

How to Change Your Schedule for Holidays

Note: All of these functions are accomplished in the GuestBridge Administrator Application.

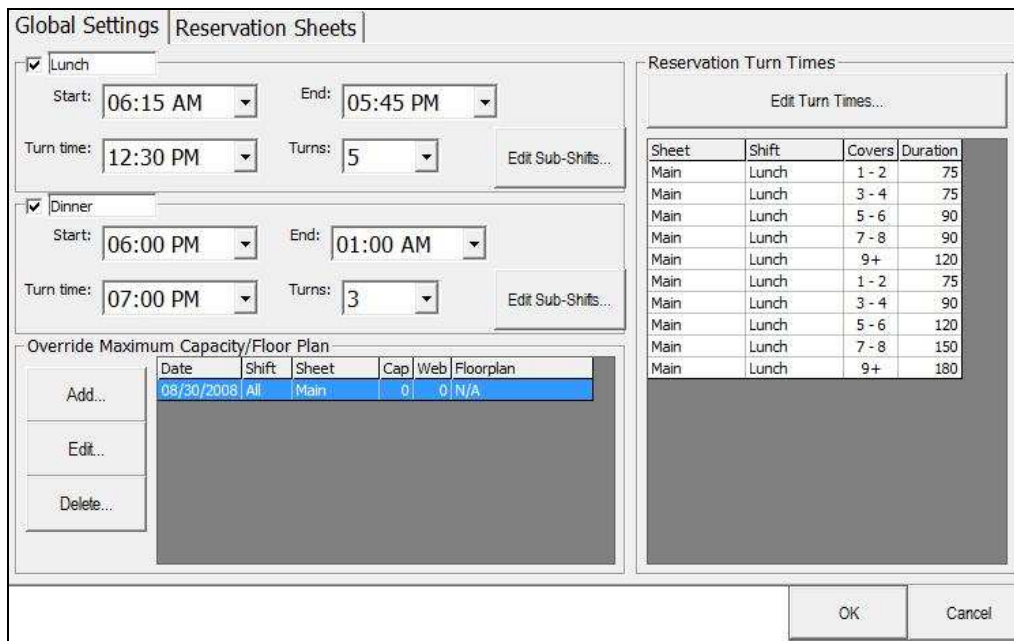
Closing the Restaurant

If you are closing the restaurant for an entire day or shift, use the OVERRIDE MAXIMUM CAPACITY function to zero out your reservation capacity. This function is available on the GLOBAL SETTINGS tab of the SCHEDULE window.

To access the SCHEDULE window, either click on *Operation* and then *Schedule*, or click the button



that looks like this:



Sheet	Shift	Covers	Duration
Main	Lunch	1 - 2	75
Main	Lunch	3 - 4	75
Main	Lunch	5 - 6	90
Main	Lunch	7 - 8	90
Main	Lunch	9+	120
Main	Lunch	1 - 2	75
Main	Lunch	3 - 4	90
Main	Lunch	5 - 6	120
Main	Lunch	7 - 8	150
Main	Lunch	9+	180

Date	Shift	Sheet	Cap	Web	Floorplan
08/30/2008	All	Main	0	0	N/A

Figure 1 — The Schedule Window – Global Settings Tab

The OVERRIDE MAXIMUM CAPACITY function is located in the lower left corner of the GLOBAL SETTINGS tab.

1. **Select the Day Affected** — Under the OVERRIDE MAXIMUM CAPACITY heading, use the drop-down calendar to select the desired date.
2. **Select the Shift** — Use the drop-down menu to select the desired shift. If you are closing the restaurant for both shifts, select *All*.
3. **Choose Reservation Sheet** – If you are only closing a single reservation sheet, choose that one from the drop-down menu. Otherwise select *All*.
4. **Base on Floor Plan**—This drop-down menu allows you to select a table layout upon which to base the table availability. This will not be needed to close the restaurant, so make sure it is set to *None*.

5. **Set the Capacities to Zero**— Use the *Cap* and *Web Cap* drop-down menus to set the reservation capacity for the shift period to 0 for both phone and web reservations.
6. **Save the Capacity Override** — Click *OK* and the 0 capacity will appear next to the date under *Date* and *Shift* in the OVERRIDE MAXIMUM CAPACITY area.
7. **Apply the Change to the Main Application** — Click *OK* in the bottom right corner of the SCHEDULE window. You must refresh the main application for the change to take effect.

To delete the override you just set, just highlight the date/shift and click *Delete*.

Changing Reservation Time Slots for Special Events

Exceptions to standard time slots and slot caps can be set for special events. The exception will affect only the specific date and time slot(s) selected. Creating exceptions can be accomplished in the SCHEDULE window's RESERVATION SHEETS tab.

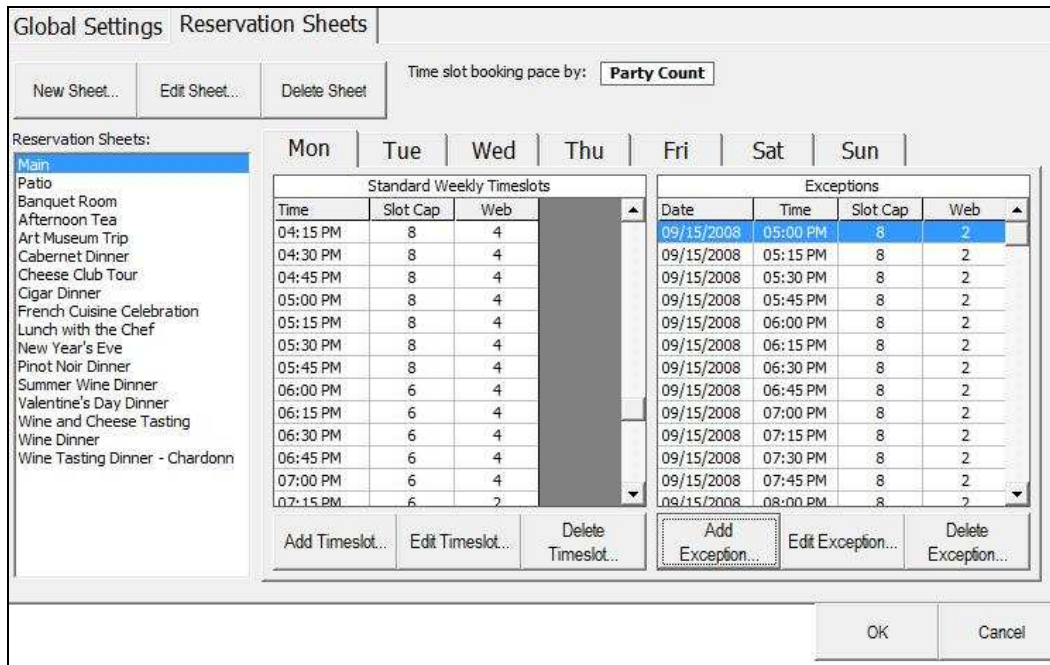


Figure 2 — The Schedule Window – Reservation Sheets Tab

To see the time slots scheduled for a particular sheet, select that sheet from the list on the left side of the window. The system defaults to the Main reservation sheet.

For each sheet, the regular business hours will appear in the time slot area to the left. You can view the time slots scheduled for a specific day of the week by clicking the appropriate button. Scheduled exceptions, if any, will appear in the time slot area to the right.

Note: To indicate that you are not accepting reservations for a time slot that is normally available, set your exception slot cap to zero (0) for that time slot.

Add Exception Time Slots:

1. **Open the Exception Time Slot – Add Window** — Select the sheet to which you wish to add exception time slots. Click *Add Exception* under the EXCEPTIONS heading below the list of exception time slots. The TIME SLOT EXCEPTION – ADD window will appear.

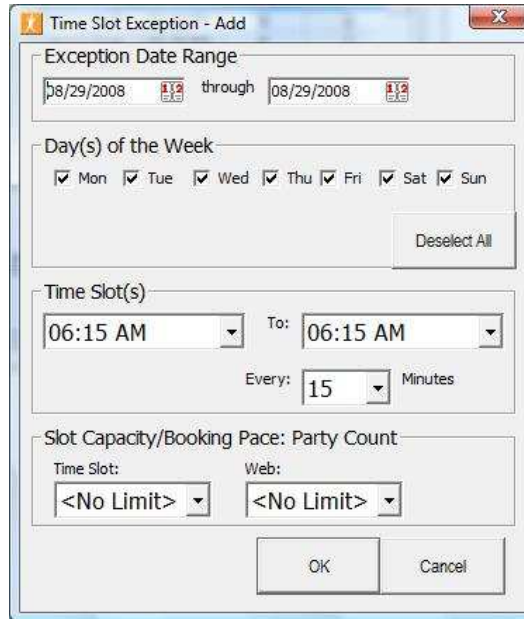


Figure 3—Time Slot Exception - Add Window

2. **Choose the Date Range for the Exception** – Use the Exception Date Range fields to choose the date(s) to which the exception will be applied.
3. **Choose the Day(s) of the Week Affected** — Check or uncheck the boxes next to the day(s) of the week to which you wish to apply the new time slots.
4. **Select New Time Slots** — Under the TIME SLOTS heading, choose the first and last time slots of the range that you are adding an exception for. Then choose the time increments between the slots from the drop-down menus. *Note: If you are adding a time that is earlier or later than your enabled operation hours, be sure to change the start time of the shift and the shift duration under the LUNCH or DINNER headings on the GLOBAL SETTINGS tab.*
5. **Select the Slot Cap** — From the drop-down menus under the SLOT CAPACITY heading, select the restaurant slot cap (total number of reservations to be allowed) and web reservation cap (the number of online reservations you will accept as part of the slot cap) for the new slot(s). Click *OK* when you are finished. The exception(s) will appear under the EXCEPTIONS area in the RESERVATION SHEETS tab.
6. **Apply the Change to the Main Application** — Click *OK* in the bottom right corner of the SCHEDULE window. You must refresh the main application for the change to take effect.

Edit Exception Time Slots:

1. **Choose the Exception Time Slot(s) to Edit** — Highlight the exception time slot(s) to edit. You can choose a range of exception time slots to edit by dragging your mouse over multiple slots. Click *Edit* under the EXCEPTIONS heading. The EXCEPTIONS EDIT window will appear
2. **Make Slot Cap Changes** — From the drop-down menus, make any slot cap or web reservation changes desired. Click *OK* when you are finished.
3. **Apply the Change to the Main Application** — Click *OK* in the bottom right corner of the SCHEDULE window. You must refresh the main application for the change to take effect.

Delete Exception Time Slots:

1. **Choose the Exception Time Slot(s) to Delete** — Highlight the exception time slot(s) to delete. You can choose a range of exception time slots to delete by dragging your mouse over multiple slots. Click *Delete* under the EXCEPTIONS heading. The TIME SLOT EXCEPTIONS – DELETE window will appear.
2. **Confirm that the Deletion** – Click *OK* if you want to continue with deleting the time slot(s), or *Cancel* if you change your mind.
3. **Apply the Change to the Main Application** — Click *OK* in the bottom right corner of the SCHEDULE window. You must refresh the main application for the change to take effect.

Adding Party Size Slots

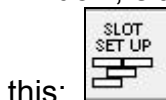
When you add time slots as an exception for a holiday or event, you may need to schedule specific tables or just sizes of parties to specific time slots.

This function allows the reservation sheet in the main module to appear like this:

Cap	Time	Guest	Code	PtySz	Table	Comment
6	5:00 P	[2 Top (--)]		2	--	
		[2 Top (--)]		2	--	
		[2 Top (--)]		2	--	
6	5:15 P	[2 Top (--)]		2	--	
		[2 Top (--)]		2	--	
		[2 Top (--)]		2	--	
6	5:30 P	[2 Top (--)]		2	--	
		[2 Top (--)]		2	--	
		[2 Top (--)]		2	--	
		[4 Top (--)]		4	--	
		[4 Top (--)]		4	--	

Figure 4—Party Size Slots on the Reservation List

You can add party size slots in the SLOT SETUP window. To access the SLOT SETUP window, either click on *Operation* and then *Slot Setup*, or click the button that looks like



Options

Reservation Sheet: **Main** Reservation time may be changed +/-: **60** minutes from slot time

Manager password required when: **1** > than slot **1** < than slot

Expire slots: **15** minutes after its time scheduled has passed

Slots required:

Lunch **11:00 AM** to **03:30 PM**

Dinner **06:00 PM** to **11:45 PM**

Every reservation must be assigned to a slot

Assign table with slot (requires a table designation for each slot)

Parties can share tables: Label shared slots as: **SHARE**

Share slots with more than: **1** seats left

Reservation Grid

Mon Tue Wed Thu Fri Sat Sun Special

Lunch Shift					Dinner Shift					Special Overrides
Time	PSize	Table	Mgr	Smk	Time	PSize	Table	Mgr	Smk	<new shift override>
06:00 PM	2	--								
06:00 PM	2	--								
06:00 PM	4	--								
06:00 PM	4	--								
06:00 PM	4	--								
06:00 PM	6	--								
06:15 PM	2	--								
06:15 PM	2	--								
06:15 PM	2	--								
06:15 PM	4	--								
06:15 PM	4	--								

Filter slots by size: **[view all]**

OK
Cancel
Add...
Edit...
Delete
Assign Unassigned Slots
Set Display Sequence...

Figure 5 — Slot Setup Window

Add Exception Slots in the Reservation Sheet

1. **Select the Reservation Sheet**—Use the *Reservation Sheet* drop-down menu in the upper left corner to select the reservation sheet that the party size slots will be applied to.
2. **Choose Special Override** – Click the *Special* button to the right of the days of the week buttons. Under SPECIAL OVERRIDES, click on *<new shift override>*. The Special Override window will appear.

Add Special Slot Override

Select Override Date and Shift:

From: 10/01/2008

To: 10/01/2008

Mon Tue Wed Thu

Fri Sat Sun

Reservation Sheet: **Main**

Select Shift:

Lunch Dinner

Override/Add to Existing Slots:

Add to existing slots

Auto assign guests with category:

Create slot override from:

Scratch (manually add slots)

Standard Day/Shift

Shift: **Lunch**

Reservation Sheet: **Main**

Shift Schedule: **0 Min**

Template

Start Time:

OK Cancel

Figure 6 — Add Special Slot Override Window

3. **Choose the Exception Date and Shift** – Using the calendar, select the date for the override. Next, select the reservation sheet that the override should apply to, and the shift.
4. **Choose How to Create the Override** – On the right side of the window, choose whether you want to create your slot override from scratch, use a normal day/shift as a starting point, or use a slot template as a starting point. Click *OK* when you are done. The date and shift will appear in the SPECIAL OVERRIDES area.
5. **Add Exception Party Size Slots** – Highlight the override date and shift. Any current party size slots will be displayed. To add additional slots, click *Add*. The ADD RESERVATION SLOTS window will be displayed.

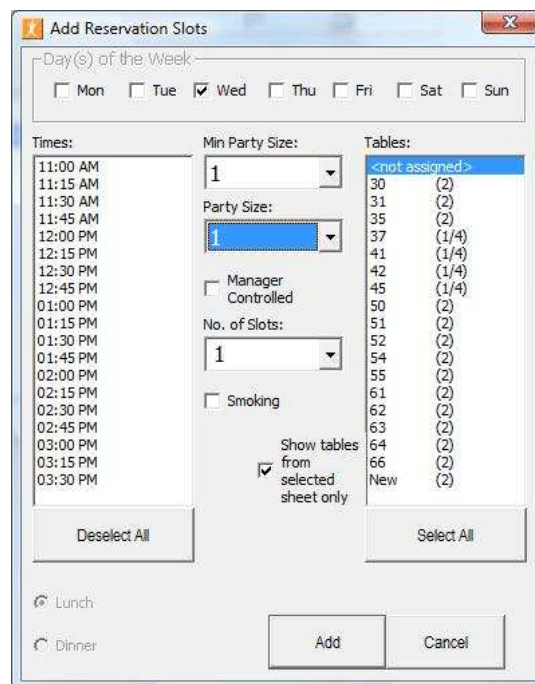


Figure 7 — Add Reservation Slots Window

Select the time slot(s) for which you want to add party size slots. Select the party size and minimum party size to be created. Under the *No. of Slots* drop-down, choose how many of these party size slots you wish to create in each time slot. In the *Tables* area, either select table number(s) or *<not assigned>* to leave the slot as “seat on arrival”. Click *Add* when you are finished. The table slots will appear in the corresponding shift area in the SLOT SETUP window when the override is selected.

4. **Apply the Change to the Main Application** — Click *OK* on the right side of the SLOT SETUP window. You must refresh the main application for the change to take effect.

Edit or Delete Exception Party Size Slots

1. **Edit an Exception Party Size Slot** —Select the override party size slot you wish to edit. Click *Edit* to open the EDIT RESERVATION SLOTS window. Change the time slot, party size or table number as needed. Click *OK* when you are finished.

2. **Delete an Exception Party Size Slot**—Select the override party size slot(s) you wish to delete. Click *Delete*. The system will ask you if you are sure you wish to delete the slot(s). Click *Yes*.
3. **Apply Changes to the Main Application** — Click *OK* on the right side of the CAPACITY window. You must refresh the Main Application for the change(s) to take effect.

If you have any questions, please call GuestBridge at **866-785-7711**.

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