



# Welcome to OTConcierge.com

Online Restaurant Reservations for Concierges

## The Power To Make Instant Reservations

Want to see which restaurants can seat your guests tonight at 7:30? The OpenTable® Concierge service gives you “real-time,” around-the-clock access to the reservation books at more than 25,000 restaurants. With OTConcierge® you can view, complete and confirm reservations with just a click of the mouse.

## Freedom From Voicemail & Waiting On Hold

How many times have you called a restaurant only to reach an answering machine or be placed on hold? OTConcierge gives you the ability to search multiple restaurants with lightning-fast speed so you'll never have to wait for a reservation again.

[www.OTConcierge.com](http://www.OTConcierge.com)

OTConcierge is an online restaurant reservation tool designed by and for hotel concierges. Join thousands of Concierges who rely on OTConcierge for their restaurant reservations.

The screenshot shows the OTConcierge.com website. At the top, it says "OpenTable.com CONCIERGE" and "Restaurant Reservations Free - Instant - Confirmed". There are links for "My Profile", "Sign In", and "Mobile New!". Below this is a sign-in form with fields for "User Name" and "Password (Forgot your password?)" and a "Sign In" button. The main content area says "Welcome to OTConcierge" and "OT Concierge is an online restaurant reservation tool designed by and for hotel concierges." It lists several features:

- Reserve instantly at the city's top restaurants
- Search multiple restaurants by neighborhood, cuisine or price
- Notify restaurants you are the referring concierge
- View, cancel or change a reservation in one click
- Talk to your guests and make reservations simultaneously
- Print hotel branded confirmation pages
- Make reservations before restaurants open

There are also several small images showing a concierge at a desk and people dining at a restaurant. At the bottom, it says "To learn more about the way OT Concierge can simplify the process of making restaurant reservations, please e-mail [concierge@opentable.com](mailto:concierge@opentable.com) or call 1-800-OPENTABLE."

## Conduct Powerful Searches

OTConcierge gives you the flexibility to quickly check availability at your recommended restaurants or search by cuisine, neighborhood or price.

## View, Change or Cancel Instantly

With OpenTable, you can instantly make changes to existing reservations, freeing up even more of your time.

## Take Service to the Next Level

Make your guests feel like VIPs with a printout of their reservation details, confirmation number and directions to the restaurant.

## Let Us Treat You To Dinner!

Each time you use OTConcierge, you earn valuable **OpenTable Dining Reward Points** that can be redeemed for credit at any OpenTable restaurant. Start using OTConcierge and quickly join the thousands of people who have dined on our tab.

For more information about OTConcierge, contact OpenTable at:

1-800-OPENTABLE

or

[Concierge@OpenTable.com](mailto:Concierge@OpenTable.com)



## Maintain Your Personal Touch

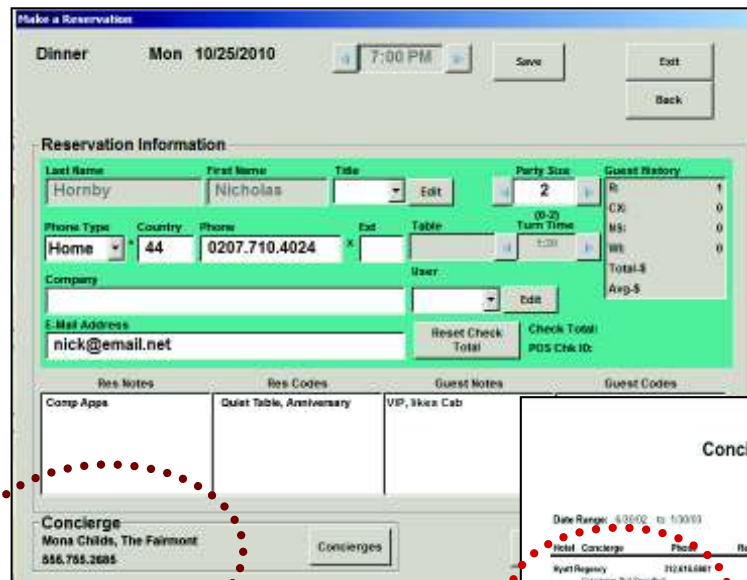
### Here's How It Works:

- ▶ Login to [www.OTConcierge.com](http://www.OTConcierge.com)
- ▶ Select restaurants you wish to search or search by neighborhood, price range or cuisine type
- ▶ Choose a reservation from multiple restaurant and time options
- ▶ Instantly complete and confirm your reservation
- ▶ Provide your guests with a printed confirmation page, branded with your hotel logo



### The Restaurant Sees Your Name

Reservations made using OTConcierge are automatically entered in the restaurant's electronic reservation book. Your name is clearly marked as the referring concierge.



**Concierge Report**

Date Range: 10/25/10 to 10/25/10

Hotel	Concierge	Reservations	Covers	Covers/Res	No Shows	No Show Rate
Hyatt Regency	312-411-1111	5	16	0	0	0%
	Concierge Not Specified	10	22	1	0	0%
	Concierge Not Specified	1	4	0	0	0%
Wyndham Hotel	312-433-6888	15	35	2	1	6%
	Joe Smith	9	16	0	0	0%
	Paul Jacky	8	14	0	0	0%
	Paul Lopez	8	14	0	0	0%
Knickerbocker Hotel	312-453-1234	13	26	1	1	7%
	Florence Malto	9	16	0	0	0%
	Gloria Peters	9	16	0	0	0%
	Suzie Frankie	9	16	0	0	0%
John Duffie	23	56	8	3	13%	

For more information about OTConcierge, contact OpenTable at:

1-800-OPENTABLE

or

Concierge@OpenTable.com



## What Concierges Are Saying

"It's great! I don't have to wait on hold and deal with any attitude over the phone. I can include VIP guest comments and the restaurants will take care of my guests. It's faster to click and print confirmations and directions too. It's a great system."

**Tony Valez, Hyatt Regency McCormick Place**

"I started using the system about a year ago. It's nice because I work the morning shift and many restaurants are not open. OpenTable allows me to make reservations at any time of the day. I can also search restaurants by cuisine and by neighborhood. Of course, I love the Dining Points, too."

**Catherine Davids, House of Blues**

"OpenTable Concierge is great. It's very easy to use. I love the Dining Points, and I've used them already!"

**Eden Burnell, Embassy Suites Downtown**

"Using OpenTable Concierge... allows me to multitask. I can be on a phone-line with a guest and make a reservation for them while we're talking. Also, I don't have to wait on hold or worry about whether the restaurant is open when I need to make a reservation."

**Jeff List, Holiday Inn City Center**

10

### Debbie's "10 Reasons Why OpenTable Is the Best"

1. First computer access to restaurants around the clock
2. 24 hours/7 days a week access to [restaurant] information
3. Strong concierge liaison
4. Special holiday lists
5. The top hotels are participating
6. OpenTable is open to all ideas & suggestions
7. Best customer support & response time
8. Has the best restaurants in city & web links to all the restaurants
9. Updated information regularly
10. Will work with Concierge to make OpenTable user friendly

**Debbie, The Palace Hotel**

For more information about  
OTConcierge, contact OpenTable at:

1-800-OPENTABLE  
or  
Concierge@OpenTable.com