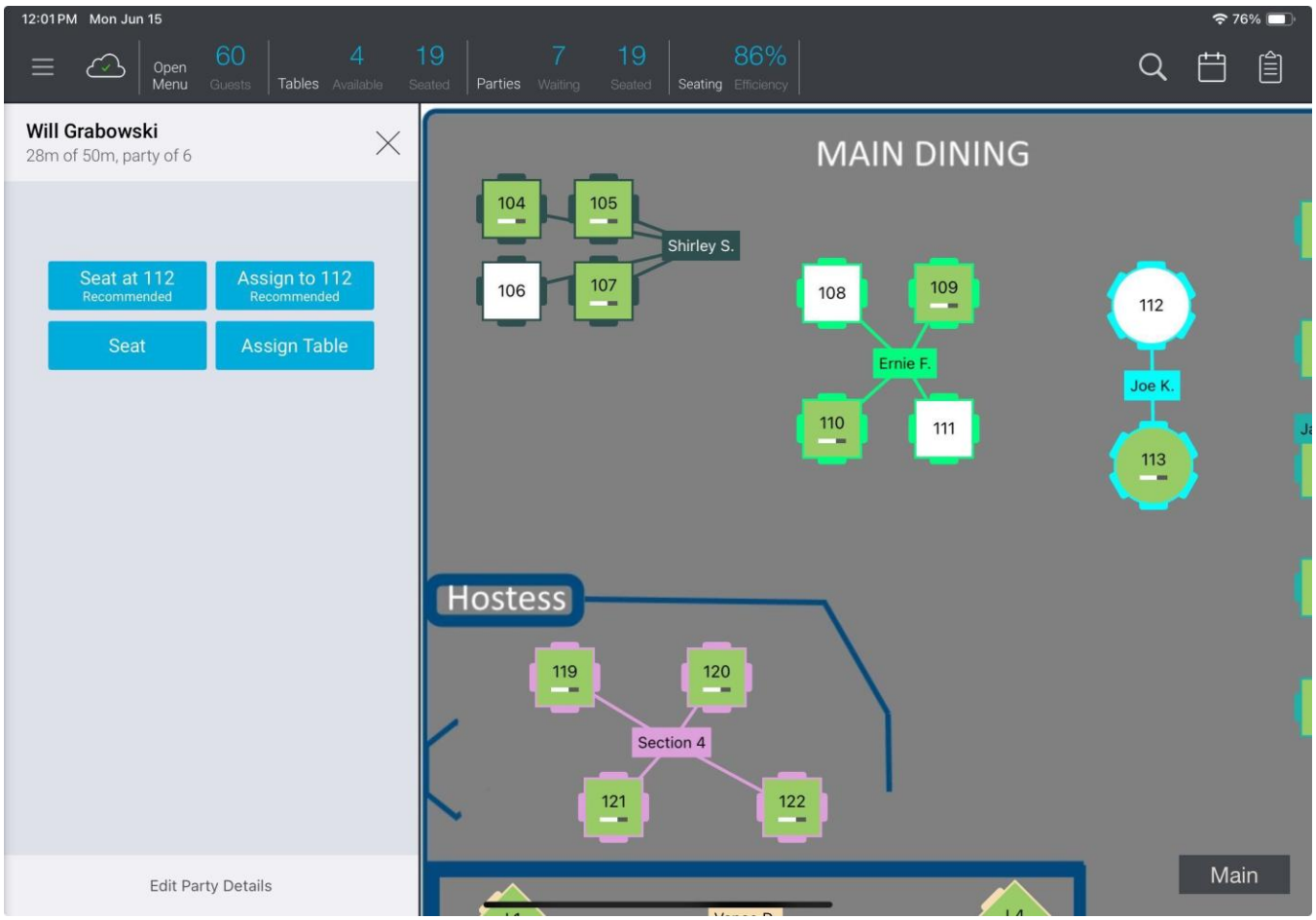


If the party has a recommended table and is notified, the Table Action Button will change to the green notified color, but the recommended table will continue to display.



Tapping the Table Action button on a party cell with a recommended table opens the action panel with the following options:

- Seat at [recommended table]: Automatically seats the party at the recommended table and closes the panel.
- Assign to [recommended table]: Automatically assigns the party to the recommended table.
- Seat: Opens the standard Seat workflow.
- Assign: Opens the standard Assign workflow.



Important Information

The following behaviors are important to understand when using the Recommended Tables feature. Some may affect how recommendations appear or change during a shift.

Using Recommended Tables During Low Volume Times

- This feature is intended to be a quick indication to the host/hostess that a table has become available, allowing them to quickly seat waiting parties and maximize throughput. As such, its intended use is during peak periods when the restaurant is busy and running a wait. While table recommendations may be displayed at any time of day, this feature is not intended for use when there are numerous tables available. In such a scenario, users should rely on the seating suggestions provided in the Add Party greeter and should direct seat visits.

Recommendations Can Change Dynamically

Table recommendations are not fixed. They are recalculated whenever relevant conditions change. Things to keep in mind:

- A party's recommended table may change before they are seated or assigned, due to factors such as new tables becoming available, recommended tables being taken by other parties, or parties being seated out of order.
- When any party is removed from the waitlist, all recommendations for remaining parties are recalculated, and individual recommendations may change.
- When a party is removed from On Hold status and returned to Waiting or Partially Arrived, all recommendations are reassessed and may change.

Only Arrived Parties Receive Recommendations

- Recommendations are only generated for parties that have already arrived at the restaurant, including those marked as Partially Arrived. Parties that have not yet arrived will not receive a recommended table.

On Hold Parties Are Excluded

- Parties in the "On Hold" status are excluded from recommendations. If a party had a recommendation before being placed On Hold, that recommendation is removed and recommendations for all other parties are recalculated.

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Pre-Assigned Tables Are Not Eligible for Recommendation

- A table that has already been pre-assigned to any party is not eligible to be recommended to other parties. Similarly, once a waiting party is assigned to a table (even one that was not its recommendation), that party will no longer receive a recommendation.

Maximum Recommendations Equal to Available Tables

- The number of parties that can receive a recommendation at any given time is capped by the number of available tables. For example, if there are 10 waiting parties but only 3 available tables, a maximum of 3 parties will receive a recommendation.

No Two Parties Share the Same Recommendation

- Each available table is recommended to only one party at a time. Two parties will never receive the same recommended table simultaneously.

Suggested Table During Seating May Differ from Party Cell Recommendation

- When seating a party with a recommended table, the table suggested within the Seating workflow may differ from the recommended table displayed on the party cell. This would occur when seating parties out of the recommended order. If this is the case, seating the party will cause the recommendations to be recalculated for the remaining waiting parties.

Multiple Tables May be Recommended to a Single Party

- If the restaurant is using the Joined Tables feature, larger parties may receive multiple tables in the recommendation, similar to seating. The system considers a joined table group to be a single recommendation. When this occurs, the recommended table on the party cell will be appended to show a + indicating that there is more than one recommended table.
- A party will never receive two distinct table recommendation options.

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Crunchtime Host for iOS 2026.2

Open and Close All Sections Buttons Added

Two new buttons have been added to allow users to quickly open or close all sections in the active shift with one tap.

This update allows users to easily start off a shift with all sections Open or close out the evening with all sections Closed or Closing.

How It Works:

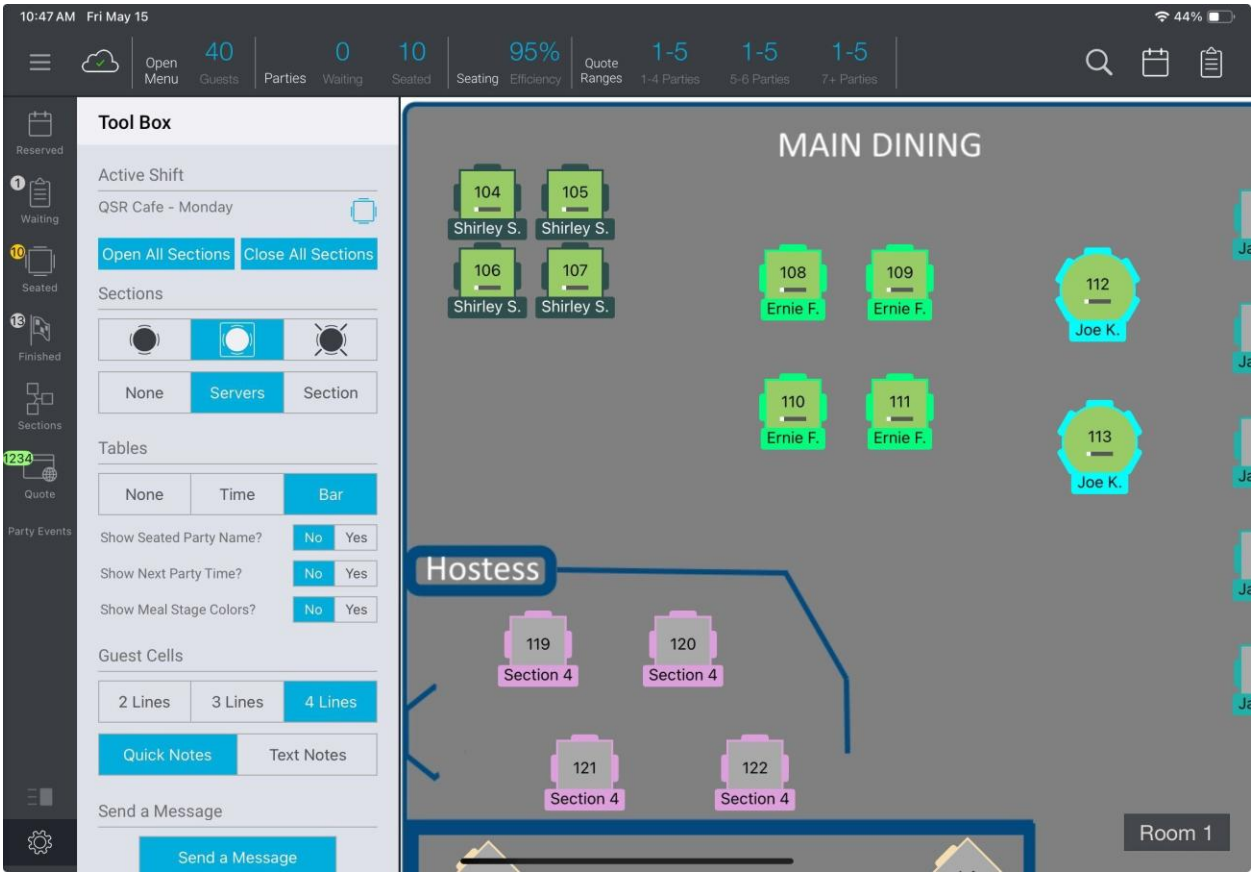
When the user selects **Open All Sections**, a confirmation prompt appears. After tapping **Open All**, all eligible sections, such as those marked Closed or Closing, are opened.

When the user selects **Close All Sections**, a confirmation prompt appears. After tapping **Close All**, each open section is changed to **Closed** or **Closing**, based on the status of its tables.

Sections with open tables and NO seated parties will be changed to Closed.

Sections with seated parties will be changed to Closing.

In the below image you can see the new buttons just below the active shift name.



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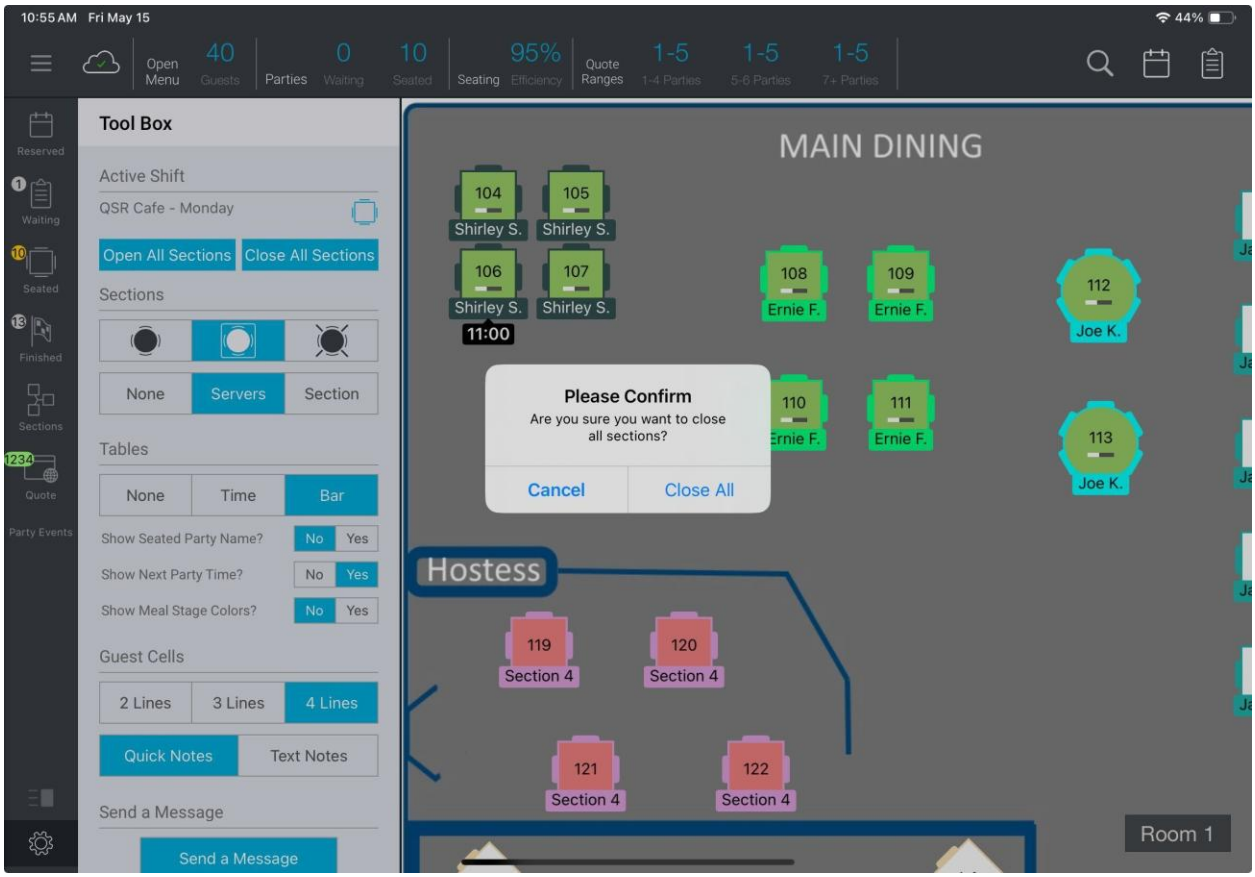

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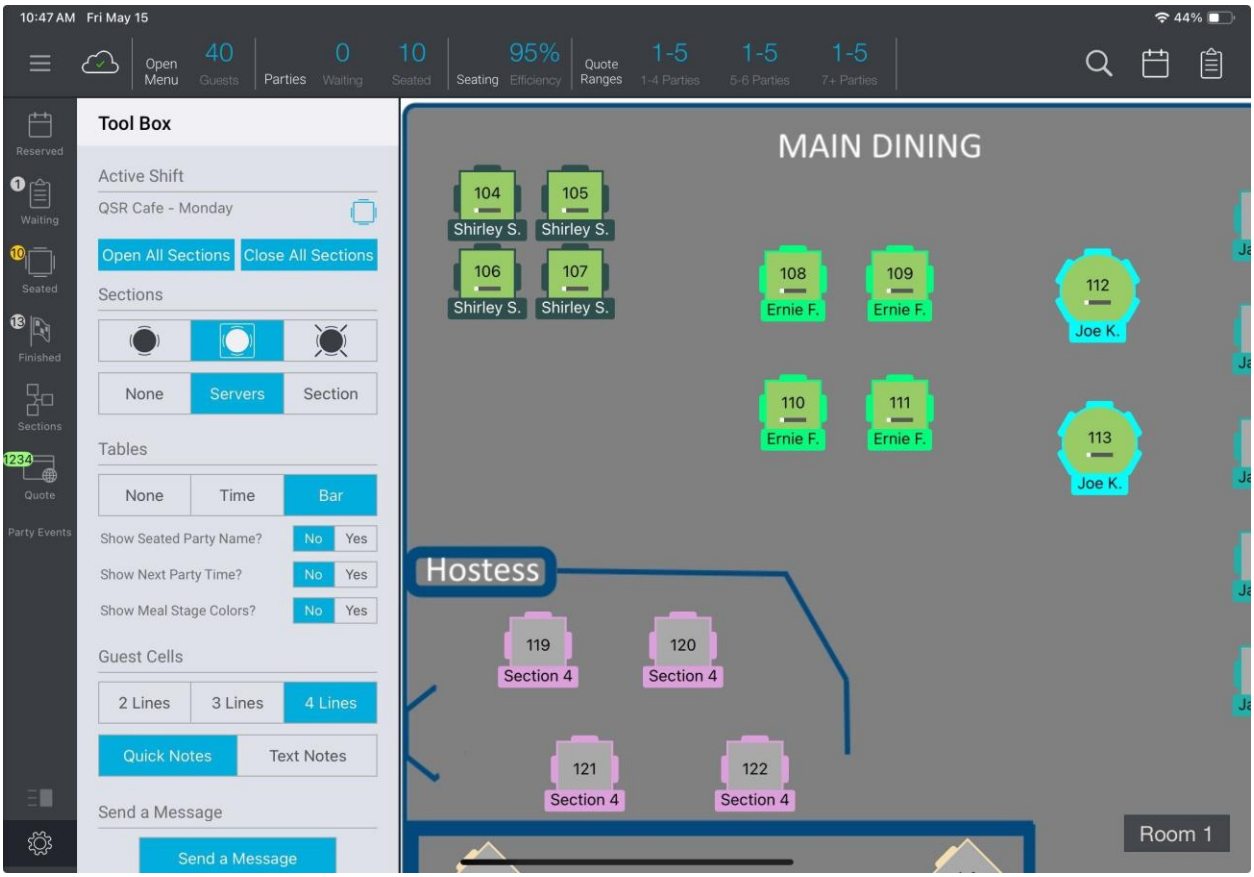
Display “Full” Server Name on Tables

The table display behavior for Server and Section names has been updated. The previously displayed server initials have been removed, and the server's first name and last initial may be displayed at the bottom of the table.

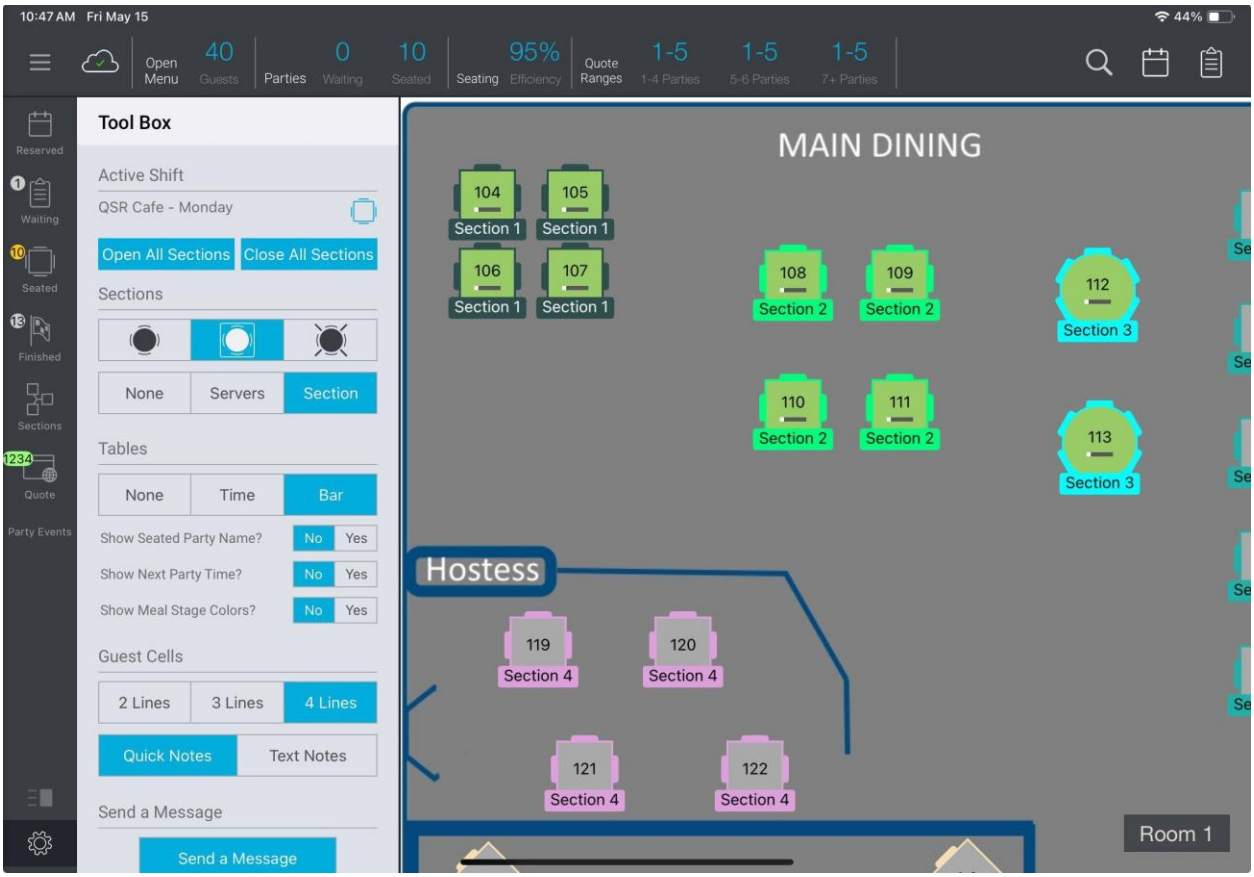
Station Glow + Servers

When the Sections display is set to show Station Glow and server information, the server’s first name and last initial appear at the bottom of the table in the station’s assigned color.



Station Glow + Section

When the Sections display is set to show Station Glow and Section information, the section name appears at the bottom of the table in the station's assigned color.



Next Party Attribute

When the Next Party Time attribute is enabled, the table's next party time appears below the server or section name, whichever is configured. If neither name is displayed, the next party time moves up to appear directly below the table.

