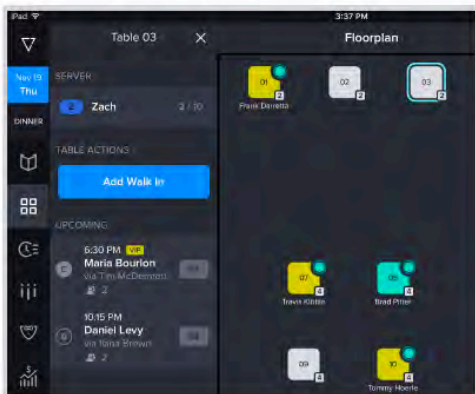


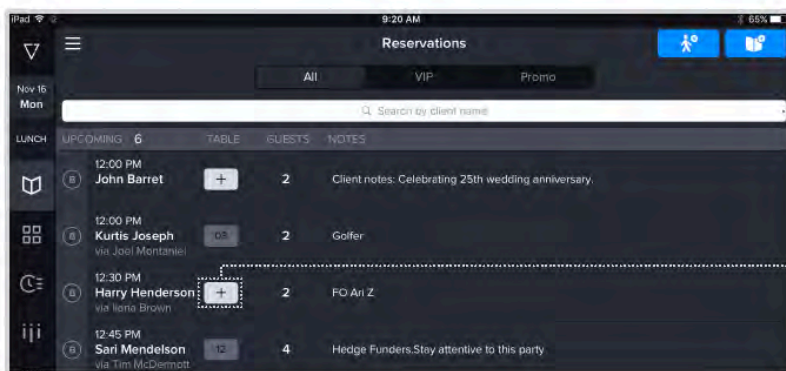
## PRE-ASSIGN TABLES

You will follow the same steps for pre-assigning a table as assigning. When you tap on the guest to pre-assign, choose a table and select the option to "Assign". When you tap on that table in the floorplan, it will show what guests are pre-assigned to that table.



## 02 RESERVATIONS (ALTERNATIVE VIEW)

In the reservations view, you can change the **status of a reservation** and seat them. (you can perform these same actions in the floorplan view)



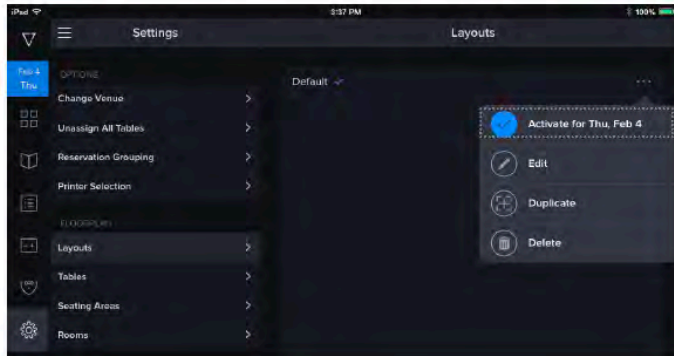
You can search by client name here.

### SEATING GUESTS

There are several ways to **seat a guest**. If you tap on the "+" icon next to a guest's reservation, you will be prompted to select a table on the floorplan view. You can either **assign the table** or **save and seat immediately**.

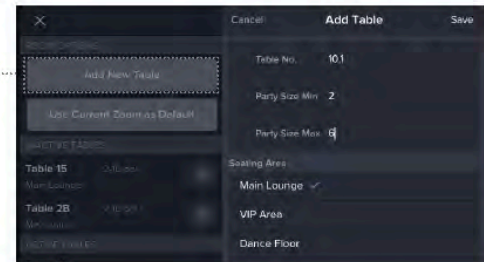
## 03 EDITING FLOORPLAN

To edit your floorplan on the iPad, tap on Settings. Select Layouts, then select the floorplan you'd like to edit and tap the edit button.

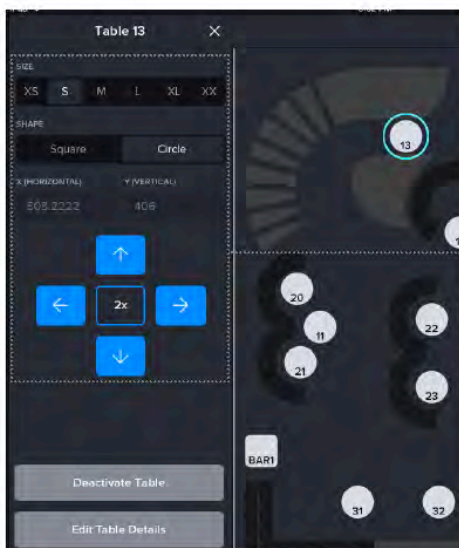
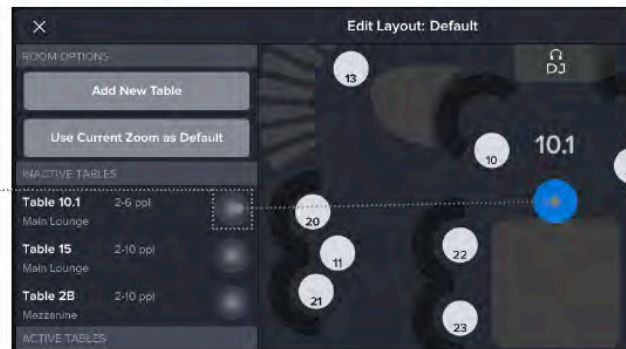


To change the active floorplan, select a floorplan and tap "Activate for [DATE]."

Tap "Add New Table," where you will be prompted to name the table and set the proper capacity and seating area. Once you tap Save, the table will be moved to the list of inactive tables.



Select and long hold the table you want to move and drag it to its appropriate position on the floorplan.



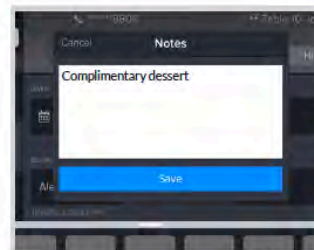
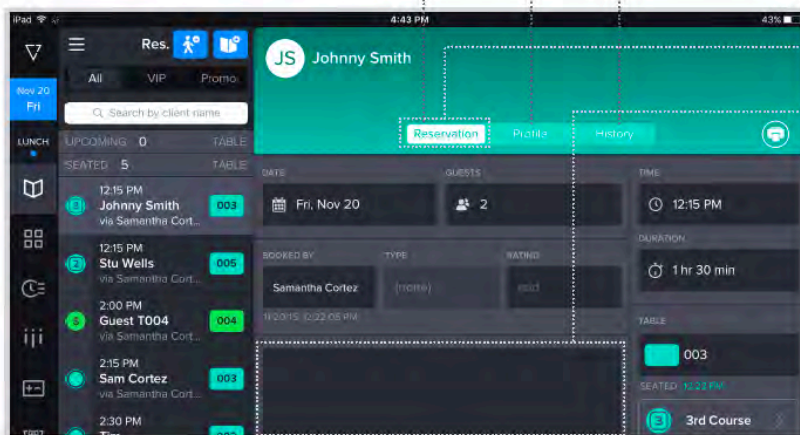
Select the size and shape that best mirrors the actual table. Use the arrows to adjust the speed of movement.



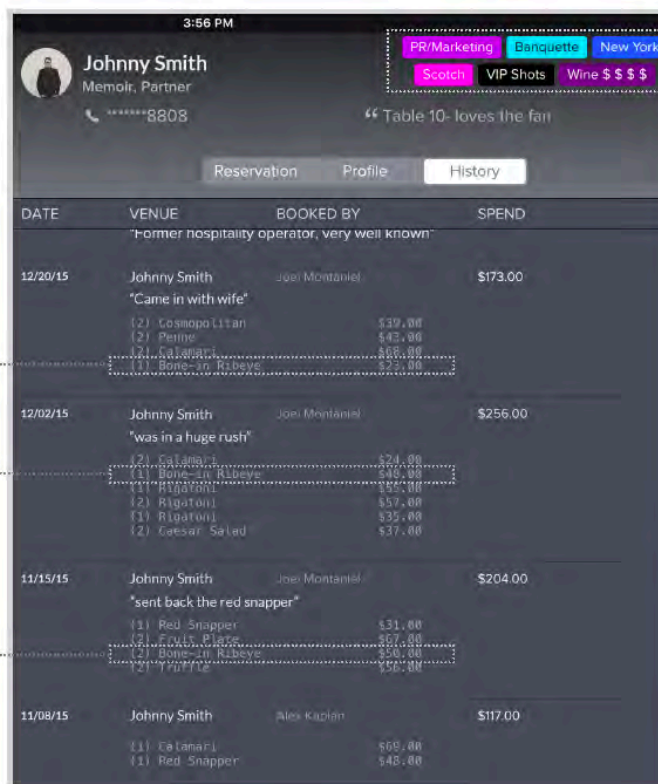
To create an entirely new floorplan, you'll need to contact support@sevenrooms.com. Once your floorplan is up, you'll be able to make changes to it on the iPad.

# 04 CLIENT RESERVATION / PROFILE / HISTORY

To view a guest profile, tap on their name in the **Reservation** or **Floorplan** tab. From here, you can view the guest's reservation, profile details (tags, notes, net spend, number of visits, etc.), and history.



View detailed list of previous visits, such as notes and spend. In this case, Howie is clearly a fan of the Bone-in rib-eye.

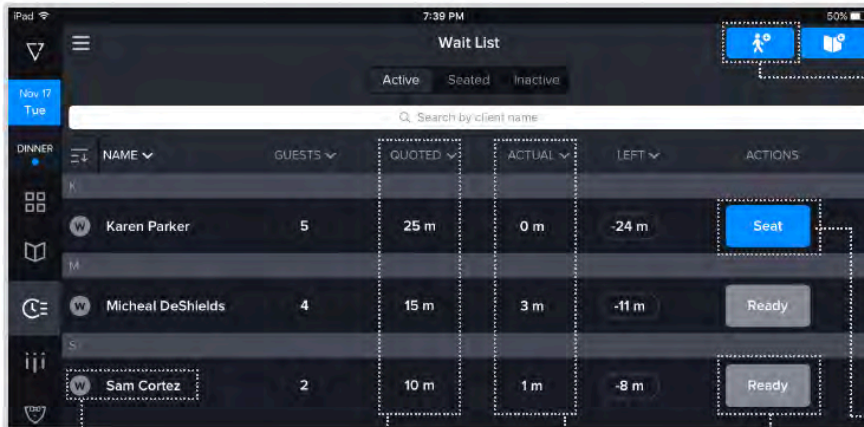


Tap anywhere in the header to quickly swap through the reservation tabs: Reservation, Profile and History.



# 05 WAITLIST

Add walk-ins to the waitlist or book reservations for a future time within the app. When added to waitlist, you will have the option to search for an existing client or "seat now" and create a new profile for the guest. When you add a guest, you will select an estimated wait time.



Tap to add "Walk-In" guests.

To add a guest to the waitlist, select the party size and time you anticipate they'll be seated.

Fill out client phone number, and name to track properly.

\*\* If you have enabled SMS capabilities the guest will receive a text notifying they have been added to the waitlist.

Select name to access their reservation flyout to add more information.

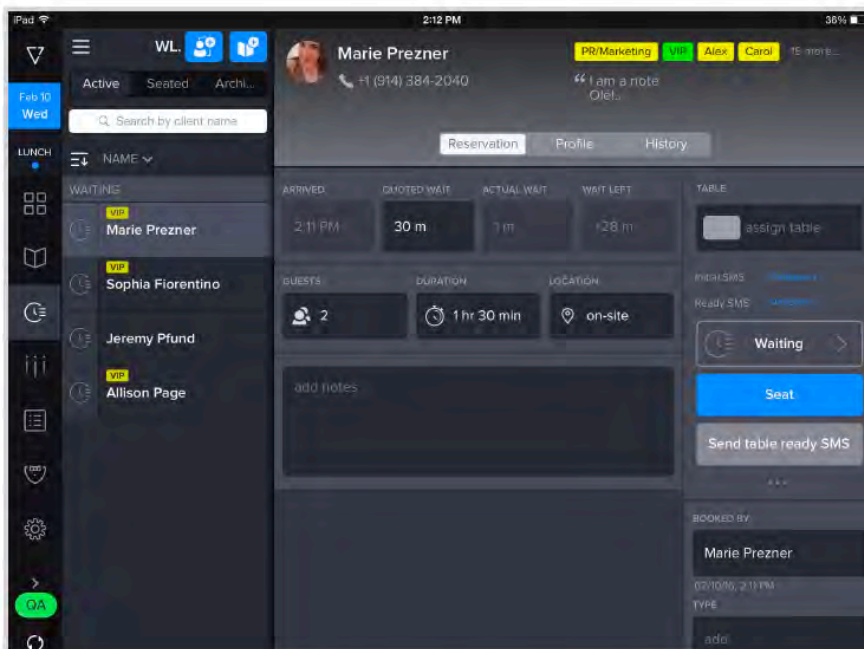
Quoted time

This indicates how long your guest has been waiting.

It will turn red when your guest has been waiting longer than your quoted wait time.

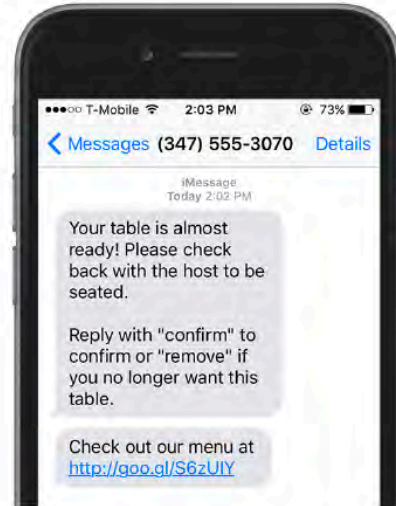
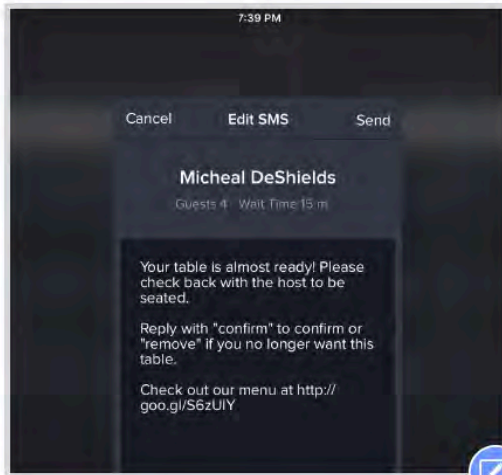
Tap "Ready" when your guest's wait time is over.

Tap "Seat" to seat when guest arrives.

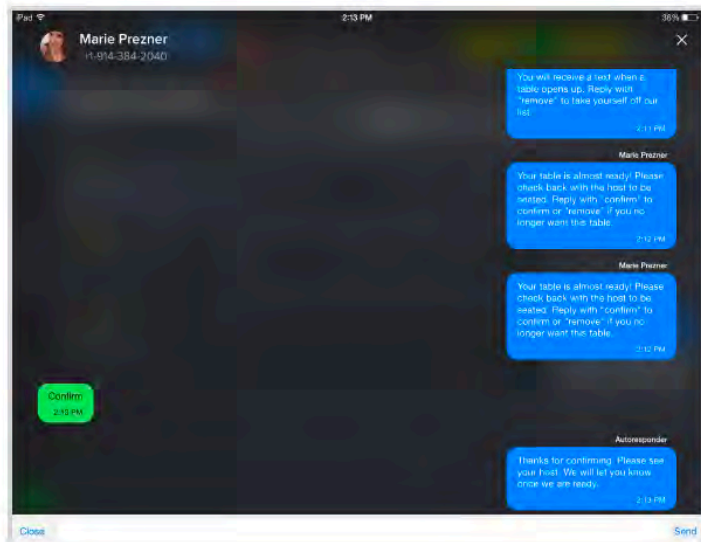
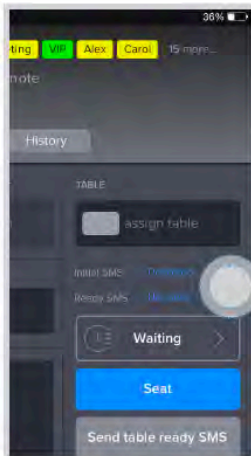


## WAITLIST SMS NOTIFICATIONS

If you have SMS enabled, your guest will be notified when they have been added to the Waitlist, and when their table is ready.



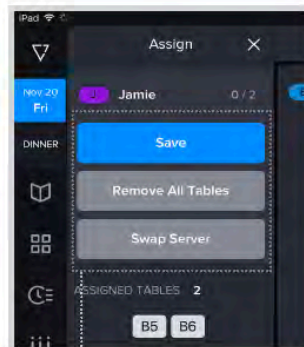
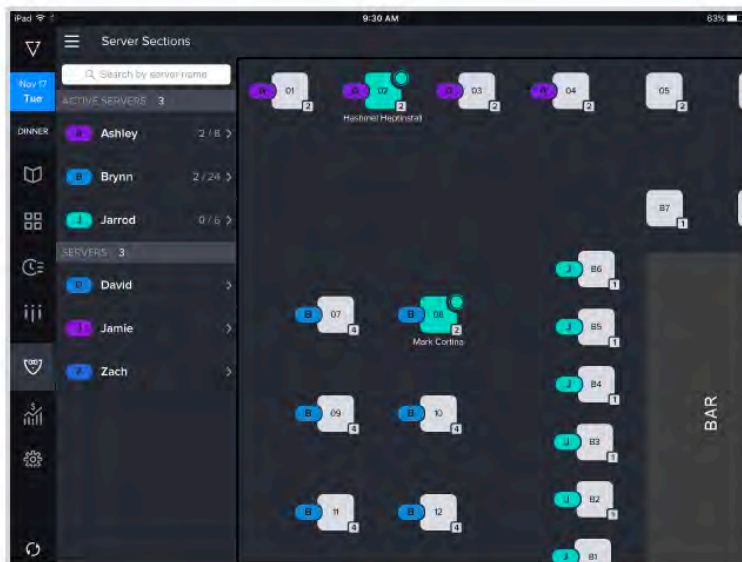
When you tap on "Ready", an SMS message will appear, to send your guest a text that their table is almost ready.



Tap on the "i" icon to view the SMS history.

## 06 SERVER SECTION

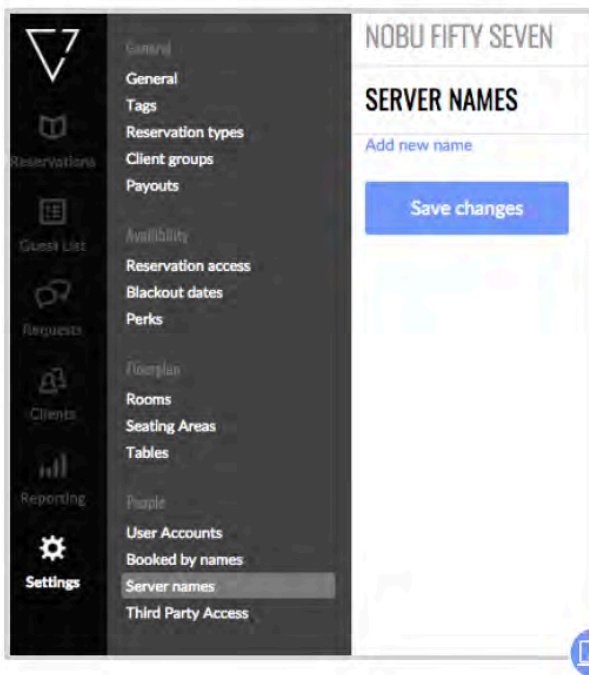
In this area, you can assign servers to tables on the floorplan. You will also have an overview of which servers are active.  
 \*\*This should be the first action before opening a shift.



Add servers to the floorplan by tapping on the server name, tapping on the tables you want to assign them to, and by tapping "Save".

From this view, you can also remove the server's tables and swap servers.

This list is managed on the web.  
 Contact administrator at the venue to add/remove/edit.



To add new servers, go to Settings > People > Server Names.



## 07 LIVE SPEND

If you have POS integration enabled...

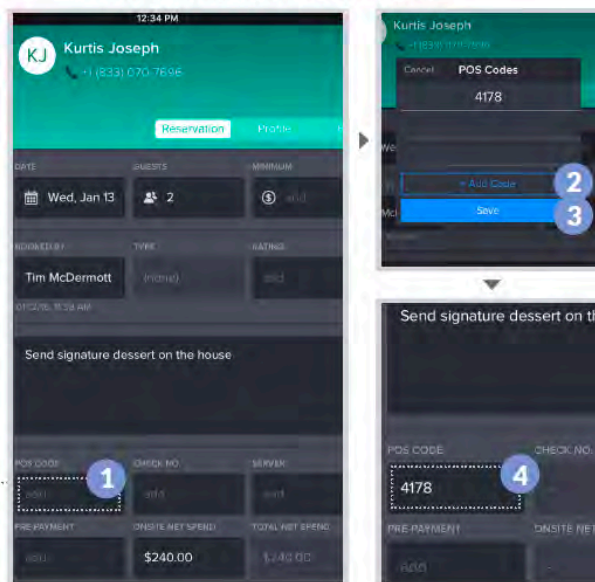
Live Spends indicate the guest's current spend. In this section, you can tap on a name to view the guest profile and current reservation. You can also view where each guest is seated.

You can toggle between All Clients, VIP, and Promo.



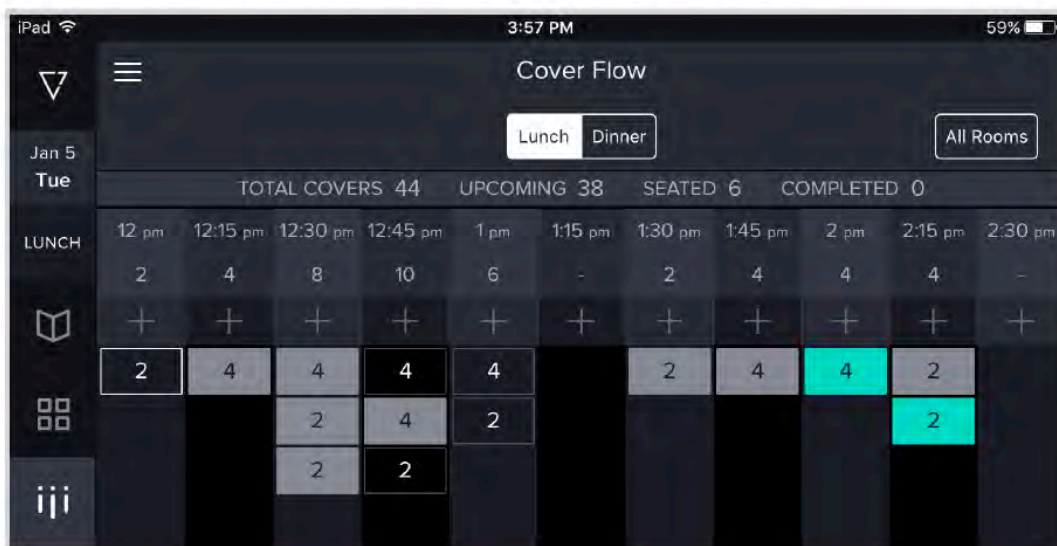
• Different colors indicate current status.

• To add POS code upon client arrival, tap "add" under POS code, "Add Code", input 4 digit code to POS system.



## 08 COVER FLOW

Cover Flow gives you an overview of what guests are coming in during each shift.

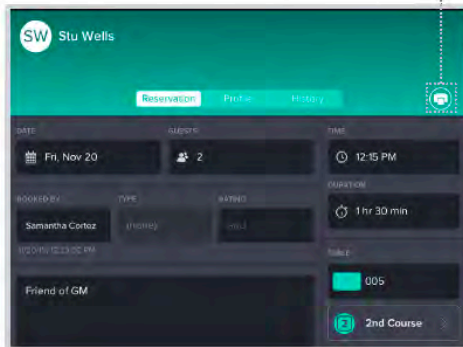


## 09 PRINTING CHITS

You must have a wireless printer to be able to print chits.  
To connect a printer, go to Settings>Printer Selection and select the printer you would like to connect.  
NOTE: Your printer must be connected to the same wifi as the iPad for this to work properly.

If your printer is properly connected, this printer icon will appear.

You will be able to print several chits at once, as well as add notes to the chit. When the chit prints, it will include basic reservation and guest profile info, such as tags, profile one-liners, and reservations notes.



## 10 ALTERING SETTINGS ON WEB

There are some settings you cannot alter on the iPad.

### EDITING PRE & IN-SERVICE STATUSES

Not everyone wants to see "second course" in statuses.  
To edit this, go to Settings > Floorplan > Reservation Statuses.

### CUSTOMIZING SMS TEXT FOR WAITLIST

To edit SMS Text content for waitlist, go to  
Settings > General > Waitlist SMS

### EDITING CLIENT GROUPS AND TAGS

To edit client groups and tags, go to  
Settings > General > Tags / Client Groups

### CONFIRMATION EMAIL AND POLICIES

To edit email content, go to  
Settings > General> Scroll down to Customer Emails

### SHIFTS

To edit shifts, go to Settings > Schedules

### ACCESS RULES

To edit access rules, go to Settings > Access Rules

### RESERVATION BOOKING REQUIREMENTS

You can view all of your venue's floorplan options under  
Settings > Floorplan >  
Rooms / Seating Areas / Tables / Table Combinations.

### ADDING A FLOORPLAN

To add a floorplan to your restaurant,  
contact your account manager.