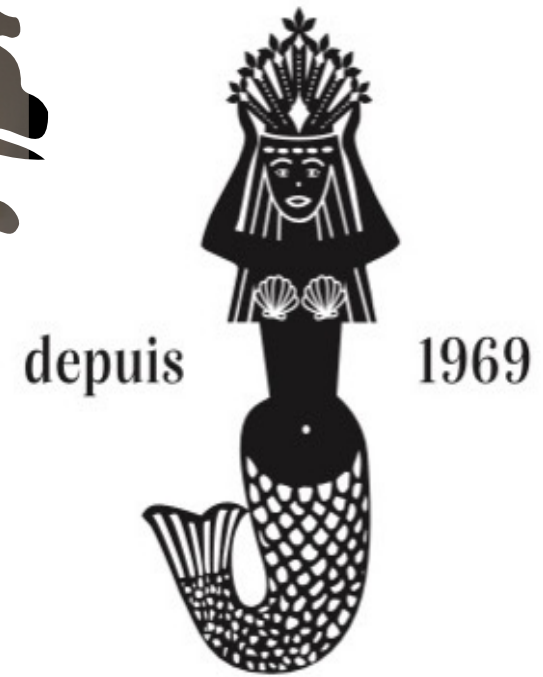


SEVENROOMS
TRAINING
MANUAL
"STEP BY STEP"

AFRICAN QUEEN DUBAI



AFRICAN QUEEN

HOW TO NAVIGATE ON THE FLOOR PLAN

How to Navigate on the Floor Plan

View your upcoming reservations, check the status of your reservations and seat guests as they walk in.

Daily reservation notes

Reservation Statuses:
colors of the tables to
the right correspond
with the table status.

Party Size

Table Assignment

The screenshot displays a restaurant floor plan management interface for Tuesday, March 26, during the Dinner service. The interface is divided into two main sections: a reservation list on the left and a floor plan grid on the right.

Reservation List (Left Panel):

Time	Guest Name	Party Size	Table
5:00 PM	John Alex	2	10B
5:45 PM	Alissa Donna	2	100
5:45 PM	Demetri Justice	2	4
6:00 PM	Fredrick Mehtani	4	18
6:45 PM	Samuel Burkhardt	5	029
7:00 PM	Dylan Baldwin	7	20
7:15 PM	Damon Stork	2	6
7:30 PM	Dan Pelles	2	B4, B5
8:00 PM	William Kim	2	32
8:30 PM	Bryan Pritchard	4	17
8:45 PM	Derek Baley	4	44
9:30 PM	Jennifer Sedgewick	4	92

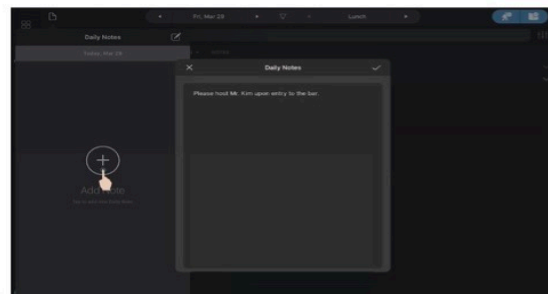
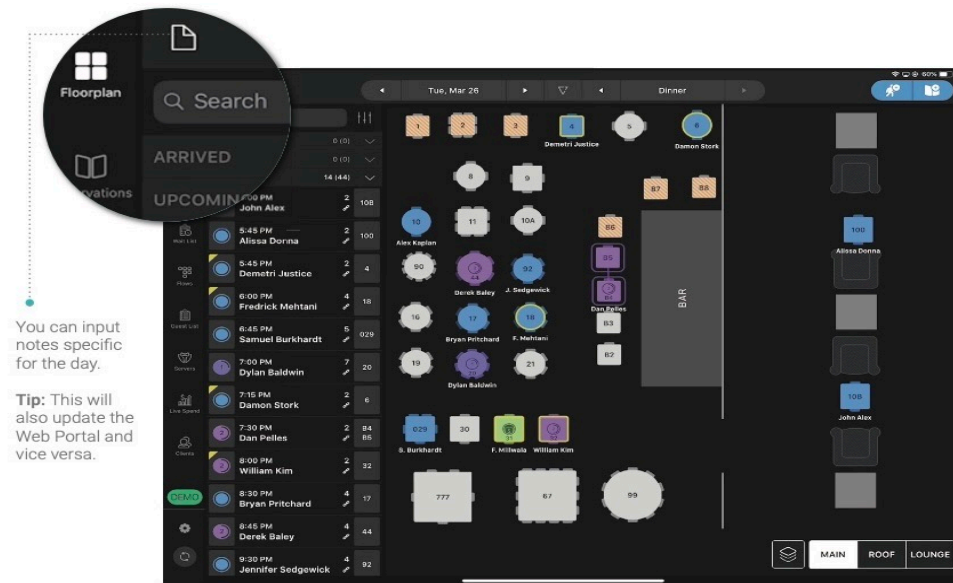
Floor Plan Grid (Right Panel):

The floor plan grid shows various tables represented by numbered icons. The color of each icon corresponds to the reservation status: blue for 'UPCOMING', purple for 'SEATED', and grey for 'ARRIVED'. The grid includes tables numbered 1 through 21, as well as tables labeled B2 through B8. A 'BAR' area is also visible on the right side of the grid. The top of the grid shows tables 1 through 6, with guests Demetri Justice and Damon Stork assigned to tables 4 and 6 respectively.

1. HOW TO ADD NOTES

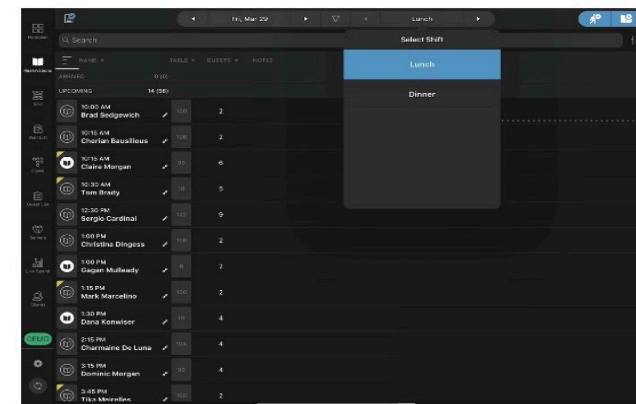
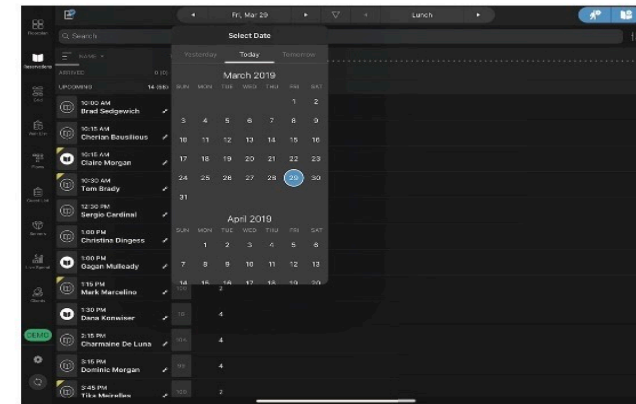
How to Add Daily Notes

Use daily notes to remind your staff of important information for the day such as special event bookings! Your staff can check for daily notes both on the iPad and the Web Portal.



2. HOW TO SELECT DATE & SHIFT

How to Select a Date and Shift



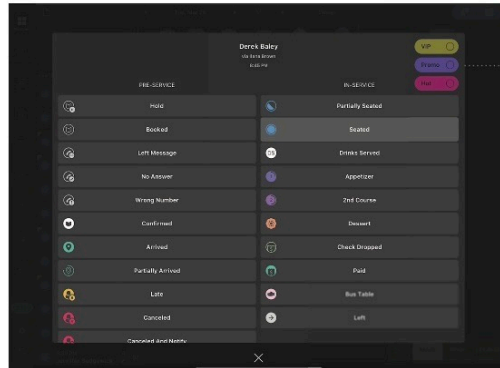
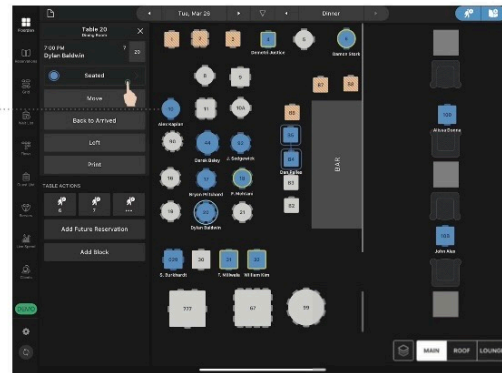
1. HOW TO UPDATE RESERVATION STATUSES

2. LAYERS

How to Update Reservation Statuses

Assure that everyone is on the same page by keeping reservation statuses up to date. Statuses are customizable! (Refer to the web training).

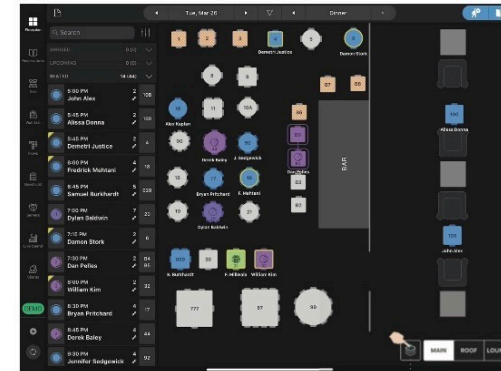
Double tap on a table to update the reservation status.



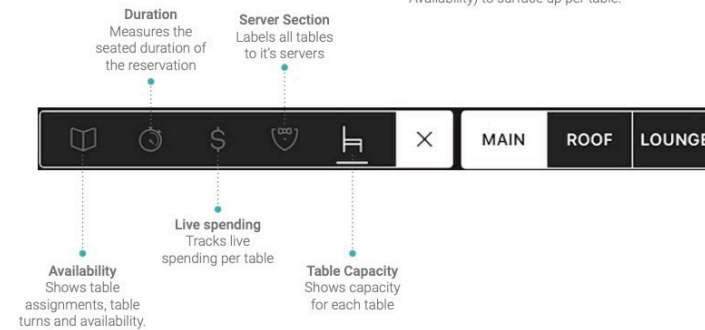
Easily flag a guest as a VIP or add a Promo or Hot reservation tag to highlight the importance of this booking.

Layers

Activate different data layers to help you better understand your floorplan in service.



You can activate certain categories (Table capacity, Server sections, Livespending, Duration, Availability) to surface up per table.

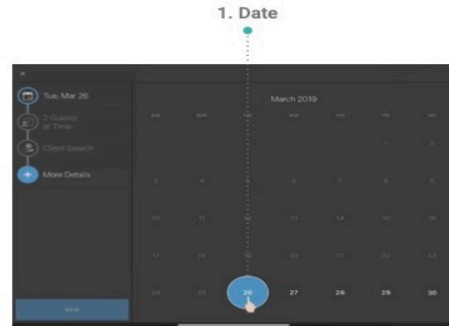
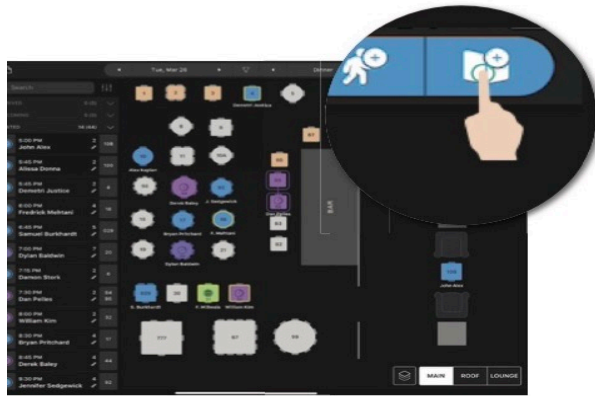


1. HOW TO BOOK A RESERVATION

2. HOW TO BOOK A RESERVATION (CONTINUED)

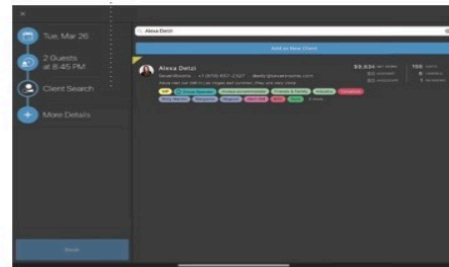
How to Book a Reservation

Book a Reservation at any time!



1. Date

3. Client Search

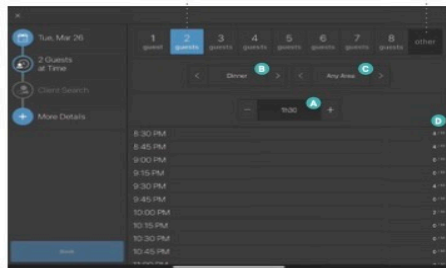


When searching for client profiles:

Tips: to save you from being confused between multiple profiles, utilize unique identifiers (phone numbers & emails) to narrow down your SEARCH!!
****** You can always create a new profile on the run amidst booking!

2. Party size

Large group party sizes can manually be entered

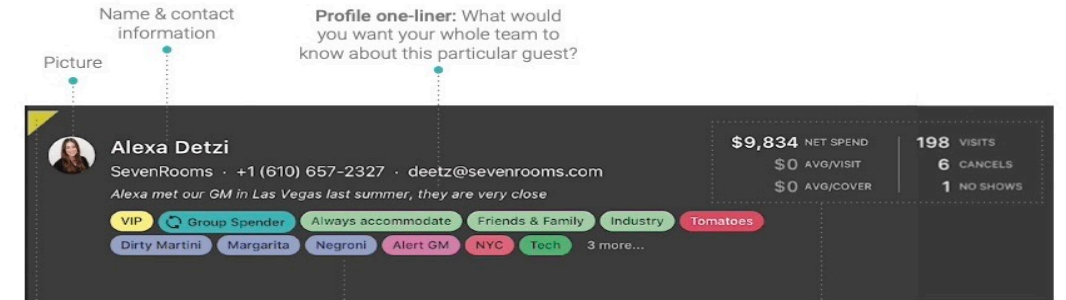


- a. Duration (it will differ per party size)
- b. Shift
- c. Seating area (Narrow down availability by seating area)
- d. Availability

Easily see the number of covers booked per time interval above

How to Book a Reservation (continued)

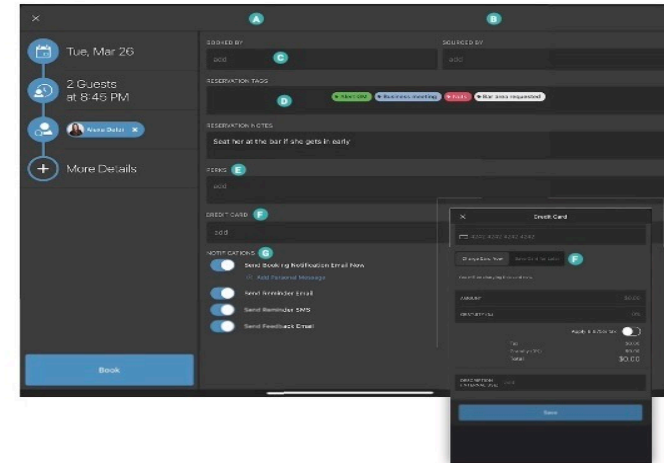
How to read and select an existing guest profile.



VIP status: All VIPs in SevenRooms will be identified through the yellow tag at the top left corner.

Client tags: Categorize your clients by different tags based on preference, dietary needs, or client type. These are customizable!

Stat card
 1. Spending
 2. # of visits/cancellations/no-shows



Booked by

Who booked this reservation? It will default to the user logged in

Sourced by

Was this reservation sourced by a third party?

Reservation tag

Tags will help you categorize each reservation by different preferences/requests

Reservation notes

Share custom reservation notes with your staff and servers

Perks

Use this field to alert the service staff of any complimentary perks or offers

Credit cards

For you to be able to take credit card information, you'll need to set up an account with a payment processor. Please contact your customer success manager with questions on how to set this up

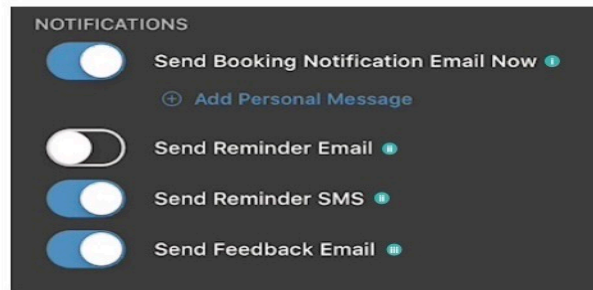
Notifications

1.HOW TO SEAT GUESTS

2. HOW TO SEAT GUESTS (CONTINUED)

Additional Details

Manage communications that are sent out to your guests.



- i. Booking notification email
 - 1. A customized booking confirmation that is normally sent out default
 - 2. Add a personal message in addition to the email
- ii. Reminder SMS & Email
 - 1. Scheduled messages sent out to remind a guest of their booking
- iii. Feedback email
 - 1. Scheduled email that allows diners to evaluate the experience (just for internal use)

How to Seat a Guest (continued)

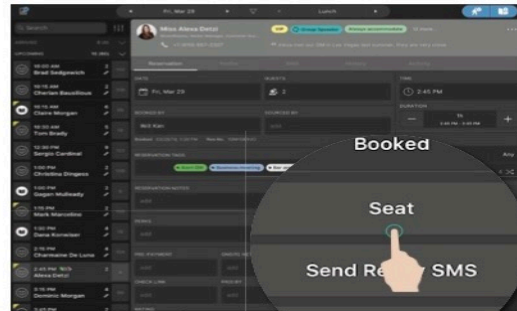
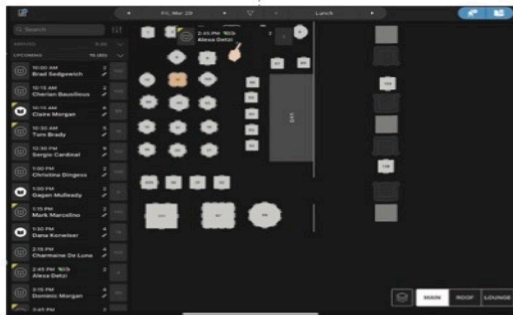


- c. Table selection - select the table yourself or from the recommended tables
 - i. Seat partial: You have the ability to partially seat a guest. The table will be occupied but will remain in the arrived section

How to Seat a Guest

Seating can be done one of two ways.

a. Drag and drop- simply drag the reservation from the list to any or specific table.

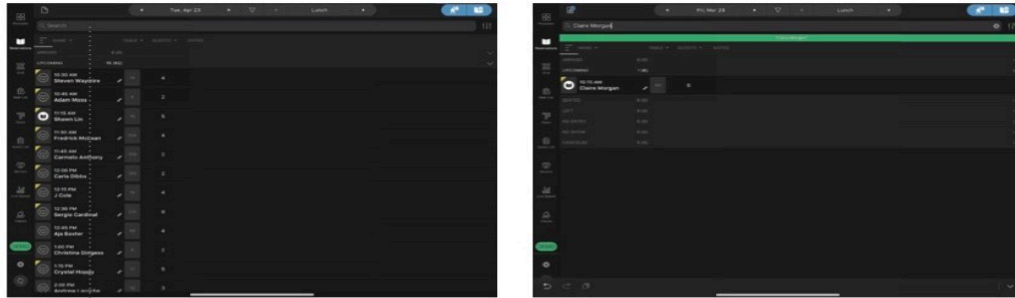


- b. Tap and seat - Tap into the reservation and select <Seat>
Note: that if a reservation is auto assigned to a random table, "Seat" will automatically select that table.

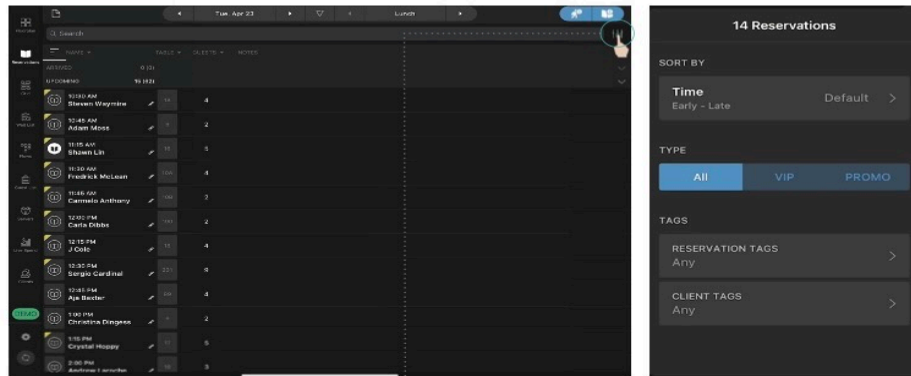
1. RESERVATION TAB

Reservations Tab

View just your upcoming reservations for the day.



a. Search tool - Narrow down your search to the exact name of the client

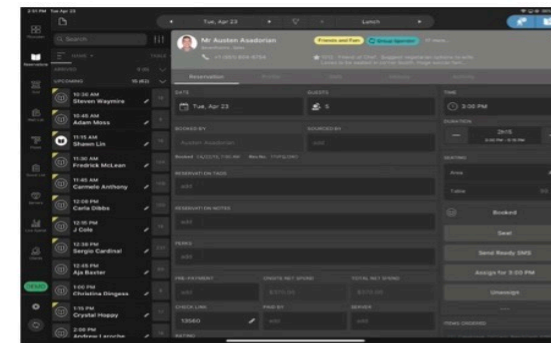


b. Filter: configure default reservation view

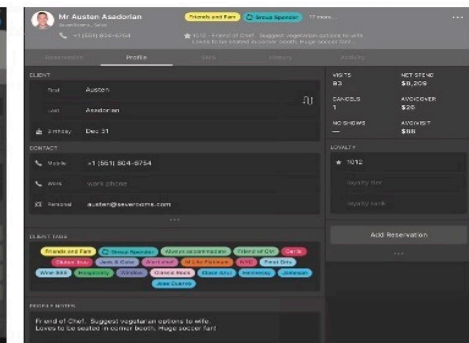
2. RESERVATION FLYOUT OVERVIEW

Reservation Flyout Overview

1. Reservation Overview - See reservation details in one view!

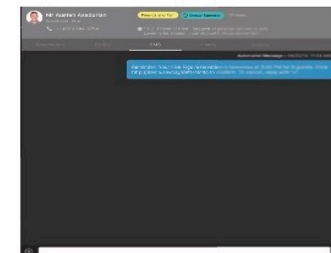


2. Profile - Review the profile under this reservation and update any new information!

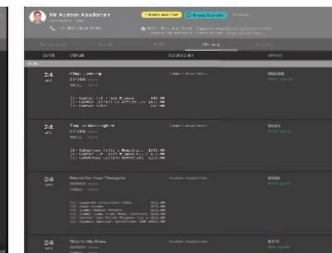


c. Reservation details
Simply tap into one of the reservations from the list, you'll find this reservation flyout with all the information you need on this reservation.

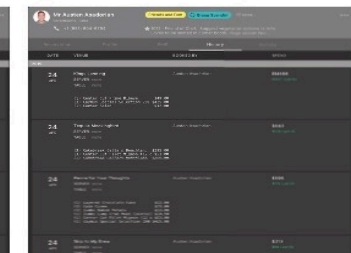
3. SMS - Send SMS message with your client and remind them of his/her reservation!



4. History - View historical visits, track historical POS spending with our integration.



5. Activity - Activity log will list any changes or updates made to this reservation and include the user that's affiliated to it.

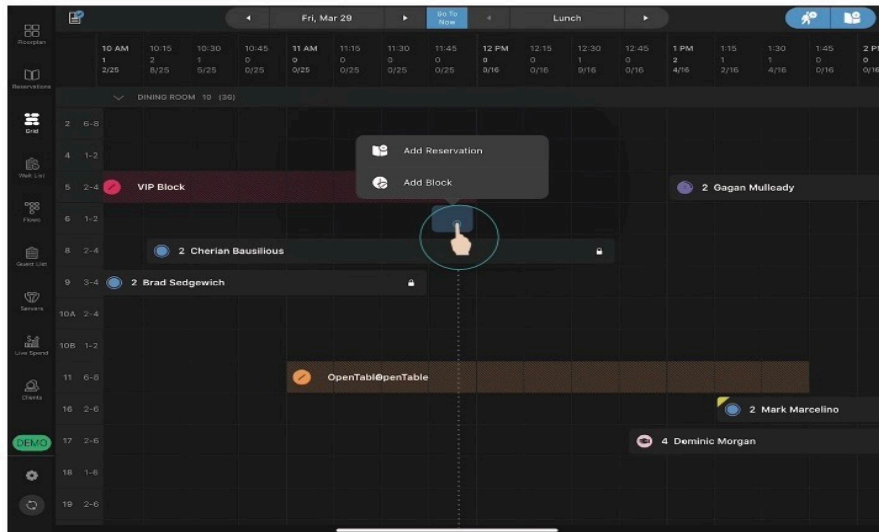


1. GRID VIEW

Grid View

Visual representation of reservations by table, interval and duration.

Note: Each box represents a reservation and it reflects the status, party size, table number, client name, table assignment and provides users the ability to adjust, move and change the duration



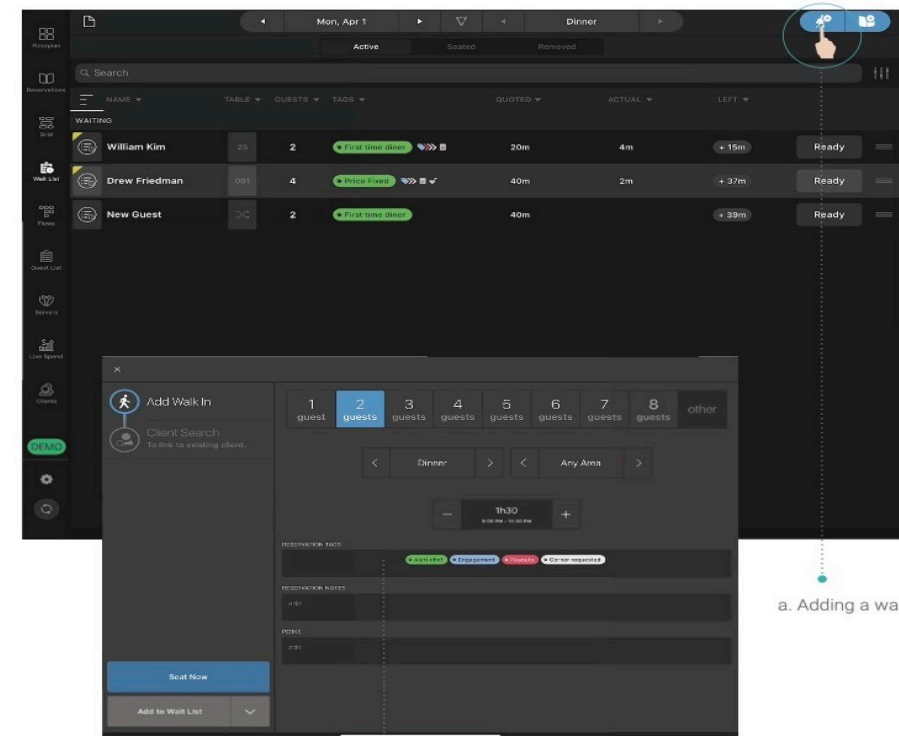
Red = Blocks
Black = Past reservations (The moment a reservation is seated, it's considered a past reservation)
White = Upcoming reservations
Other = Blocks that are created through a widget
Dotted = Availability for Walk-ins

Tapping into empty spaces will allow you to book a reservation (future or walk-in) or create a block for that table.

2. HOW TO MANAGE YOUR WAIT LIST

How to Manage your Waitlist

Waitlist - You can add a walk-in reservation to the waitlist when you don't have immediate availability using the blue button.

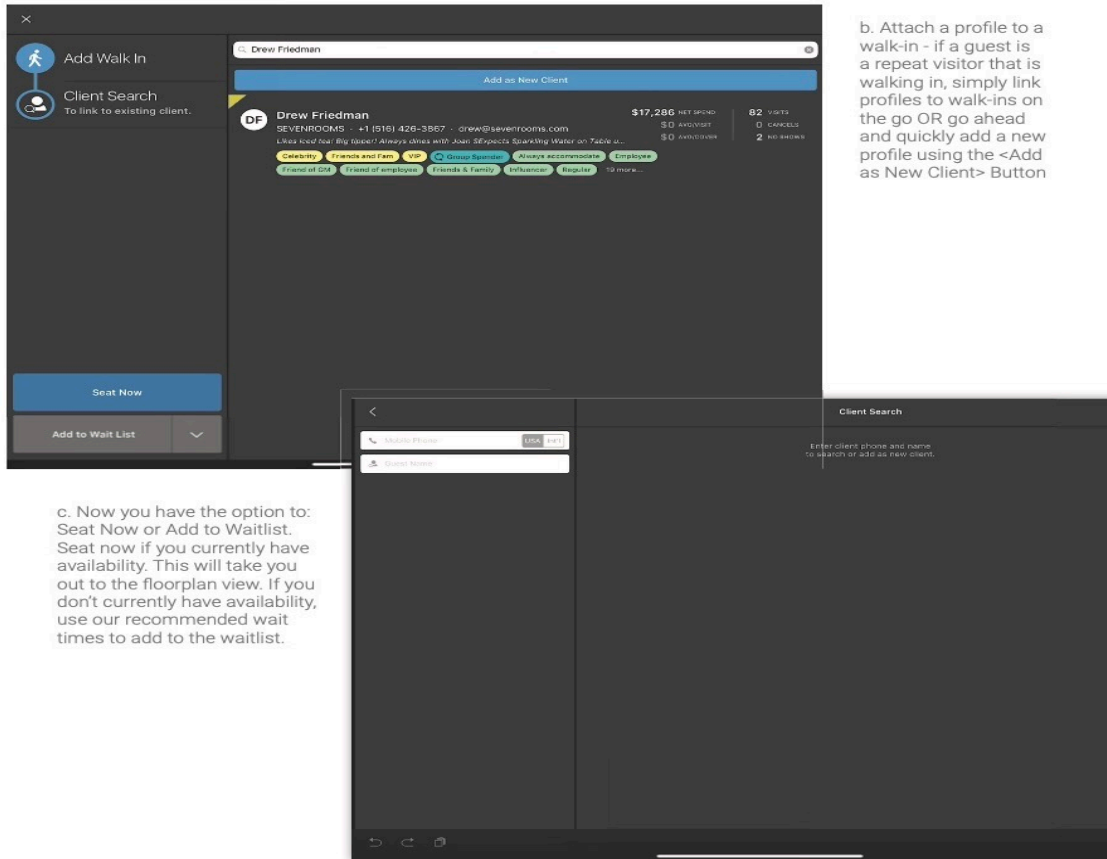


a. Adding a walk in

Similar to booking a future reservation without the date and time selection. Start by selecting the date, party size, seating area and duration of the reservation.

1.HOW TO MANAGE YOUR WAIT LIST (CONTINUED) 2.COVER FLOW

How to Manage your Waitlist (continued)



b. Attach a profile to a walk-in - if a guest is a repeat visitor that is walking in, simply link profiles to walk-ins on the go OR go ahead and quickly add a new profile using the <Add as New Client> Button

c. Now you have the option to: Seat Now or Add to Waitlist. Seat now if you currently have availability. This will take you out to the floorplan view. If you don't currently have availability, use our recommended wait times to add to the waitlist.

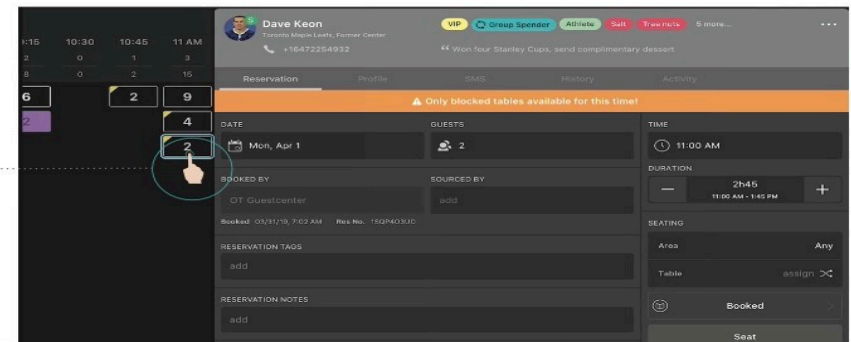
Cover Flow

View your upcoming reservations in chronological order or expected turn times of occupied tables. (Each box is a reservation, the number within = party size of the reservation, different colored boxes represent the status of the reservation)



a. Cover flow - All-in-one view of your upcoming reservations that have been

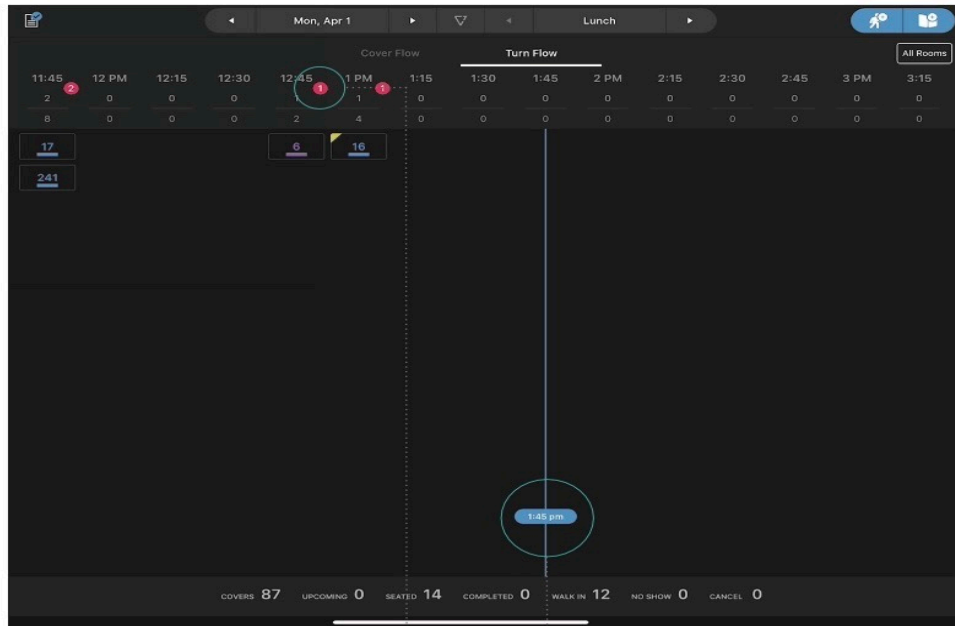
i. Tapping into a reservation will trigger the reservation flyout



1.TURN FLOW

2.TURN FLOW (CONTINUED)

Turn Flow

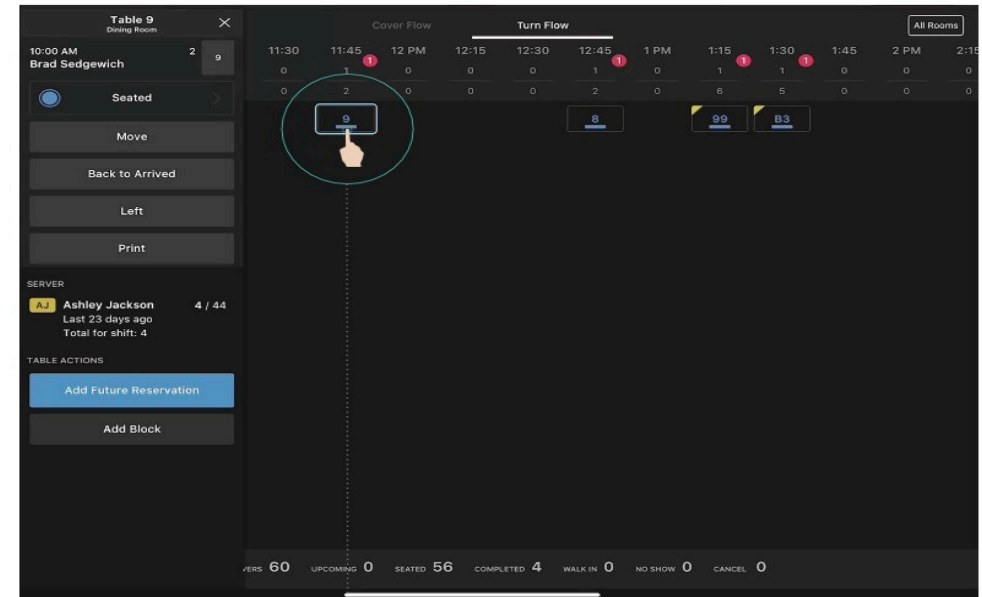


b. Turn flow - Indicates when you can expect to get your tables back based on predefined duration time

ii. Any time a reservation goes over the expected turn times, you will notice the number in red.

i. The blue line will always represent the current time

Turn Flow (continued)



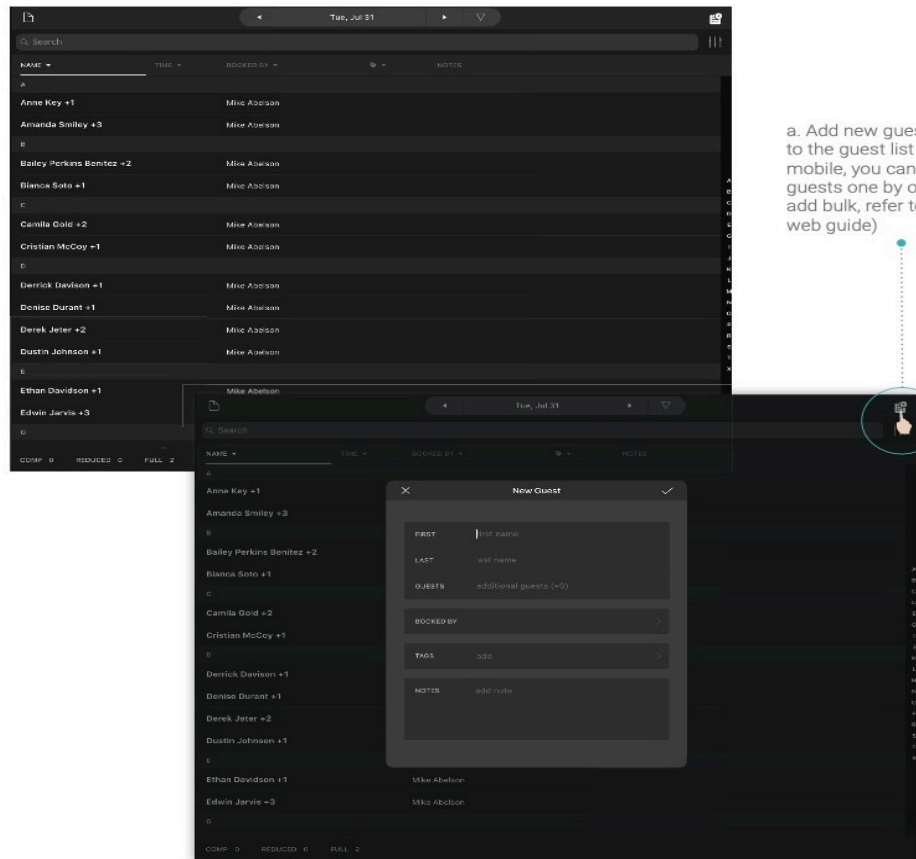
iv. Tapping into a table will allow you to take operational actions (dotted arrows point to each button, Move - to a different table, Back to arrived - push back to arrived, Left - mark this guest as left and Print - print out a chit for this reservation)

1. HOW TO MAINTAIN A GUEST LIST

2. HOW TO MANAGE A GUEST LIST

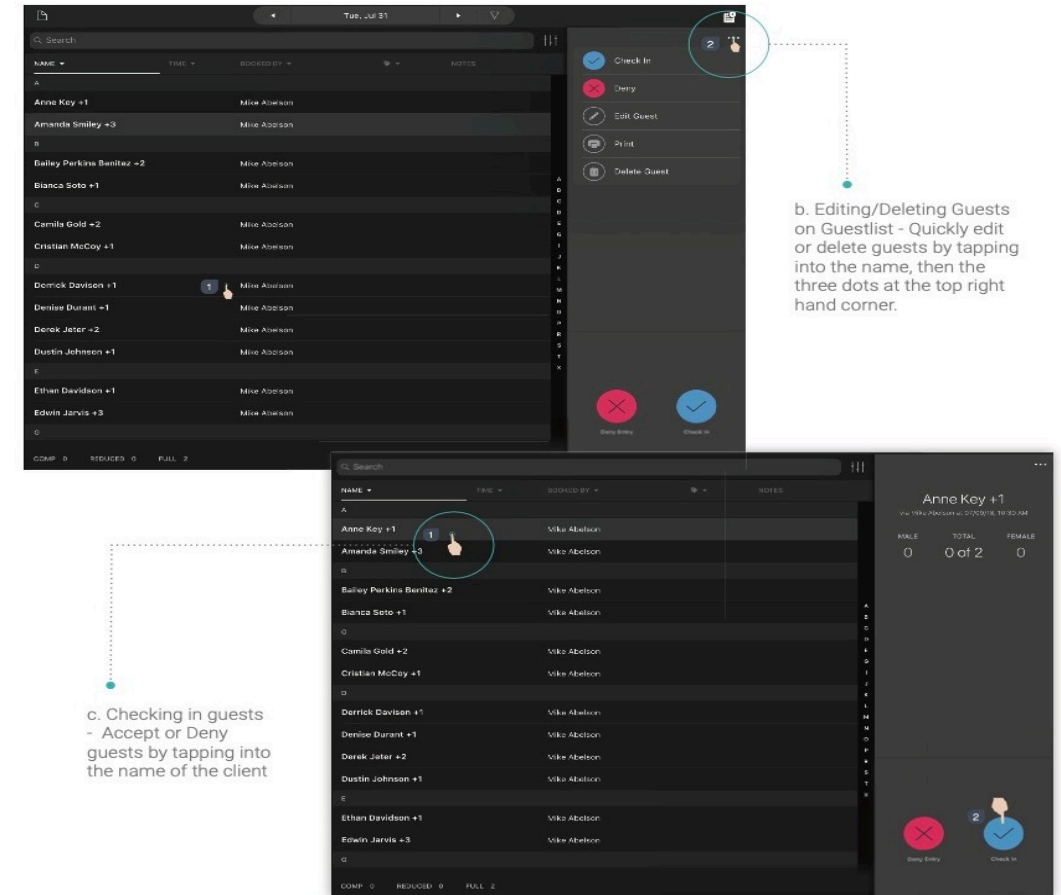
How to Maintain a Guest list

No more pen and paper for checking in guests at events. Guestlist on Mobile is your easy and accessible way to check your Guestlist at the door or on the go.



a. Add new guests to the guest list - on mobile, you can add guests one by one (to add bulk, refer to the web guide)

How to Manage a Guest List



b. Editing/Deleting Guests on Guestlist - Quickly edit or delete guests by tapping into the name, then the three dots at the top right hand corner.

c. Checking in guests - Accept or Deny guests by tapping into the name of the client

1. ASSING SERVERS

Assign Servers

Keep your server roster up to date and assign tables to your servers before your shift.

a. Adding new servers - add a name and color code your servers

b. Server section assignment.
Firstly, tap on the name of the server then do the following:
1) Tap on a single or multiple tables
2) Find and Tap on OK to confirm

Assign Server

Arya Stark 0 / 52
Last -
Total for shift: 0

2 OK

Swap Server

Edit Server

Deactivate

ASSIGNED TABLES 12

001	002	003	004	011
012	013	028	029	030
031	038			

DINING ROOM PATIO

Assign Servers

c. Once service begins, you can view the server breakdown by seated and total covers. You can also see when each of your server sections was last seated.

ACTIVE SERVERS 4

AS	Arya Stark	0 / 52
CB	Carlton Banks	0 / 28
DL	Daniel LaRusso	0 / 62
KK	Kelly Kapowski	0 / 44

PM Patty Mayonnaise

RG Rachel Green

SS Sookie Stackhouse

SU Steve Urkel

TL Topanga Lawrence

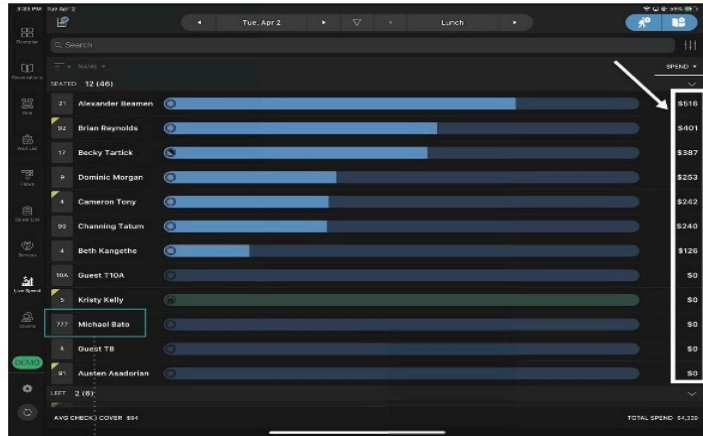
DINING ROOM PATIO

1.HOW TO TRACK LIVE SPENDS

2.HOW TO FIND A CLIENT PROFILE

How to Track Live spending

See what your tables are spending in real-time using our POS integration.



Live Spend indicates the guest's current spend. Different colors indicate current status.

In this section, you can tap on a name to view the guest profile and current reservation details and itemized check.

Reservation

Guest: [Name], Table: [Area]

RESERVATION TAGS

RESERVATION NOTES

ITEMS ORDERED

- (3) Cain Cuvee \$75.00
- (2) Maine Lobster Cocktail \$47.00
- (3) Shrimp Alexander \$41.00

RECEIPT

Check no. [Number]

Served by [Name]

Subtotal (net) [Amount]

Unassign

ITEMS ORDERED

- (3) Cain Cuvee \$75.00
- (2) Maine Lobster Cocktail \$47.00
- (3) Shrimp Alexander \$41.00

How to Find a Client Profile

You can search by name, phone number or reservation number to surface client profiles.

Client Name	Phone Number	Reservations	Spends
Alexa Detzi	+1 (610) 487-2327	199	\$9,834
Alexander Kaplan	+1 (844) 814-3284	56	\$14,983
Alex Berlin	+1 (310) 591-0444	48	\$14,253
All Noun	+1 (917) 345-5789	40	\$8,877
Alex Chaykin	+1 (917) 345-5789	36	\$12,036

a. Add a new profile - tap on the blue button and create a new profile!
 i. A = create a new profile
 ii. B = additional information - if you got to know a bit more about the client, why not add it!

Client Profile: Alex

CONTACT

- First: Alex
- Last: last name
- Mobile: mobile phone
- Work: work phone
- Personal: personal email

RESERVATION HISTORY

- ADD RESERVATION
- ADD WALK IN

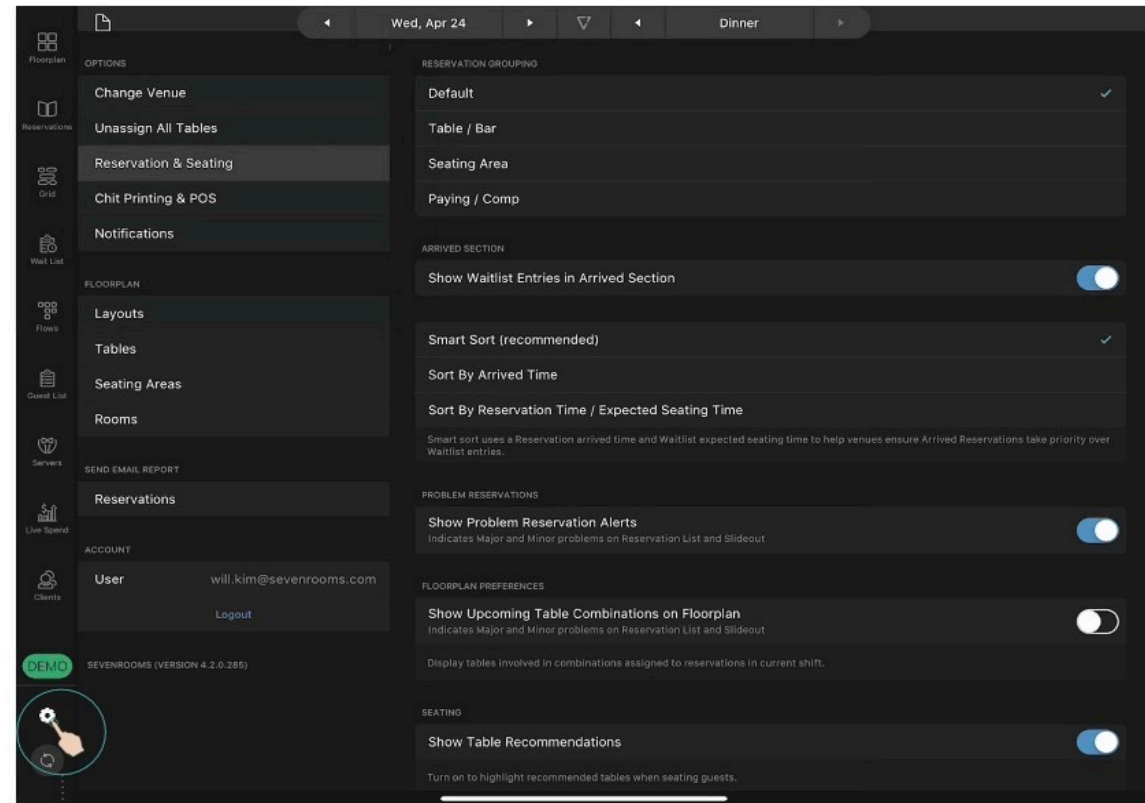
CONTACT

- First: Alex
- Last: last name
- Mobile: mobile phone
- Work: work phone
- Personal: personal email
- Address: address

ADDITIONAL SETTINGS

Additional Settings

Discover settings that will help you customize SevenRooms to your own preference.



1. Switch between venue accounts
2. Manage how you view your reservations
3. Setup and manage your printer and POS settings
4. Notifications - turn on push notifications for your device
5. Floor plan - easily edit your floor plan from the iPad. Find our help center article which will help you maximize the floor plan editor: <https://help.sevenrooms.com>
 - a. Layouts
 - b. Tables
 - c. Seating areas
 - d. Rooms
6. Quickly send your reservation report to all users with manual reporting enabled.



THANK YOU !