



Guest List

Frequently Asked Questions (FAQs)

Rev. 07/2018

Table of Contents

Getting Started.....	4
Q: Does Guest List integrate with my Point of Sale System?	4
Q: Can I continue to use my existing pager system?	4
Guest List Login.....	4
Q: I forgot my username and/or password. How do I log in to Guest List?	4
Q: I forgot my password. How can I reset it?	4
Billing/Statements	4
Q: How much does Guest List cost?	4
Q: What is included in the monthly fee?	4
Q: Does Guest List have a seasonal plan?	4
Q: How do I edit my billing details?	4
Seating Chart Setup	5
Q: How do I add a seating chart?	5
Q: Can I change a table number or its position once I have added it to the chart?	5
Q: Where do I set up table/seating preferences?	5
Q: Can a restaurant have more than one Table Map?	5
Q: How do I assign table sections to servers?	5
Q: How do I set up a section rotation?	5
Q: Can more than one section template be created?	5
Seating Section Edits.....	5
Q: How do I edit a seating section?	5
Q: Where can I see what section a server is assigned?	6
Waitlist Management	6
Q: How do I add a new party to the queue?	6
Q: How do I seat a party that is in the queue?	6
Q: One of my devices is showing names I've already marked seated on another device. How do I correct this?	6
Q: Can I add a party to the waitlist without a phone number?	6
Q: Can I customize messages when texting?	6
Q: If a guest messages me, can I message them back?	6
Q: What do I do if a party does not return?	6
Q: How does a server or busser update tables in Guest List?	7
Q: Can I setup an additional device in the back to have bussers or servers clear their own tables?	7
Q: What if I accidentally seat a guest in the queue?	7

Q: How do I update a table status?	7
Q: What if a customer does not want to give out their number?	7
Q: Does Guest List support “call-ahead” seating?	7
Reservation Management.....	7
Q: How do I add a new reservation?	7
Q: Where can the restaurant see how many reservations there are for the day?	7
Q: Can a party be pre-assigned to a table if they have a preference?	8
Q: Can an existing reservation be edited?	8
Q: How do I add a reservation to the queue?	8
Q: How do I seat a reservation?	8
Reservation Limits	8
Q: What does “covers” mean?	8
Online Reservation Widget	8
Q: How do I set the restaurant up with the online widget?	8
Q: Can the minimum and maximum party size be restricted when taking a reservation online?	8
Q: Can the timeframe for taking online reservations be restricted?	8
Q: Can the customer edit their reservation themselves?	9
Q: How do I ensure the restaurant does not get overbooked?	9
Troubleshooting	9
Q: I forgot my password. How do I reset it?	9
Q: I forgot what email is associated with my account. How can I find out?	9
Q: How do I change my host password?	9
Q: How do I reset/change my manager password?	9
Q: My Waitlist/Reservations are not saving in the app. What do I do?	9
Q: Why am I getting an error message?	9
Q: Why is my web widget not working?	9
Q: What are the confirmation options for the web widget?	10
Q: Can I send a reminder text to my reservations?	10
Q: Why won't my web widget allow a certain party size?	10
Q: Can I limit party size in my Guest List web widget?	10

Getting Started

Q: Does Guest List integrate with my Point of Sale System?

A: Currently, Guest List is offered as a stand-alone product.

Q: Can I continue to use my existing pager system?

A: Yes! Although we do not integrate to pager systems, you can still use your pager system. To do so, you would need to add the pager number to custom notes when adding a party to the waitlist. Then enter that number in the pager system when you're ready to seat the party.

Guest List Login

Q: I forgot my username and/or password. How do I log in to Guest List?

A: Please call your Dealer Support Team for help.

Q: I forgot my password. How can I reset it?

A: Please call your Dealer Support Team for help.

Billing/Statements

Q: How much does Guest List cost?

A: Your Dealer Sales Team will be able to answer any pricing questions you may have.

Q: What is included in the monthly fee?

A: Guest List is an all-inclusive price-per-month fee.

We reserve the right to charge a setup fee at the time your account is established. We also reserve the right, with proper authorization, to charge a per-hour fee for any work outside of the normal scope of a general Guest List account (i.e. additional development work).

Q: Does Guest List have a seasonal plan?

A: Guest List is billed month-to-month. It can be cancelled and reinstated as needed.

Q: How do I edit my billing details?

A: Please call your Dealer Support Team for help.

Seating Chart Setup

Q: How do I add a seating chart?

A: Seating charts are created in the Seat Map Editor, which is accessed through the Guest List Manager Dashboard. See the *Guest List Technical Guide* for step-by-step instructions.

Note: The interface is designed to be used on a computer with mouse and will not work correctly with a tablet or select-screen interface.

Q: Can I change a table number or its position once I have added it to the chart?

A: Yes. Table numbers can be updated and positions can be rotated as needed to fit your layout. See the *Guest List Technical Guide* for instructions.

Q: Where do I set up table/seating preferences?

A: Seating preferences are defined in the Seating Defaults section of the Guest List Manager Dashboard. See the *Guest List Technical Guide* for instructions.

Q: Can a restaurant have more than one Table Map?

A: No, it cannot. However, you can always edit the chart that you have. You CAN have multiple rooms or split larger rooms over multiple sheets.

Q: How do I assign table sections to servers?

A: You can quickly and easily manage server and table section assignments from the Waitlist/Reservations panel. Select the drop down arrow on the right of the panel, then Sections & Servers. Select the desired server/section from the list then select Server Assignment.

Q: How do I set up a section rotation?

A: You must have server sections set up and the proper template in place for this feature to work properly. The system will automatically suggest the best table to your host. If that recommendation is taken, Guest List will keep a proper rotation.

Q: Can more than one section template be created?

A: Yes. Multiple section templates can be created.

Seating Section Edits

Q: How do I edit a seating section?

A: Section Templates can be edited via the Section Editor. The Section Editor is accessed through the Guest List Manager Dashboard. See the *Guest List Technical Guide* for step-by-step instructions.

Q: Where can I see what section a server is assigned?

A: From the main Seat Map view, select the drop down arrow in the upper-right of the Waitlist/Reservation panel. From the list, select Sections & Servers.

Waitlist Management

Q: How do I add a new party to the queue?

A: To add a party to the waitlist, select the green **Add To Waitlist** button at the bottom of the Wait List/Reservation panel. On the Add Party pop-up, add the guest information and select the **Add Party** button. For more detailed instructions, see the *Guest List User Guide*.

Q: How do I seat a party that is in the queue?

A: To seat a party from the waitlist, select the party name from the queue, select Seat Party, then select the table at which you'd like to seat the party. For more detailed instructions, see the *Guest List User Guide*.

Q: One of my devices is showing names I've already marked seated on another device. How do I correct this?

A: You are likely experiencing Internet/Wi-Fi connectivity issues. You can try the following actions to attempt to resolve the issue:

- Close out of Guest List completely and log back into your devices.
- Reboot your devices.
- Reboot your router.
- Check with your Internet provider to see if there are connectivity issues with your service.

Q: Can I add a party to the waitlist without a phone number?

A: Yes! You can use an email address to notify the guest when their table is ready, or you can ask them to stay close by so that you can let them know verbally when their table is ready.

Q: Can I customize messages when texting?

A: Yes. There is a default text message that is sent to guests to notify them when their table is ready. However, this message can be customized. The default text message is managed through Messaging Settings in the Guest List Manager Dashboard. Simply type your desired message and save your settings.

Q: If a guest messages me, can I message them back?

A: No, you cannot. The SMS two-way texting feature is automated.

Q: What do I do if a party does not return?

A: If a party does not return to the host stand when notified that their table is ready, they can be marked as No Show. To do this, select the party name from the queue then select the **Move To No Shows** button.

Q: How does a server or busser update tables in Guest List?

A: Selected the desired table from the seating map, then select the applicable status (i.e. Open, Dirty) from the Table Status pop-up window.

Q: Can I setup an additional device in the back to have bussers or servers clear their own tables?

A: Yes, you can. Many clients will setup a tablet by the dish station for the busser to go into and clear tables. It's always best to make sure your Wi-Fi is good in that area before committing to this setup.

Q: What if I accidentally seat a guest in the queue?

A: If a party in the queue is accidentally seated you can return them back to the waitlist queue. Select the drop-down arrow to the right of the Waitlist/Reservation panel, then select **Seated Parties** from the list. Select the party name, then select **Send Back to Queue**.

Q: How do I update a table status?

A: From the seating map, select the desired table. On the pop-up window select the **Table Status** button, then select the desired status (i.e. Open, Paid, Dirty) from the list.

Q: What if a customer does not want to give out their number?

A: You can still add the party to the waitlist queue. Just ask that they remain close by so that you can personally alert them when their table is ready.

Q: Does Guest List support “call-ahead” seating?

A: Yes. This is managed through Advanced Settings in the Guest List Manager Dashboard. This option can be turned on or off in the Interface Options section.

Reservation Management

Q: How do I add a new reservation?

A: To add a reservation, select the green **Add Reservation** button at the bottom of the Wait List/Reservation panel. On the Add Reservation pop-up, add the guest information and select the **Add Reservation** button. For more detailed instructions, see the *Guest List User Guide*.

Q: Where can the restaurant see how many reservations there are for the day?

A: The number appearing above the word “Reservations” in the Waitlist/Reservations panel indicates the number of reservations scheduled for the current date. When the Reservations tab is selected, you have the option to view reservations scheduled for Today or Tomorrow.

Q: Can a party be pre-assigned to a table if they have a preference?

A: Yes. When adding a reservation, you can specify a table preference on the Add Reservation pop-up. On the *Needs* tab, select the *Preselect Tables* field. The seating map will appear with a message indicating to preselect tables for the party. Select desired table(s) from seating map, then select Done to return to the Reservation pop-up.

Q: Can an existing reservation be edited?

A: Yes. Locate the desired party in the Reservation queue (panel) and select the party name. Select Reservation Details from the Actions slide-out, then edit the information as needed.

Q: How do I add a reservation to the queue?

A: If a party with a reservation arrives but will have to wait to be seated, you can send them to the waitlist queue. Select the party name from the Reservation list, then select Move to Waitlist in the Action menu.

Q: How do I seat a reservation?

A: To seat a reservation, select the party name from the Reservation list, select Seat Party, then select the table at which you'd like to seat the party. For more detailed instructions, see the *Guest List User Guide*.

Reservation Limits

Q: What does “covers” mean?

A: Covers means the number of people in a party. For example, four covers is four people in a party.

Online Reservation Widget

Q: How do I set the restaurant up with the online widget?

A: Please call your Dealer Support Team for help.

Q: Can the minimum and maximum party size be restricted when taking a reservation online?

A: Yes. Limits regarding the minimum/maximum party size allowed through web reservations are managed through the Guest List Manager Dashboard. The **During this time allow web reservations for party sizes of** drop-down controls the minimum size reservation that can be accepted when made online. Parties smaller than this will be advised to call the restaurant for assistance.

Q: Can the timeframe for taking online reservations be restricted?

A: Yes, it can. You will need to go to the Reservation Limits section of the Guest List Manager Dashboard. This is accessed through Chart/Res Settings, then Reservation Limits. In Reservation Limits, select the time indicator that coincides with the time block you would like to change.

Q: Can the customer edit their reservation themselves?

A: No. The customer will need to contact the restaurant to have someone edit the reservation for them.

Q: How do I ensure the restaurant does not get overbooked?

A: Limits can be set so that there is a balance between reservations and walk-ins to help ensure overbooking does not occur. This is managed through the Guest List Manager Dashboard in the Reservation Limits section. In Reservation Limits, select a timeframe from the timeline then use the slider to define the percentage of reservations vs. walk-ins that should be accepted during that timeframe.

Troubleshooting

Q: I forgot my password. How do I reset it?

A: On the Guest List login page, under Username, is a “Reset password” link. If you are still having trouble, contact your Dealer Support Team.

Q: I forgot what email is associated with my account. How can I find out?

A: Please call your Dealer Support Team for help.

Q: How do I change my host password?

A: You can reset your host password through User Settings in the Guest List Manager Dashboard. Type a new host password in the designated field then retype the password for confirmation in the Retype Password field and select Update Password to save your changes.

Q: How do I reset/change my manager password?

A: Please call your Dealer Support Team for help.

Q: My Waitlist/Reservations are not saving in the app. What do I do?

A: You may be having connectivity issues and need to reboot your router. If you continue to experience issues after rebooting, you should check with your Internet provider to see if they are experiencing outages in your area.

Q: Why am I getting an error message?

A: Take the time to read the error message and see what is causing the error. If you are unable to resolve the error after reading it, please call your Dealer Support Team.

Q: Why is my web widget not working?

A: You will need to double-check your Reservation Limits to make sure they are set to allow the proper number of guest via the widget. If you are unable to resolve the issue, please call your Dealer Support Team.

Q: What are the confirmation options for the web widget?

A: Guest List includes the option to send a confirmation text to guests when booking a reservation through the web widget and also the option to have guests reply via text in order to confirm and finalize their reservation made through the web widget. These settings can be turned “on” or “off” and are managed through Chart/Res Settings in the Guest List Manager Dashboard.

Q: Can I send a reminder text to my reservations?

A: Yes. Automatic reservation reminders can be sent to guests. This option and associated parameters can be set through the Chart/Res Settings in the Guest List Manager Dashboard.

Q: Why won't my web widget allow a certain party size?

A: Double-check your Reservation Limits to make sure they are set to allow the proper number of guests via the widget.

Q: Can I limit party size in my Guest List web widget?

A: Yes. This is managed through Reservation Limits in the Chart/Res Settings section on the Guest List Manager Dashboard.

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