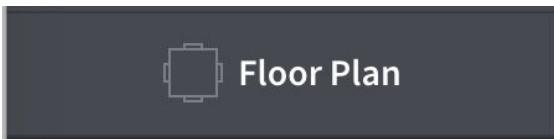# Guest Center Availability Update

The new version of Guest Center Availability is now live! We've made some important changes to make controlling your table availability easier, more flexible, and more efficient. Now you can:

- Categorize tables like **Bar, Counter, Outside and High-Top**.
- Define your large party size.
- Define early, mid, and late time periods.
- Customize table availability by time period.

The new Availability setup draws a distinct line between creating availability and controlling it. Though much of the setup path will remain the same, we've made some key improvements and additions.

 Floor Plan: Create floor plans, define table capacities, and categorize tables by type.

Previously, you would set your table availability by clicking the slider bar on "Available For Reservations" to define its availability for reservation. This toggle has been moved to the Schedule section, and is assigned based on shift (covered below.)

Before:

After:

Table Properties	
Table Name	1
Table Type	
Regular	⌄
Available for Reservations?	Yes / No
Min Party	2
Max Party	4
Duplicate	
Delete	

Table Properties	
Table Name	22
Table Type	
Regular	⌄
Min Party	2
Max Party	4
Duplicate	
Delete	

This solved a main issue of needing multiple copies of the same floorplan with different availability.

Example:

I have a patio that I open up for reservations for lunch, but for dinner it is first come first served. Previously I would have to create two copies, one with no reservable tables assigned to dinner, and one with reservable tables assigned to lunch.

With the new setup, I would define that availability in the shift itself. This eliminates the need to have multiple copies of the same floorplan.
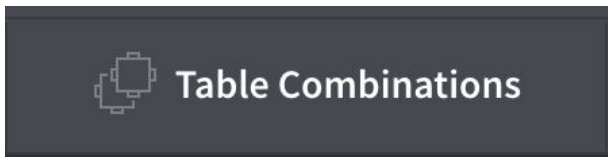

Table Combinations: Set combinations based on table categories and create larger party availability.

Following with the removal of table availability on the floorplan, you also no longer define availability in the combinations settings. Availability has been moved to the shift settings.
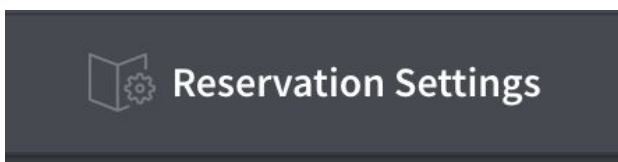
Before: After:

All Combinations			
4 Tops (8)			⌄
Combination	Min	Max	Reservable
10/11	3	4	Yes No 🗑
11/12	3	4	Yes
13/12	3	4	Yes
13/14	3	4	Yes
14/15	3	4	Yes
15/16	3	4	Yes
16/17	3	4	Yes
17/18	3	4	Yes
6 Tops (5)			⌄

All Combinations		
4 Tops (8)		⌄
Combination	Min	Max
10/11	3	4 🗑
11/12	3	4
12/13	3	4
13/14	3	4
14/15	3	4
15/16	3	4
16/17	3	4
17/18	3	4
6 Tops (7)		⌄

Reservation Settings: Set global reservation definitions

You will now be able to define what constitutes a "large party" for your restaurant.

Large Parties

What do you consider a large party?

5+ ⌄

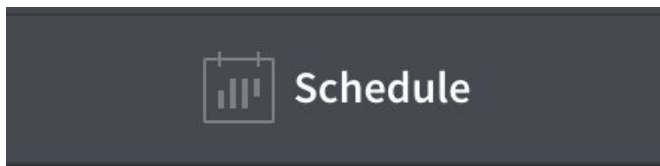Large parties will be called out for hosts in the Shift Notes.

This adds the ability to do two things:
- Define what a large party is
- Using that definition to affect availability on the shift level

Example:

Previously in a scenario where you would want to limit large parties at certain times, you would had to have created duplicate floorplans, one which limited availability by flagging large party tables and combinations as Non Reservable, and then assigning that floor plan to the shift where you wanted to limit it.

Now, that availability will be defined in the shift, based on the party size selected in Reservation Settings.

📅 Schedule

Schedule: Set reservation taking hours, define shift periods, turn times, pacing and define table availability.

In the new Capacity Setting screen you can still set your shift turn times and cover pacing limits, but now you can also define how different table types should be offered on a shift by shift basis.

This update will allow quite a few more options with regards to defining table availability, and ultimately give more control on table inventory. Now you will be able to:

- Define time periods within a shift
- Set Table type availability by time period
- Set large party availability by time period
- Set table and combination exceptions

Before:

Capacity Settings

Schedule

4:30 PM to 11:30 PM

Tuesday, Wednesday, Thursday, Friday and Saturday

Name

Dinner

Dining Areas

Main Dining

Turn Times

Specify the average turn time based on party size.

1 - 2 Guests   1 h 0 min

3 - 4 Guests   1 h 0 min

After:

Capacity Settings

Edit

7:30 PM   8:15 PM   9:15 PM   10:00 PM

Early   Mid   Late

Table Availability

Reservable tables are bookable on Opentable and in-house. Non-reservable tables can still accept walk-ins.

TABLE TYPE	7:30 pm - 8:15 pm Early	8:15 pm - 9:15 pm Mid	9:15 pm - 10:00 pm Late	
Regular tables in all dining areas (30 seats)	Reservable	Reservable	Reservable	...
High-Top tables in Roof (16 seats)	Reservable	Reservable	Reservable	
Bar tables in Roof (11 seats)	Reservable	Reservable	Reservable	

Capacity Settings

Edit
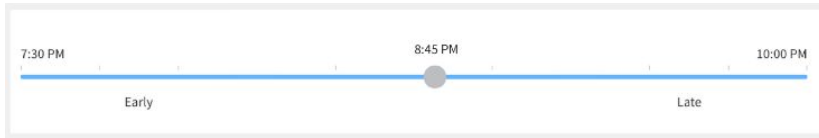
7:30 PM   8:15 PM   9:15 PM   10:00 PM

Early   Mid   Late

Table Availability

Reservable tables are bookable on Opentable and in-house. Non-reservable tables can still accept walk-ins.

TABLE TYPE	7:30 pm - 8:15 pm Early	8:15 pm - 9:15 pm Mid	9:15 pm - 10:00 pm Late	
Regular tables in all dining areas (30 seats)	Reservable	Reservable	Reservable	...
High-Top tables in Roof (16 seats)	Reservable	Reservable	Reservable	
Bar tables in Roof (11 seats)	Reservable	Reservable	Reservable	

Time periods within a shift: Define Early, Mid and Late times

7:30 PM 10:00 PM Dinner	One Time Period
7:30 PM 8:45 PM 10:00 PM Early Late	Two Time Periods
7:30 PM 8:00 PM 9:15 PM 10:00 PM Early Mid Late	Early, Mid and Late Periods

Set Table Category Availability and Large Party Availability per time period:

This gives us the ability to define table availability based on category.

Click on the specific category's time period to switch that category from Reservable to Not Reservable.

<div align="center">All Categories Reservable:</div>

Table Availability

Indicate which tables are reservable on OpenTable and in-house. Non reservable tables can still accept walk-ins.

	11:00 AM - 12:29 PM Early	12:30 PM - 3:29 PM Mid	3:30 PM - 5:00 PM Late
TABLE TYPE			
Regular tables in all dining areas (98 seats)	Reservable	Reservable	Reservable
Counter tables & combos in all dining areas (16 seats)	Reservable	Reservable	Reservable
Bar tables in all dining areas (11 seats)	Reservable	Reservable	Reservable
High-Top tables in all dining areas (8 seats)	Reservable	Reservable	Reservable
TABLE SIZE			
Large standalone tables where min/max size includes 5+ people (20 seats)	Reservable	Reservable	Reservable
Large combos where min/max size includes 5+ people	Reservable	Reservable	Reservable

Counter Tables, High Tops and Large Party tables and
combinations Non Reservable for the middle of the lunch shift:

Table Availability

Indicate which tables are reservable on OpenTable and in-house. Non reservable tables can still accept walk-ins.

	11:00 AM - 12:29 PM Early	12:30 PM - 3:29 PM Mid	3:30 PM - 5:00 PM Late
TABLE TYPE			
Regular tables in all dining areas (98 seats)	Reservable	Reservable	Reservable
Counter tables & combos in all dining areas (16 seats)	Reservable	Non-Reservable	Reservable
Bar tables in all dining areas (11 seats)	Reservable	Reservable	Reservable
High-Top tables in all dining areas (8 seats)	Reservable	Non-Reservable	Reservable
TABLE SIZE			
Large standalone tables where min/max size includes 5+ people (20 seats)	Reservable	Non-Reservable	Reservable
Large combos where min/max size includes 5+ people	Reservable	Non-Reservable	Reservable

Set Exceptions to Availability Rules:

Adding exceptions to the Category Availability rules set above will allow you to further customize which tables are bookable or not.

EXCEPTIONS

Add a table or group of tables that have unique availability.

Add Exception

Clicking the button "Add Exception"- which is underneath the "Exceptions" heading.

Select Tables	Cancel	Add
31	2	4
32	2	4
40	2	4
41	2	4
42	2	4
50	1	2
51	1	2
52	1	2
53	1	2
54	1	2
55	1	2
56	1	2

Select the specific tables you want to modify (select as many as you want) and then click the blue "Add" button to create a new exception rule.

EXCEPTIONS

Add a table or group of tables that have unique availability.

Tables: 50, 51, 52
in Main Dining Room

Reservable   Reservable   Reservable   ○○○

Add Exception

Once the Exception is created, tap the Reservable button to change the tables availability based on shift period.

EXCEPTIONS

Add a table or group of tables that have unique availability.

Tables: 50, 51, 52
in Main Dining Room

Reservable   Reservable   Edit / Delete   ○○○

Add Exception

You can modify or delete the Exception by clicking the ellipsis next to the exception, then choose "Edit" or Delete".