

Manual

DISH Reservations

- Getting Started -



Inhoud

How do I log in?	3
Settings	4
<i>Account.....</i>	<i>4</i>
<i>Users</i>	<i>5</i>
<i>Rooms & tables.....</i>	<i>5</i>
<i>Online reservations</i>	<i>7</i>
<i>Opening hours</i>	<i>10</i>
<i>Service manager</i>	<i>10</i>
<i>Feedback</i>	<i>12</i>
<i>Message centre.....</i>	<i>12</i>
<i>Properties.....</i>	<i>13</i>

How do I log in?

To log in on a PC, laptop or tablet, go to: **app.tafelreservering.com**

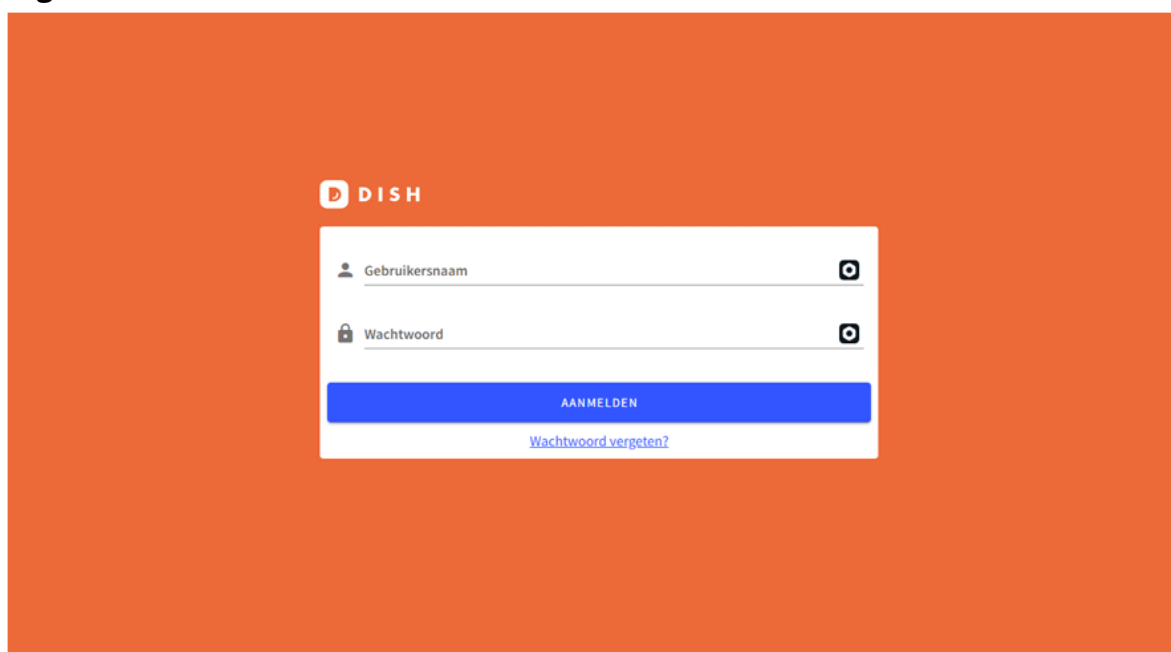
DISH Table Reservations opens in the language shown at the top right of your screen.

You can select a different language here. You can then log in by entering your username (email address) and password. You can find the password in the welcome email.

**existing customers can continue using the same username, for example 5000@restaurantdish, and the same password.*

Tip: place a shortcut on your desktop or download the iOS app for your iPad or iPhone.

Login screen



Forgot your password? Click 'Forgot password?'. A temporary password will be sent directly to your account email address.

Forgot your username? Contact the Eijsink helpdesk.

After signing in, you will remain logged in until you manually sign out.

Settings

When you log in for the first time, a pop-up appears in the bottom-right corner to guide you through the first steps. Below, we explain these steps in more detail, as well as the steps you can follow afterwards to get off to a good start with DISH Table Reservations.

Account

Go to 'Settings', then 'Account' and 'General'. The account details are used for, among other things: the **reservation widget**: name and colour; the **automatic emails**: account name, email address, visiting address, website, phone number and logo; the **Google integration**: Google links based on name and address details.

1. Display:
 - **Colour**: click 'brand colour' to enter your own corporate colour. The system automatically generates a second matching colour.
 - **Logo**: click 'Change logo' to import your company logo. This will be shown in the automatic emails.
2. General settings:
 - **Account ID**: automatically generated and cannot be edited.
 - **Time zone**: select your continent/capital city here. For Dutch customers, select 'Amsterdam'.
3. Languages:
 - **Language**: select the languages you want to use when communicating with your guests. The languages enabled here determine the languages into which your messages and service descriptions can be translated. If a guest's preferred language is available, messages will be sent in that language. If not, they will be sent in the default language.
4. Address:
 - **Restaurant name**: enter your company name here. This is shown at the top of the reservation widget and in guest communication.
 - **Address**: enter your location address.
5. Contact details:
 - **Phone**: the phone number entered here is referenced in communication with guests.
 - **Email address**: the email address is the reply-to address for all email messages sent and is referenced in guest communication, such as the widget and location details.
 - **Socials**: enter the links to your social channels to increase interaction with these channels. Guests can click through to them from messages.
6. Save changes: do not forget to save your changes in the top-right corner.

Users

The main user is already set up by default. You can create a new user by clicking '+ Add new user' in the top-right corner.

Enter an email address and name for each user and specify what this person is and is not allowed to do by enabling or disabling the different permissions. After saving, this person will automatically receive an email with sign-in instructions.

Tip: for a general account, always enable 'shared user', so that later in the settings you can require employees to enter their name whenever they perform an action on this account. Disable this for an account with a personal email address.

Rooms & tables

This is where you create rooms or spaces. Think of 'Restaurant', 'Conservatory', 'Upstairs room' or 'Terrace'. In this room or space, you place tables and chairs. The number of chairs indicates the total capacity for that room.

1. + Add: create a new room.
2. Room settings:
 - **Room name:** give the space a name.
 - **Online:** activating this option allows guests to make an online reservation for this room. The guest does not see which room they are reserving, unless they have selected a service linked to a room.
 - **Online capacity:** this lets you set the maximum online capacity for the room. Please note: this function only becomes active after you have added tables and chairs. By setting the maximum online capacity lower than the total number of chairs, you keep seats available for phone reservations and walk-ins.
3. Tables:
 - **Set up tables:** click 'add' to add a table. Click the pencil icon to adjust the table name or the number of seats per table. You can change the order by clicking the arrows in front of the table, holding them down and dragging the table.
 - **Set up floor plan:** after adding tables, you can set up a floor plan. This is a fixed floor plan and cannot be changed per day. Click the '+' in the left-hand column. A table will be added, which can then be dragged, rotated and changed in shape by clicking the three dots.

4. Table arrangements:

- **Recommended table arrangement:** recommended table arrangements allow you to define the order of tables and different group sizes. This creates online availability for groups.

Group sizes: Click 'add table arrangement', click 'table arrangement' and select the two or more tables you want to combine for a group. Then click 'number of persons' and select the number of people who can be seated at this combination of tables. Example: Table 1 + 2, both separately suitable for 4 guests, can also be used for 6, 7 or 8 guests. Confirm this by clicking save. Please note: do this separately for each table combination. Do not select all tables under 'table arrangement' that can accommodate 6, 7 or 8 guests at the same time. That would tell the system that all of those tables form one single combination. *Please note: You cannot select more people than the basic maximum number of seats set per table. Do you sometimes add an extra chair? Then add an A/B table with 1 or 2 persons.* Example: table 1B has 2 seats. You can select that combination for 5 or 6 guests.

Table order: To create a preferred order, add the tables for the desired number of guests. Example: table 1 for 4 persons, table 2 for 4 persons. Then click the '4 guests table arrangements' line and drag the tables into the desired reservation order using the arrow. Example: you want table 2 to be reserved first for 4 persons, and table 1 only afterwards.

The interface consists of two main panels. The left panel, titled 'Aanbevolen tafelschikkingen', shows a 'Nieuwe tafelschikking' modal. It displays 'Tafel 1+2' with '8 zitplaatsen' (8 seats). Below this, a dropdown menu for 'Aantal personen' (Number of persons) is open, showing options: 5 gasten, 6 gasten (checked), 7 gasten (checked), 8 gasten (checked), 9 gasten, and 10 gasten. The right panel shows a modal for '4 gasten' (4 guests). It contains a table with two rows: the first row shows '2' tables for '4 zitplaatsen' (4 seats), and the second row shows '1' table for '4 zitplaatsen'. At the bottom right of this modal is a 'GEREED' button.

- **Unwanted table arrangements:** by entering unwanted table arrangements before going live, the system knows from the start which table(s) online reservations may not be assigned to. Think of a table used as a display table, or a table where you only accept reservations yourself during very busy moments.
5. Reservation duration:
- **Default reservation duration:** the default time blocked for a reservation. You can later deviate from this specific duration for a special event or specific day.
 - **Custom reservation duration:** click 'set custom reservation duration' and then 'add' if you want to automatically add a number of minutes to the default reservation duration for larger groups. This can be set for a specific time slot or for the entire day. For example, for groups of 6 or more, if your default setting is 2.5 hours, you may want to add 30 minutes for a larger group.

Online reservations

1. Online reservations:
 - **Reserve with Google:** after you activate this option, it will be visible in Google and Google Maps no later than the next day. By activating this feature, you improve your online visibility and allow guests to reserve quickly based on your availability and services. Deposits are also included in this process.
2. Online reservation options: set your restaurant's default online reservation settings here. These can later be adjusted per service.
 - **Minimum and maximum number of guests per reservation:** these are the group sizes for which guests can make an online reservation directly. For larger groups, the widget shows 'more guests?' with a message advising them to make contact.
 - **Minimum booking lead time:** the amount of time required between making the reservation and the reservation start time.
 - **Maximum number of days in the future:** how many days in advance a reservation can be made. This automatically rolls forward.
 - **Minimum time before changes/cancellations:** within this timeframe, the guest can change or cancel their reservation themselves.
 - **Available for today until:** if this is shorter than the minimum booking lead time, you can use this to specify until what time on the same day reservations may still be accepted. This is useful, for example, if you do not want to be surprised by last-minute dinner reservations.

- **Maximum number of guests and maximum number of reservations per start time:** per 15 or 30 minutes, which can be set later, this allows you to spread the maximum number of reservations and/or guests you want to receive at each moment.
 - **Enable reconfirmation:** automatically send guests an email at a set moment before their reservation takes place. This reduces the number of no-shows.
 - **Enable waiting list:** prevent empty seats caused by last-minute cancellations. With the waiting list, guests can sign up and receive an email when availability opens up so they can quickly reserve their place. This reduces the number of last-minute empty tables. *Available from the Business package.*
3. Widget integration:
- **Website:** you can easily add the online reservation widget to your website. All you need to do is add a script, or code, to your website. Once you have done this, all visitors will immediately see a booking widget connected to your Guestplan account. You are then ready to receive online reservations directly from your website. **Tip: click the 'documentation' link for more information. If you cannot edit the website yourself, contact your webmaster. The integration is quick and simple.**
 - **Direct link:** you can download your personal QR code by clicking 'show QR code'. If needed, adjust the text line guests see. The https link is the direct link to your widget. You can easily share it via WhatsApp or add it to an external hotel or event reservation system. Click 'change URL address' and enter your restaurant name before .guestplan.io.
4. Widget settings:
- **Widget appearance:** this section allows you to adjust the visual style of the widget. You can align the widget's appearance with your brand and user experience.
 1. Colour: choose between the account colour or a custom colour for the appearance of the widget. This ensures that the widget matches the colour scheme of your website.
 2. Language: set the language of the widget in one of the following ways:
 - Account language: the widget follows the language set for your DISH account.
 - Detect from HTML: the widget automatically detects the language based on the HTML on the page.
 - Fixed language: you can set a fixed language by using the parameter `_gstpln.locale = 'xx'`.

3. Automatically maximise the widget in desktop browsers: enable this option to automatically expand the widget when opened via desktop browsers, improving visibility and interaction.
- **Terms & Conditions and Marketing:** these settings help you meet legal requirements and marketing preferences when reservations are made.
 1. Ask users to agree to the terms and conditions: enable this option to require guests to agree to the terms and conditions before they can make a reservation.
 2. Ask users for newsletter consent: enable this option to ask guests whether they want to subscribe to your newsletter. *Newsletter functionality is available from the Business package.*
 3. Consent checkbox selected by default: enable this option to select the newsletter consent checkbox by default, so guests do not have to tick it manually.
 - **Action button settings:** make sure the reservation button display is enabled. Showing the gift voucher button is not applicable for DISH customers. Questions about gift vouchers? Contact verkoop@eijnsink.nl.
 - **Group reservations:** if the party is larger than your maximum number of guests set for online reservations, this option still allows guests to reach you. Enable this and show your email address and phone number if that is your preference, so guests can contact you quickly for group reservations.
 - **Advanced preferences:**
 1. Note fields: select one or both options to allow guests to share general comments and/or dietary requirements when making a reservation.
 2. Additional contact details: select the fields you want guests to complete when making a reservation. *Please note: these fields are not mandatory.*
 3. Ask for age groups: by selecting this option, guests are asked during the reservation process about the composition of the group in the categories adults, children and babies, and, if applicable, the number of high chairs.
 4. Notifications: select one of the available texts per scenario to be shown in the widget.

Opening hours

1. Opening hours: this is where you set the opening hours based on the guest's arrival times. For each day of the week, you can indicate which times you want to open or close. Choose 'switch to simple view' to easily close days at once by unticking them, and to change the interval from 15 minutes to 30 minutes. In the advanced view, click a time slot to open or close it, or to enter custom settings. Under 'custom', you can indicate whether there is a deviation from the default settings for one specific time on a weekday. For example, you can set a fixed minimum/maximum number of guests per reservation, a maximum number of guests/reservations per start time, or a fixed end time when a guest reserves at a certain time. Once you have set this once, the system remembers this specific custom setting and you can easily apply or adjust it for other time slots.
2. Custom opening hours: this is where you set deviating opening hours, as well as minimum/maximum guests/reservations and end times for one specific day. For example, a closure on 1 January. You can also set a custom number of guests for your capacity spread here, for example if you have one single arrival moment at Christmas when all guests need to be welcomed.

Service manager

Services can be used to guide guests more effectively when choosing what to reserve and to give your team internal insight into what the guest is coming for, such as lunch, dinner, a 3-course menu or a 4-course menu. In the Service Manager, you can also create services for special holidays, packages, promotions, suggestions, events, campaigns, drinks, parties, private events, discounts, offers and more. You can also link specific rooms to a service, for example a High Tea linked to a table in the conservatory.

Example services

Service Manager

instellingen / Service Manager

☐ Toon Inactief

+ NIEUWE SERVICE TOEVOEGEN

Service Manager

Beheer Services voor het reserveren van activiteiten, bepaalde promoties, aanbiedingen, evenementen, kortingsacties en specials. Laat gasten (aan)betalen tijdens het reserveren en voorkom no-shows. Services worden weergegeven in de widget voor online reserveringen.

	Afbeelding	Kleur	Service Titel	Weekdagen	Tijd vanaf	Tijd tot en met	Actief	
↓			Rondleiding Museum	ma di wo do vr za zo	10:00	10:00	Actief	
↓			Lunch	ma di wo do vr za zo	10:00	17:00	Actief	
↓			A La Carte	ma di wo do vr za zo	17:00	21:30	Actief	
↓			Moederdagbrunch	ma di wo do vr za zo	10:00	13:30	Actief	
↓			Diner	ma di wo do vr za zo	17:00	21:30	Actief	
↓			3-gangen diner hotelgast	ma di wo do vr za zo	17:00	21:30	Actief	
↓			High Tea	ma di wo do vr za zo	11:00	15:00	Actief	
↓			Borrelarrangement - High Beer	ma di wo do vr za zo	16:00	20:00	Actief	
↓			High Cocktail	ma di wo do vr za zo	20:00	22:30	Actief	

1. Create a new service:
 - **New service:** Click '+ add new service' in the top-right corner.
 - **Display:**
 1. Language: choose the language in which you want to offer the services. The default is your standard language. Add a new language by clicking '+' on the right.
 2. Service title: this is the name of the service shown in the widget, for example 'Lunch', 'À la carte dinner', '4-course dinner' or 'Christmas dinner'.
 3. Image: add an image.
 4. Description: add a description of the service here.
 5. Tags: this is where you can add short texts that should be highlighted.
 6. Active: once you set this service to active, it can be reserved via the widget.
 7. Start screen: if you want to promote a service and show it directly in the widget, switch this on. If you only want the service to appear when the guest searches for a specific day, date or number of guests, switch this off.
 8. Required: enable this if, based on a specific day, date or number of guests, only this service can be reserved. For example, a special evening or Christmas dinner. In addition to that special event, there is no other reservation option available.
 - Service availability:
 1. Time from and until: the time period in which the guest can make a reservation.
 2. Weekdays: select the available weekdays.
 3. Limit the available period: this applies when the service should only be bookable during a specific period, for example Christmas dinner on 25 and 26 December.
 4. Set a black-out period: this applies when the service should specifically not be bookable during a certain period. For example, à la carte is not available at Christmas because you offer a special menu. In that case, set the black-out period for the À la carte service to 25 and 26 December.
 - Payments: for deposits, you can connect your Stripe or Mollie account. First go to Apps, select Stripe or Mollie and follow the connection steps. Once this has been done, you can enter a deposit amount per person or per reservation for each service.

- Advanced settings: if the criteria for this service differ from the default settings, you can enter them here. For example, a general reservation can normally be changed or cancelled by the guest up to 1 hour in advance, but for a specific service with purchasing requirements, such as High Tea, you may want guests to be able to change or cancel no later than 3 days in advance.
- 2. Manage services: after creating multiple services, you can change the order in which they are displayed by using the arrow in front of the image. Copy or delete services by clicking the three dots behind the service. Show inactive services by ticking 'Show inactive' in the top-right corner.

Feedback

By enabling feedback, a feedback link is included in the thank-you email that is sent to guests after their visit. This feature helps you gain valuable insights to improve your hospitality and service quality. This can be a general feedback request, or you can enable 'ask for extended feedback' for a breakdown by food, atmosphere and service. You receive the feedback directly in the separate feedback module. This prevents direct publication of complaints and gives you the opportunity to genuinely help your guests further. *Available from the Business package.*

Message centre

The sending of automated messages is managed in the message centre. Under 'Messages', you can configure automated messages.

1. Standard messages: standard messages are already available for you. You can activate and adjust them as needed. Click a message line to open the settings for that message.
 - **Active:** select whether the message rule should be active or not.
 - **Send BCC:** when selected, you receive a BCC of each message at the email address entered in the account details. This applies to all messages sent to a guest about the subject shown in that message rule.
 - **Custom templates:** click '+ new custom template' to adjust the standard text and add a new language. A suggested translation is generated based on your standard text. The template uses placeholders, so the text is always personalised. Your restaurant details, as entered in the account settings, are also always included at the end of the message.

Tip: to reduce no-shows, enable a reminder email. To encourage guest engagement and receive feedback, the thank-you email is recommended.

2. Custom messages: add new messages yourself. These can be specific to a message rule type, campaign, service or room. For example, for Christmas or a High Tea, you can automatically send a different confirmation than the standard one.

Tip: enable at least the message rules 'new reservation (by employee)', 'changed reservation (by employee)' and 'cancelled reservation (by employee)'. This ensures that every new, changed and cancelled reservation made by an employee is also properly confirmed, provided that an email address has been entered.

Properties

1. Employees: keep track of who created, changed and cancelled reservations by adding employee names for employees who work with general accounts. To do this, add the employee names here. Click 'add' and then click the pencil icon in the list to add the name. Confirm this by clicking 'save changes' in the top-right corner.
2. Tags & notes: frequently used notes can be added as tags & notes, so you do not have to repeatedly type the same comments in reservations. Examples: gluten-free, high chair, by the window. You can add multiple tags to one reservation. Click 'add' and then click the pencil icon in the list to add the tag text. Confirm this by clicking 'save changes' in the top-right corner.
3. Reservation labels: use labels to keep an overview of important categories. These are clearly shown in the guest list. Examples: birthday, hotel guest, on account, complaint. One label can be added per reservation. Click 'add' and then click the pencil icon in the list to add the label text. Confirm this by clicking 'save changes' in the top-right corner.
4. Advanced settings:
 - **Table arrangements:** for automatic table assignment, set 'table arrangements' to active. Number of empty seats means that a specific table can be reserved with x number of empty seats compared with the default occupancy entered. Example: table 2 is for 4 people and the number of empty seats is set to 3. Table 2 can then be reserved for 1, 2, 3 and 4 people.
 - **General options:** enable 'employee name required' here if you want the employee's name to always be requested on general accounts. The names entered under 'employees' are always shown.
 - **Unread reservation options:** for new reservations, a pop-up always appears at the envelope icon in the top-right corner. Choose here whether you also want this for online cancelled and changed reservations. You can also choose here whether you want to mark all reservations as read.
 - **Lunch/dinner options:** make the number of lunch and dinner guests easy to view in reports, your dashboard and the guest list by setting a split at a specific time here.
 - **Display options:** the basic colour is light, but if you want to view your reservation environment in dark mode during a certain period each day, you can set that here.