Host Reservation Settings

Setup Guide

Document Details

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System Requirements

- CT HOST Version 2020.xx or higher
- Compatible browsers: Chrome, Edge, Firefox, Safari
- Partner Agreement in place

Overview

This guide explains how to configure reservation settings for Host in the Enterprise Portal: sessions, operating hours and exceptions, availability plans, general reservation settings, and seating areas.

In This Guide

- Configuring Sessions, Operating Hours and Exceptions
- Configuring Availability Plans
- Creating Availability: Basic Pacing, Party Size, Interval Filter and Slot Based
- Reservation Settings
- Configuring Seating Areas

Download the latest version of this document here:
https://links.crunchtime.com/SG-HostPortalReservations

… or scan the QR code to the left.

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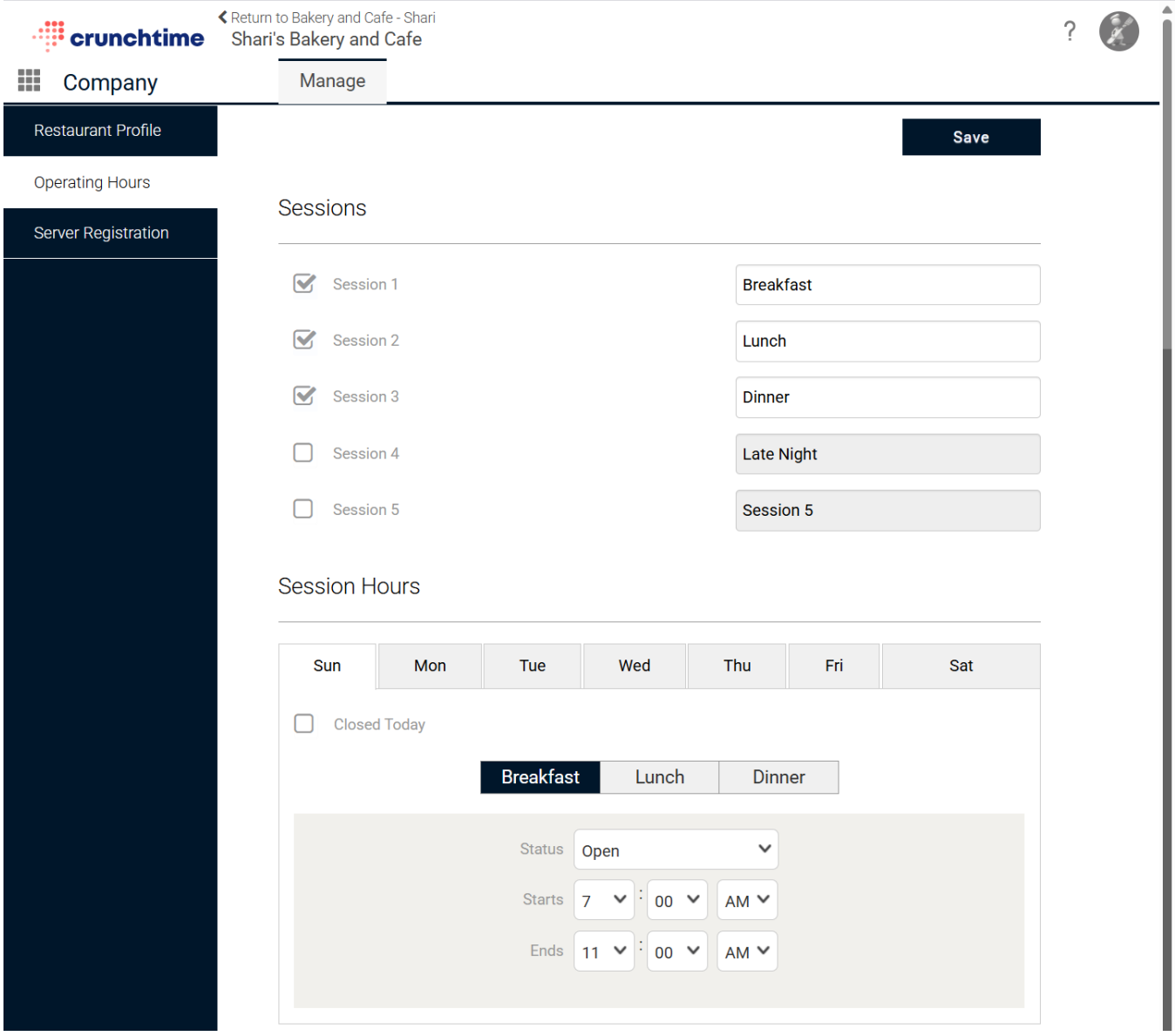
Configuring Sessions, Operating Hours and Exceptions

Set Sessions and Session Hours

Reservation availability settings are customized in the Enterprise Portal. This lets restaurants limit the day parts, days of the week, or calendar dates that are open to reservations. The initial settings are done at the site level and must be accurate, because they affect reservations and other Host and off-premise functions.



1. Log in to the Enterprise Portal at https://portal.qsr.cloud.
2. Select the site from the list.
3. Select *Operating Hours* from the left menu.
4. Uncheck unnecessary sessions and name them as desired.
5. Select *Save*.

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Configuring Sessions, Operating Hours and Exceptions

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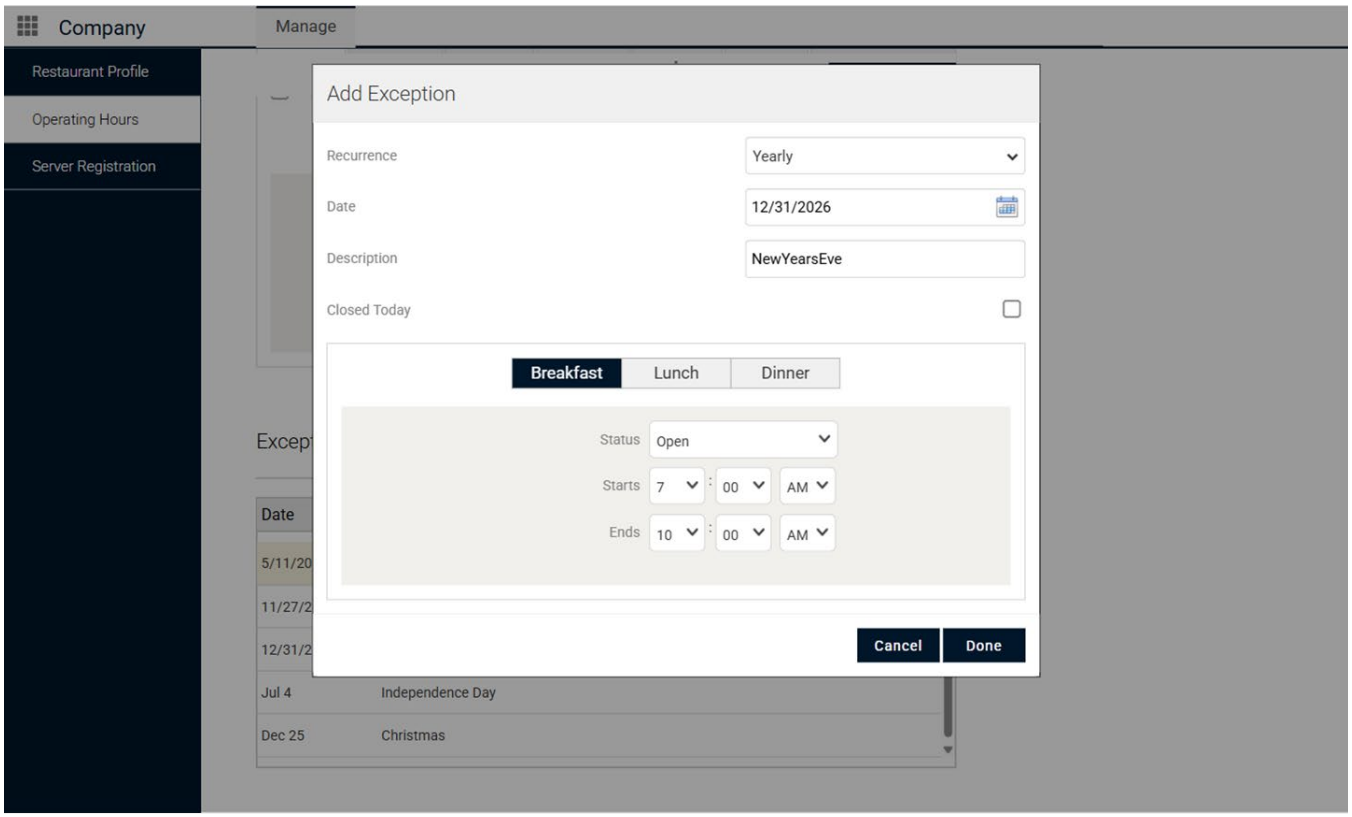
Set Session Hours and Exceptions



6. Scroll down the page to reveal *Session Hours*.
7. Using the day of the week tabs, select the *Status* drop-down list to show *Open* and add Operating Hours for each session.
8. Select *Save* at the top of the page.
9. Scroll down the page to view *Exceptions*.
10. Select the + button.
11. Name the event and select whether it is a one-time occasion or recurring (for example, a national holiday).
12. Select the date from the calendar.
13. Select whether the session is open or closed, or closed the entire day.
14. Select *Done*, then select *Save* at the top of the page.

Note: Exceptions take precedence over third parties, the browser widget, in-house, and any API that allows the creation of reservations.

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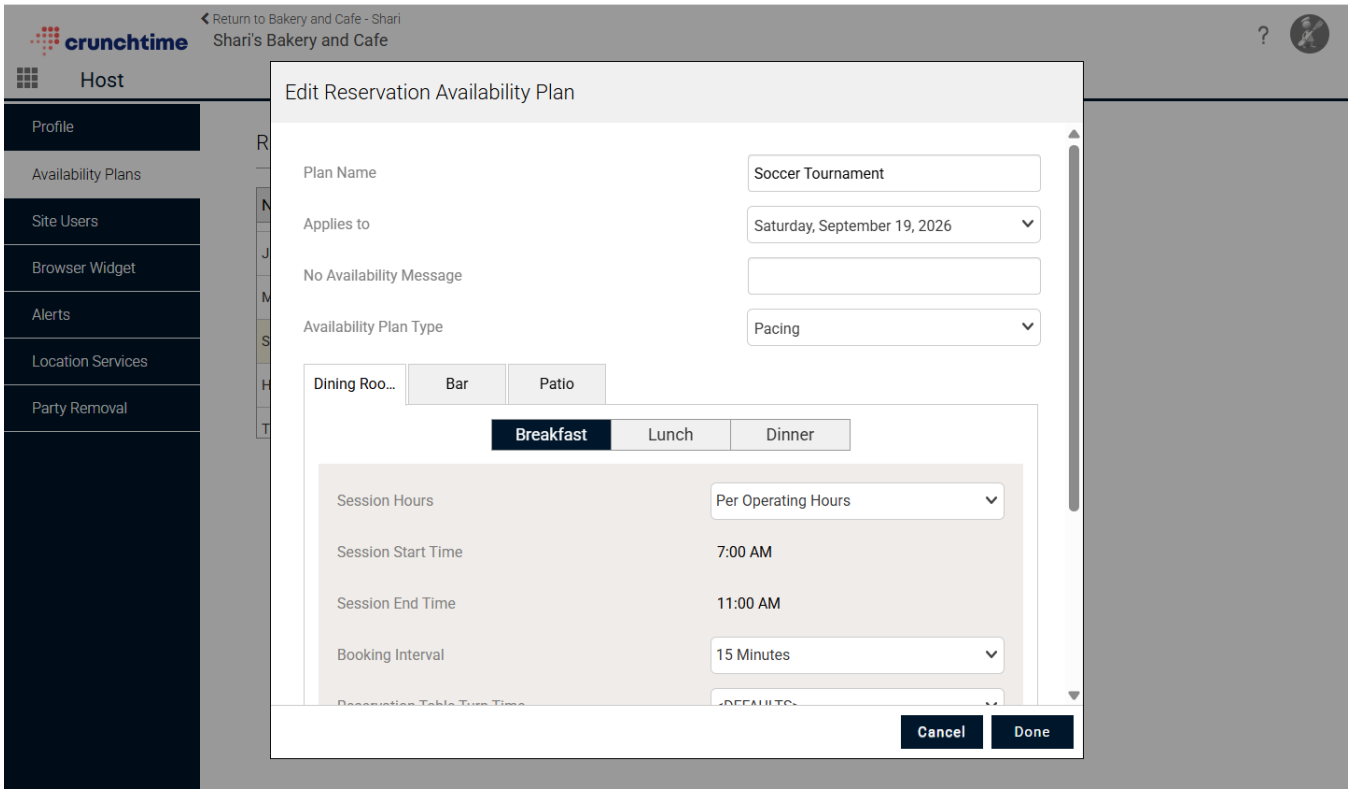
Configuring Availability Plans

Create or Edit an Availability Plan

Reservation availability is a combination of session and seating area. Calculating availability is key to not overbooking the restaurant. Decide in advance how many seats will be available for reservations. See the Reservation Calculation Information document for more information.

Host lets restaurants create multiple plans if necessary. One default plan is available, which can be changed as needed. Any new plan takes precedence over the default, including days of the week or calendar dates.



1. In the Enterprise Portal, navigate to *Host* from the selector (the grid icon).
2. Select the site from the list and navigate to *Manage*.
3. Select *Availability Plans*.
4. Notice the *Default* plan. To customize it, select the pencil icon and edit the settings.
5. To create a new plan for a given day of the week or date, select the + icon. Name the plan something easy to understand, such as a day of the week, a holiday, or another event that affects business in the restaurant.
6. After naming the plan, select the pencil icon to edit the plan you just created.

A new plan has no reservation availability for any session in any seating area of the restaurant. Use the drop-down menus to customize the plan.

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Creating Availability

Plan Type, Hours and Booking Intervals

Choose a calendar date or day of the week to apply to this plan. Availability Plan type defaults to *Pacing*. *Slot-based* is also available.

Session hours use the preconfigured sessions by default. Customize the times if needed.

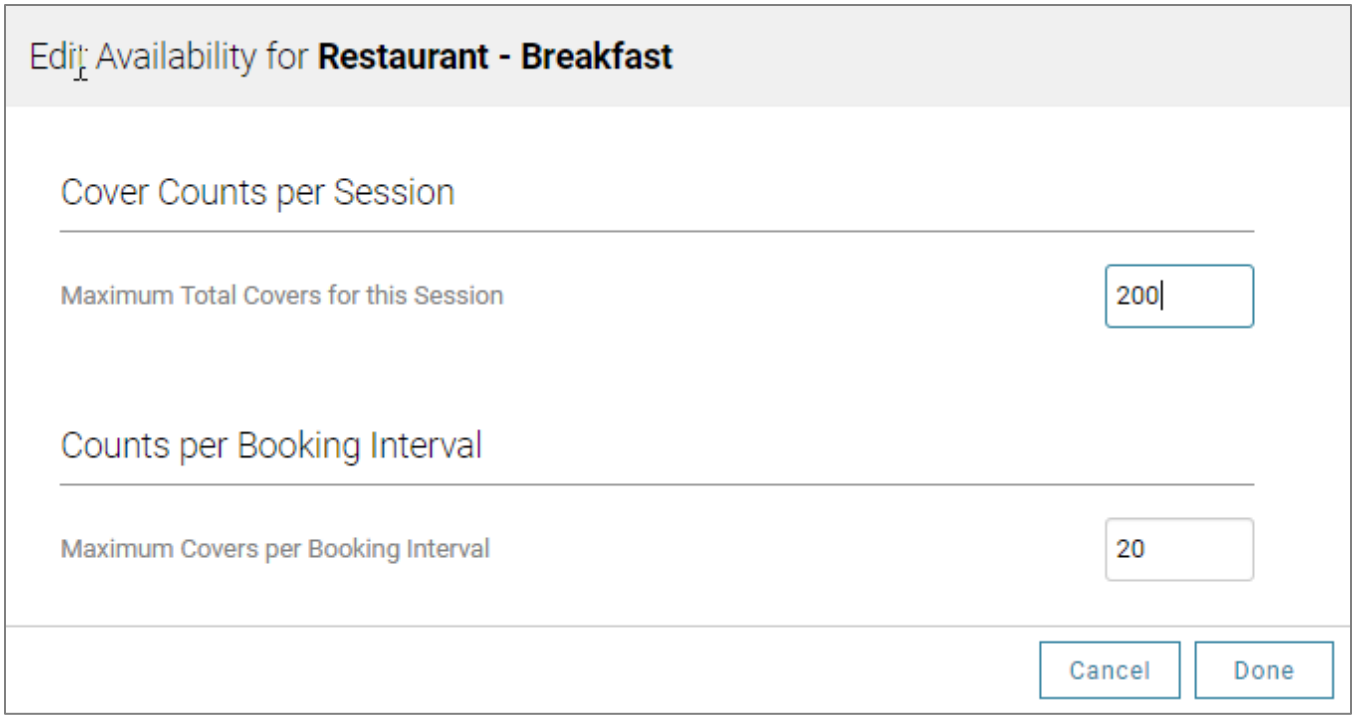
Booking Intervals are the times that display in an app or online as the start time for all reservations. The default is 15 minutes: reservation availability starts at the beginning of the session and is offered every 15 minutes to the end of the session. Other options are 30 or 60 minutes.

Note: A custom reservation table turn can be configured in *Customize* > *Table Settings* in the Enterprise Portal. It then appears as an option in Availability.

Reservation Availability Type using pacing has three options. If you use slot based, there is only one option.

Basic Pacing

Guest counts are used to determine reservation availability. Enter the maximum total covers in the *Maximum Total Covers for this Session* box. In this example, no more than 200 total guests can book a reservation during the breakfast session. Enter the maximum covers in the *Maximum Covers per Booking Interval* box. In this example, no more than 20 guests can book per 15-minute interval.

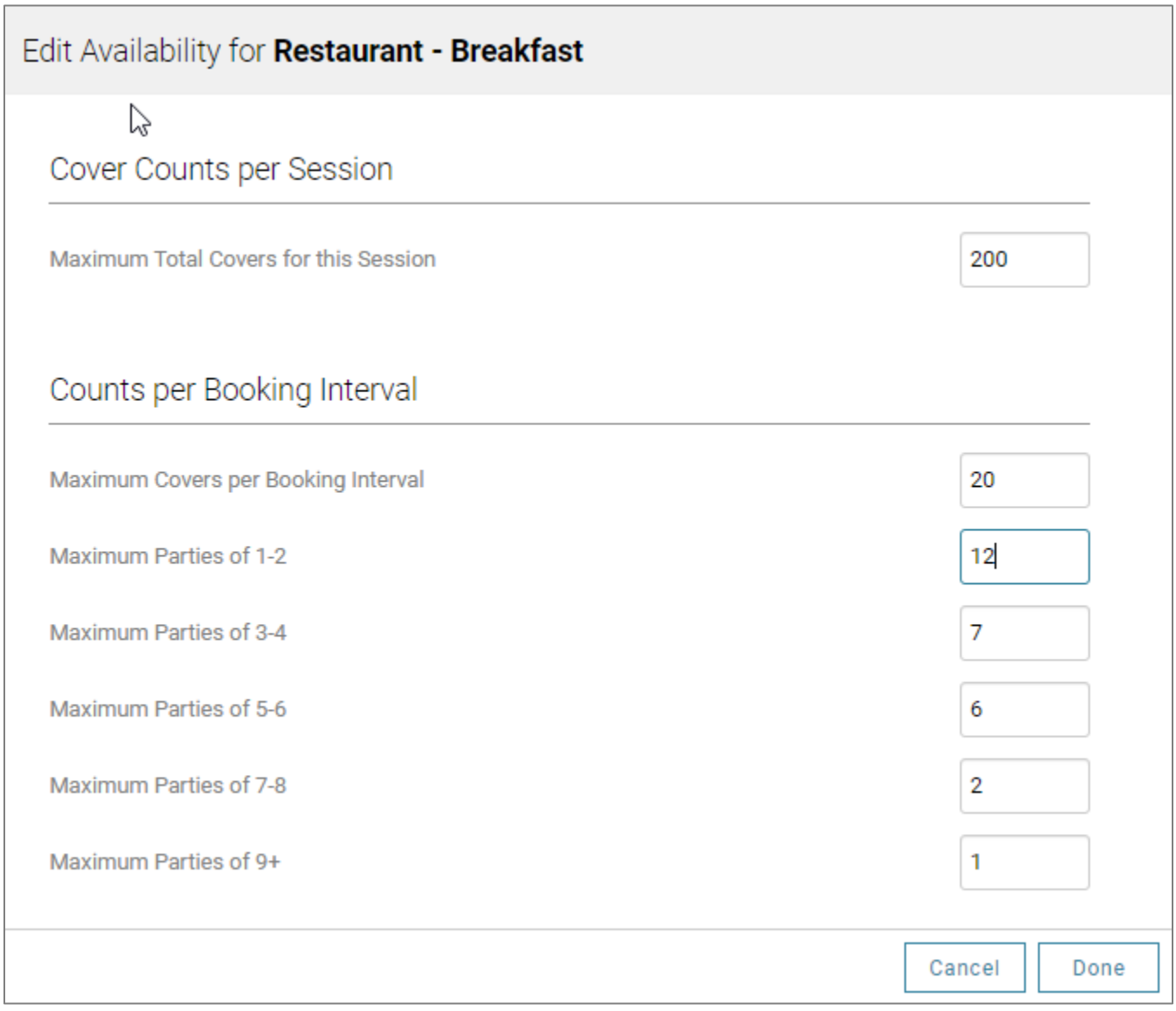


Creating Availability

Basic Pacing with Party Size

Basic Pacing with Party Size lets you configure the counts by booking interval and by party sizes of 1-2, 3-4, 5-6, 7-8, and 9 and over to determine availability.

In the example below, the restaurant can hold no more than 200 total guests for the seating area during the breakfast session. This includes only 20 total guests per 15-minute interval, broken down by party sizes that fit the needs of the restaurant's floor plan.



Twenty guests could be one party of 9, plus a party of 5, plus three parties of 2. It could also be all smaller parties, but the total for that interval never goes above 20.

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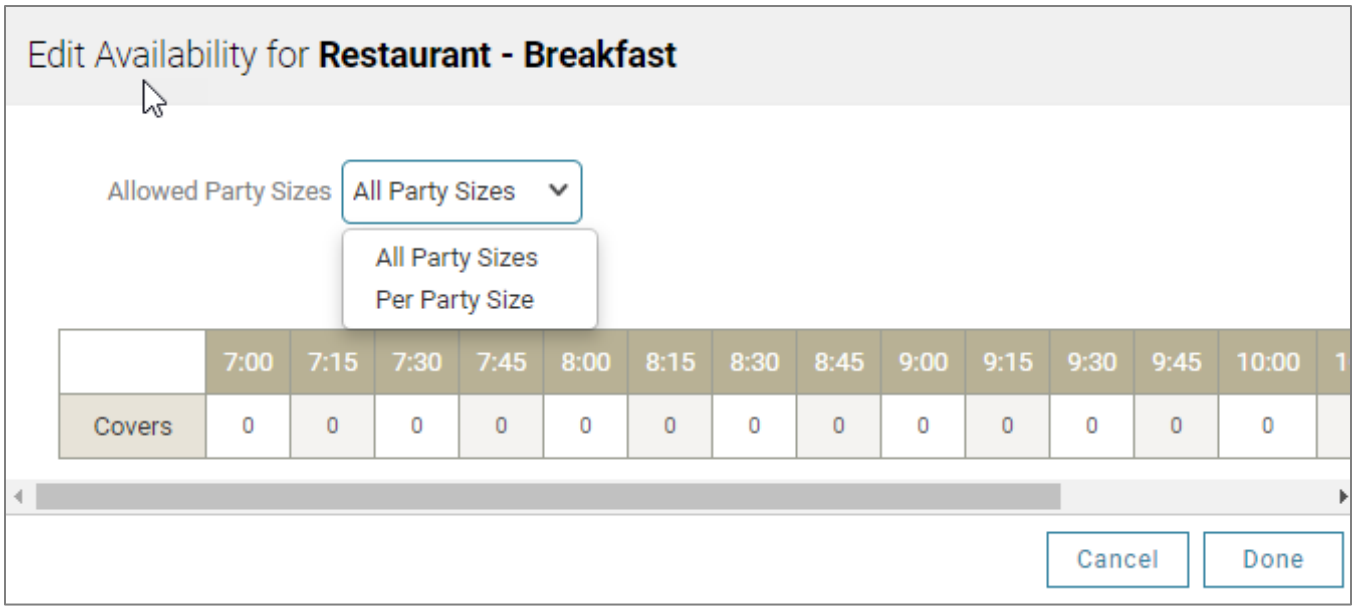
Creating Availability

Interval Filter

Customize the exact number of covers (guests) allowed to make reservations for each booking interval. Select *All Party Sizes* from the *Allowed Party Sizes* drop-down box, or customize further by selecting *Per Party Size*.



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Creating Availability

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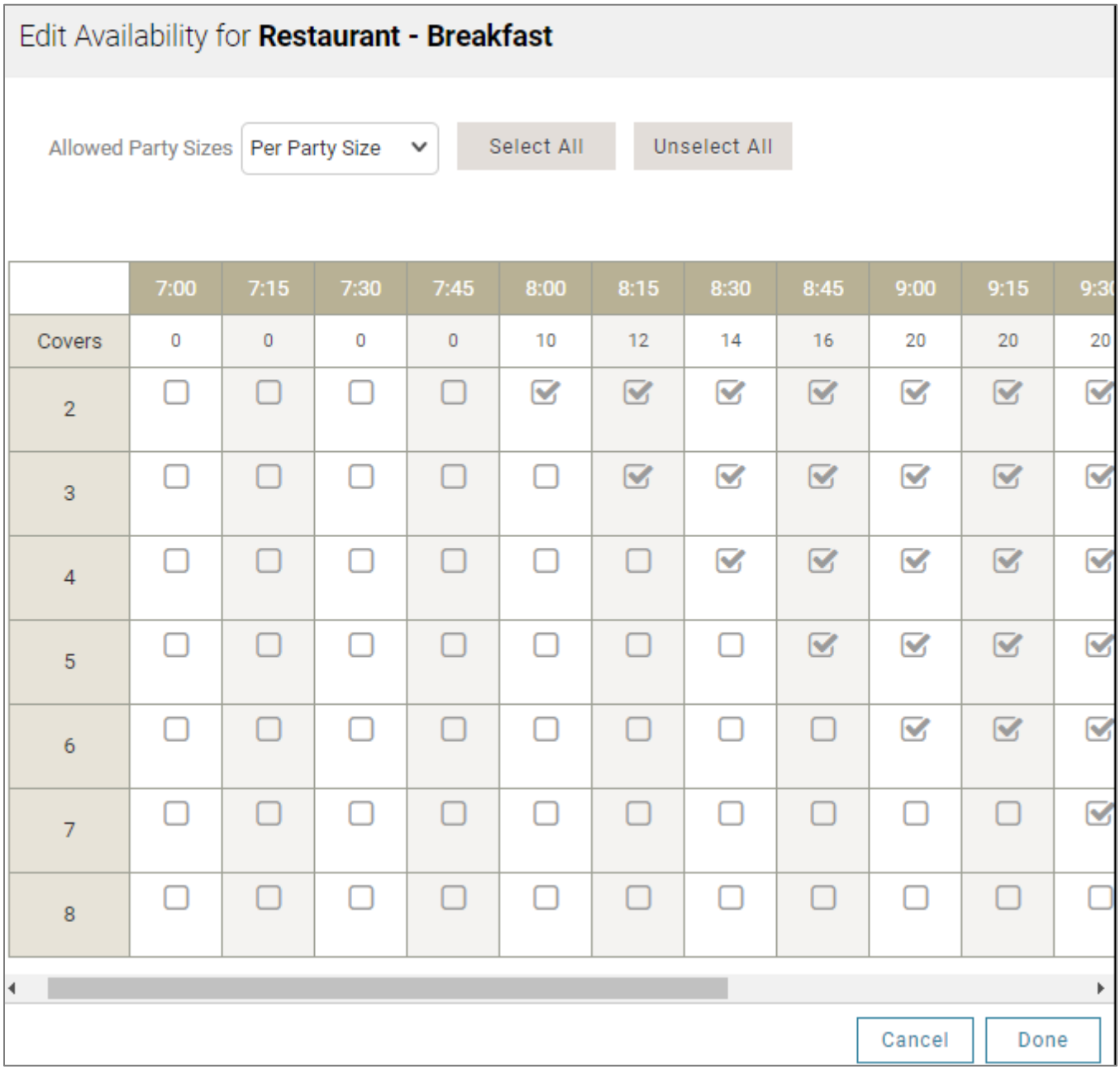
Interval Filter: Per Party Size

With *Per Party Size*, you can ramp up, scale back large parties, or remove large parties from peak hours. In the example below, the restaurant takes no reservations until 8:00, with no more than 10 total covers, all parties of 2. As the intervals progress, the restaurant can handle more covers, and by 9:30 it can accept 20 covers and accommodate parties of up to 7.



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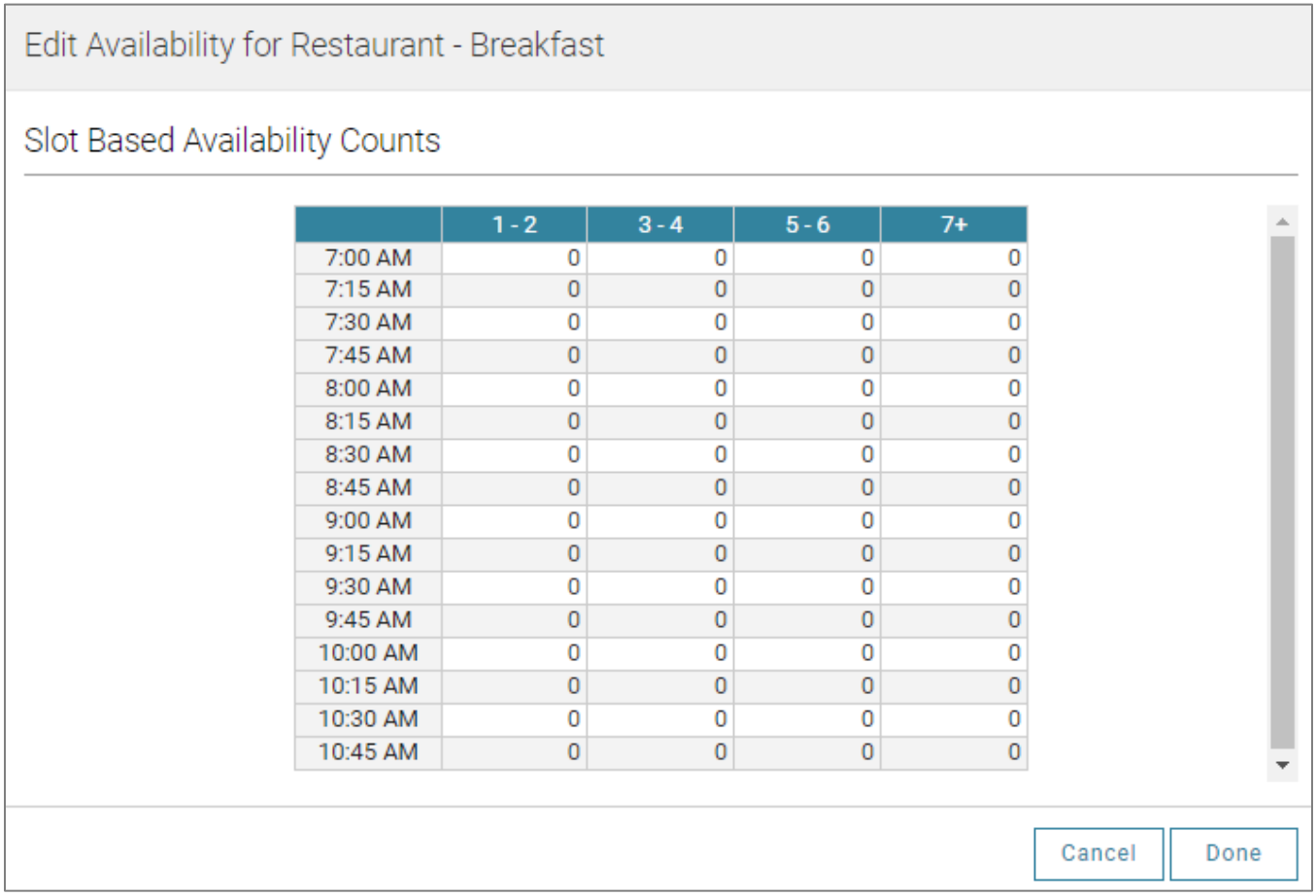
Creating Availability

Slot Based Availability

Use Slot Based Availability to specify the exact number of covers by party size per interval.



	1 - 2	3 - 4	5 - 6	7+
7:00 AM	0	0	0	0
7:15 AM	0	0	0	0
7:30 AM	0	0	0	0
7:45 AM	0	0	0	0
8:00 AM	0	0	0	0
8:15 AM	0	0	0	0
8:30 AM	0	0	0	0
8:45 AM	0	0	0	0
9:00 AM	0	0	0	0
9:15 AM	0	0	0	0
9:30 AM	0	0	0	0
9:45 AM	0	0	0	0
10:00 AM	0	0	0	0
10:15 AM	0	0	0	0
10:30 AM	0	0	0	0
10:45 AM	0	0	0	0

Note: Any availability can be overridden by contacting the restaurant and the appropriate person accessing the client or portal.

Note: Select *Done* after any changes, and *Save* at the top of the page when working in the Enterprise Portal.

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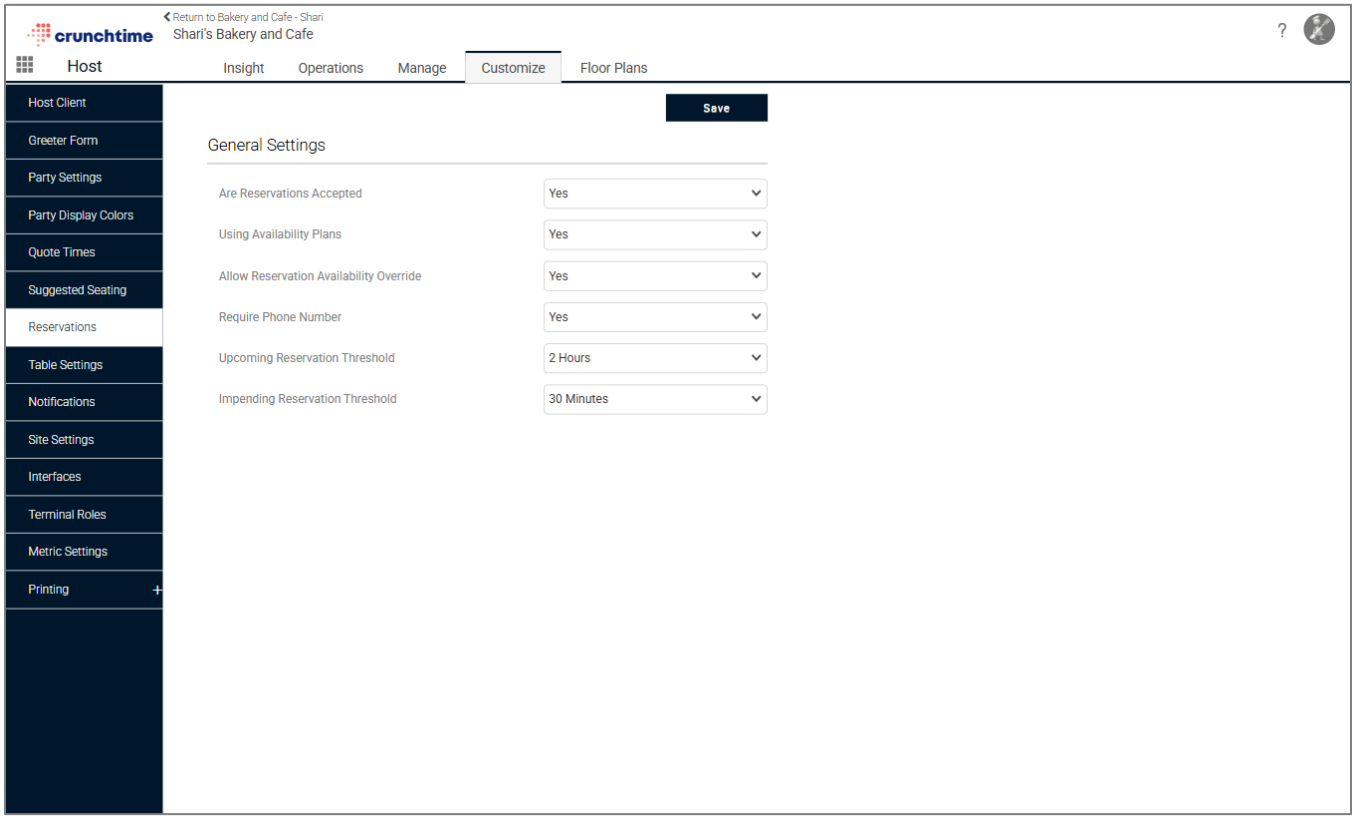
Reservation Settings

General Settings

Beyond availability plans, some settings affect how reservations are created in general. Navigate to *Customize > Reservations* and use the drop-downs to make selections.



- Select whether reservations are accepted.
- Select whether availability plans are used. If you choose not to use them, reservations default to in-house only. Hosts override and manually enter all reservations at the host stand or in the Portal.
- *Allow Reservation Availability Override* has two parts: party size, and day/time. Who can do one or both is configured at the user level.
- Select whether a phone number is required.
- *Upcoming Reservation Threshold* adds the party to the *Wait* tab under the heading Upcoming Reservations.
- *Impending Reservation Threshold* moves the party to the active wait, so it becomes part of the quote given to walk-in parties.

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Reservation Settings

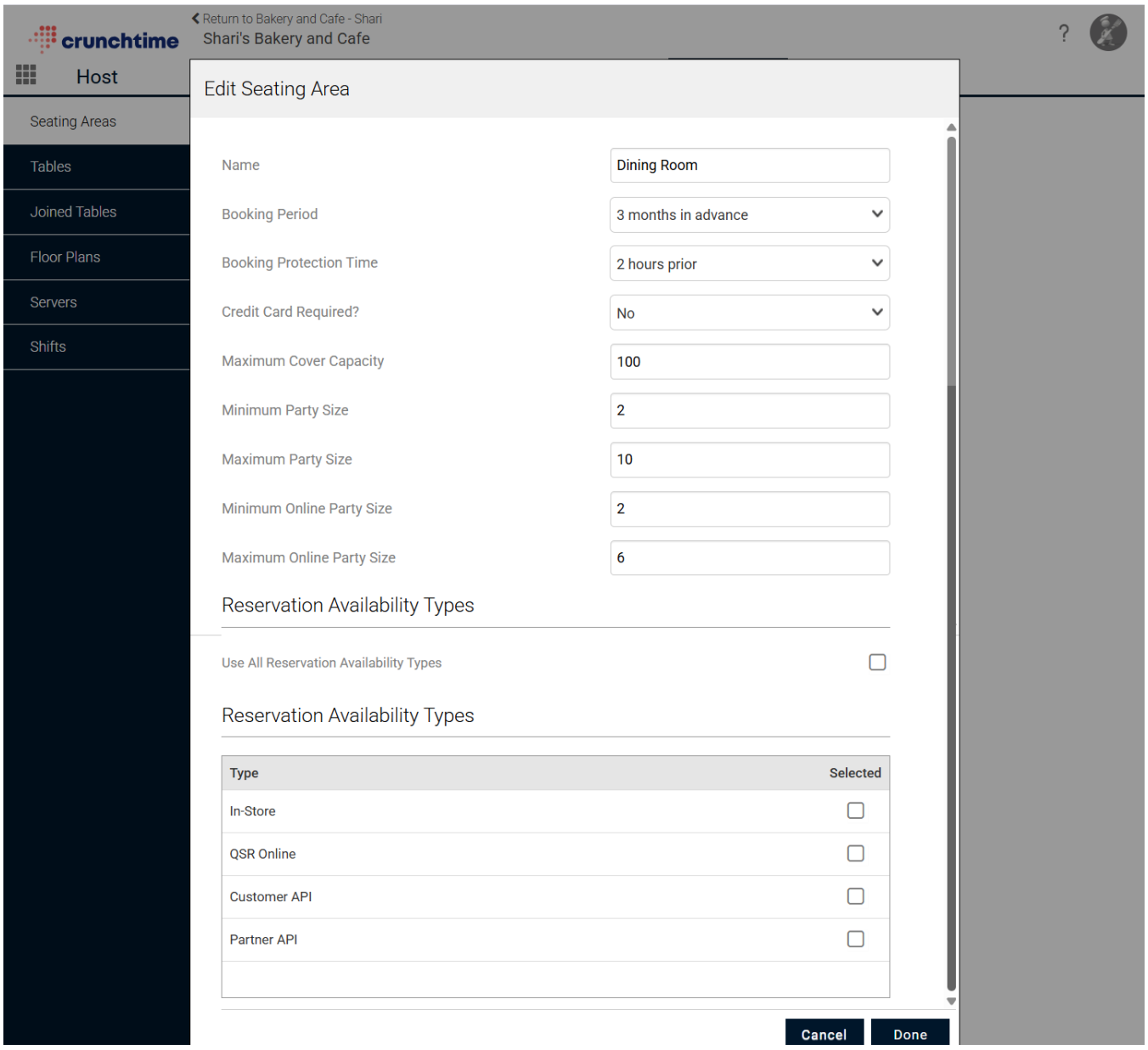
Configuring Seating Areas

Reservation availability is based on a combination of session and seating area. You can configure up to six seating areas for your restaurant.

Floor Plans

Adding seating areas is common when parts of the restaurant are used for specific purposes or are seasonal. Patios, bar areas, and game areas are examples of spaces where hosts could seat guests but that are not necessarily available for reservations.

Add seating areas by selecting the + button from the *Floor Plans* menu within a site.



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Reservation Settings

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Seating Area Settings

7. Name the area. The name is assigned to tables within the floor plan itself.
8. Select a booking period, which determines how far in the future reservations can be made.
9. *Credit Card Required* defaults to no. At this time, this setting has no bearing on the ability to make reservations.
10. *Booking Protection Time* is the amount of time added to the current local time to give a buffer before a reservation can be made. If the restaurant is regularly on a 1-hour wait at dinner, try a buffer of 2 or 3 hours (or longer) to keep reservations from bypassing the wait list.
11. *Maximum Cover Capacity* is the total number of seats in this seating area. It has no bearing on reservation availability.
12. Fill in the minimum and maximum party size fields and select *Done*.



Note: The minimum and maximum party settings are separated by in-house and online sizes. They can be overridden in-house if the logged-in user has that permission.



Note: Repeat these steps for each seating area as needed.



Note: For help determining max cover capacity click here: https://links.crunchtime.com/JA-MaxCoversCalculator

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