mySeat

Administrator's Manual

This manual is written for the sysadmin/webmaster in charge of installing, configuring, or tuning a mySeat system.

Installation Guide

The following is a simplified guide to create a mySeat system in a few easy steps. Under most circumstances installing mySeat is a very simple process and takes less than five minutes to complete.

To follow these steps, you will need an FTP client such as Cyberduck, Transfer or FileZilla, a web server that meets some basic reqirements and minor knowledge on websites.

Requirements

Webserver
        Apache 2.2 recommended

Database
        mySQL 5 recommended

PHP
        PHP 5 recommended

Quick Install

Step 1: Download

1. Download the latest version of mySeat at Sourceforge or GitHub.
2. You will get a file called mySeatXT-x.x.zip.
3. Extract the compressed files.

Step 2: Create a database

1. Create a new database through your hosting provider's control panel.
   OR through phpMyAdmin if local hosted.
2. Make a note of the database name.
3. Create a user, add that user to the database, and grant the user full rights on the database. Make a note of the username and password.

Step 3: Configure the database access

1. Open `config/config.general.php` and also `PLC/plc.class.php` in a text editor.
2. fill in your noted database details (database name, username and password for database).

Step 4: Upload

1. Log into your server using your FTP client and navigate to the web root directory.
   OR put all files into `/htdoc` folder if local hosted.
2. Upload all of the files inside your mySeat folder into the web root folder on your server.

3. Be sure to set the right of the folder /uploads and all content in it to ‚777'.

Step 4: Run the installer

- Browse to your new mySeat site to the directory `/install`. This will take you to the mySeat installer, which starts with a small explanation.
- Press „Install" to continue.
- The database tables will be created and the progress indicated.
- After creating the database tables, Press „Prodeed" to continue.
- Enter the details of your property in the following form.
- Also upload a picture of the property with a best size of 350x250px.
- Press „Save" to continue.
- Now create your administrator user on the next form. This user has full access to your new mySeat system! Be careful with this user account and do not use it on a daily basis, but rather for administarative settings on the system.
- Press „Save" to continue.
- You now see a success message and when pressing „Login", you will be taken automatically to the login page of your new site
- Login with the administrator account, and you can begin to configure your mySeat system.
- To configure your mySeat system, choose the menu item „System" of the Main Menu.
 *(see Administration Guide for more details)*

Notice:

mySeat uses the PLC (PHP Login Class) library for the user administration and authentification, written by Bernd Orttenburger. Within PLC the Redux_auth method from Mathew Davis, written for CodeIgniter and Kohana, is used in mySeat to encrypt the user passwords in the database.

If you do a mistake on your administrator password, you'll have to clear the already installed system and re-start the installation from scratch!

Understanding mySeat

mySeat is an easy to use restaurant reservation system. Its archetype is the classic paper
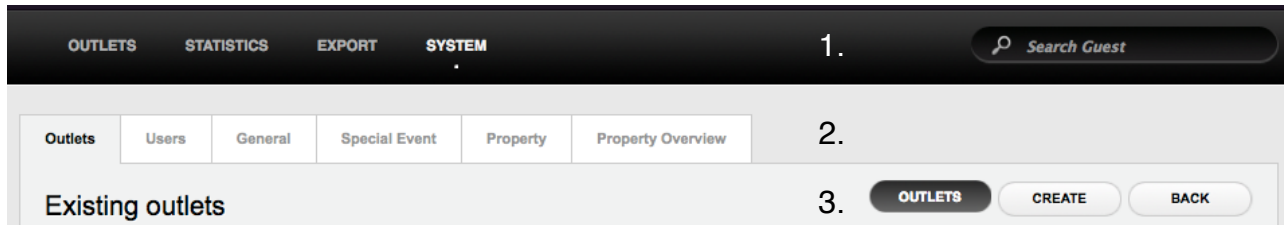
based restaurant diary. The ease of use makes   mySeat since everyone
knows how to use a classic diary. You and your employees must not invest much time to
get used to it.

The Intelligence behind

mySeat is designed to be „Capacity Controlled" not „Table Controlled". An artifical
algorithm called ©timecontrol calculates on a timely basis the availability of each outlet.

What does „Capacity Controlled" mean?

You just have to define the number of tables and seats per outlet. mySeat calculates the
rest for you.
There is *no* definition of each table, its seats, drawing a roomplan and having a complex
process when putting two tables together.
Another advantage is that the table assignment will still sit at the restaurant manager and
employees can't book on a specific table.
Even a complicated process of setting reservations first „on hold" and then assigning is not
neccessary.
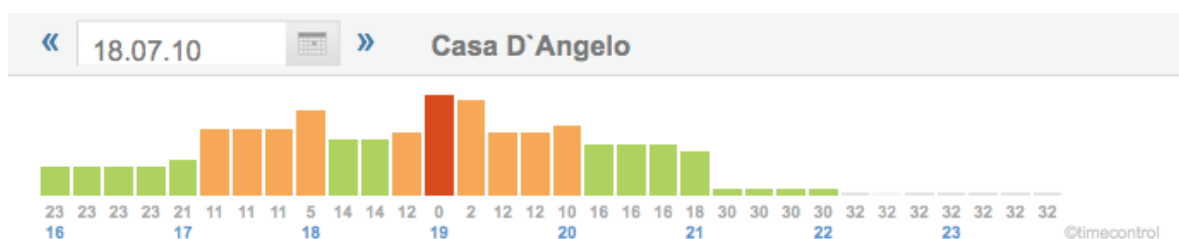
The structure of mySeat

mySeat is structured in properties and outlets.

1. **Property**
   A property is a building. For example a property is your hotel or your restaurant.
   A property can hold an unlimited numbers of outlets.

2. **Outlet**
   A outlet means a restaurant, a part of a restaurant, a special event, or even a bookable area within a property.

Main Features

Validation

mySeat validates the reservation data to be shure doing reservations right.

mySeat also corrects automatically the entered values or only lets you input data which makes sense.

Intelligence

mySeat remembers on old, critical and doublicate reservations. Reduce your risk of No-Shows!

You will also get a hint while reserving large tables to choose a common menu.

Table Management

mySeat has an easy to use table management to assign table number, status and seating. The table assignment still sits at the restaurant manager.

Time Control

mySeat shows instanlty the occupany by time in a well-arranged bargraph.

You see clearly the next timeslot to book, to prevent all guest coming at the same time.

Multilingual

mySeat is designed to be multilingual and is translated in English, German, French, Spain and Swedish.

Statistic

The most significant key data is displayed as statistics to give you an overview over your outlets.

History

Every time you edit a reservation detail, mySeat remembers the authors name and the date. mySeat summarizes and show you a history about the guests preferences.

Information

Publish info messages and special events. Gain maximum flexibility with in- and decreasing the capacity for every single day.

Structure Guide

The mySeat Admin Area has got one main page from which you can access all functions.

Navigation Menus

The navigation menus are devided into 3 parts:

1. Main Menu
    a. Outlets - choose a outlet with a dropdown menu
    b. Statistics - see statistics of selected outlet
    c. Export - select reservation data to export to an Excel file
    d. System - administration of your mySeat system
    e. Guest and Booking number search field - Search in *all* reservations

2. **1st level Menu**
    Holds the menu with the functions of the selected Main Menu item.

3. **2nd level Menu**
    Holds the action buttons

Administration Guide

In order to administer mySeat, choose the menu item „System".
In most cases the items and fields are self explanatory so we will focus in this section on the more complex details.

Create a new Outlet

Here you add and edit your outlets. In the 2nd level menu you find the buttons:

1. Outlets - overview list of all outlets, go to detail view, delete an outlet

2. Create - Add a new outlet

3. Back - go back to main page

Fill out the complete form and press „Save" when finished. You can see the newly created outlet in the overview list of the outlets.

Hints on the fields:

Seats: Just count your seats you have in the restaurant/special event/area and put it in here. If you have a varying table/seats layout, just choose a) the maximum number of seats or b) the mostly used layout.

Tables: It's the same procedure as with seats. If you have large tables in your restaurant where more parties take place at one table (e.g. at special events), put the numbers of pariets in here. For example if you have a 12 person table, you where you place couples, the number of tables to fill in would be ‚6'.

Max. Passerby: Here you set up how many guests from outside you allow in general. This is useful for hotels, which wants to reserve capacities for their in house guests and limit the capacity for outside guests (Passer by). Leave blank or set to ‚0' if you do not want to use it.

The number of tables/seats and max. Passerby can be increased individually for each separate day! So you have the ability to react flexible on daily changing capacities.

General Open & Close time: This is the timespan within you can do a booking. This can differ from the open and close time for the guests. The close time is meant as the ‚last order' or the ‚taking the last reservation' time. **This must be set!**

General Open & Close time: The general open/close time defines the timespan for the whole week. If you have special open/close times, you can define it by day. This daily open/close time will overwrite the general timespans .

Break: Define per day a Break time where the outlet is not bokable (e.g. in the afternoon).

Residence time: Put in the hours the guest is staying at average in the outlet. This is the most important value to calculate the capatity for ©timecontrol. If you are not sure, just take a longer residence time as you think and decrease it when you are more experienced. Otherwise you'll overbook the outlet! If the residence time is too high, it happens that you are not booking out the restaurant ideally and you'll going to loose money! In most POS systems you can have a statistic on the average residence/staying time. It is a good starting point!

Saison start and Saison end: This values defines the open and close dates *for each year*. If the outlet has open the whole year, just take 01/01 and 31/12.

Year: If the outlet has only opend for a special date and NOT repeating every year at the same date, set the year here.
If the restaurant opens repeatly every year, leave blank here '--'.

Day off: Set the weekly day off of the outlet.

Webform: Set here if this outlet is bookable for your customers over the webform.

Detail view and editing an outlet

By clicking on the outlet name in the overview list, you get the detail view of the outlet. Here you see all informations about the outlet.

In the 2nd level menu you find the button „Edit".
After editing the outlets details press „Save".

General

Here you set some general settings for your property and mySeat. Most things are self explanatory and sets up local date and time settings.

Manual lines: Number of lines for handwritten notes when you print out the reservation list.

Max Menu: Maximum number of persons of a party/reservation you can eat a la carte. More persons than this value requires a common menu and a popup message will appear.

Old days: Number of days after which a reservation appears as beeing old. A small clock will indicate this in the reservationlist view. Older reservations tend to be inoperative and it is good to have an eye on it.

Users

The users section has got the same logical design as the outlet section. No magic here.

To choose the right user role in the users form, there is a role grid displayed, showing the roles and right for each user role.

The „Superadmin" is not available/neccessary for the single property download version.

Special Events

Here you define special events in the outlets. They will appear in all outlets as an advertise and it will also show up in the online contact form.

There should be no magic to have an overview, add, edit and delete the special events. The special events section has got the same logical design as the outlet section.

To point out is only the setting of start advertise:

Start advertise: Here you set how many days in advance the advertise of the special event should start.

Description: The description can be modified WYSIWYG with basic formatting options.

Property

Here you see and edit the property settings you have made during installation.

Of particular note is, to leave the field for the image empty if you do not want to change it.

The best resolution for the photo will be 350x250px and the accepted types are .GIF, JPG and PNG.

User roles

The user types are defined in an array in `/config/config.general.php` called ‚$roles‘.

Here you are able to change the names of the roles, even if we do not advise this and you really know what you are doing.

The rights of each user type is stored in the database in the table ‚capabilities‘.

As you like you can change here easily the right of each role by setting the values to ‚1‘ for allowed or ‚0‘ for not allowed.

Multilanguage

mySeat comes with a simple system that allows you to show it in any language you want.
This system is separated from the contact form of mySeat.
This system uses single text files. They are located in `/web/lang`

Create a new language file

To easily create a new language file, copy and paste the english one into the `/web/lang/` folder.
Rename the file as the language shortname (I.E. if you want to create the **French** language file, the name will be **fr.php**)

You can find a complete list of all the abbreviations at:
http://www.all-acronyms.com/special/countries_acronyms_and_abbreviations
Make sure you are using the ones listed in the coloumn with the name of **TLD** (Top Level Domain)

Now you can start editing the content of each section of the page directly into the file.

Note: All the content is well explained by the comments we left in the language files.

Important notes

You do not need to excape apostrophes with a backslash " **\'** ". mySeat uses a UTF-8 charset to let you display any kind of character with no problem.

Anyway, our advise is to always convert any symbol or special character into their entities representation, even though not strictly needed.

Contact form

General

The contactform is used to let customers do instant reservations. The customer sees availability, books and gets an confirmation email. The email provides the customer with a booking number with wich one is able to cancel the reservation on the contact form. Also a facebook connection is available to auto fill the fields and remember the guest to have it more convenient to book.
The settings of Max. Passerby in system/outlets and main view/details take effect. With Max. Passerby you can limit the bookings via the homepage.

Design

The design is planned to use the two pages (booking, cancel) „as is" and has a discreet, classic but modern design. under `contactform/config.php` you are able to configurate your **own colors and style**.

Multilanguage

The contactform comes with a simple system that allows you to show it in any language you want. This system is separated from the main system of mySeat to give you more flexibility.
This system uses only php files, no database is required.

> **This language system is different and independent to the backoffice system.**

The structure of the page is defined by the `index.php` file, while the content is stored into easy-to-use language files.

How it works

- A simple php script (config.php) gets the language of the user.
- I.E the user's language is dutch
- The script will look for a nl.php (**nl** is the shortname for netherlands) file into the `lang/` folder
- If the file exists, the dutch language stored in that file will be used to display the content of the page.
- If it does not, the script will fall back to the default language (see config.php)

Create a new language file

To easily create a new language file, copy and paste the english one into the `lang/` folder. Rename the file as the language shortname (I.E. if you want to create the **French** language file, the name will be **fr.php**)

You can find a complete list of all the abbreviations at:
http://www.all-acronyms.com/special/countries_acronyms_and_abbreviations
Make sure you are using the ones listed in the coloumn with the name of **TLD** (Top Level Domain)

Now you can start editing the content of each section of the page directly into the file.

Note: All the content is well explained by the comments we left in the language files.

Important notes

When the content of the page will require an apostrophe " **'** " make sure to excape it with a backslash " **** " or the content of the entire page will break.


```
$lang["section"] = 'I'm an apostrophe';   ---> BAD
$lang["section"] = 'I\'m an apostrophe';  ---> GOOD
```


The page uses a UTF-8 charset to let you display any kind of character with no problem. Anyway, our advise is to always convert any symbol or special character into their entities representation.

I.E.
the letter **á** must be written using the **á** entities;
the letter **ñ** is represented with **ñ** etc.

For a complete reference on how to convert any characters, visit: http://nice-entity.com/

Linking to the contact form

The contactform can be linked from any other webpage in two ways:

1. If you want to let customers book all your outlets (if you have more than one) :
    www.mysite.com/mypath/**contactform/index.php&prp=1**

2. If you want to let customers book all your outlets (if you have more than one) :
    www.mysite.com/mypath/**contactform/index.php?so=ON&prp=1&outletID=1**

Replace the ,1' in the example with the ID of the outlet which should be bookable. You will find the outlet's ID in mySeat > System > Outlets

PLEASE NOTE: You will find this links for easy copy&paste at the detail view of the outlet!

License

Copyright

mySeat is free software: you can redistribute it and/or modify it under the terms of the GNU General Public License as published by the Free Software Foundation, either version 3 of the License, or any later version.

mySeat is distributed in the hope that it will be useful, but WITHOUT ANY WARRANTY; without even the implied warranty of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. See the GNU General Public License for more details.

You should have received a copy of the GNU General Public License along with mySeat. If not, see < http://www.gnu.org/licenses/ >.