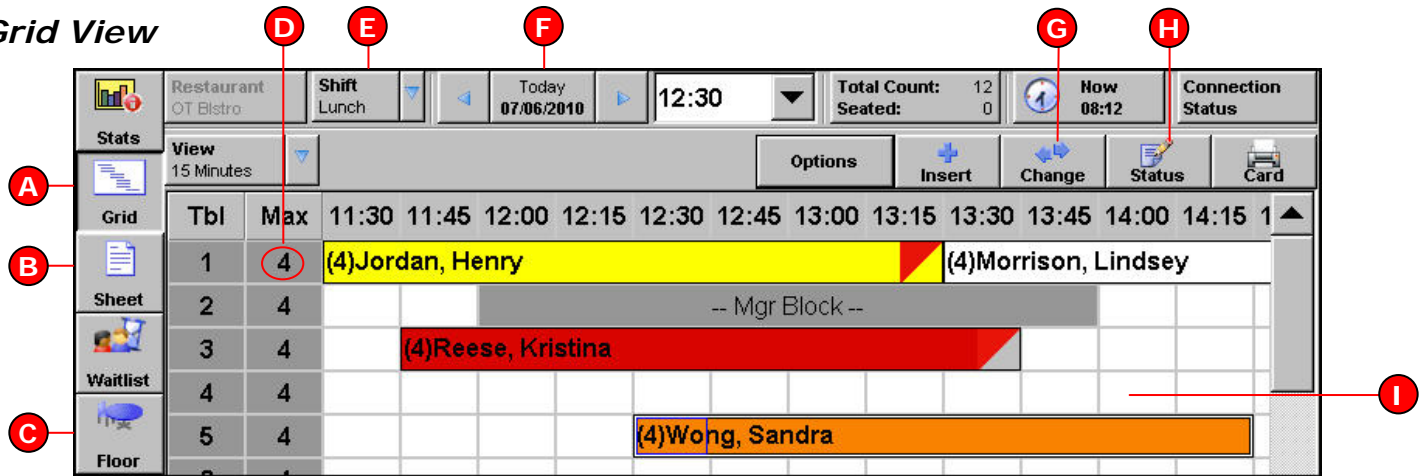


I. Making, Moving, Changing, and Cancelling Reservations

Grid View



- A. Grid:** Display the Grid View.
- B. Sheet:** Display the Sheet View.
- C. Floor:** Display the Floor View.
- D. Max:** Maximum party size for this table.
- E. Shift:** Change shift (lunch, dinner, etc.).
- F. Date:** Change the date.
- G. Change:** Move or cancel a highlighted reservation, view the Change Log.
- H. Status:** Change the selected reservation's status.
- I. Empty Table:** Available for a new reservation.

Making New Reservations

1. Tap **Grid** (A) or **Floor** (C) on the Side Navigation Bar to go to one of those views.
2. Tap **Date** (F) and **Shift** (E) to select the desired date and shift for the reservation.
3. Tap **Make Res** and choose a time and party size that match what the guest requested. The system will automatically suggest a table.
4. Tap the **Reserve** button to choose the suggested table, or tap another table.
5. Enter information to search for the guest.
6. If a returning guest appears in the list, tap the name and then tap **Select Guest**. For new guests, tap **New Guest**.
7. Tap **Save** to book the reservation.

Changing Reservation Details

1. Tap **Grid** (A) or **Sheet** (B) on the Side Navigation Bar to go to one of those views.
2. Find and double-tap the desired reservation.
3. Make your changes and tap **Save**. You can change party size, phone number, guest and reservation notes / codes, etc.



You can change the time here as well, but it might cause a conflict with another reservation. You will be warned if a conflict occurs.

Moving Existing Reservations

1. Tap **Grid** (A) or **Floor** (C) on the Side Navigation Bar to go to one of those views.
2. Find and tap the reservation to be moved.
3. Tap **Move**.
4. Tap **Date** (F) and **Shift** (E) to select the desired date and shift. Use the **Time** dropdown to choose a new time.
5. Tap the empty table where you want to move the reservation.
6. The reservation is moved to the new table.
7. Alternatively, move a reso on the **Grid** (A) by dragging and dropping it onto another table.

Cancelling Reservations / Changing Status

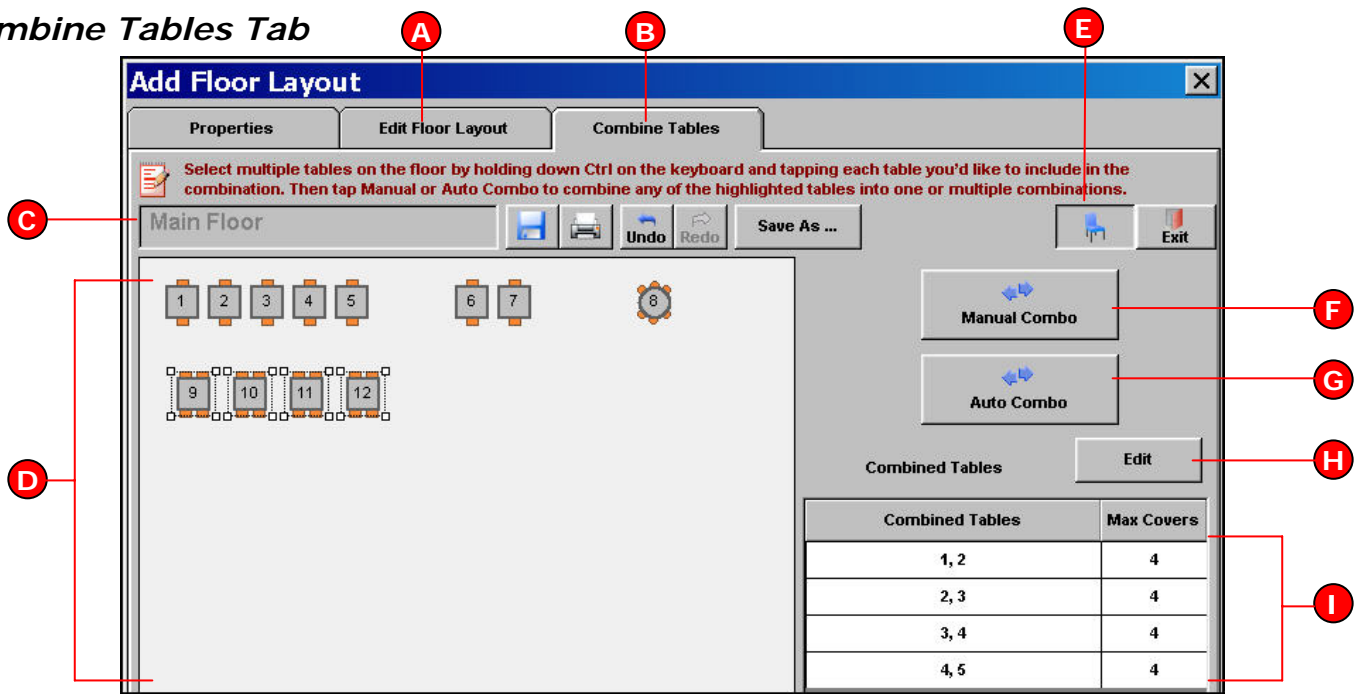
1. Tap **Grid** (A) or **Sheet** (B) on the Side Navigation Bar to go to one of those views.
2. Find and tap the desired reservation.
3. Tap **Status** (H) and then tap **Cancelled** to cancel the reservation. The reservation is cancelled and removed from all views.
4. Or instead of **Cancelled**, you can tap one of the other status values. The background color is changed to reflect the new status.



Cancellations are recorded in the guest's history. Some status changes are not allowed, depending on the current status and date.

II. Creating Floor Layouts and Table Combinations

Combine Tables Tab



- A. Edit Floor Layout:** Add, edit, or delete tables on your floor.
- B. Combine Tables:** Tell the system which tables in your inventory are combinable.
- C. Floor Layout Name:** The name of the floor layout you are currently editing.
- D. Tables:** The tables you created in the Edit Floor Layout tab.
- E. Show/Hide Chairs:** Toggle viewing chairs on the tables on and off.

- F. Manual Combo:** Combine any of the highlighted tables into one combination.
- G. Auto Combo:** Combine all highlighted adjacent tables into as many combinations as possible.
- H. Edit:** Brings up the list of combinations created, can also edit the Min/Max cover values for each combination.
- I. Combined Tables:** Lists all combinations already made for this floor.

Adding Tables

Your restaurant's available inventory will be completely based on the tables which are setup in the floor layout(s). Therefore it is very important to ensure your floor is an accurate representation of your restaurant's true table inventory.

You can add a table at any time by clicking the **Edit Floor Layout** tab (A) and adding tables to the floor plan.

Once your tables are created, you can create reservation sheets. See [IV. Editing Reservation Sheets](#) for more details.



A note about Manager Blocks: Manager Blocks allow restaurants to block sections of inventory from being booked online. These blocks are put in place for every day the sheet is active. In addition, restaurants can block a section of time on an individual table by using the Block Table button on the Grid and Floor views. See section [IV: Editing Reservation Sheets](#) for more information on how to add a Manager Block.

Combining Tables

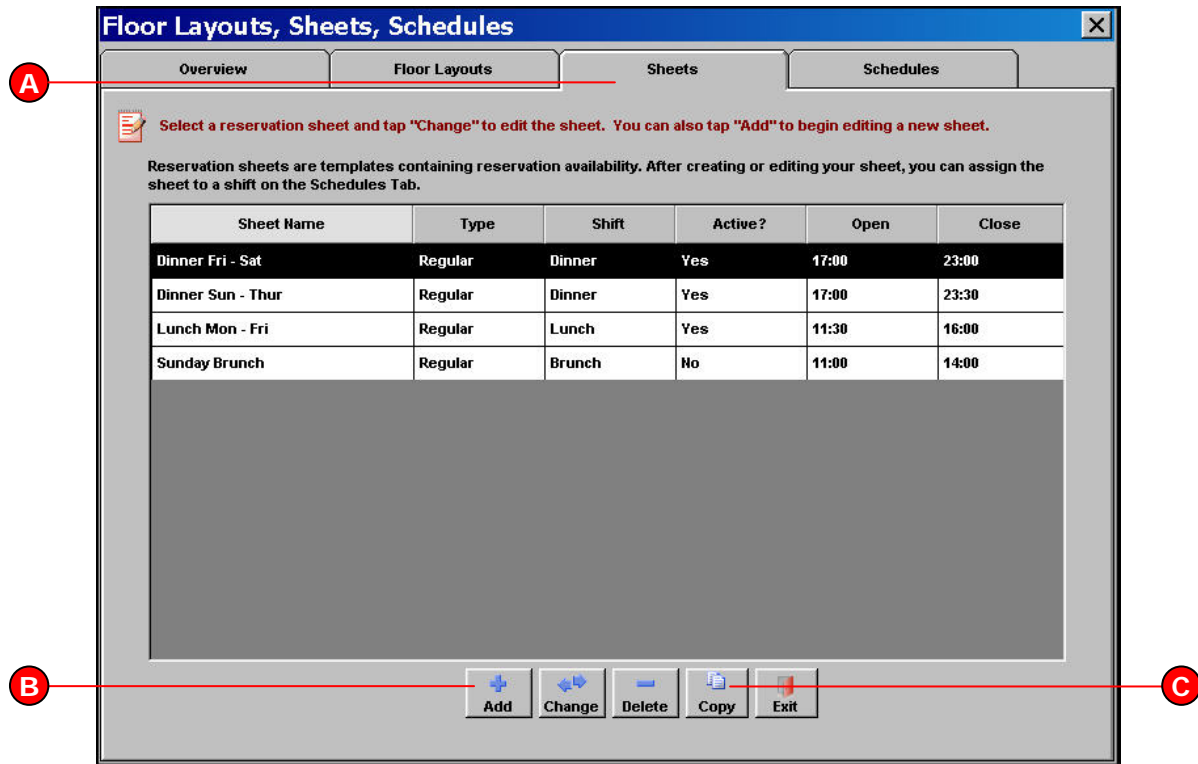
1. Tap the **Combine Tables** tab (B). All tables you created in the **Edit Floor Layout** tab (A) are displayed.
2. Select multiple tables on the floor by holding down the Ctrl key on the keyboard and tapping on each table you'd like to include in the combination.
3. Tap **Manual Combo** (F) to add a single combination, or tap **Auto Combo** (G) to create multiple combinations between 3 or more tables.
4. Tap **Edit** (H) to bring up the list of combinations you've created. You can delete any unwanted combinations from the list.
5. Table combinations will be used by the system to suggest table seatings when making a reservation, and will be available for diners to book online.



Have a spare table in the back that you only use for large party combinations? Just add the table to the floor, but create a manager block for it so no one can book it online.

III. Creating Reservation Sheets

Floor Layouts, Sheets, Schedules Dialog



Floor Layouts and Sheets

The OpenTable System is based on **floor layouts**. Floor layouts are computer representations of the restaurant's dining rooms that will display on the Floor View for seating guests during a shift. Floor layouts are assigned to reservation sheets.

Reservation sheets use the assigned floor layout(s) to represent the times the restaurant will accept dining reservations.

Creating a Reservation Sheet

1. Tap **Admin** on the Side Navigation Bar. Then, tap **Floor Layouts, Sheets, Schedules**.
2. If prompted, enter a password.
3. Tap **Yes** to backup your reservation book. Then tap the **Sheets** tab (A).
4. Tap **Add** (B) to create a new sheet.
5. Enter a name for the new sheet (sheet names must be unique) and select the Shift and Type. Tap the clock icons to set the first and last seating times.
6. Assign a **floor layout** to the sheet. Tap the **Sheet Settings** tab to edit turn times and the max cover arrivals. Then go to the **Edit Sheet** tab (see [IV. Editing Reservation Sheets](#)).
7. Tap **Save** to save the sheet.

Scheduling

Default Schedules are the restaurant's REGULAR schedule for each of the seven days of the week (Sunday – Saturday). Set up your Default Schedule by assigning reservation sheets to the open shifts for each day of the week. Once configured, the Default Schedules will be in place throughout the year.

Alternate Schedules are one time schedule changes that temporarily replace your Default Schedule. See [V. Scheduling ...](#) for more details on how to make scheduling changes.

Copying a Reservation Sheet

Instead of creating a new sheet, you can save time by copying an existing sheet.

1. Tap **Admin** on the Side Navigation Bar. Then, tap **Floor Layouts, Sheets, Schedules**.
2. If prompted, enter a password.
3. Tap **Yes** to backup your reservation book. Then tap the **Sheets** tab (A).
4. Tap the reservation sheet you want to copy and tap **Copy** (C).
5. Enter a name for the new sheet (sheet names must be unique) and tap **Save**.

IV. Editing Reservation Sheets

Edit Sheet Dialog

Edit Sheet

Properties | Sheet Settings | Edit Sheet

Save As... | Save and Exit | Edit Floor Layouts | Exit

Use the Change button beneath the Sheet Details area to edit the settings for table seating(s)

Sheet Name: Lunch 2 | Shift: Lunch | First Seating: 11:30 | Last Seating: 23:30

Legend: ▲ = Changed Table

*	Floor Layout	Table Numbers	First Seating	Last Seating	Min	Max	Type	Mgr Block
	Dining Room	1	11:30	23:30	1	2	Walk-In	
	Dining Room	2	11:30	23:30	1	2	Walk-In	
	Dining Room	3	11:30	23:30	1	2	Walk-In	
▲	Dining Room	4	11:30	23:30	1	2	Manager	12:00 - 13:00
▲	Dining Room	5	11:30	13:00	1	2	Seating	
▲	Dining Room	5	13:15	23:30	1	2	Seating	
	Dining Room	6	11:30	23:30	1	2	Standard	
	Dining Room	7	11:30	23:30	1	2	Standard	
	Dining Room	8	11:30	23:30	1	2	Standard	
	Dining Room	9	11:30	23:30	1	2	Standard	

Change | Show Table Combinations




One reservation sheet may be assigned to more than one shift! Changing the sheet will affect all the shifts that the sheet is assigned to. Go to the Properties tab on the Edit Sheet dialog to see what shifts the reservation sheet is assigned to.

Editing Sheets from the Grid / Sheet View

1. Tap **Grid** or **Sheet** on the Side Navigation Bar to go to one of those views.
2. Tap **Date** and **Shift** on the Top Navigation Bar to go to the date and shift that has the reservation sheet you want to edit.
3. Tap **Options** on the Top Navigation Bar. The name of the floor is displayed at the top.
4. Tap **Edit This Reservation Sheet**.
5. If prompted, enter a password.
6. The **Edit Sheet** dialog is displayed.

Adding Floor Layouts to a Sheet

1. Select and load the sheet you want to edit.
2. In the **Properties** tab, tap the  icon to assign the floor layout(s).

Editing Table Attributes on a Sheet

1. Select and load the sheet you want to edit.
2. Tap the **Edit Sheet** tab.
3. Tap the table you want to edit (B). Tap **Change** (C).
4. From here you can edit the First Seating time, Last Seating time, and Min/Max Party Sizes for this table. You can also add a Manager Block.
5. Tap **Save**. The table is changed and a triangle is displayed in the "*" column next to it.
6. You can also edit table combinations. Tap **Show Table Combinations** (D).
7. Select the table combination you want to edit (B). Then tap **Change** (C) to edit its settings.
8. Once you are done with all table edits, tap **Save** (A) to save your sheet changes. All OpenTable terminals in the restaurant are updated and the "*" column is cleared.

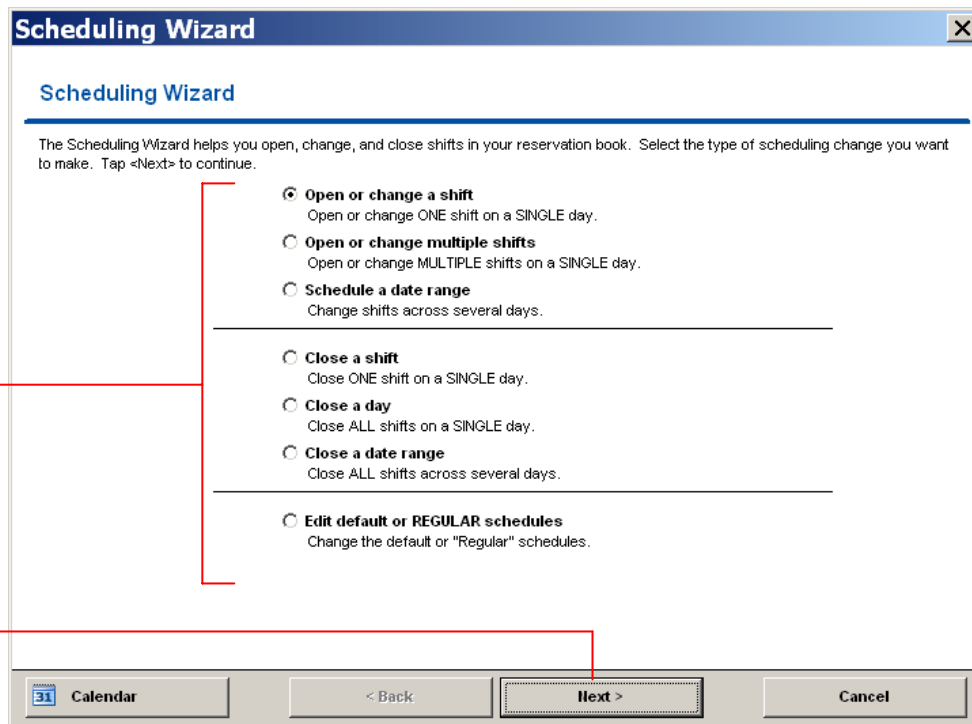
Editing Sheets from the Admin View

1. Tap **Admin** on the Side Navigation Bar. Then, tap **Floor Layouts, Sheets, Schedules**.
2. If prompted, enter a password.
3. Tap **Yes** to backup your reservation book. Then tap the **Sheets** tab.
4. Tap the reservation sheet you want to edit and tap **Change**. The **Edit Sheet** dialog is displayed (see above).

Setting Turn Times and Controlling Overbooking

The **Sheet Settings** tab (E) lets you set turn times and control pacing of covers to throttle overbooking.

Scheduling Wizard



Launching the Scheduling Wizard

The easiest way to make most scheduling changes is to use the **Scheduling Wizard**.

1. Tap **Grid** or **Sheet** on the Side Navigation Bar to go to one of those views.
2. Tap **Options**, then tap **Scheduling Wizard**.
3. Select the task you want to perform (A) and tap **Next** (B).

Accessing the Calendar View

To make several different scheduling changes across multiple days, use the Calendar View instead. To access the scheduling Calendar View:

1. Tap **Admin** on the Side Navigation Bar. Then tap **Floor Layouts, Sheets, Schedules**.
2. Tap the **Schedules** tab to display the Calendar View.

Setting Up Holidays & Special Events

1. If necessary, create a new reservation sheet for the holiday or special event (see [IV. Editing Reservation Sheets](#)).
2. Launch the **Scheduling Wizard** (see above).
3. Tap the **Open or change a shift** option or the **Open or change multiple shifts** option (A) and tap **Next** (B).
4. Follow the on-screen instructions to complete the scheduling wizard and assign your holiday or special event sheet to the appropriate shift.

Closing a Day or Shift

1. Launch the **Scheduling Wizard** (see above).
2. Tap the **Close a Shift** option or the **Close a Day** option (A) and tap **Next** (B).
3. Follow the on-screen instructions to complete the scheduling wizard.



Shifts with pending reservations cannot be closed.

Setting Default Schedules

Default Schedules are the restaurant's **REGULAR** schedule for each of the seven days of the week (Sunday – Saturday). To set up your defaults:

1. Launch the **Scheduling Wizard** (see above).
2. Tap **Edit Default or REGULAR Schedules** (A) and tap **Next** (B).
3. Follow the on-screen instructions to complete the scheduling wizard.

Opening / Changing a Day or Shift

1. Launch the **Scheduling Wizard** (see above).
2. Tap the **Open or change a shift** option or the **Open or change multiple shifts** option (A) and tap **Next** (B).
3. Follow the on-screen instructions to complete the scheduling wizard.

Symptom

Solution

Black Screen	Check power switch on monitor, power cord connection, and power strip. Make sure that everything is connected.
Touchscreen not responding to your touch	Press Control and Esc simultaneously. Use the arrow key to select "Shut Down" and press enter. Press "R" on your keyboard until you see "Restart" in the picklist. Press enter to restart. Then check all power cords for the computer and monitor to ensure a snug fit.
"No Input Signal" or "Cable Not Connected"	Make sure all cables are securely connected. If the message is still visible, the computer (separate device) might be off. Push the power button on the computer. If it does not turn on, check the power cord connection, located in the back. Also, make sure it is plugged into a working power outlet.
"The system could not log you on"	Your password has been entered incorrectly. Make sure you turn off Caps Lock and Num Lock (all keyboard lights should be off). Check password and try again.
Keyboard typing incorrect characters	Press Num Lock and Caps Lock keys until no green lights (on the keyboard) are turned on.
Keyboard not working at all	Ensure that the keyboard's cord is connected to your computer. Test this by pressing the Caps Lock key. A green light should come on.
"Trouble Connecting to Information Server"	Your connection between computers is most likely down. Ensure the server terminal is on. Restart all computers.
I want to change my schedule but I cannot find the Configuration Tool.	All scheduling and configuration has been redesigned and incorporated into the Admin View (tap "Admin" to access).
I cannot seat reservations for today's shift on the Floor View because it does not display a floor layout.	Tap "Now" on the Top Navigation Bar. Then tap "Floor" on the Side Navigation Bar. Tap "Options" in the lower right part of the Floor View and follow the on-screen directions.
The connection status indicator (top right button on the Top Navigation Bar) shows that I am "Offline".	Tap the button that says "Offline" on the Top Navigation Bar. Then tap the "OpenTable Connection" row and follow the on-screen troubleshooting tips.

Safe OpenTable and Computer Shutdown Procedure

- Press and hold the **Shift** and **F10** keys simultaneously.
- When asked: "Are you sure you want to exit?", tap **Yes**.
- Tap **Start**, then **Shutdown**. When prompted, tap **Shutdown** and then tap **OK**.

To contact OpenTable Customer Support:

