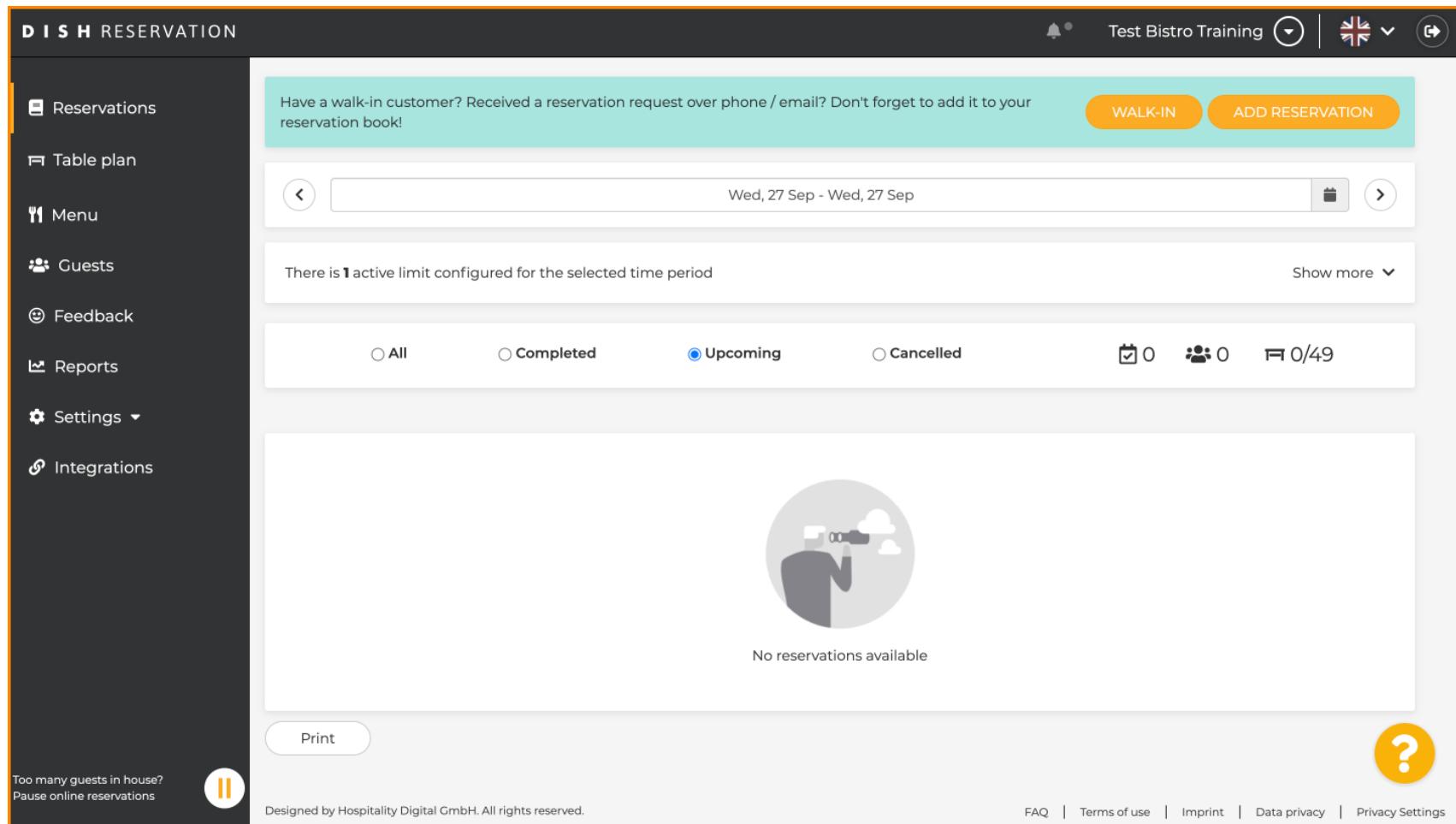




Welcome to the dashboard of **DISH Reservation**. In this tutorial, we show you how to adjust the status of your reservations.



The screenshot shows the DISH Reservation software interface. On the left is a dark sidebar with white icons and text for Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. A message at the top right says, "Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!" with "WALK-IN" and "ADD RESERVATION" buttons. The main area has a date range from "Wed, 27 Sep - Wed, 27 Sep". Below it, a message says "There is 1 active limit configured for the selected time period" with a "Show more" button. Filter options include "All", "Completed", "Upcoming" (which is selected), and "Cancelled". Status indicators show 0 checked, 0 guests, and 0/49 reservations. A large central area displays a placeholder image of a person with binoculars and the text "No reservations available". At the bottom, there's a "Print" button and a yellow circle with a question mark icon. The footer includes a note about guest limits, the company's name, and links to FAQ, Terms of use, Imprint, Data privacy, and Privacy Settings.

Reservations

Table plan

Menu

Guests

Feedback

Reports

Settings

Integrations

Too many guests in house?
Pause online reservations

WALK-IN

ADD RESERVATION

Wed, 27 Sep - Wed, 27 Sep

There is 1 active limit configured for the selected time period

Show more

All

Completed

Upcoming

Cancelled

0

0

0/49

No reservations available

Print

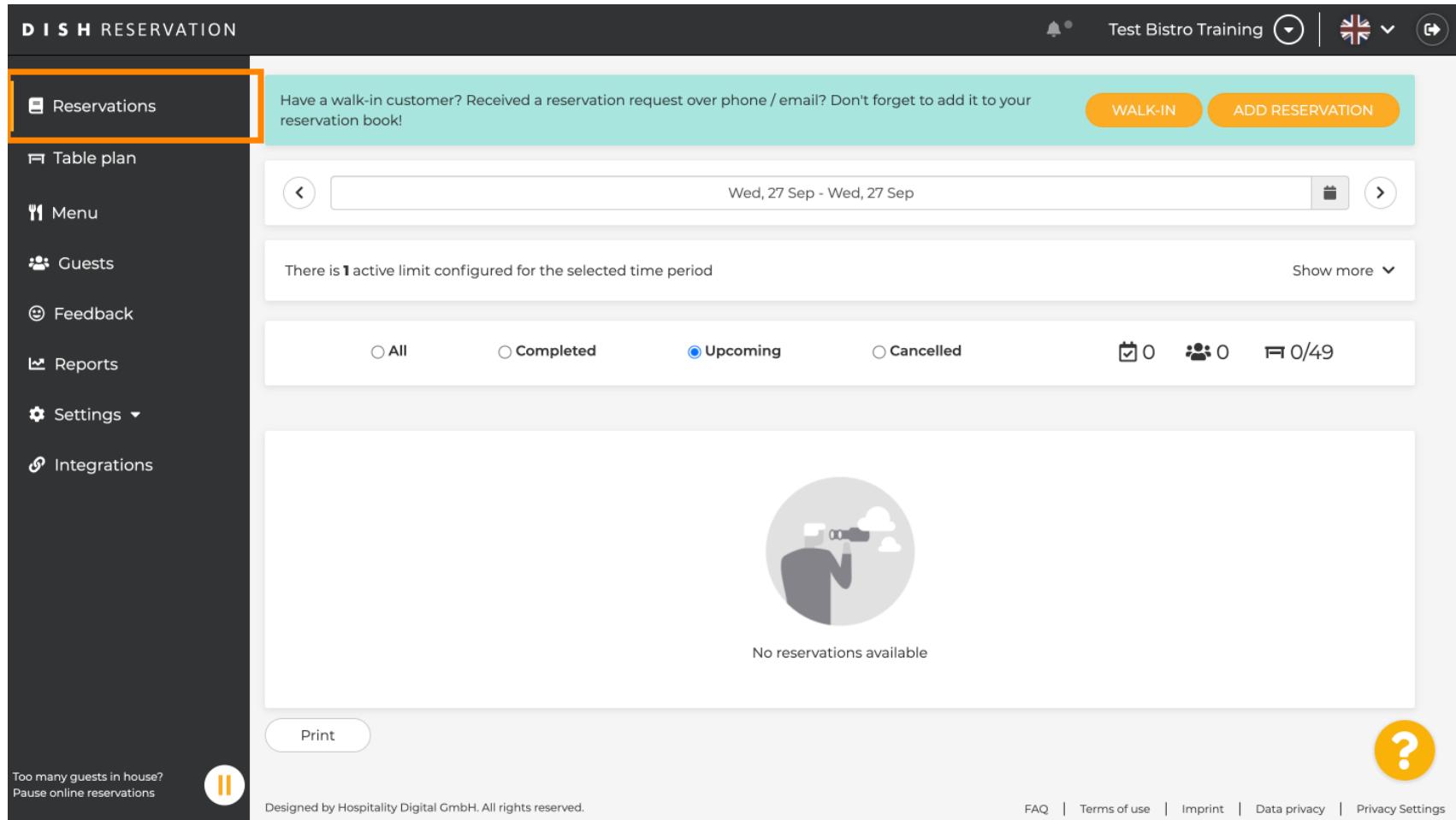
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When the menu **Reservations** is selected, you see an overview of your reservations.



The screenshot shows the DISH Reservation software interface. The left sidebar has a dark background with white icons and text. The 'Reservations' option is highlighted with an orange border. Other options include Table plan, Menu, Guests, Feedback, Reports, Settings (with a dropdown arrow), and Integrations. At the bottom of the sidebar, there's a message: 'Too many guests in house? Pause online reservations' next to a pause icon. The main content area has a light gray background. At the top, there's a teal banner with the text: 'Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!' followed by 'WALK-IN' and 'ADD RESERVATION' buttons. Below the banner, a date range 'Wed, 27 Sep - Wed, 27 Sep' is shown with navigation arrows. A message states 'There is 1 active limit configured for the selected time period' with a 'Show more' link. Below this, filtering options are available: 'All', 'Completed', 'Upcoming' (which is selected and highlighted in blue), and 'Cancelled'. To the right of these filters are three small icons: a checkmark, a person, and a table, each with a count of 0. Next is a progress bar showing '0/49'. The central part of the screen displays a large circular placeholder image of a person holding binoculars, with the text 'No reservations available' below it. At the bottom left is a 'Print' button. The bottom right corner features a yellow circle with a question mark. The footer contains the text 'Designed by Hospitality Digital GmbH. All rights reserved.' and links for 'FAQ', 'Terms of use', 'Imprint', 'Data privacy', and 'Privacy Settings'.



By using the drop-down menu you can either cancel a reservation or mark it as arrived.

The screenshot shows the DISH Reservation software interface. On the left is a sidebar with navigation links: Reservations (selected), Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. The main area displays a message about walk-in customers and two buttons: WALK-IN and ADD RESERVATION. A date range selector shows 'Wed, 27 Sep - Wed, 27 Sep'. Below it, a message says 'There is 1 active limit configured for the selected time period' with a 'Show more' link. Filter options include All, Completed, Upcoming (selected), Cancelled, and guest counts (1 checked, 2 available). The date is set to 'Wed, 27/09/2023'. A reservation for 'Doe, John' at 05:45 PM for 2 guests at 1 (BAR) is listed. To the right of the reservation details is a dropdown menu with three options: 'Confirmed' (selected), 'Cancel reservation', and 'Arrived'. At the bottom, there's a note about too many guests, a pause online reservations button, and a question mark icon. The footer includes links for FAQ, Terms of use, Imprint, Data privacy, and Privacy Settings.

Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!

WALK-IN ADD RESERVATION

Wed, 27 Sep - Wed, 27 Sep

There is 1 active limit configured for the selected time period

Show more

All Completed Upcoming Cancelled

1 2 1/49

Wed, 27/09/2023

05:45 PM Doe, John 2 guest(s) 1 (BAR)

Confirmed

Cancel reservation

Arrived

Too many guests in house?
Pause online reservations

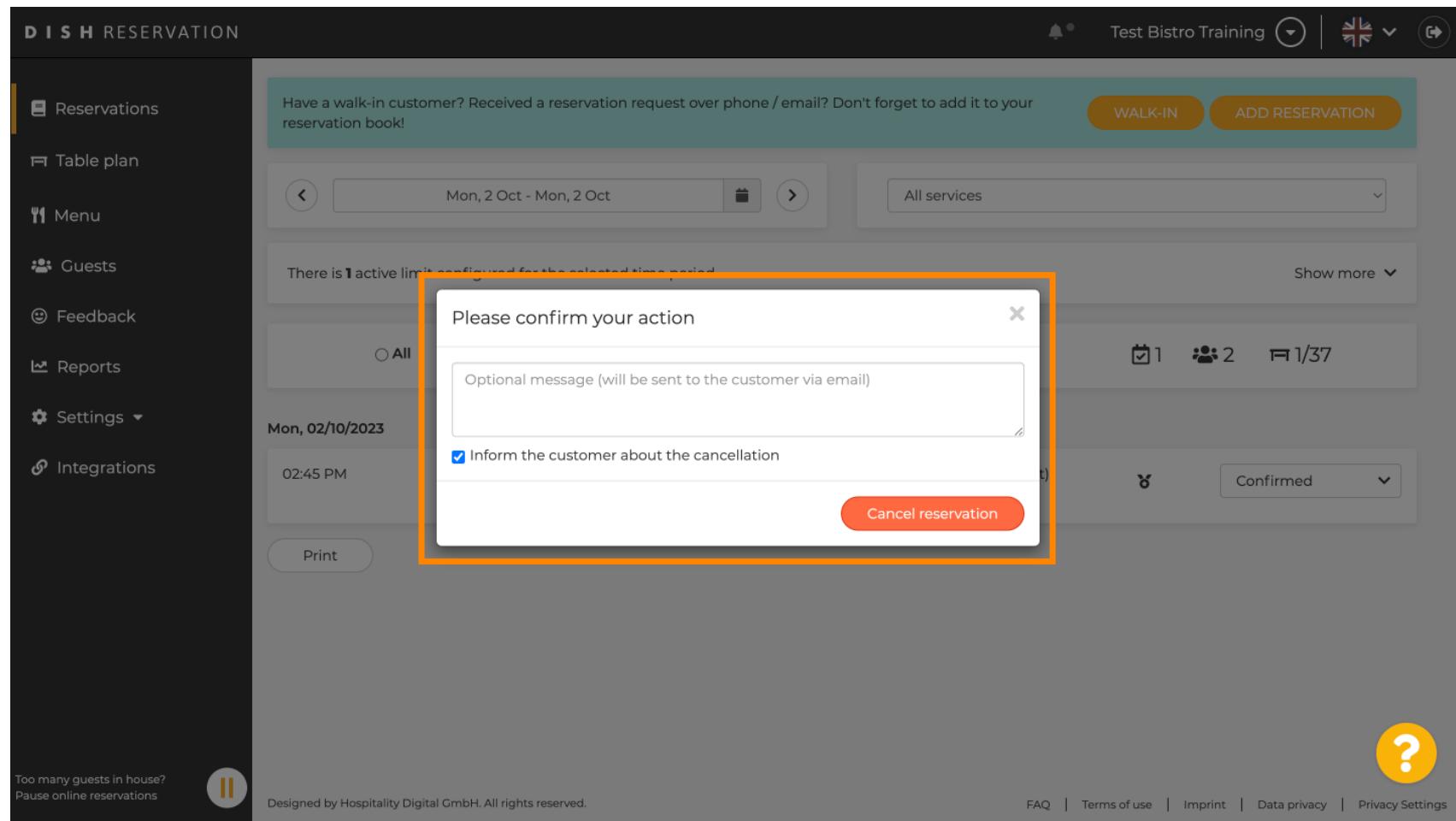
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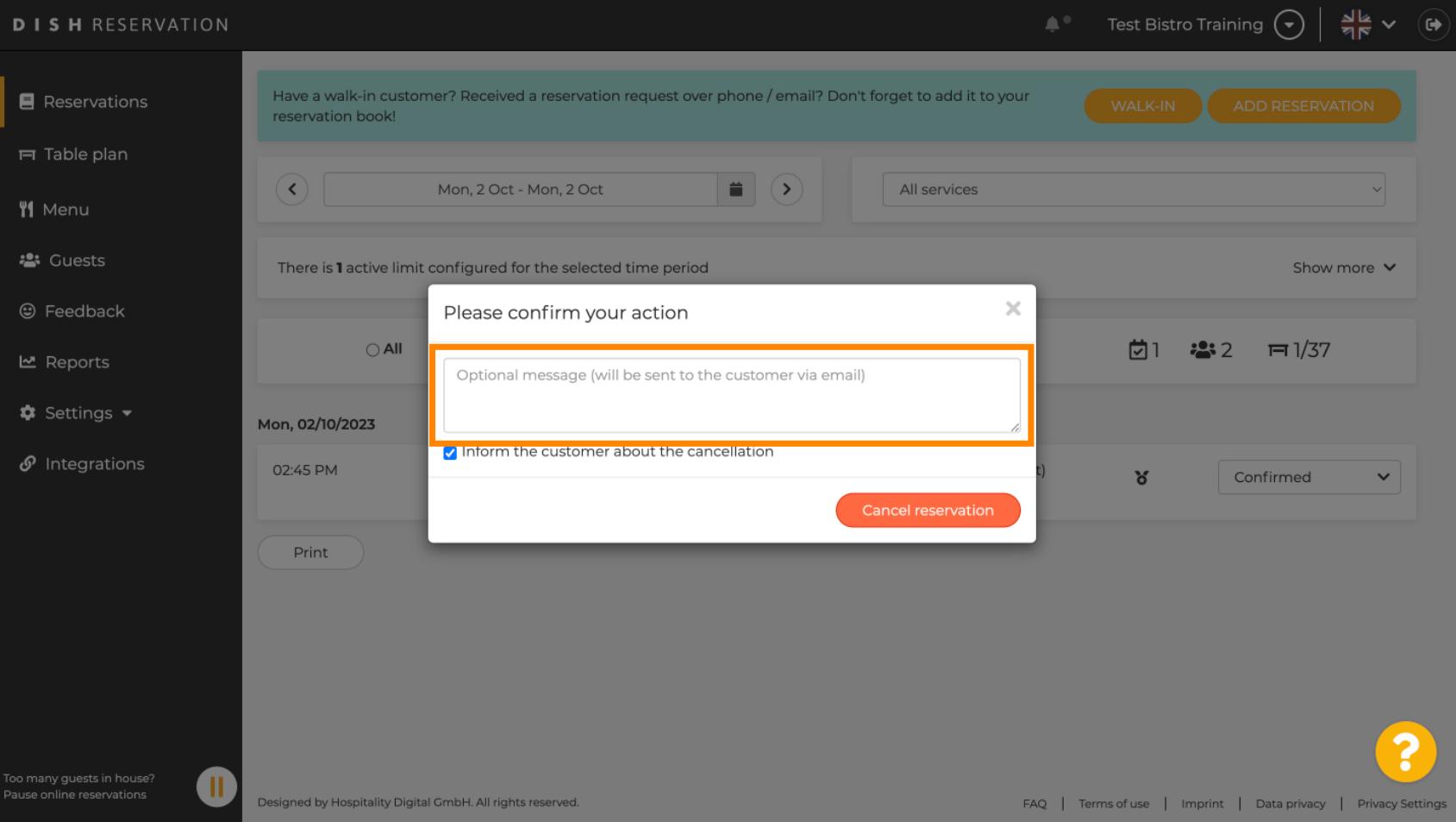
?

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When you cancel a reservation, you have the option to inform the customer about the cancellation.



 You can leave an optional message for the customer.



The screenshot shows the DISH Reservation software interface. On the left, there's a sidebar with options like Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. The main area displays a reservation for "Mon, 02 Oct - Mon, 02 Oct" at "02:45 PM". A modal dialog box is open, asking "Please confirm your action". Inside the dialog, there's a text input field labeled "Optional message (will be sent to the customer via email)" which is currently empty. Below it is a checked checkbox labeled "Inform the customer about the cancellation". At the bottom of the dialog is a red "Cancel reservation" button. The background of the main screen shows a summary of the reservation: "1 guest, 2 people, 1/37 confirmed". The bottom of the screen includes a footer with links for FAQ, Terms of use, Imprint, Data privacy, and Privacy Settings, along with a yellow circular help icon.



And decide whether to inform your customer about the cancellation or not.

The screenshot shows the DISH Reservation software interface. On the left, there's a sidebar with icons for Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. The main area displays a reservation for 'Mon, 2 Oct - Mon, 2 Oct' at '02:45 PM'. A modal dialog box is open, asking 'Please confirm your action'. It contains an optional message field and a checked checkbox labeled 'Inform the customer about the cancellation'. The 'Cancel reservation' button is at the bottom of the dialog. The background shows other reservation details like '1 guest', '2 people', and '1/37'.



Too many guests in house?
Pause online reservations

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In the end, confirm the cancellation by clicking **Cancel reservation**.

The screenshot shows the DISH Reservation software interface. On the left, there's a sidebar with various menu items: Reservations (selected), Table plan, Menu, Guests, Feedback, Reports, Settings (with a dropdown arrow), and Integrations. Below the sidebar, there are two status messages: "Too many guests in house? Pause online reservations" and "Designed by Hospitality Digital GmbH. All rights reserved." At the top right, there are icons for a bell, a dropdown menu labeled "Test Bistro Training", a language switcher (UK/FR), and a refresh button.

The main workspace displays a date range from "Mon, 2 Oct - Mon, 2 Oct" and a dropdown for "All services". A message at the top says, "Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!" with "WALK-IN" and "ADD RESERVATION" buttons. Below this, a message states, "There is 1 active limit configured for the selected time period".

A modal dialog box is centered on the screen, titled "Please confirm your action". It contains a text input field for an optional message and a checked checkbox for "Inform the customer about the cancellation". At the bottom of the dialog is a prominent orange button labeled "Cancel reservation".

On the right side of the main workspace, there are summary statistics: "1", "2", "1/37", and a "Confirmed" dropdown set to "Confirmed". At the bottom right of the screen is a yellow circular icon with a black question mark.



Since a walk-in isn't an upcoming reservation and to see all your bookings, you have to filter your reservations differently. To do so, use the given **selections**.

The screenshot shows the DISH Reservation software interface. On the left is a dark sidebar with navigation options: Reservations (selected), Table plan, Menu, Guests, Feedback, Reports, Settings (with a dropdown arrow), and Integrations. Below the sidebar is a message: "Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!" with "WALK-IN" and "ADD RESERVATION" buttons. The main area has a date range "Wed, 27 Sep - Wed, 27 Sep". A message says "There is 1 active limit configured for the selected time period" with a "Show more" link. Below are four radio buttons: "All", "Completed", "Upcoming" (which is selected and highlighted with a red border), and "Cancelled". To the right are filters for "1 guest(s)", "2 (BAR)", and a dropdown set to "Confirmed". At the bottom left is a "Print" button. The footer includes a "Too many guests in house? Pause online reservations" link, a "Designed by Hospitality Digital GmbH. All rights reserved." note, and a yellow circular help icon with a question mark. The footer also contains links for FAQ, Terms of use, Imprint, Data privacy, and Privacy Settings.

- Depending on your choice of selection, you will see your reservations filtered. By clicking on a reservation you can always see further information and adjust it as well.

The screenshot shows the DISH Reservation software interface. On the left is a dark sidebar with navigation links: Reservations (selected), Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. A message at the top right encourages adding walk-in customers or reservation requests. The main area displays a list of reservations for Wednesday, 27 Sep. A specific reservation for 03:23 PM is highlighted with an orange border. This reservation is for 3 guest(s) in the 1-2 (Restaurant) area, with a note about a 50% discount on cocktails. The status is set to 'Done'. Below this, another reservation for Doe, Jane at 03:45 PM is listed, showing 2 guest(s) in the L1 (Lounge) area, with a note about a 50% discount on cocktails. The status is 'Confirmed'. At the bottom, there are buttons for 'ARRIVED' (orange), 'REMIND' (green), and 'NO SHOW' (red). A question mark icon is also present. A note at the bottom of the screen says 'Your guests seem to be running late. Would you like to send them a reservation reminder?'.



Is a table finished, you can terminate that specific reservation by clicking on **END RESERVATION**.

DISH RESERVATION

Reservations

Table plan

Menu

Guests

Feedback

Reports

Settings

Integrations

Too many guests in house?
Pause online reservations

Wed, 27/09/2023

All Completed Upcoming Cancelled

3 guest(s) 1-2 (Restaurant)

03:23 PM Walkin Done

50% discount on cocktails

03:45 PM Doe, Jane 2 guest(s) L1 (Lounge)

50% discount on cocktails

Your guests seem to be running late. Would you like to send them a reservation reminder?

REMIND ARRIVED NO SHOW

05:45 PM Doe, John 2 guest(s) 1 (BAR)

05:45 PM Doe, Jane 2 guest(s) L1 (Lounge)

Cancelled

Print

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For an upcoming reservation you have the option to either mark it as arrived or no show. Simply click on the corresponding button.

DISH RESERVATION

All Completed Upcoming Cancelled 3 7 3/49

Wed, 27/09/2023

| | | | | |
|--|-----------|------------|------------------|--------------------|
| 03:23 PM | Walkin | 3 guest(s) | 1-2 (Restaurant) | Done |
| 50% discount on cocktails | | | | END RESERVATION |
| 03:45 PM | Doe, Jane | 2 guest(s) | L1 (Lounge) | Confirmed |
| 50% discount on cocktails | | | | REMIND |
| Your guests seem to be running late. Would you like to send them a reservation reminder? | | | | ARRIVED NO SHOW |
| 05:45 PM | Doe, John | 2 guest(s) | 1 (BAR) | Confirmed |
| 05:45 PM | Doe, Jane | 2 guest(s) | L1 (Lounge) | Cancelled |

Print

Too many guests in house?
Pause online reservations

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Is the guest not on time you can send a reminder by using the **REMIND** button. Note: Either an e-mail-address or a telephone number has to be deposited if you have added the reservation manually.

DISH RESERVATION

All Completed Upcoming Cancelled 3 7 3/49

Wed, 27/09/2023

| | | | | |
|--|-----------|------------|------------------|--------------------|
| 03:23 PM | Walkin | 3 guest(s) | 1-2 (Restaurant) | Done |
| 50% discount on cocktails | | | | END RESERVATION |
| 03:45 PM | Doe, Jane | 2 guest(s) | L1 (Lounge) | Confirmed |
| 50% discount on cocktails | | | | ARRIVED NO SHOW |
| Your guests seem to be running late. Would you like to send them a reservation reminder? | | | | REMIND |
| 05:45 PM | Doe, John | 2 guest(s) | 1 (BAR) | Confirmed |
| 05:45 PM | Doe, Jane | 2 guest(s) | L1 (Lounge) | Cancelled |

Print

Too many guests in house?
Pause online reservations

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?

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That's it. You have completed the tutorial and now know how to adjust the status of your reservations.

The screenshot shows the DISH Reservation software interface. On the left is a sidebar with navigation links: Reservations (selected), Table plan, Menu, Guests, Feedback, Reports, Settings, and Integrations. A message at the top right encourages adding walk-in customers or reservation requests. The main area displays a list of reservations for Wednesday, 27 Sep. The first reservation is for 03:23 PM, listed as 'Walkin' with 3 guest(s) in the '1-2 (Restaurant)' section. The second reservation is for 03:45 PM, listed as 'Doe, Jane' with 2 guest(s) in the 'L1 (Lounge)' section. A reminder message for late guests is shown next to the second reservation. At the bottom, there are buttons for 'ARRIVED', 'REMIND' (highlighted in green), and 'NO SHOW' (highlighted in red). The status for the second reservation is 'Confirmed'. The bottom left of the sidebar indicates 'Too many guests in house? Pause online reservations' with a pause icon.



Scan to go to the interactive player