Spize Reservation System

Prepared by Hoi.US Pte Ltd

Revision History

Author	Date	Remarks
Calixto Tay	12/1/2017	First draft – modified from original proposal submission

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1. Spize Reservation System

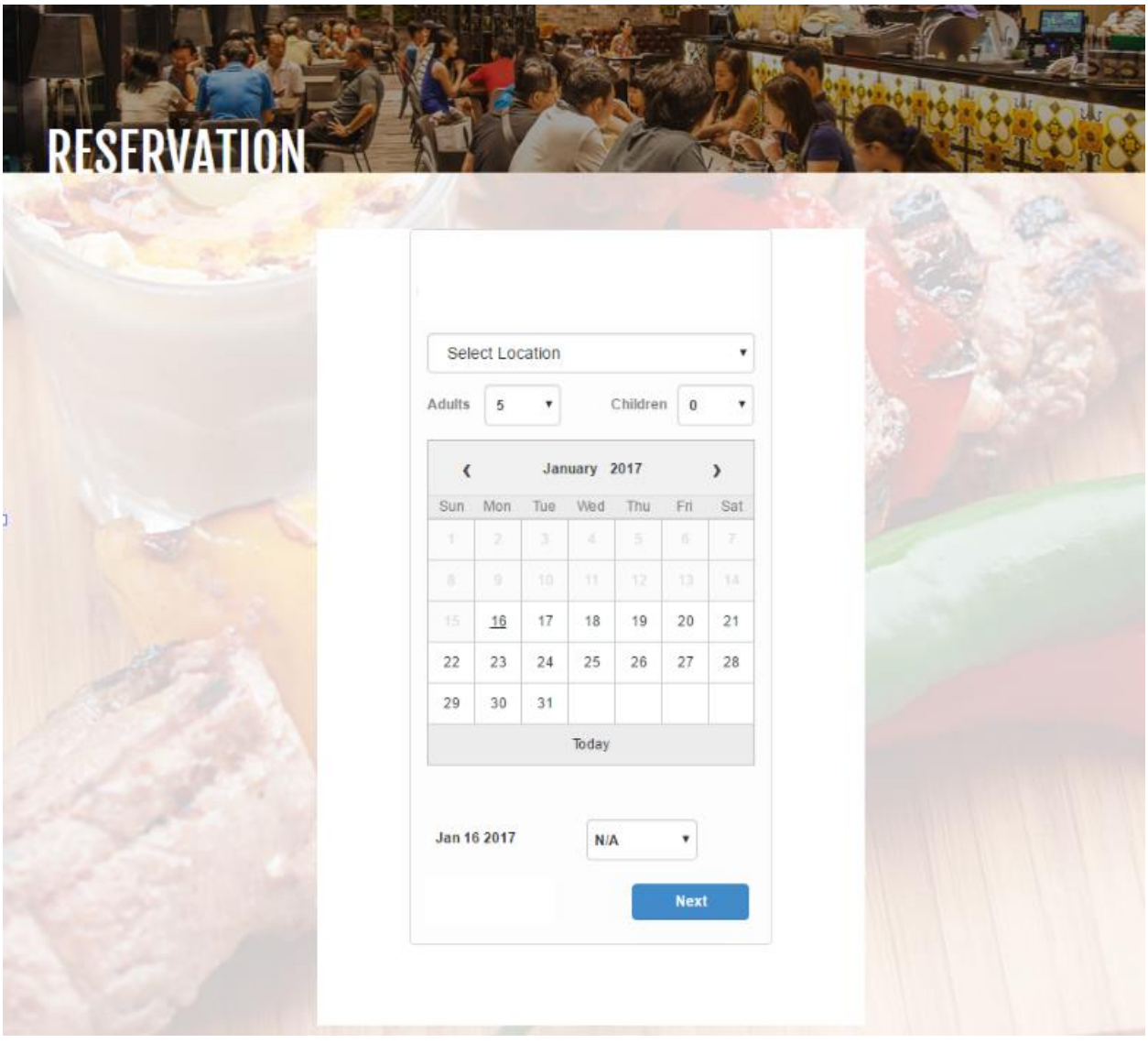
This document outlines features to be developed as part of this proposal. This scope of work covers two areas, the customer-facing microsite module (1.1) as well as the Content Management Systems (1.2) module used by call centre and outlet staff.

1.1 Customer-Facing Reservation Site

The purpose of this customer facing reservation site is to allow customers to make reservations through the Spize website.

1.1.1 Accessing the reservation form

Spize customers may access the online reservation via the existing spize website. The Spize reservation form lives in an iframe within the official Spize website.



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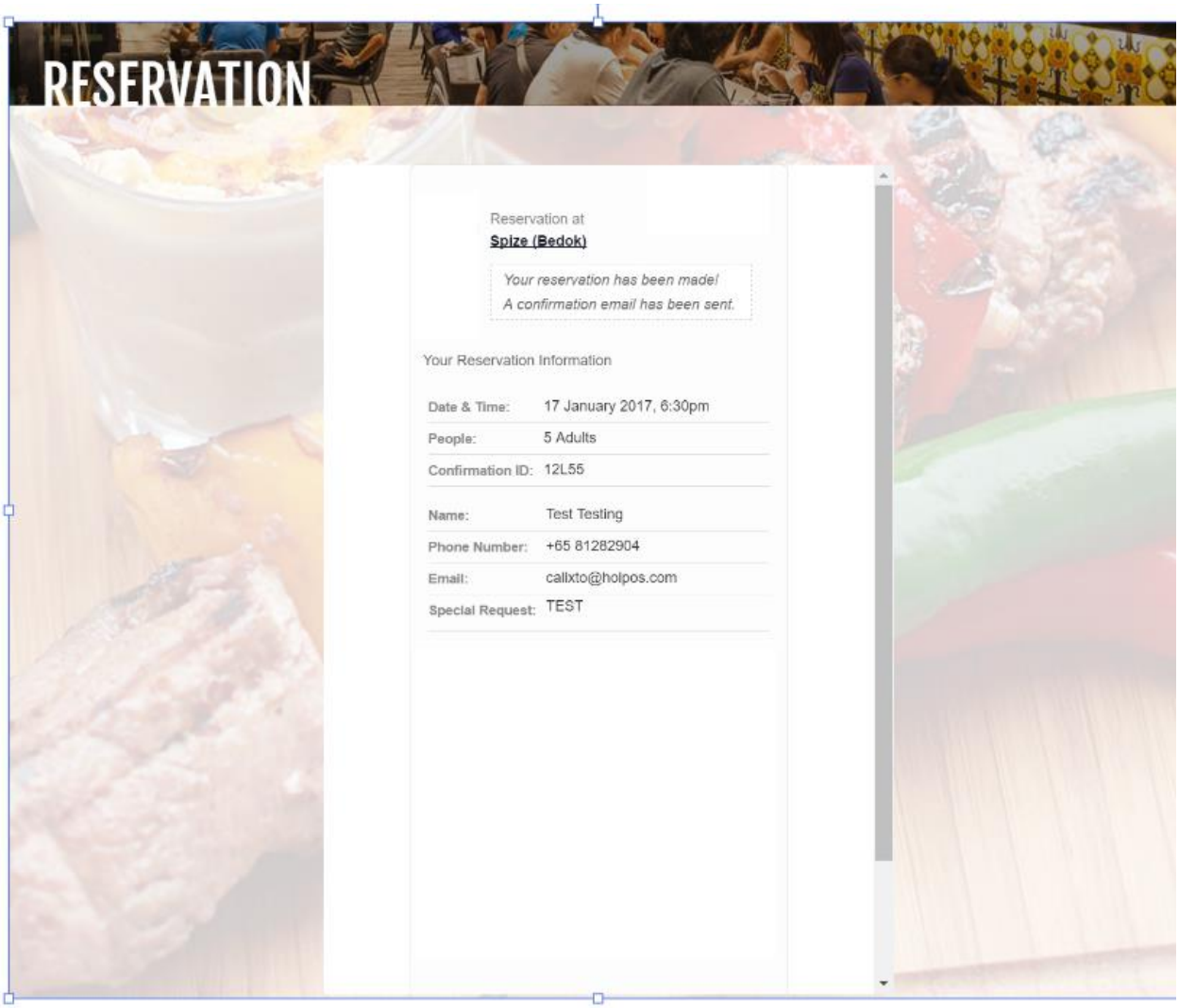
1.1.2 Making A Reservation

1. User pick an outlet location
2. User pick number of adults and number of children to book
3. System queries dates available for booking and display to users
4. User pick a date
5. System refreshes and displays time slots available for that date
6. User tap next
7. If table is available for the booking, reservation form prompts user to enter further details. All fields are compulsory
    a. Salutation, First Name, Surname
    b. Email Address
    c. Phone Country Code, Phone Number
    d. Custom Message
8. Upon submission, a confirmation page is displayed with an assigned confirmation code.
9. Customer receive an automated SMS confirmation with their order details.



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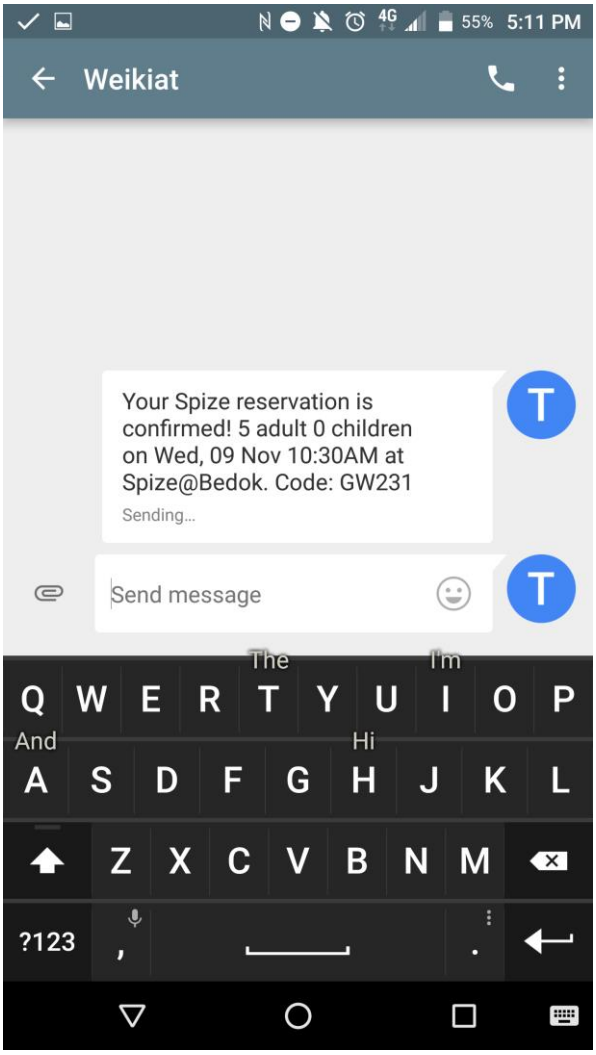

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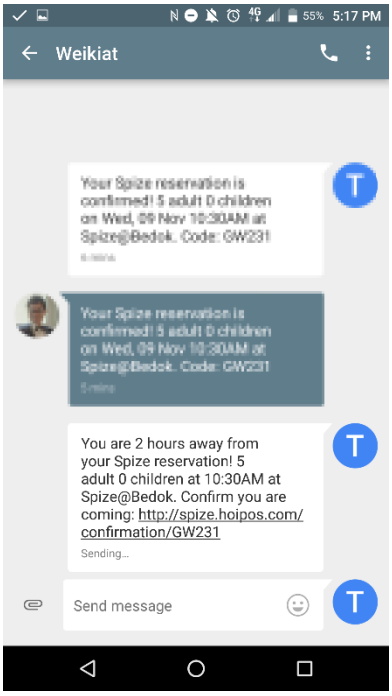
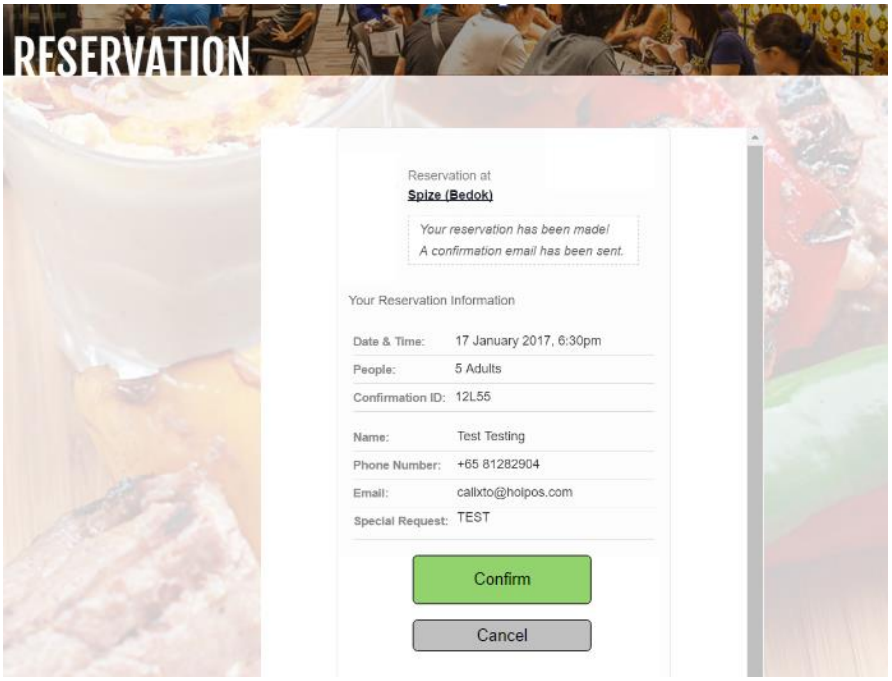
1.1.3 X Hours Before Reserved Slot

At a predefined X hours before a customer's reserved slot, reservation system will automatically send an SMS to customer to confirm if they are coming. The SMS contains a URL that brings users to a confirmation page when clicked.





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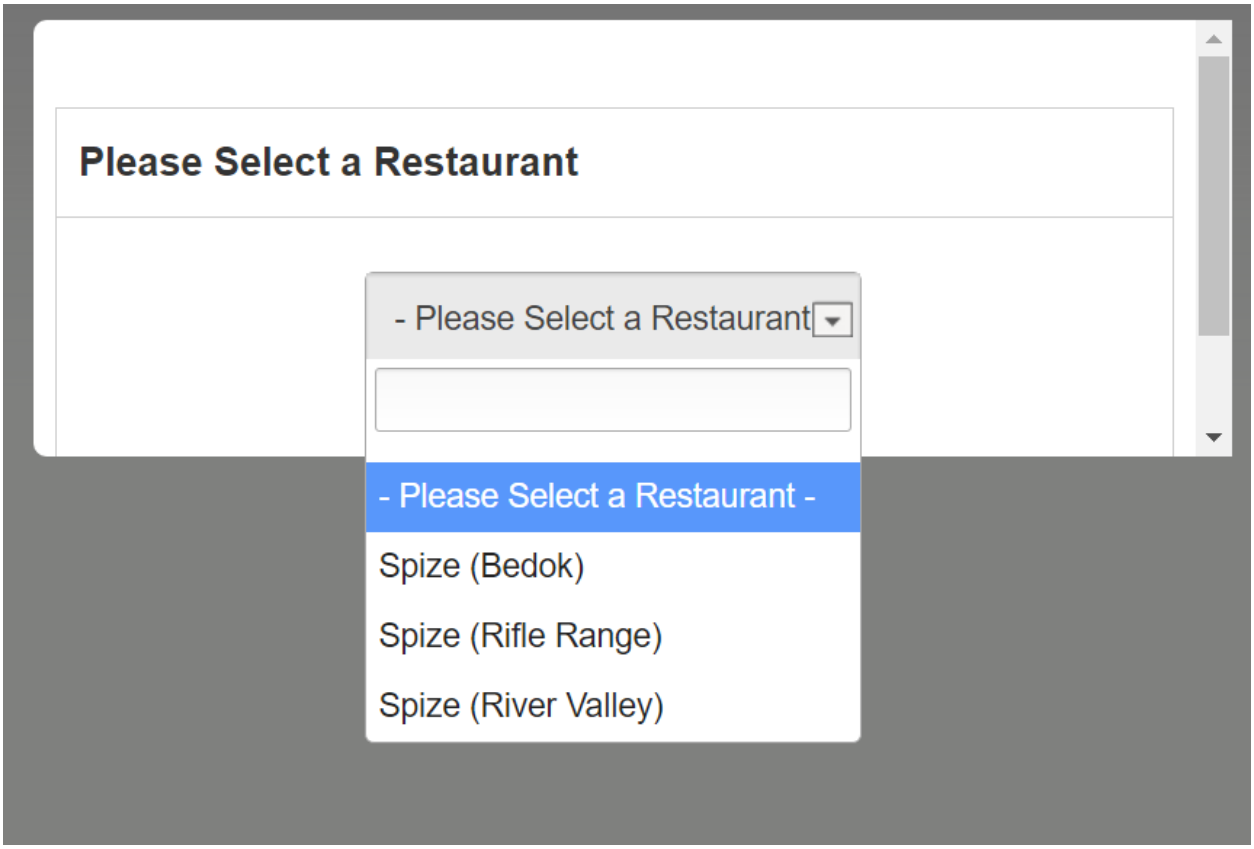
1.2 Content Management System

The Content Management System (CMS) for Spize administrator and outlet managers to manage reservation slots as well as customer's reservations.

1.2.1 Administrator Login Flow

Upon login, user will be prompted to select outlet to manage.



1.2.2 Settings

The settings page allows restaurant owner to configure different aspects of the reservation

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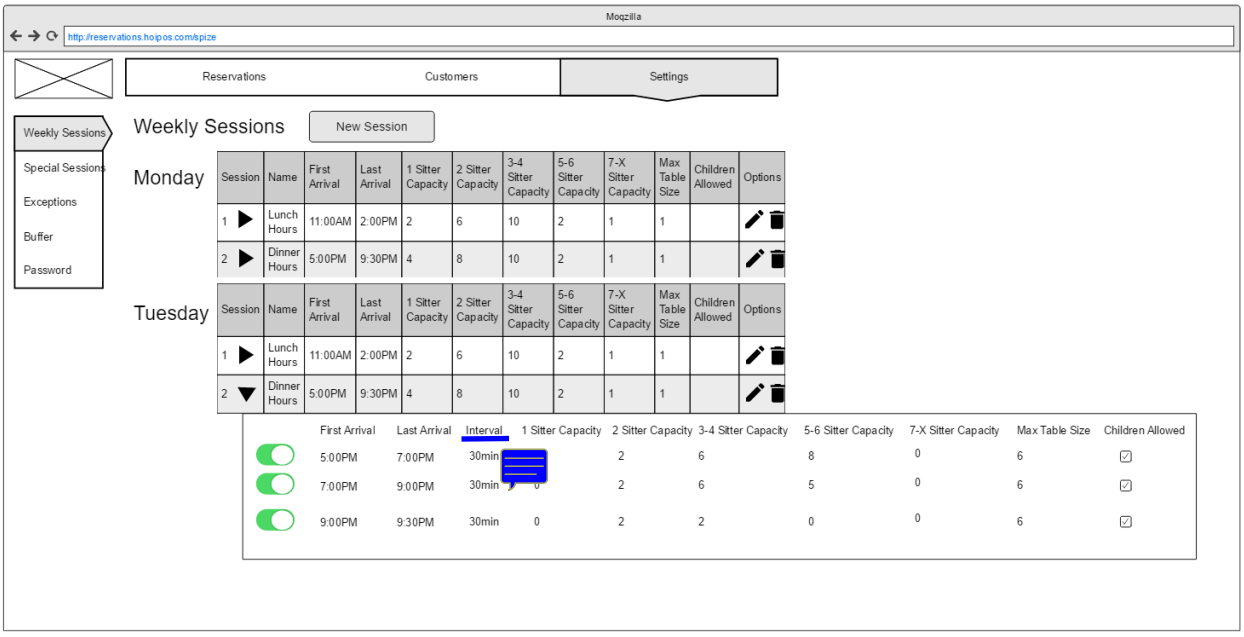
1.2.2.1 Weekly Sessions Overview

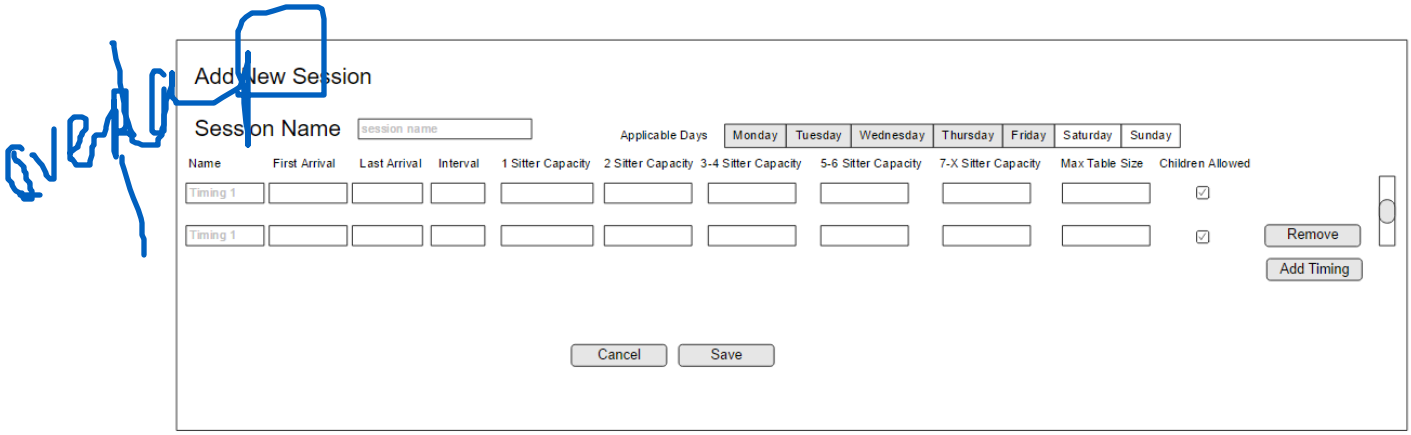


The weekly session page allows restaurant owner to edit available sessions for every day of the week.

Each day may have 1 or more sessions. Each sessions may contain 1 or many timings, and each timing consists of its own first and last arrival time, interval, sitting capacity and whether children is allowed.

1.2.2.2 Adding A Weekly Session

User add a new session by tapping on the “New Session” button.



User may define one or more timing for each session with its own capacity information.

Each session created may be tagged to one or more day of the week.

Multiple sessions may be created for each day.

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Upon creation, the sessions are duplicated for each day (e.g. editing the timing for Session A on Monday does not affect the timing for Session A on Tuesday).

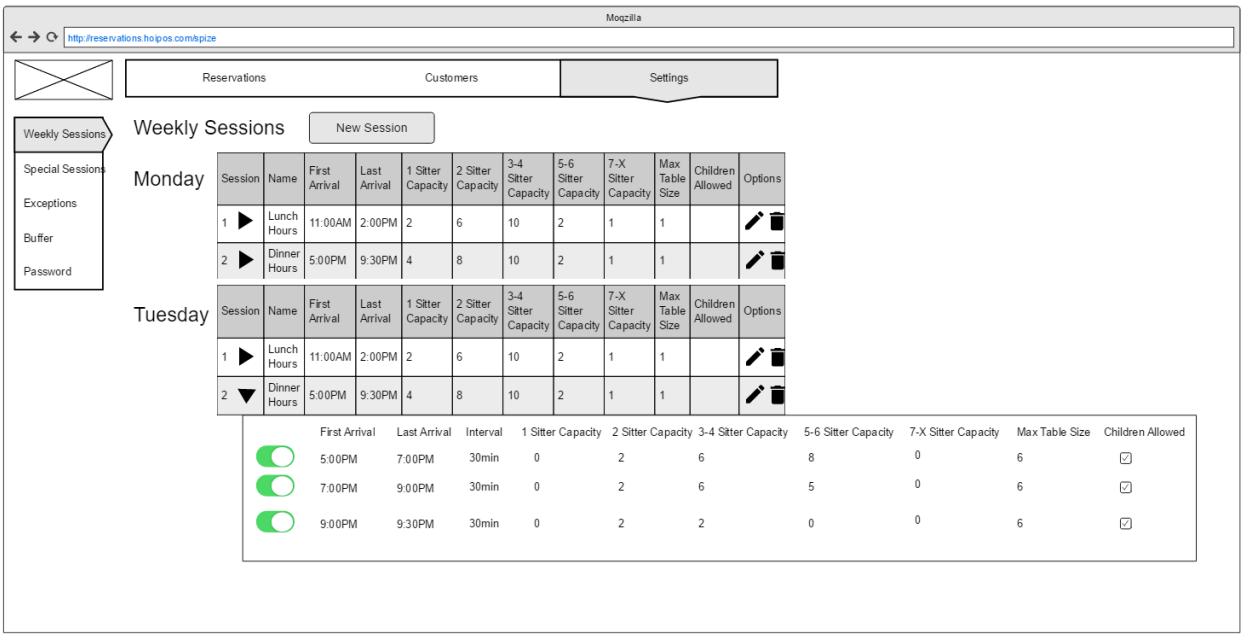
1.2.2.3 Editing Weekly Sessions

User tap on any session to edit details of the session. User may add or remove timing to session.

Note that edits to each session does not affect the same session on other days of the week.

1.2.2.4 Enabling and Disabling Timings

User may easily enable or disable timing by using the toggle button beside each timing.



1.2.2.5 Special Sessions

Special session allows user to configure special session timing for specific dates. Special session configuration overwrites that of weekly sessions on the specified dates if the timing overlaps with those defined in Weekly Sessions.

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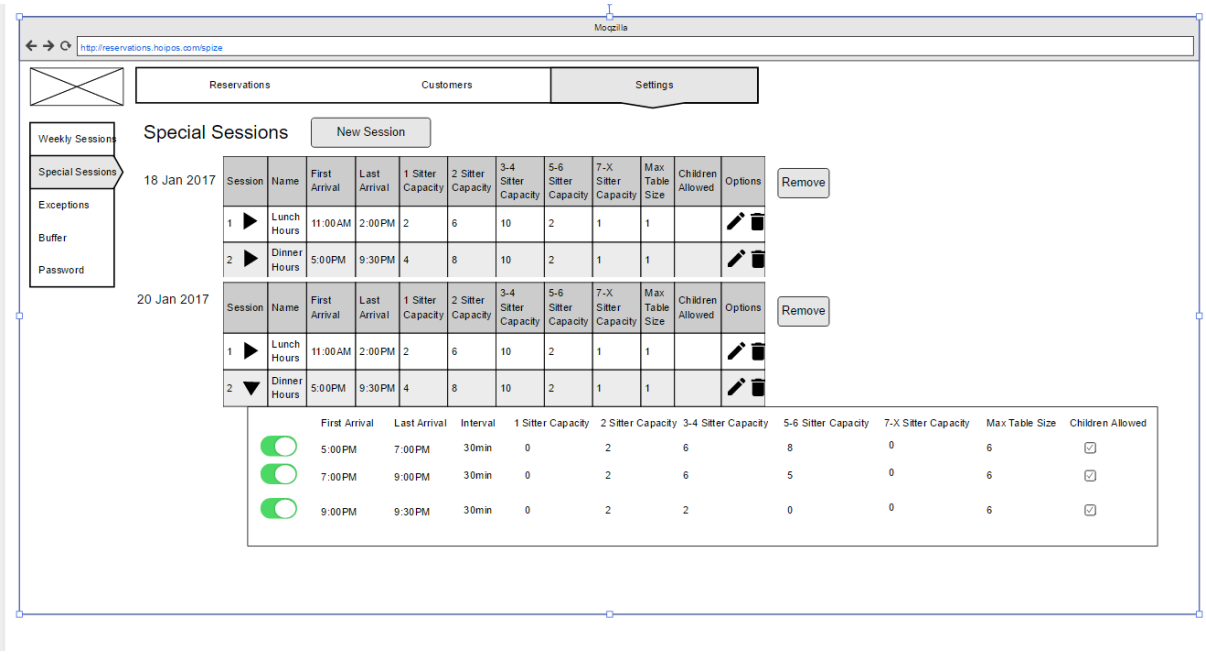
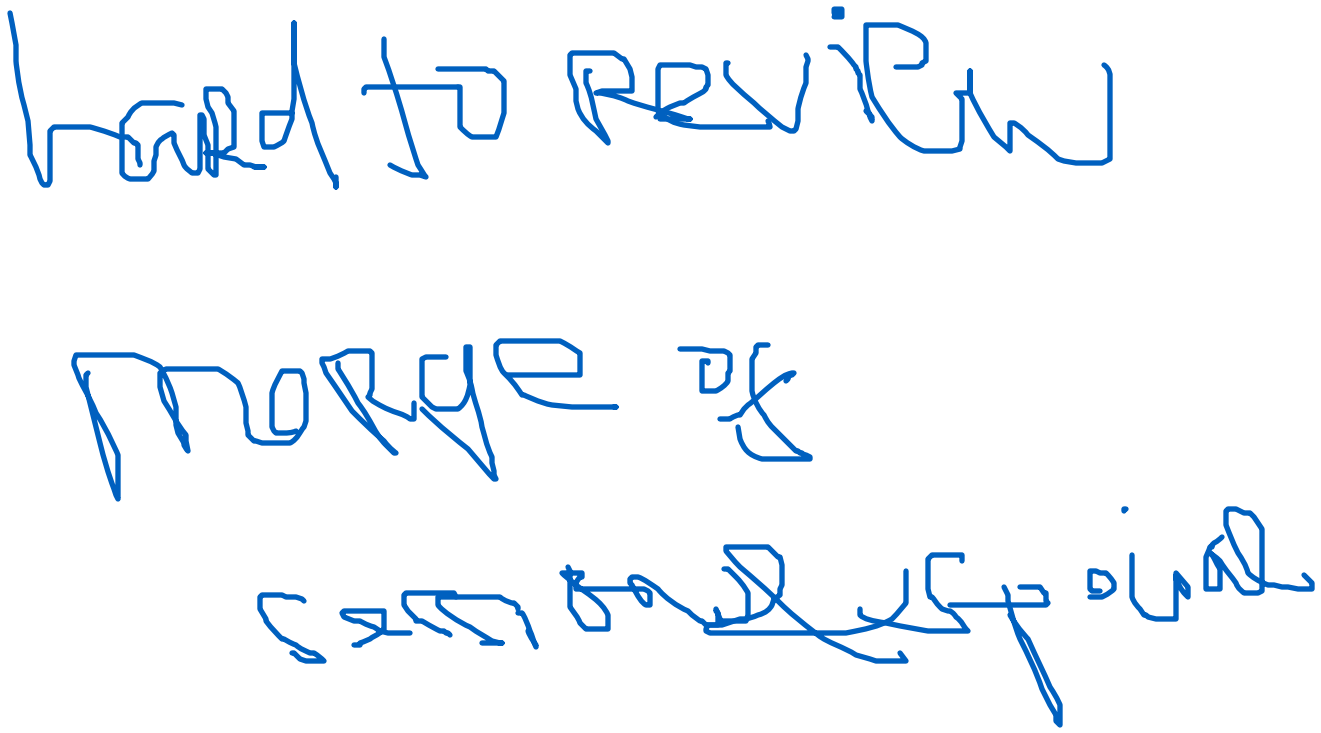


This feature also supports the ability to disable reservation for specific dates or timing. To disable reservation for specific dates or timing, define a new session and set all capacity to 0 or create a new special session and turn off reservation for all timings in that special session.



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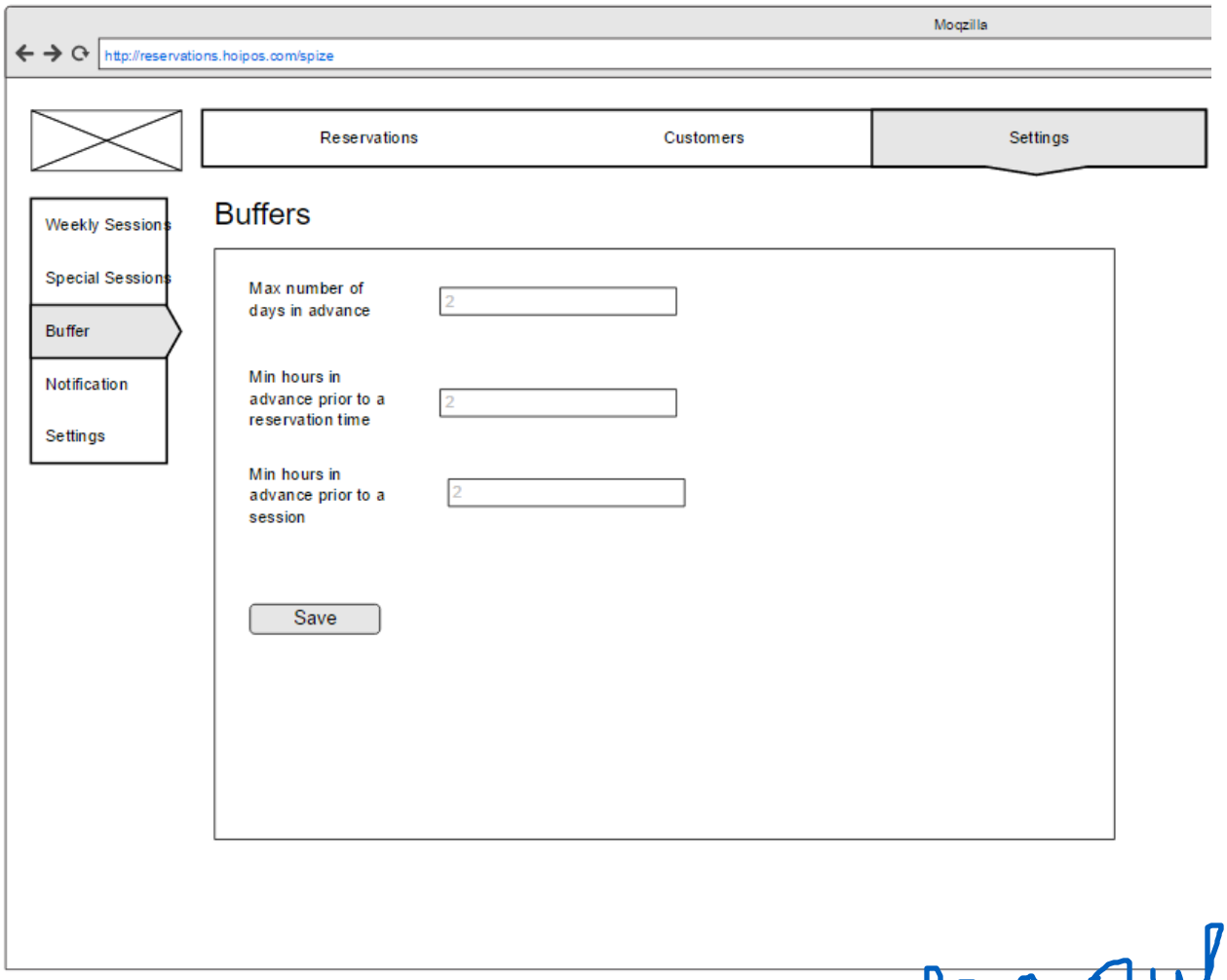
1.2.2.6 Buffers



Max number of days in advance – The maximum number of days in advance a customer may make a reservation.

Min hours in advance prior to a reservation time – The minimum number of hours buffer before a reservation timing is no longer available for booking.

Min hours in advance prior to a session – The minimum number of hours buffer before a reservation session is no longer available for booking. The session's start timing is defined as the earliest time within that session.

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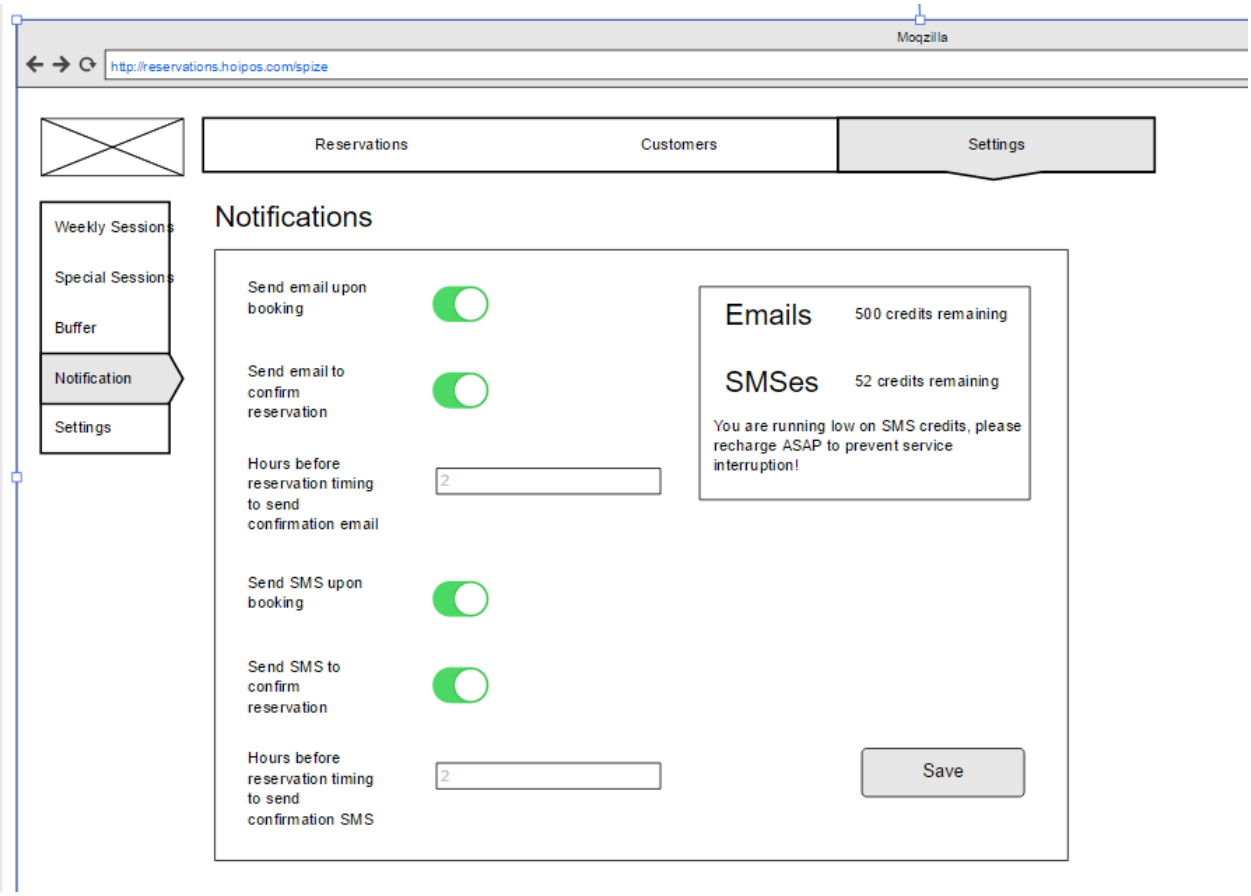
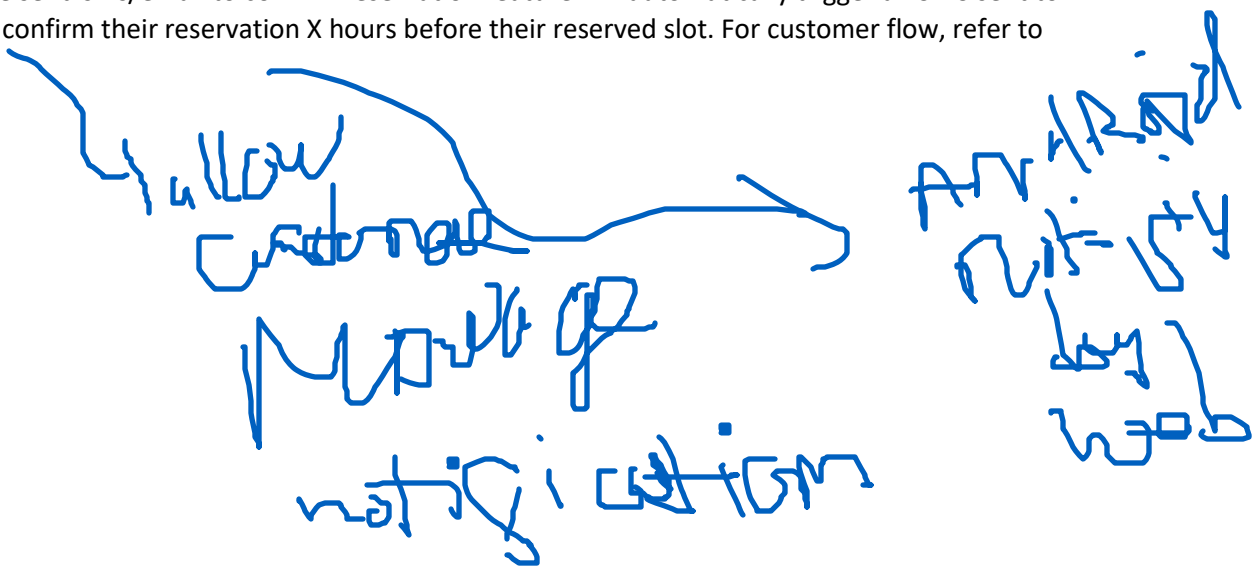
1.2.2.7 Notifications



The notification settings screen allows Spize administrator to turn on or off SMS and email notifications that are sent to customers.

If enabled, the send sms/email to confirm reservation feature will automatically trigger an SMS sent to customers to confirm their reservation X hours before their reserved slot. For customer flow, refer to 1.1.3 above.



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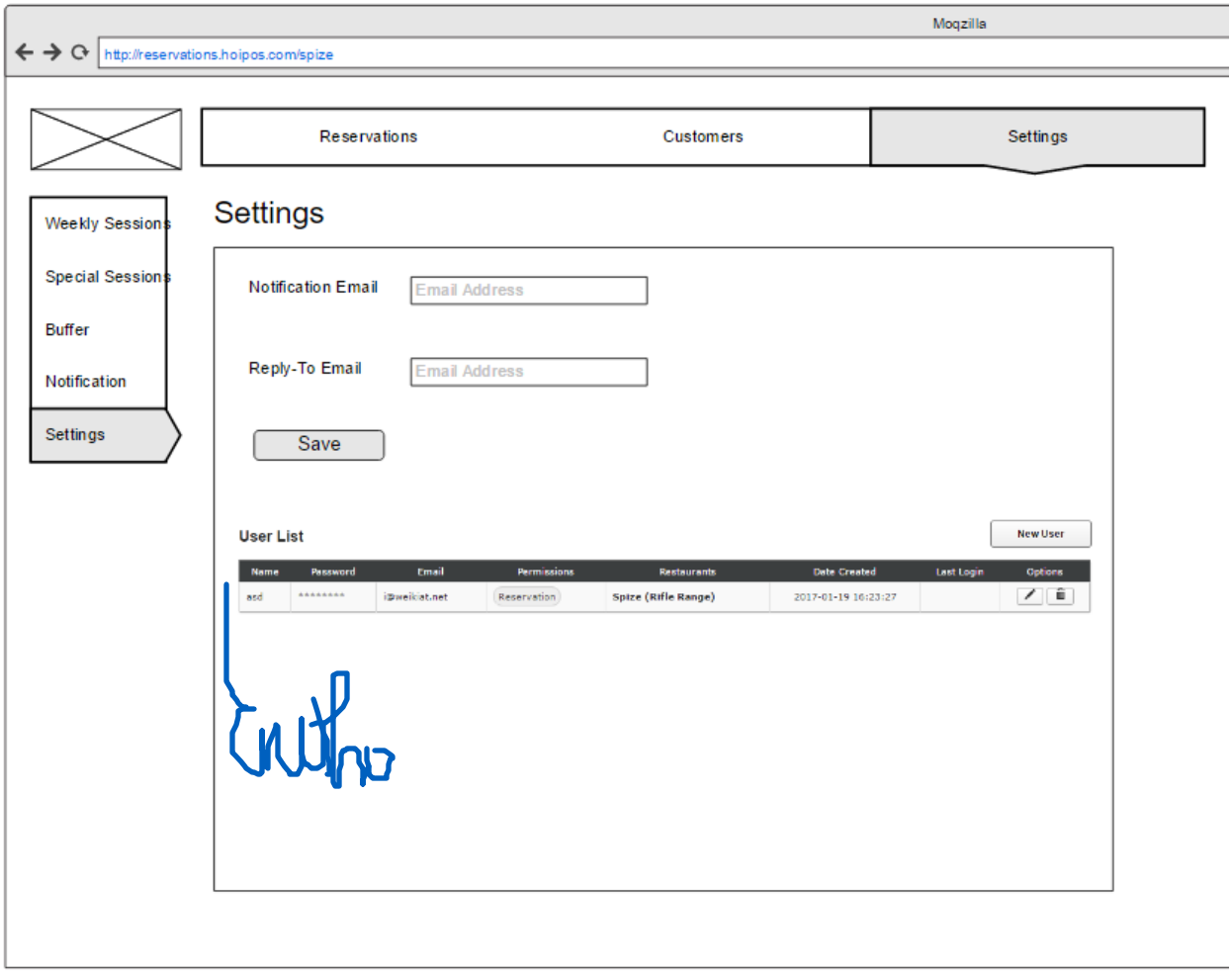
1.2.2.8 Settings



The settings screen allows Spize administrator to define the email address as well as reply-to email address. Additionally, the settings screen allows the main administrator to create additional limited access user accounts for accessing Spize Reservations module.

When adding or editing a new user, the following dialog appears which allows Spize administrator to assign the permission of users as well as outlets that the user has access to.

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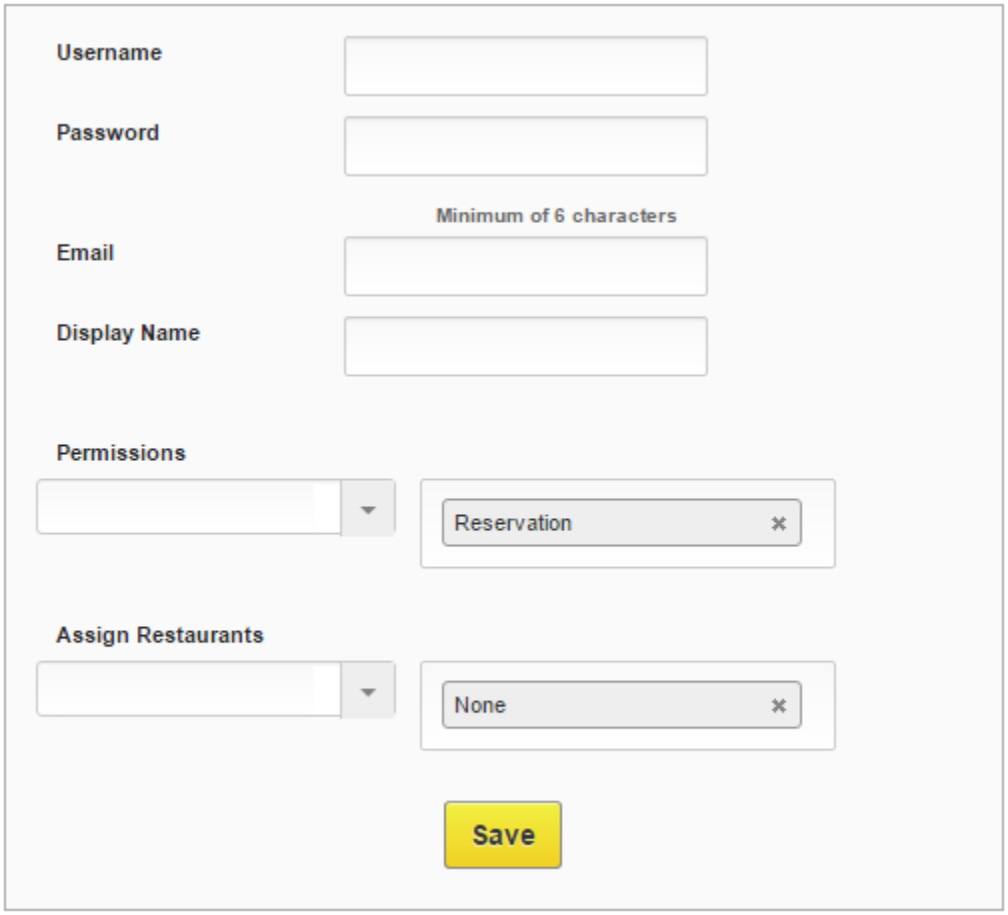

The following permission tiers are available:

- Full Administrator Access
- Reservations Only

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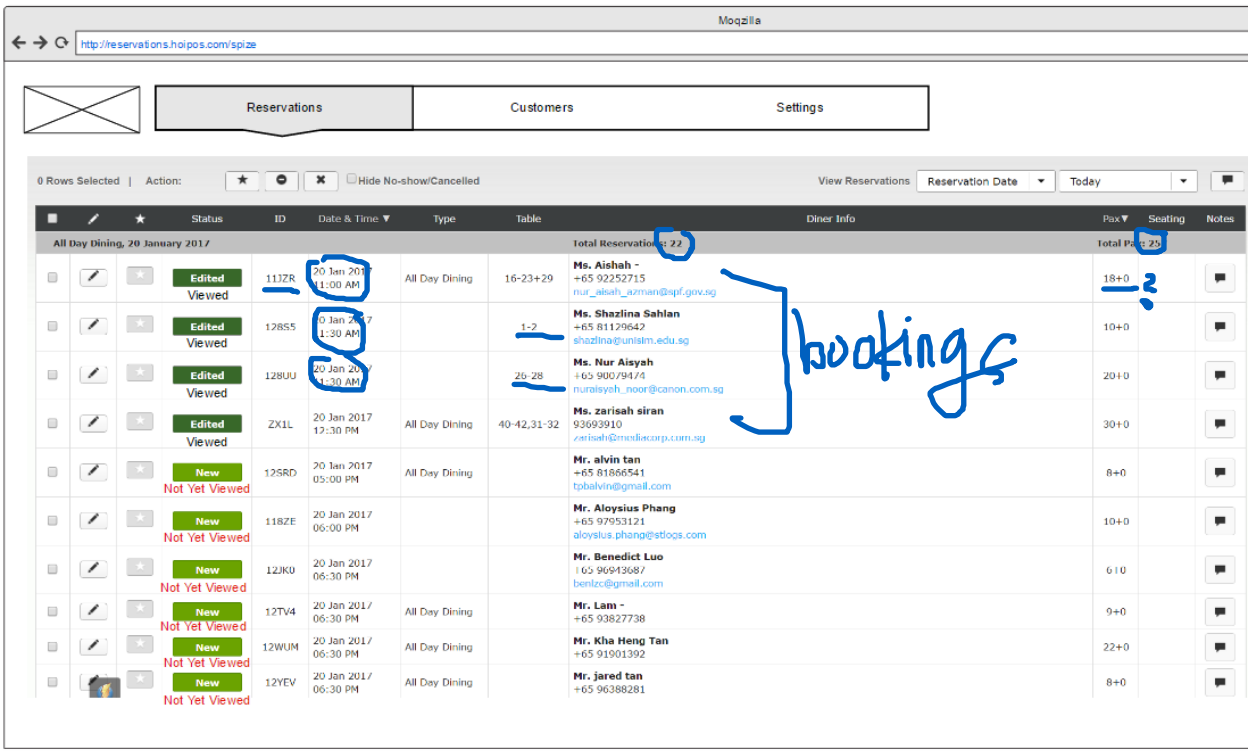
1.2.3 Reservations

The reservation views allows the administrative user or outlet staff to manage upcoming reservations



Grouping

- Reservations are grouped by sessions

Filters

- User may filter reservations by “Reservation Date” or “Created Date”
- Date options includes
    - Today
    - All
    - Last 7 Days
    - Last 30 Days
    - Next 7 Days
    - Next 30 Days
- User may pick a checkbox to hide all no-show/cancelled reservations

Sorting

- Reservations are automatically sorted in chronological order

Actions

- User may mark one or many reservations as Seated, No Show, or Cancelled.

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- User may tap on the “Table” field to assign table to the reservation via free text
- User may tap on the “Note” button to quickly view notes related to the reservation

Status

- Each reservation has the following status:
  - Reserved
  - Confirmed (by User)
  - Seated
  - No Show
  - Cancelled
- Additionally, each reservation also have a Read/Unread indicated below the status indicator

Edit Reservation

User may tap on the pencil button to edit reservation details. User may modify the reservation party size, change the reservation timing or date, as well as modifier customer details and add additional remarks.

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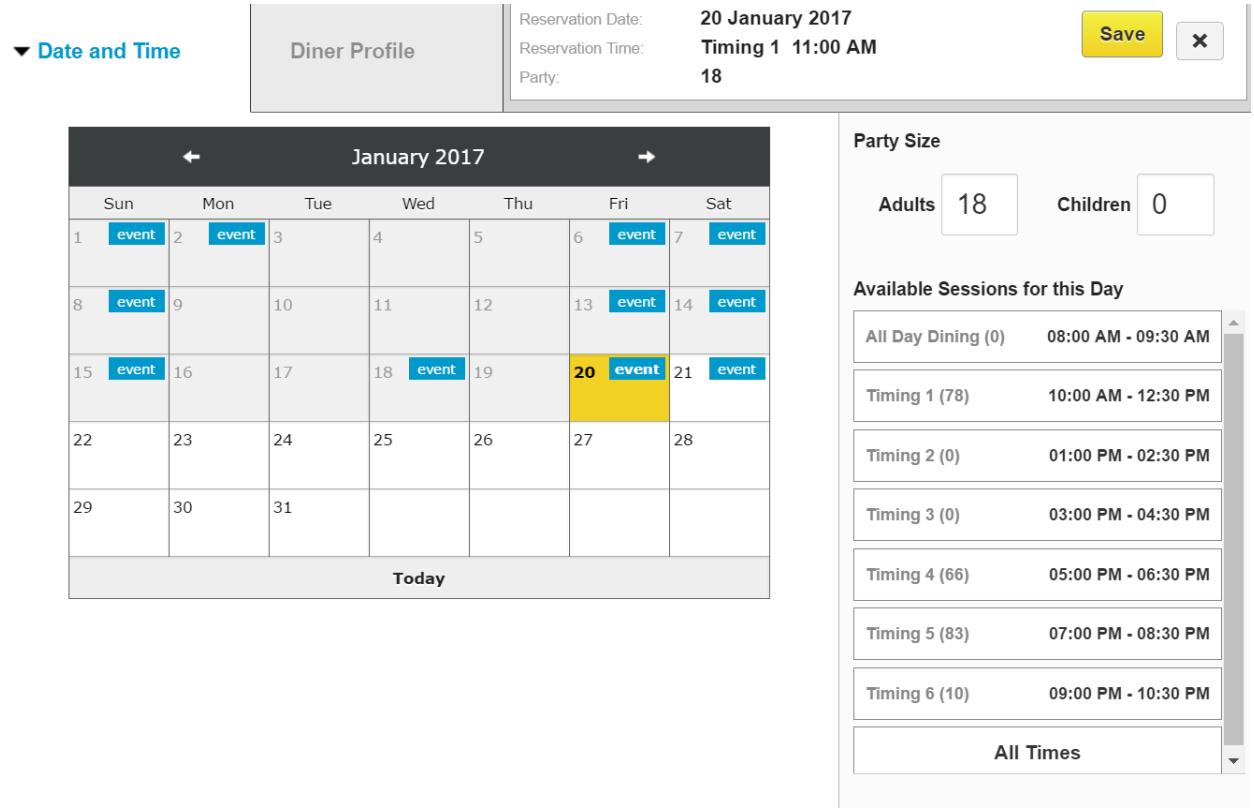

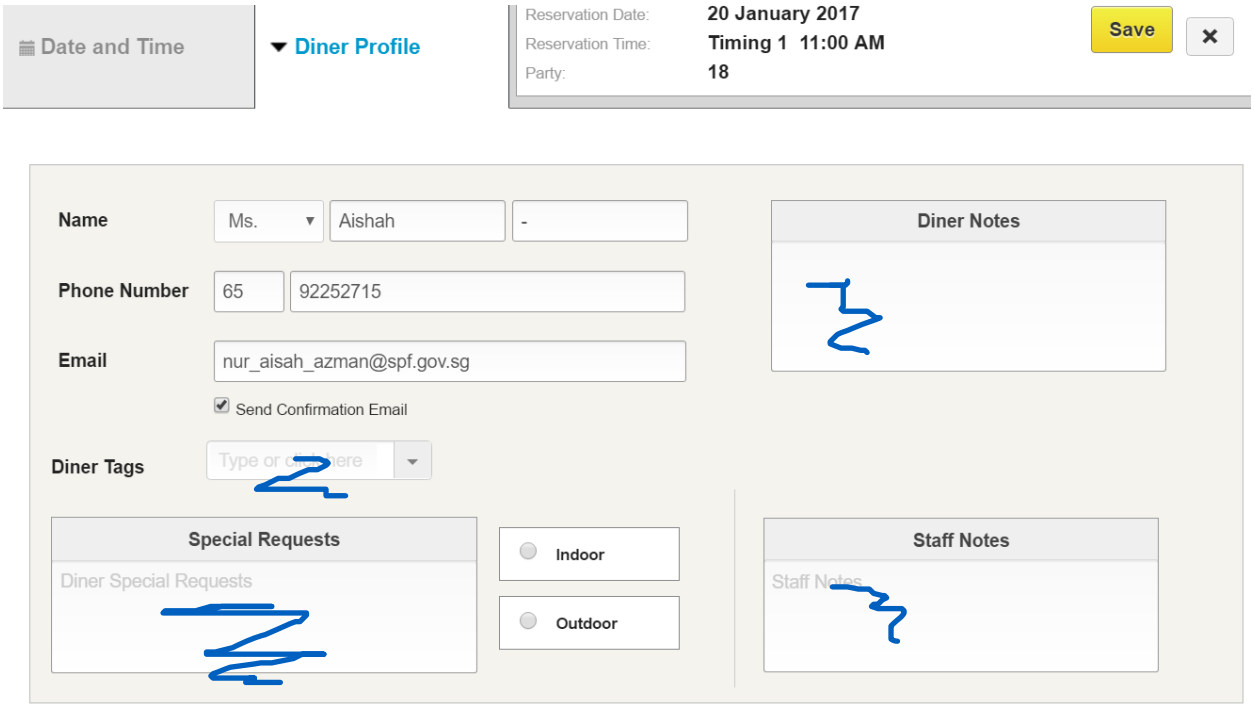

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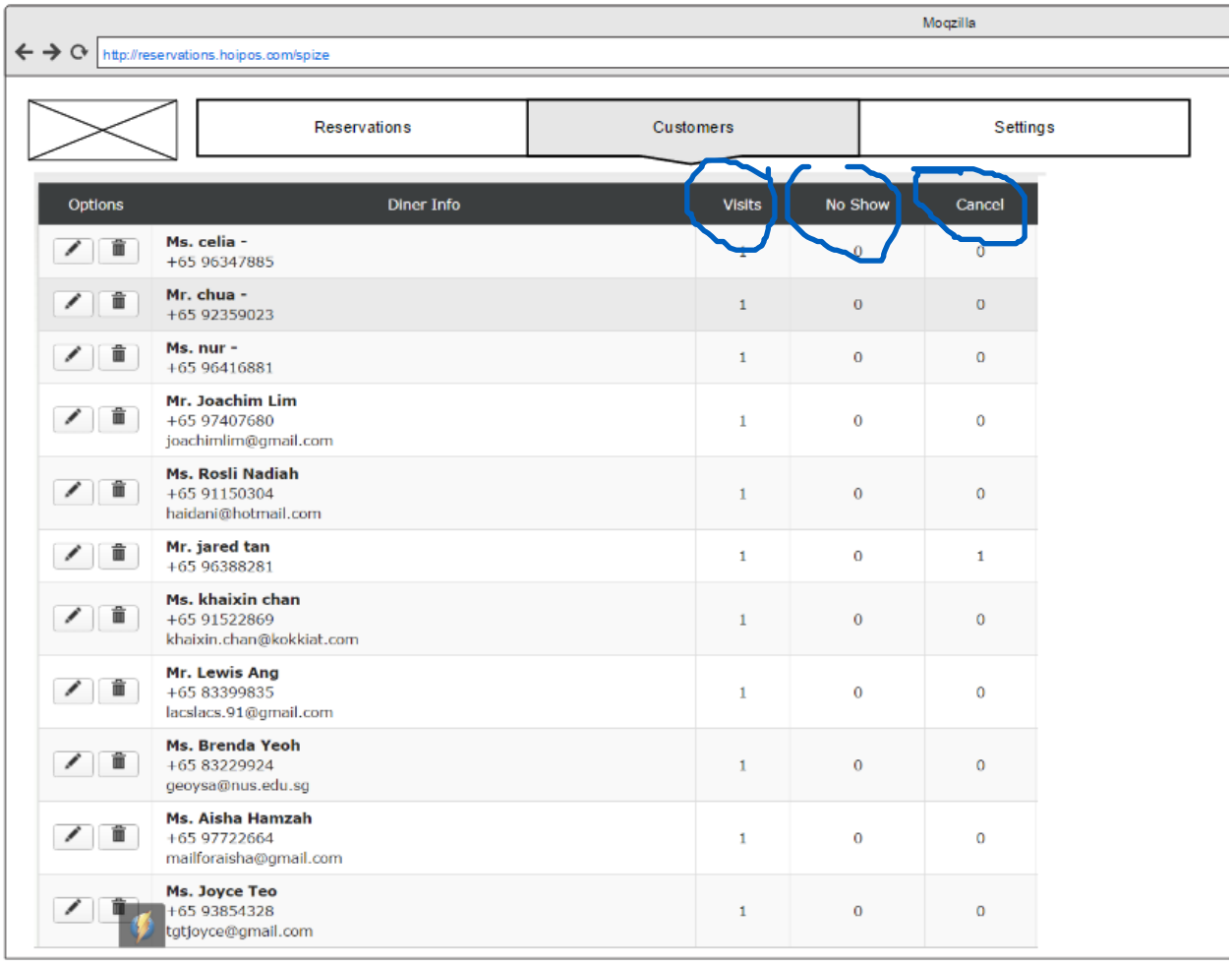
1.2.4 Customers



The Customers tab displays details of all customers who have placed reservations with Spize before. The number of visits, no-shows and cancellations are also indicated along customer information.

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