



Guest Connection

Guest Connection manages reservations and seating, and captures guest history. Guest Connection is designed for organizations that not only have multiple properties, but also have multiple restaurants within a property. This allows a central reservation office to take reservations for all of the restaurants at a property. A graphical display shows each restaurant's floor layout, with an icon for each table making the procedure simple to seat a guest.

Overview

Guest Connection manages reservations, seating, and guest history for one or more restaurants at a location. Functions include:

Reservations

- Reservations can be taken anywhere on the network that a client application is installed: at a central reservations office, a hotel front desk, and/or at each restaurant.
- The number of reservations that are available (inventory) can be set to different levels for each weekday and serving period. Overrides allow the operator to change the inventory for special dates, events, or promotions.
- Users have the option of creating a guest history record (adding a customer to the guest database) when a reservation is made, when the guest arrives, or at any other time.
- Comments and special requests can be attached to the reservation, and to the customer's guest history record.
- A credit card number can be attached to the reservation and guest history record.

Seating

- The application displays a list of guests for the current meal period, sorted by guests who are due in, those who have arrived and are waiting to be seated, and those who are seated.
- A graphical display shows each restaurant's floor layout, with an icon for each table.
- Seating a guest at a table is a simple procedure.

POS Interface (optional)

- Seating a guest at a table automatically begins a guest check in the 9700 HMS.
- Coursing and check status information from the 9700 are relayed back to Guest Connection. The table icon displays the state that the table is in: entrée served, check printed, check paid, cleared, cleaned, etc.
- A table's status can be reset from either Guest Connection or the 9700.

Guest History

- A guest history record can be created for each guest that includes contact information, preferences, birthday and anniversary dates, credit card information, etc.
- For each reservation, the database records the date and time, and the status (no show, cancel, completed, etc.) Detail from the 9700 guest check can also post to this record, including menu item detail, tender amount, and tip information.

Reporting

- Guest Connection ships with a standard set of operational reports.
- Crystal Reports® are used, with a Microsoft® SQL Server database.
- Guest Connection ships with sample Microsoft® Office Excel® and Word® templates that can be used to generate mailing lists and mail merge documents.