



**res** TMS

# Restaurant Operations

Table Management System

RES Table Management System is simple, easy-to-use software that seamlessly integrates customer preferences, seating capacity, and available staff, while effortlessly managing the customer's dining experience. Provide accurate seating times and record table requests with waitlist capabilities and use the customer management function to maintain guests' information, easing the job for hosts, servers, and managers, allowing them to focus on what matters most - the customers. When combined with RES Guest Services Solutions (GSS), a total restaurant solution is now at your fingertips. Capturing time-sensitive guest demands, RES Table Management System puts you in complete control from the moment the guest is greeted until the next diner is seated.



Back Office, Business Intelligence,  
Customer Relationship Management,  
Enterprise Support Solutions, Hardware,  
Point-of-Service, Restaurant Operations,  
Service Solutions

## COMPLETE CONTROL FROM THE MOMENT GUEST ARE GREETED

### Customer Seating

- Waitlist capabilities
  - Add a customer to the waitlist manually or through an integrated MICROS GSS database
  - Provide and record estimated seating time
  - Record preferences for table requests such as window view or handicap accessible
  - Wait time management
    - Based on preconfigured table turn times
    - Based on course timing provided by an integrated MICROS Kitchen Display System (KDS)
    - Customer preference
  - Customer viewable waitlist available
- Customer Management
  - Add customer information in customer database
  - Link customer name to guest check when seated
  - Page customer when table is ready via JTECH GuestAlert Pager



Detail waitlist view with notes



Summary waitlist view displaying guest name and number in party

### Table Management

- Page server when customer is seated via JTECH ServAlert Pager
- Support multiple table layouts
- Large party management (combine tables)
- Manage next available table based on server sections and wait times

### Reservations

- Manage table inventory by time period
- Create guest record in customer database when reservation is made
- Attach special requests to a reservation
- API integration for 3<sup>rd</sup> party web reservations
- User-friendly interface

### Reporting

- Wait times by customer
- Abandonment rate, how long between seated and greeted by server, and order time
- Combined with KDS for end-to-end guest experience reporting
  - Capture greet time and promise time
  - Capture check closed to table ready time
- Roll-up to mymicros.net
- Table reporting – determine optimum table seating, should you have more tables of a certain size



Intuitive screens make Table Management easy to use