Tabit Guest Advanced Setup Guide

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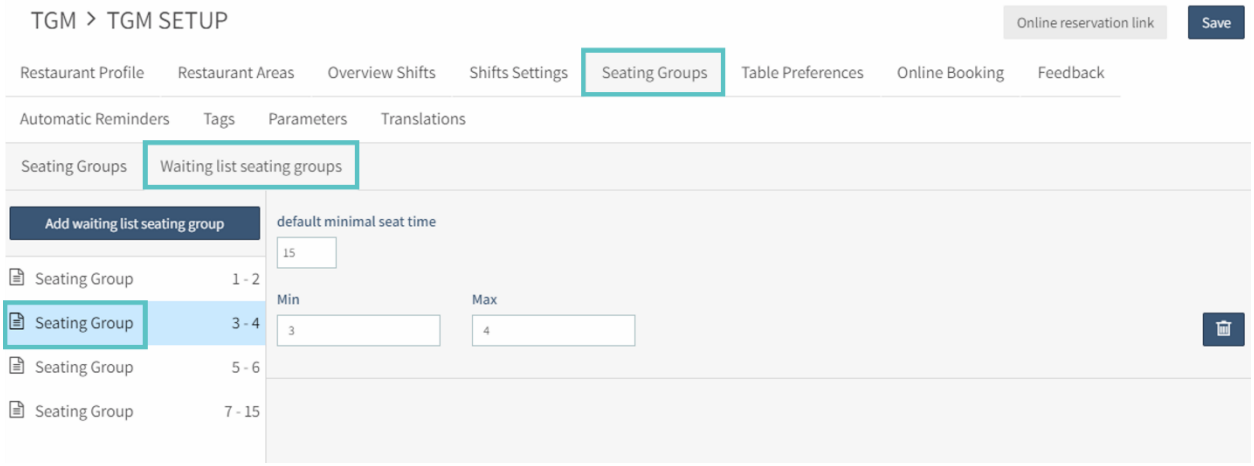
Seating Groups

Waiting List Seating Group

When a guest is added to the Wait List they can see their place in line.
If Waiting List Seating Groups are configured, designate what group sizes should be grouped together here.
Ex: A group of 3 guests can be the 6th group overall in line, but the 3rd group of groups of 3-4 guests

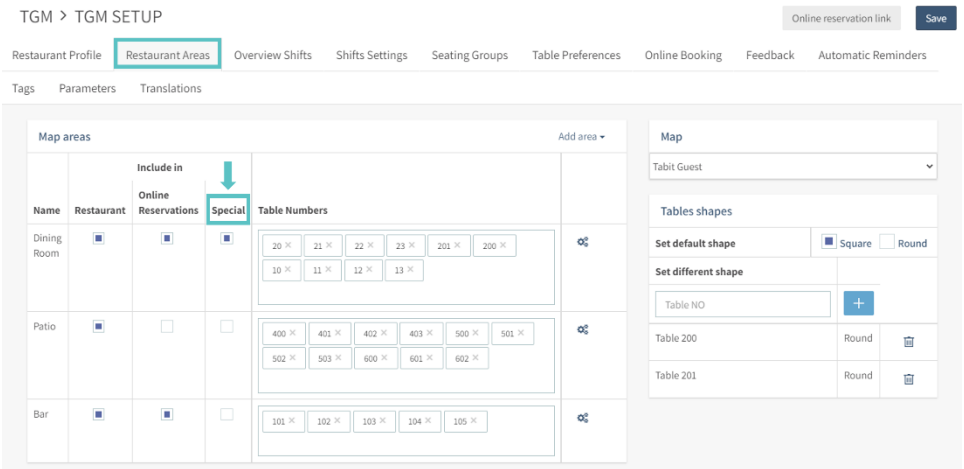


Online Booking Advanced

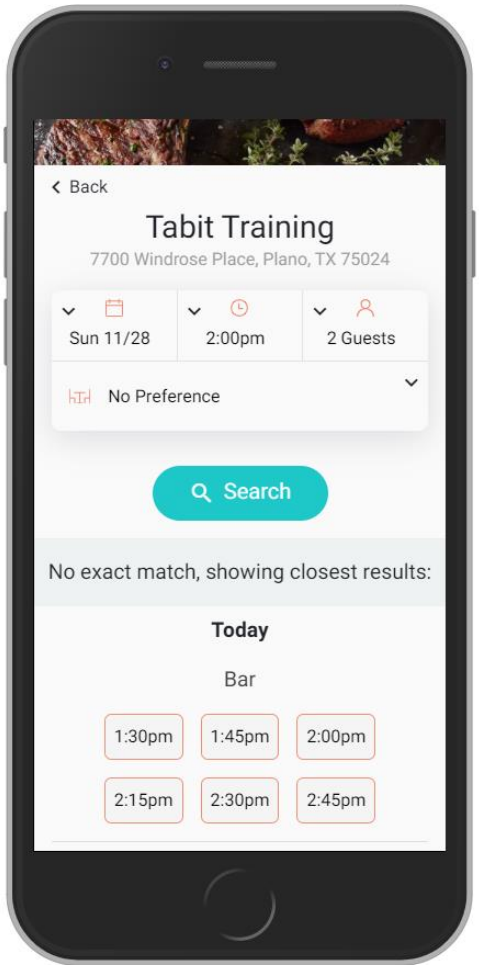
Restaurant Areas

Special Area

When a guest books a reservation online, and selects "No Preference", if the only available Area is designated as a Special Area, they will be offered the Area but not automatically assigned to it.
This is relevant for restaurants where the guest can choose an Area but isn't required to choose one.



If Preferences are being used and a table is not available in the defined Area, any Area marked as “Special” will be offered as an additional option.



Online Booking Parameters

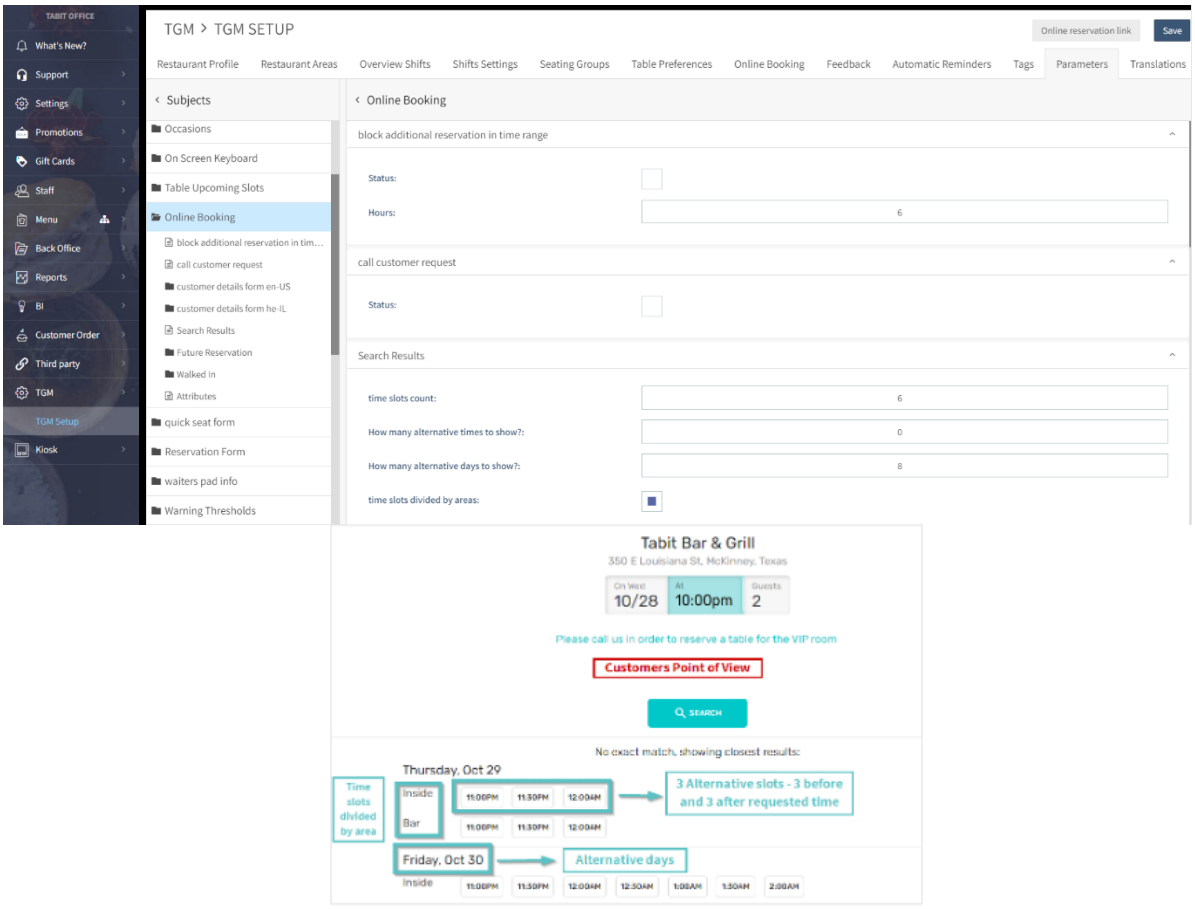
Block Additional Reservation in Time Range

- Determines within how many hours a guest is not permitted to book multiple reservations with the same phone number

Search Results

- **Time slots count**: The maximum amount of time slots per area that will be displayed to the guest (the difference between the slots is determined by Parameters>General>Time increments in minutes)
- **How many alternative times to show**: If there is no room at the selected time, how many additional slots (before and after the requested time) are offered instead
- **How many alternative days to show**: If the restaurant is fully booked on a specific day, how many additional days (before and after the requested date) are offered instead

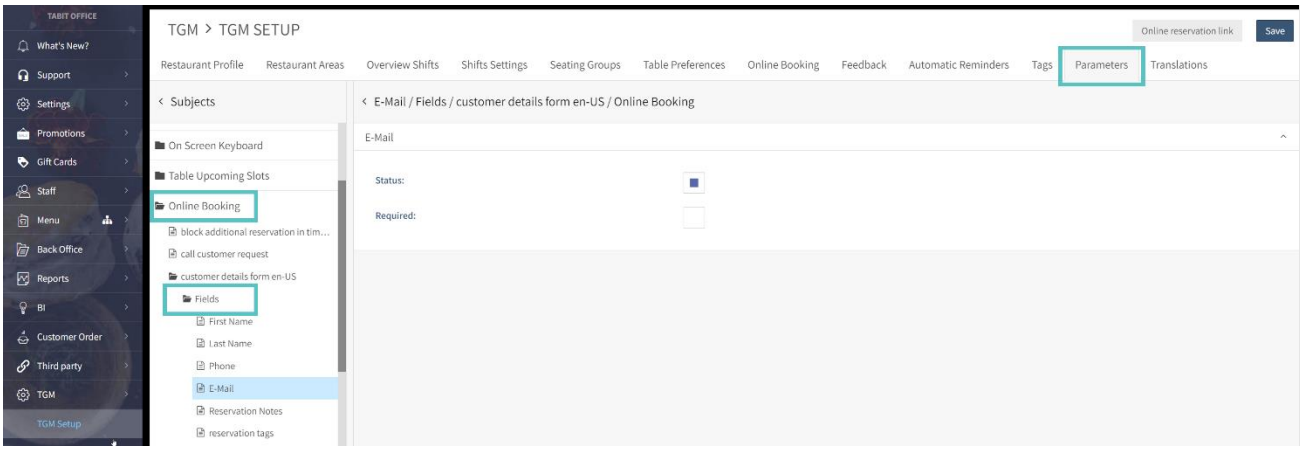
- **Time slots divided by area**: If Preferences are enabled and there is no room at the selected time in the selected area, additional tables in another area will be offered if available



Customer Details Form en-US

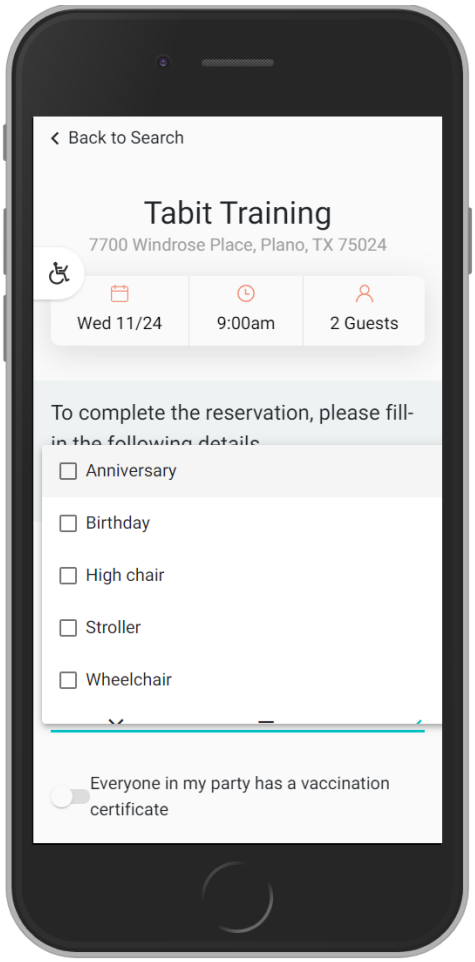
Determines which details the guest will need to fill out on the Online Reservation Form and if they are required.

Ex: Fields – Email – Is available, but not required, for the guest to book an Online Reservation.



- **Reservation Notes:** Allows a guest to write a free text note about their reservation
- **Reservation Tags:** Allows the guest to choose from a list of predefined Tags. If Reservation Notes are disabled and Reservation Tags are enabled, the guest will be limited to choosing from a list of Tags

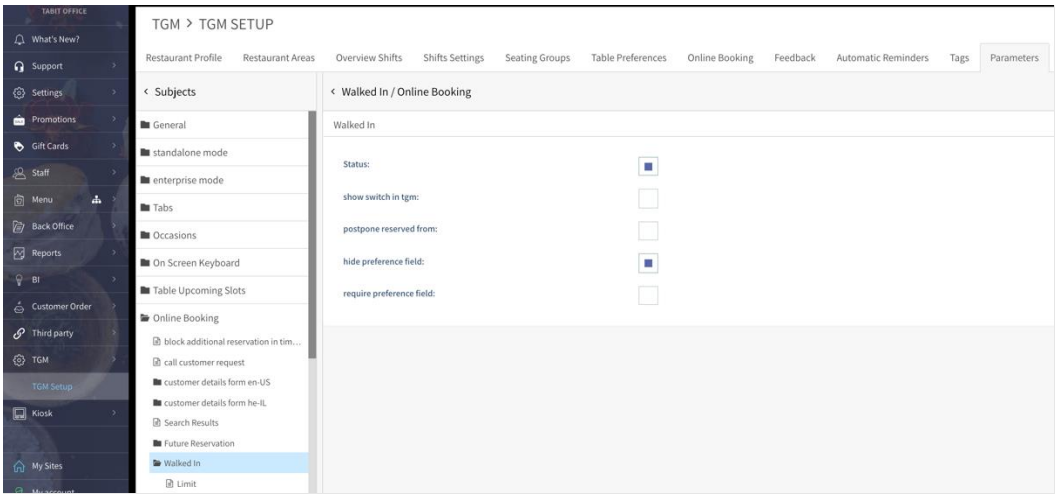
- For information on how to set up Tags, reference the **Site Setup Guide – if Tags were not set up previously, Tabit Guest must be synced once they are added**



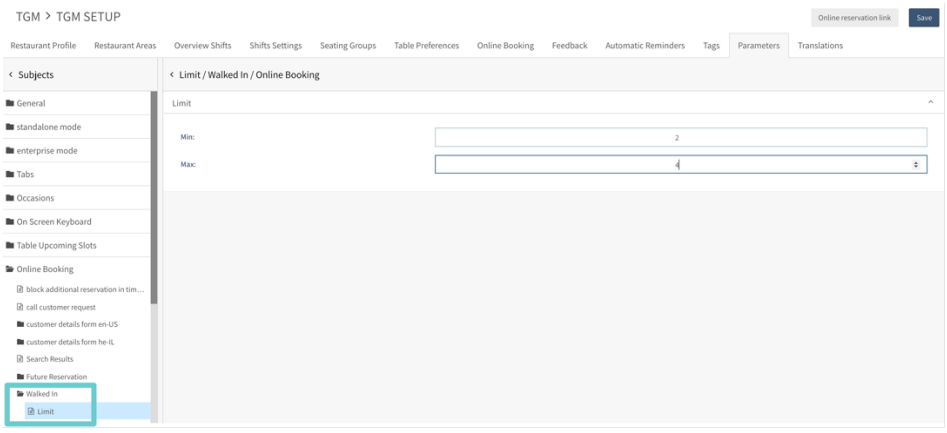
Walked In

Allows guests to join the Wait List online

- **Status**: Turns on the ability to join the Wait List online
- **Show Switch in TGM**: Determines if an additional button will be available in Tabit Guest that allows the hostess to turn the Online Booking Wait List on or off
- **Preference Field Options**: Determine if the Preference field will appear when being added to the Wait List

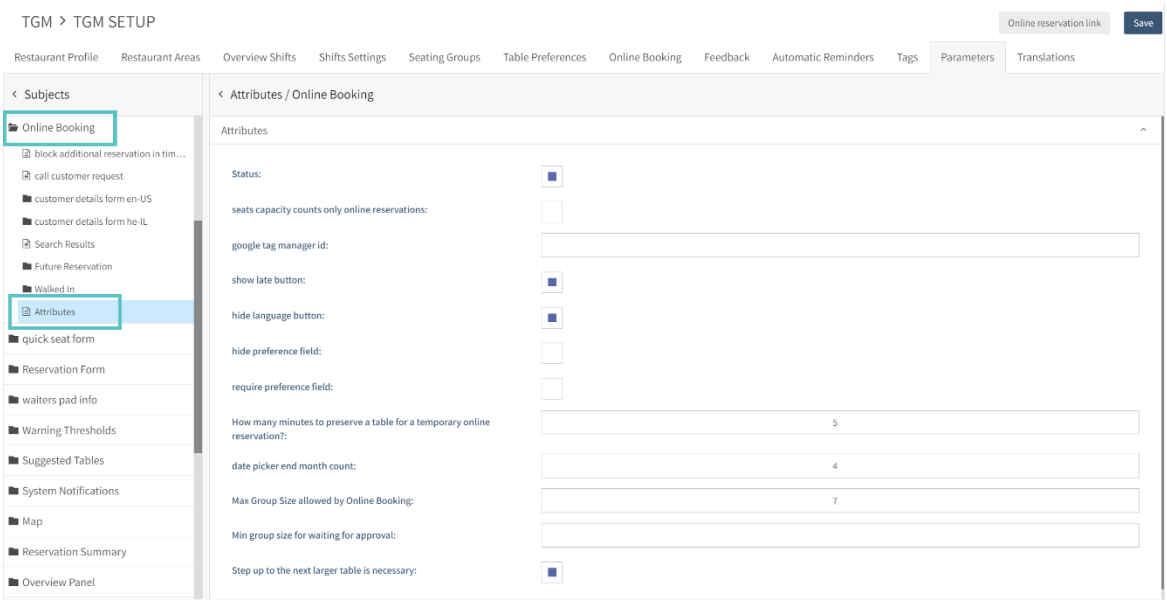


- **Limit**: Determines when the Wait List is available
  - **Minimum**: Blocks the ability to join the Wait List when there are less than the defined number of existing groups on the Wait List
  - **Maximum**: Blocks the ability to join the Wait List when there are more than the defined number of existing groups on the Wait List



Attributes

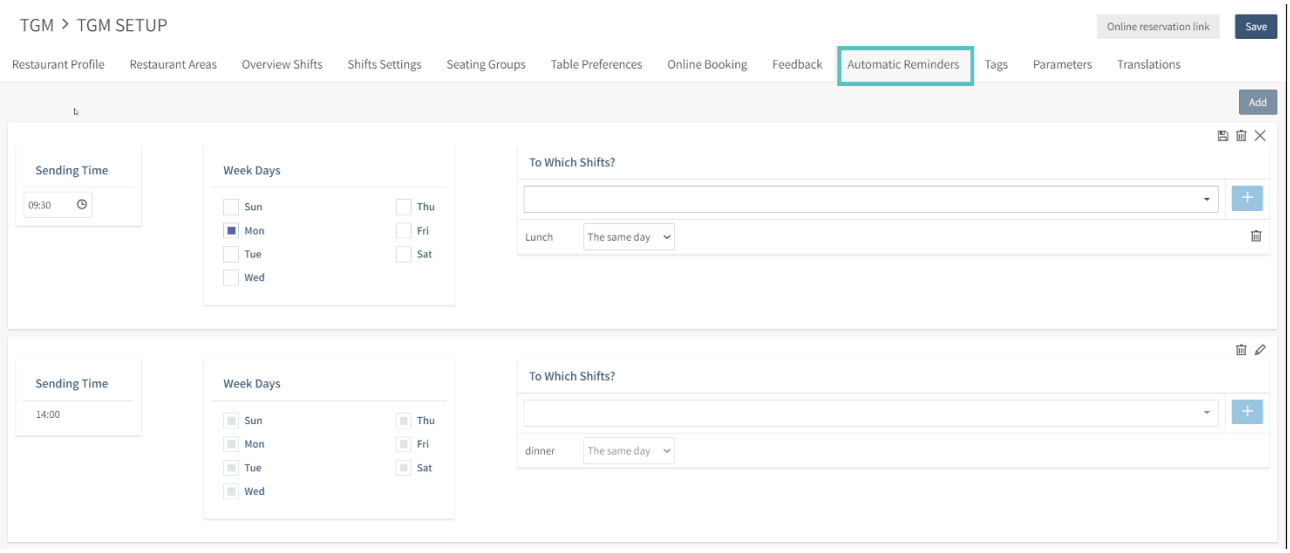
- **Status**: Online Booking on or off
- **Seats Capacity Counts only Online Reservations**: Only considers reservations created through Online Booking
- **Google Tag Manager ID**: Not supported
- **Show Late Button**: Allows guest to select "Late" if they are running late after the reservation is confirmed
- **Hide Preference Field**: Guest will not be able to select desired Area for seating
- **Require Preference Field**: Guest must select desired Area for seating
    - "Hide Preference Field" must be disabled
- **How Many Minutes to Preserve a Table for a Temporary Online Reservation**: Once a guest selects "Search", the table will be held for the defined number of minutes while the guest fills out the required details. After the defined period of time, the guest will be kicked out of the process
    - **Best practice**: Should not be less than 4 or more than 10 minutes as the online booking holds the table and it cannot be reserved by another guest or the Hostess
- **Max Group Size Allowed**: Defines the largest party size that can make an Online Reservation and from what party size the guest must call the restaurant to make a reservation
    - Ex: If 10 people can book online, set the Max Group Size to 11
- **Minimum Group Size for Waiting for Approval**: Defines the party size that can enter in Guest Details for a reservation that requires restaurant approval of the reservation
- **Step Up to the Next Larger Table if Necessary**: If there are no available tables for a party size, Online Booking can assign a table that has one more defined seat
    - Ex: Table of three (3) guests can be sat at a table for four (4)



Automatic Reminders

This feature will send a reminder requesting the guest confirm their reservation to guests with reservations during the configured times. If this feature is not used, the hostess will have to manually send reminders from Tabit Guest.

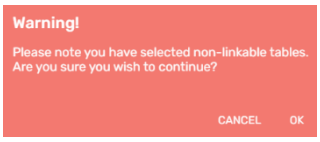
- **Sending Time**: Defines when the SMS is sent
- **Weekdays**: Defines the day of week the SMS is sent
- **To Which Shift**: Select the shift that should receive the SMS
    - Shifts are the same as the "Overview Shifts"
    - After the shift is selected, determine how far ahead the SMS should be sent: The same day, two days before, or three days before



Parameters

General

- **Leading Table Number**: When connecting two tables, all connected tables have the same number depending on the below
    - First table selected
    - Table with lowest number
- **Move Order with Items**: Determines behavior regarding moving a table that already has Items ordered on it
    - **Confirm**: Pop up will appear alerting hostess the table has ordered Items. Hostess can confirm or cancel the Table Move
    - **Notify Kitchen**: Pop up alerts hostess to notify kitchen if a table is moved. This action cannot be canceled. TableMove must be enabled for the kitchen to receive the notification
    - **Block**: Once Items have been ordered on a table the hostess cannot move the table
    - **Allow**: This action is done without any alert
- **Alert Upon Group Size Table Seats Mismatch**: Determines when or if a pop up alerts when a table too small for the group size is selected
    - **Form**: Pop up will only appear when creating a new reservation or using the Quick Seat form
    - **Always**: Pop up will appear with any selection – New Reservation, Seating Reservation, Seating Walk-ins, and Reorder
    - **Never**: Pop up will not appear
- **Ignore Unsupported Tables Combination Alert**: By default, Tabit Guest warns when selected tables are not supported through Table Preferences. This parameter removes that warning



- **Limit Based on Reservations Count**: Future Reservation limit is counted by the number of reservations rather than the number of guests. Seat Capacity limit will not be affected
- **Request Manager Code when Limit Exceeded**: If the limit of the exceeded reservations or guests (according to how the above Parameter has been configured) will be reached, a manager must enter their 4-digit User Code to approve saving a new or edited reservation
- **Standby Reservations Hide Future Days**: Standby Reservations will appear in the Standby tab only on the date of reservation

Standalone

Attributes: When enabled, Tabit Guest is NOT synchronized with ROS

- When turning on Standalone it is recommended to change "waiting" time parameter as Tabit Guest is no longer synchronized with ROS
    - (Parameters – Warning Thresholds – Mark Table as Waiting after X mins)

No tables: For restaurants that don't have a map in Tabit Guest or have free seating. This parameter disables the map in Tabit Guest and every associated table flow

Enterprise Mode

- Only relevant for HQ Sites

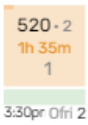
When on, Corporate Customer Notes will appear in the Customer Details. Adding or editing a Corporate Customer Note can be done from the Customer Details by managers or hostesses with a user in HQ

Tabs

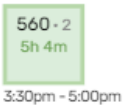
New Reservation: New Reservation and Walk-In Buttons will appear above the "Upcoming" tab
Online Booking: Tab will filter all reservations made using Online Booking for that day
Online Standby: Separates Standby Reservations added by the hostess and Standby Reservations added by Online Booking
Pending Approval: Tab will show Reservations pending approval

- Minimum Group Size for Pending Approval must be enabled

Table Upcoming Slots



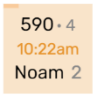
- **Show Available Time Windows**: A green line will appear between the upcoming reservation when there is an available time frame between Reservations



- **Show Reserved Until**: For upcoming reservations, instead of presenting the guest name and number of guests, only the start and end time of the reservation will be presented

- **Show Remaining Time on Available Table**: On available table, will show how much longer until the next reservation on the table

- **Show Remaining Time on Available Slot**: Shows remaining time on occupied table
- **Show How Much Time There Is Between Reservations**: Shows how much time there is between reservations



- **Show Start Time on Occupied Table**: Seating time will be displayed on the table

Reservation Form

Walked In

- **Seat Now as Primary Button**: When enabled, "Seat Now" button will show up at the top of the "Walked In" form instead of "Add to List"
    - Both buttons will always appear at the bottom of the "Walked In" form

Created By

- **Status**: When enabled, hostess will have to select the user that created the reservation
- **User Profile**: Determine which Profile(s) will appear in the "Created by" list
    - By default, the Host (H) and Manager (M) Profiles will appear in list
    - Any Workflow Profile can be added or removed

Edited By

- **Status**: When enabled, if a reservation is being edited, the user must manually select who is making the edits

Auto Select Last User: When enabled, the last selected user will be selected for "Edited by" until changed Customer Details

- **Position**: Determine where on the Reservation Form the customer information should be located - top or bottom
- **Statistics**
    - **Include In Restaurant**: If enabled, hostess can view Guest Statistics (PPA and Cancellations) while creating a reservation
    - **Include In PAD**: If enabled, server can view Guest Statistics (PPA and Cancellations) after seated by hostess
    - **Cancellations Display No Show Only**: If enabled, the total amount of cancellations displayed in Customer Details refer to the amount of "No Show" reservations instead of BOTH cancellations and no shows
- **Email**
    - **Required**: Hostess will not be able to save reservation without filling out the guests' email address
    - **Status**: Enables an email address field in the reservation form
- **Name**
    - **Required**: Hostess will not be able to save reservation without filling the guests' name
    - **Status**: Enables the name field in the reservation form
- **Phone**
    - **Validate**: Tabit Guest checks if the phone number is valid. If not valid, the hostess will be unable to save the reservation
    - **Required**: Hostess will not be able to save reservation without filling in guests' phone number
    - **Status**: Enables the phone field in the reservation form

Time Picker

Determines where on the Reservation Form the time picker should be located – top or bottom

Personal Message

Allows the hostess to add an additional message to the reservation that will be confirmed via SMS. This can be a free text field, or a bank of tags can be created through Back Office.

Preference

Requires the hostess to select the guest preferred area of seating

Block Review

Allows the hostess to block a specific reservation from receiving a Feedback Survey via SMS

Deposit

Not supported

Lock Tables

Allows a hostess to lock a specific reservation to a specific table

Exclude from Remind All

Allows the hostess to block a reservation from receiving a Reminder Message when a general reminder is being sent

Attributes

- **Default Group Size**: Not supported
- **Check Connection and Conflicts Prior to Saving**: When creating a Future Reservation, Tabit Guest will do a backend verification of connections and conflicts before the reservation is saved. Default is disabled
    - **Best Practice is to leave this disabled**
- **Group Notes and Tags at the Bottom of the Reservation Form**: Reservation and Customer Notes will be placed at the bottom of the form
- **Reset Time Window After Save**: After saving a new reservation for a future day, the time and date will return to present (default is disabled)
- **Reset Time Window After Edit**: After editing a reservation, the time and date will return to present (default is disabled)
- **Default Start Time**: If defined, when creating a new reservation, the form will always begin at a specific time rather than present time
- **Retries Count**: How many times Tabit Guest will try to save a reservation before warning of a failed save. Used when the network is down
    - **Best Practice is to leave at three (3)**
- **Hide Estimated Wait Times**: Hides the estimated wait time indication in the walk-in forms

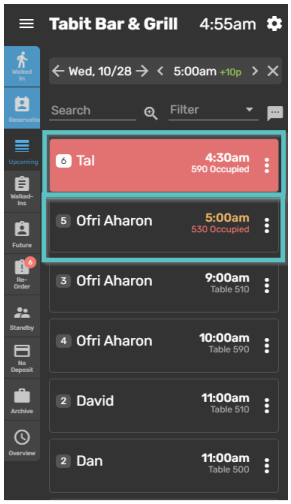
Waiters Pad Info

Determine what information the server will see after the table is seated by the hostess. By default, all information is available to the server.

- **Waiting Time**: How long the guest waited to be seated
- **Until Time**: Shows the end time of the reservation
- **Reservation Tags**: Tags the hostess selected in the reservation form
- **Reservation Notes**: Free text notes made by the hostess in the reservation form
- **Customer Tags**: Tags that appear every time the customer makes a reservation
- **Customer Notes**: Free text notes about the customer
- **Customer Notes HQ**: Only relevant for those that use Enterprise Mode. The notes appear for the customer for every restaurant in the chain
- **Customer Statistics**: Visits, PPA, Last Visit

Warning Thresholds

- **Mark Table as "waiting" after X minutes**: If the server has yet to approach the table for X minutes the table will appear as 'waiting'
- **Future Reservation Past Due in Minutes**: Defines when the reservation appears red, indicating the reservation is past due
- **Future Reservation Nearby in Minutes**: Defines when a reservation appears in orange, indicating that a reservation is arriving soon
- **Blink still Occupied or Dirty Tables**: On a seated or dirty table that has an upcoming reservation, table will begin to blink indicating to the hostess which tables are needed soon but are not available yet
- **Highlight Past Due Reservation**: Late reservation will appear with red background on reservation list



- **Max Currently Sitting Alert**: Can configure from what number of seated guests in the last time frame will alert the hostess by appearing in red

Suggested Tables

Auto Select

Determine if tables should be auto selected during the below circumstances

- **When Seating**
- **When Creating**
- **Re-Order Mode**
    - **Best Practice is to leave disabled**

Nearby Back to Back Suggestion

- **Status**: Back-to-back recommendations will appear for the hostess in the reservation form
- **Reservation Look Up in Minutes**: How many minutes from the requested time should the system look forward and back to search for back-to-back recommendations

Shortened Suggestions

- **Status**: If there are no recommendations available or nearby, the system will recommend tables with a shortened seating time
- **Shorten Duration in Minutes**: Define how many minutes can a shortened seating time be recommended

Attributes

- **How Many Suggested Tables to Show**: Do NOT update this number, determines how many recommendations will appear in every row in the reservation form
- **Use Tables Combinations Only**: The system will only suggest tables according to table preferences
- **Use Tables from Areas First**: Recommendations will appear according to the order in which they are set in restaurant areas and then from table preferences
- **Hide Suggestions When Limit Exceeded**: If creating a reservation that will exceed limits, table recommendations will not appear

System Notifications

Reservation Conflict

- **Include by Waiter**: If a server opens a table that creates a conflict with an upcoming reservation, a warning alert will appear for the hostess

Map

Statuses to Show on Table

When Desserts are ordered “Dessert” will appear on table

Reservation Summary

Show Before Save

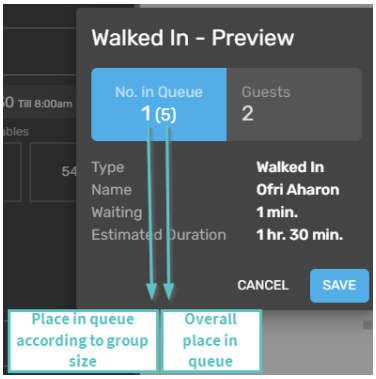
- **Future Reservation**: When saving a reservation, a pop up will appear with reservation detail. Determine which information should be displayed
  - Show Details
  - Show Message
  - Status
- **Walked In**: When adding a guest to the Walk In line, a pop up will appear with guest details. Determine which information should be displayed
  - Show Details
  - Show Message
  - Status

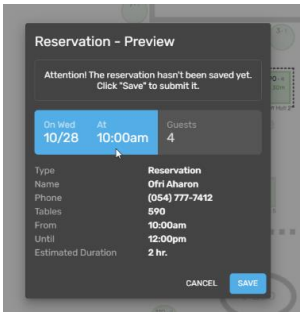
Overall Place in Queue

- **Included In Restaurant**: When adding guests to Walk In line, the hostess will see the guests’ overall place in the queue at the Reservation Summary
- **Included in Online Reservations**: The guests will be able to see their overall place in the queue at the link received after being added to the queue (SMS notification should also be on)

Group Size Place in Queue

- **Included in Restaurant**: When adding guests to Walk In line, the hostess will see the guests’ place in the queue according to their group size





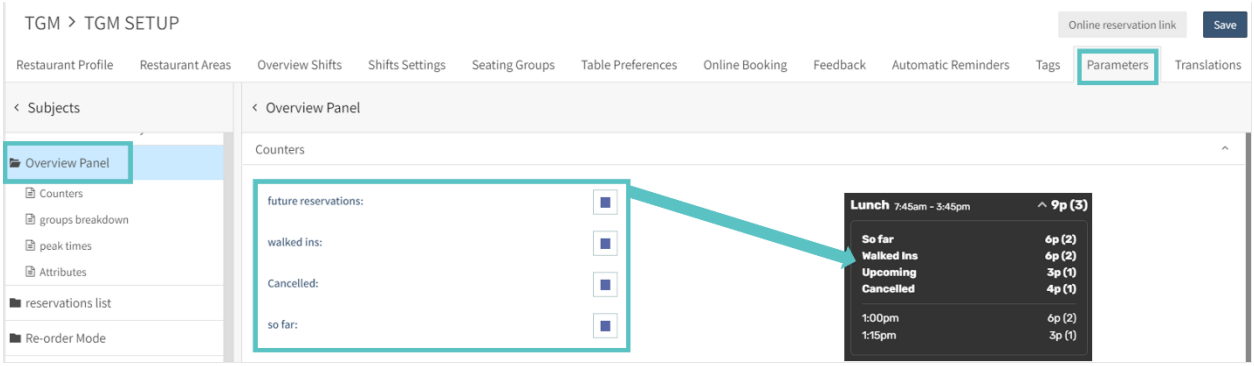
- **Included in Online Reservations**: The guests will be able to see their overall place in the queue according to their group size in the link received after being added to the queue (SMS notification should also be on)

Overview Panel

Counters

Determine which information is displayed in the Overview Tab

- Future Reservations
- Walked In
- Cancellations
- So Far



Groups Breakdown

- **Status**: Adds an additional section in the Overview Tab that shows the breakdown by group size of reservations in the upcoming amount of time as defined by the Look Forward parameter
- **Look Forward**: Determines the amount of time shown in the Group Breakdown

Peak Times

- **Group by Minutes Interval:** Determines at what intervals reservations are made available. Select 15 or 30 minutes
- **Tables Threshold per Interval:** Determine from what number of reservations per time interval the row should appear in red
    - This is meant to quickly inform that a rush should be expected during this time frame
- **Guest Threshold per Interval:** Determine from what number of guests per time interval the row should appear in red
    - This is meant to quickly inform that a rush should be expected during this time frame
- **Use Max Future Reservations Count as Threshold**: Determines that the red indication will appear according to times that exceeded the Future Reservation limitation

Attributes

- **So Far Includes Currently Sitting**
    - When on, includes guests currently sitting (open tables)
    - When off, an additional row will appear showing currently sitting and the “So Far” statistic will only show closed orders
- **Include Unpaid Reservations**: Includes all tables that have been opened for more than 10 minutes including orders that were closed with a zero balance

SMS & Email Notifications

This section defines which SMS/Emails can be sent to the guest. **Any SMS type or email that is not enabled in configurations will not be sent even if the button exists in the Tabit Guest App and is clickable.**

Walked In

- **Created**: Enables a switch in the Reservation Form to send a confirmation SMS/email when the guest has been added to the queue
- **Online Booking Created**: After the guest adds themselves to the online Waiting List, the guest will receive an SMS/email confirmation
- **Edited**: Hostess can inform the guest the reservation has been updated after editing
    - Default Switch Value enables the confirmation to be sent by default
- **Notify**: When 'Notify' is selected on the Tabit Guest App, the customer will receive "Your table is ready" SMS/email
- **Delete**: If the hostess deletes the reservation, the guest will receive an SMS/email confirmation
- **Tabit PAY**: If enabled, when the guest is seated, they will get an SMS inviting them to view their bill through Tabit Pay
    - **Best Practice is to leave this disabled**
- **Almost Done**: Allows for informing the guest the time allotted for their reservation is approaching

Future Reservation

- **Created**: Enables a switch in the Reservation Form to send a confirmation SMS/email
    - Default Switch Value enables the confirmation to be sent by default
- **Edited**: Hostess can inform the guest the reservation has been updated after editing
    - Default Switch Value enables the confirmation to be sent by default
- **Online Booking Created**: After the guest creates a reservation online, the guest will receive an SMS/email confirmation
- **Online Booking Created Standby**: Guest will receive a confirmation SMS/email they have been added to the Standby List by online booking
- **Notify**: When 'Notify' is selected on the Tabit Guest App, the guest will receive "Your table is ready" SMS/email
- **Delete**: If the hostess deletes the reservation, the guest will receive an SMS/email confirmation
- **Check In**: Not supported
- **Remind**: Guest will receive an SMS reminder
- **Reminded Free Text**: Allows the hostess to send an SMS with free text to the guest
- **Tabit PAY**: Not supported
- **Almost Done**: Not supported

Idle App

This parameter determines after how much time has passed Tabit Guest will automatically log out the employee

- **Best Practice** is to set this number to the site's shift length

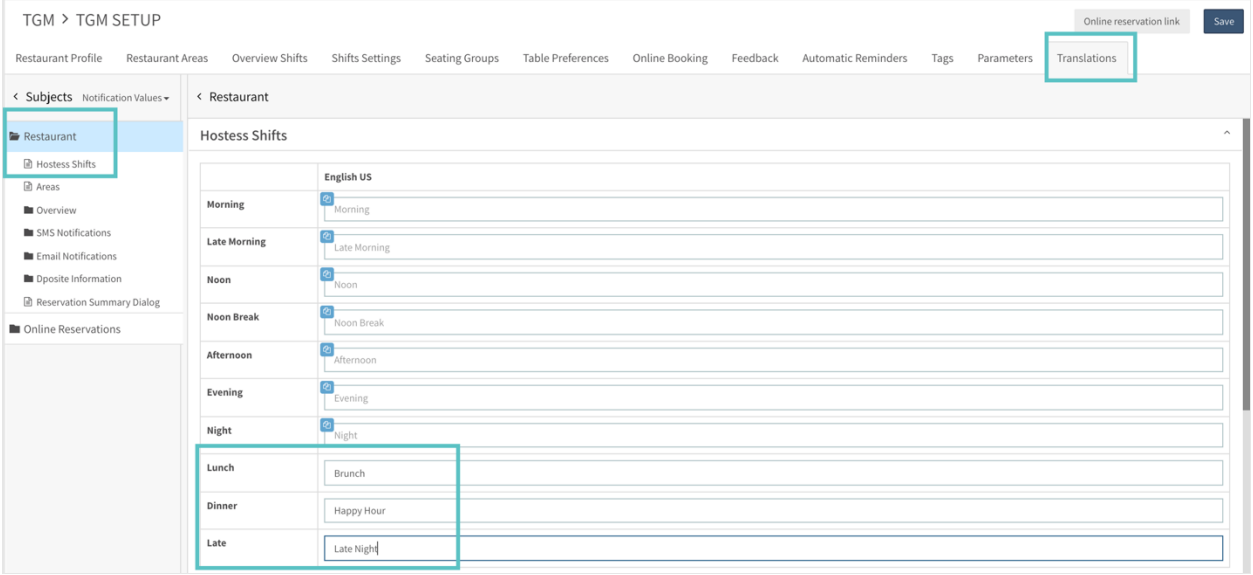
Translations

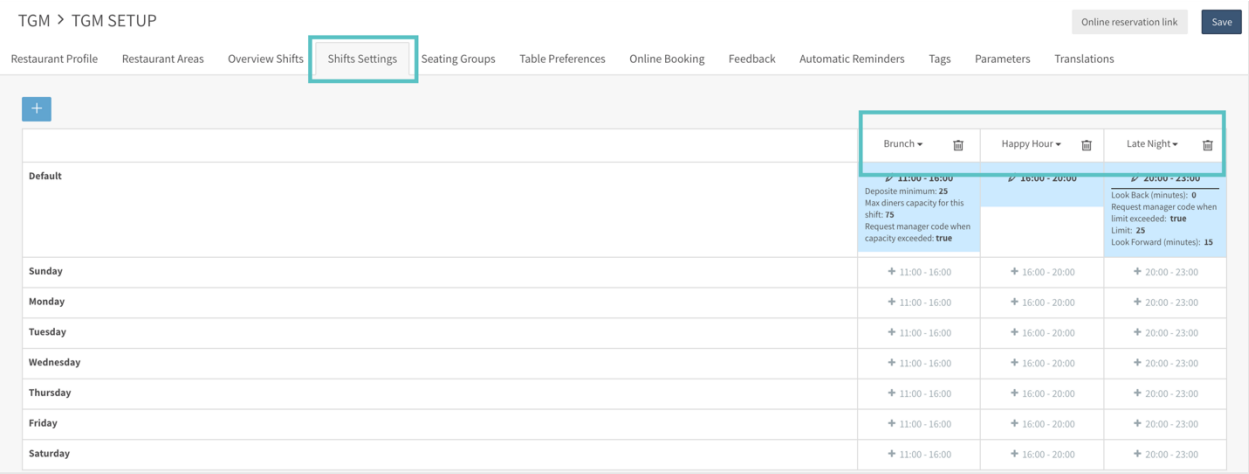
Allows for changes in the default content that appears in the Tabit Guest App, SMS Texts, Online Booking, and all landing pages.

Restaurant

Hostess Shifts

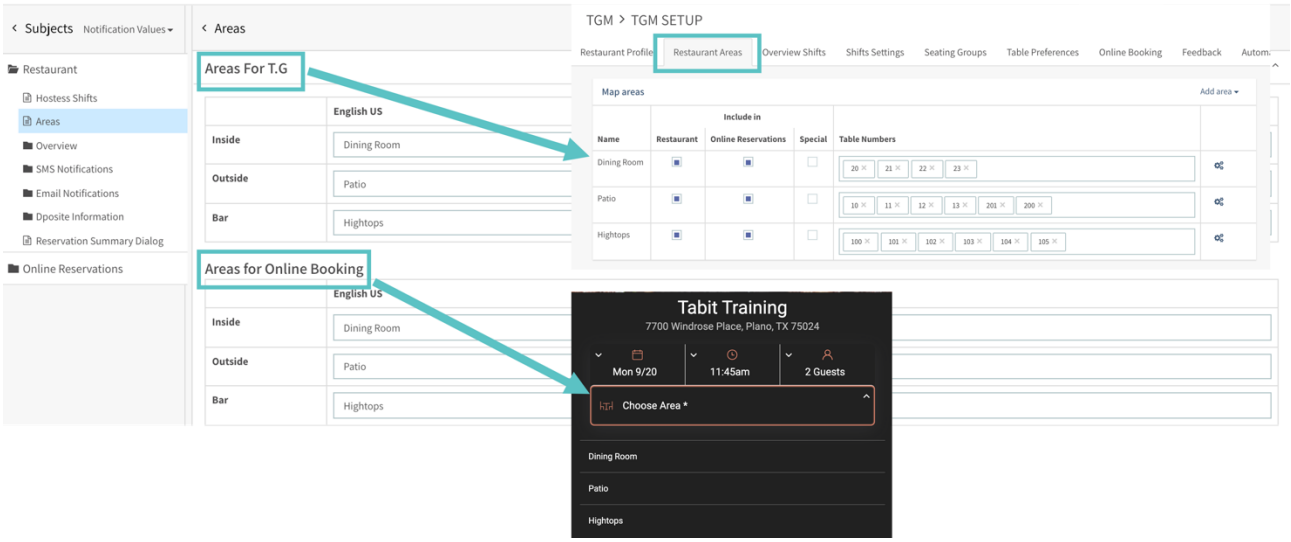
Changes the names for the Back Office View





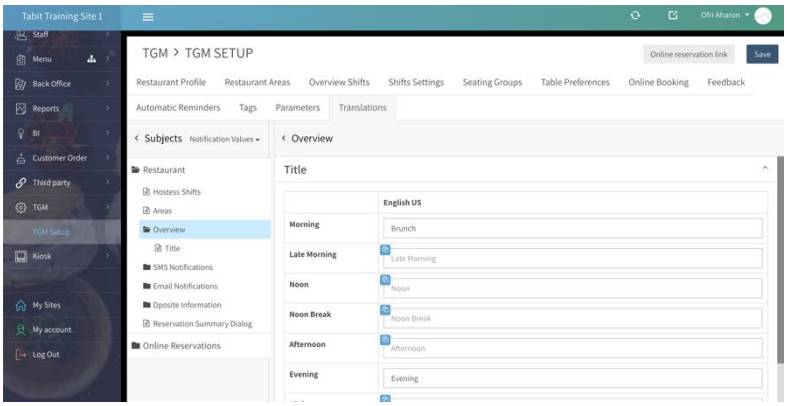
Areas for TG & Online Booking

Changes the name of the Restaurant Areas for both Tabit Guest and Online Booking



Overview

Changes the names for the Overview Shifts in Tabit Guest

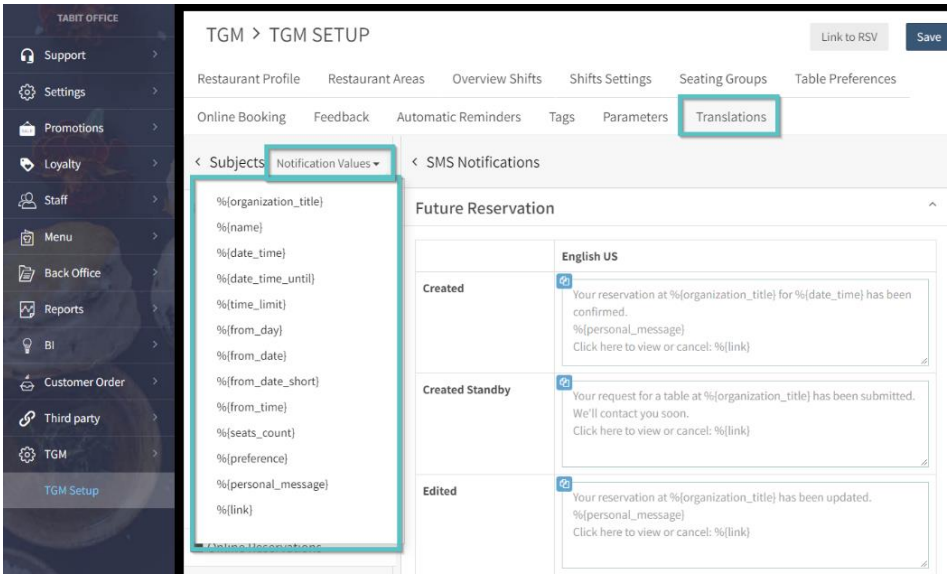


SMS/Email Notifications

Change the text that appears in the SMS/email notifications. SMS/email messages are made up of sentences that can have inserted values. Values can be found in Back Office and inserting into the sentence by copying and pasting the value

- **Organization Title**: Name of restaurant as appears in restaurant profile
- **Name**: Name of guest
- **Date Time**: Date and time of reservation
- **Date Time Until**: End time of reservation according to time limit
- **Time Limit**: Amount of time for the reservation
- **From Day**: Weekday of reservation
- **From Date**: Date of reservation (January 1, 2021)
- **From Date Short**: Date of reservation (1/1)

- **From Time**: Time of reservation
- **Seats Count**: Number of guests
- **Preference**: Area selected for seating by hostess/online
    - Only recommended if Preferences are required
- **Personal Message**: Additional message added by hostess in the reservation form
- **Link**: Link for additional information with reservation details
- **Phone**: The guest's phone number



SMS/email Notifications – Future Reservation & Walked In

For triggering of specific SMS/emails, see above section outlining enabling SMS Notifications

SMS/email Notifications – Feedback Request

Governs the SMS/email sent to the guest requesting them to fill out a feedback survey based upon type of service: Seated, Takeaway, and Delivery

SMS/email Notifications – Manager Notification

Governs the SMS/email sent to the manager when a specific guest has created a reservation, edited a reservation, or has been seated

Online Reservations

All text that appears in landing pages can be edited

Reservation Information

- **Future Reservation Created**: Text that appears under reservation details once reservation is created
- **Future Reservation Standby Created**: Text that appears under reservation details once standby reservation is created
- **Future Reservation Standby Created Pending Approval**: Text that appears under reservation details once approval reservation is created
- **Future Reservation Reminded**: Text that appears in landing page of “reminded” notification
- **Future Reservation Notified**: Text that appears in the landing page of “notified” notification
- **Future Reservation Deleted**: Text that appears in the landing page of “deleted” notification
- **Future Reservation Verified**: Text that appears after the guest confirms their reservation
- **Future Reservation Will be Late**: Text that appears after the guest selects “We will be late”
- **Future Reservation Undo Late**: Text that appears after guest selects “Coming on time”
- **Walked In Created**: Text that appears in landing page after being added to queue
- **Walked In Saved**: Text that appears after the guest adds themselves to the online waitlist
- **Walked In Notified**: Text that appears in landing page of “notify” notification

Search Results

Online Booking Blocked Description: Sentence that appears on online booking page when online booking is disabled

- **Search**: Online booking landing page texts
    - **No Results**: Text that appears when there are no available tables in guest search
    - **No Waiting List**: Text that appears when guest tried to add themselves to Waiting List when there are less than the minimum defined existing reservations on the list
    - **Waiting List Full**: Text that appears when guest tries to add themselves to Waiting List when there are more than the maximum defined existing reservations on the list
    - **Alternative Results**: Text that appears when there is no available table at selected time and the system presents additional available options
    - **Call Restaurants Large Party**: Text that appears when guest selects largest group size on Online Booking and must call restaurants
    - **Standby Reservation Description**: Text that appears above “Add me to standby list” button in case there is no table available
- **Details**: Online booking instructional texts
    - **Description**: Text that appears above customer detail form in Online Reservation after online booking found an available table
    - **Description Pending Approval**: Text that appears above customer detail form in online reservation for pending approval reservation
    - **Description Standby**: Text that appears above customer detail form in online reservation for standby reservation

Version History

Version 1.0 – This document was created by Jessica Dickinson