

# MXP Restaurant Reservation and Seating Mgmt v1

MarineXchange

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Part V 1 2 3 4 5 Part VI 1 2 3 4	Restaurant Reservations         Introduction         Reservation overview         Individual reservation         Group reservation         Modify a reservation         Seating         Introduction         Seat a reservation         Seat a walk-in         Seat a wait list	24 24 25 26 32 37 40 41 42 45 49
Part V 1 2 3 4 5 Part VI 1 2 3 4 5	Restaurant Reservations         Introduction         Reservation overview         Individual reservation         Group reservation         Modify a reservation         Seating         Introduction         Seat a reservation         Seat a valk-in         Seat a wait list         Revoked a seated party	24 24 25 26 32 37 40 41 42 45 49 50
Part V 1 2 3 4 5 Part VI 1 2 3 4 5 6	Restaurant Reservations         Introduction         Reservation overview         Individual reservation         Group reservation         Modify a reservation         Seating         Introduction         Seat a reservation         Seat a valk-in         Seat a wait list         Revoked a seated party         Clear table	24 24 25 26 32 37 40 41 42 45 49 50 51
Part V 1 2 3 4 5 Part VI 1 2 3 4 5 6 7	Restaurant Reservations         Introduction         Reservation overview         Individual reservation         Group reservation         Modify a reservation         Seating         Introduction         Seat a reservation         Seat a valk-in         Seat a walk-in         Seat a seated party         Clear table         Block table	24 24 25 26 32 37 40 41 42 45 49 50 51 53
Part V 1 2 3 4 5 Part VI 1 2 3 4 5 6 7 8	Restaurant Reservations         Introduction         Reservation overview         Individual reservation         Group reservation         Modify a reservation         Seating         Introduction         Seat a reservation         Seat a valk-in         Seat a wait list         Revoked a seated party         Clear table         Block table         Reserve table	24 24 25 26 32 37 40 41 42 45 49 50 51 53

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## 1 Introduction

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Welcome to the MXP Restaurant Reservation and Seating software.

The change from large banquet style dining-rooms with fixed meal times to a variety of smaller openseating restaurants has created a need for better tools to manage restaurant reservations and seating. The *MXP Restaurant Reservation and Seating* application replaces the traditionally used paper forms and spreadsheets and provides management with an array of features to better manage those processes.

Because data is stored on a central database server, reservations can be taken simultaneously at various locations; this is especially important during the booking rush on embarkation day. With MXP, management has immediate access to up-to-date booking information for every meal on board and is able to pro-actively allocate resources.

Using the MXP merge replication, reservations can already be taken ashore at the reservations department/office weeks before guests board. A pre-booking allowance ensures only a certain number of tables are pre-assigned. The remaining tables are assigned on board during the actual cruise.

The module integrates seamlessly with the MXP itinerary, recipe & menu cycles.

The application can also be used with a touch screen or tablet computer (on the Maitre d' desk or portable with wireless network access).

#### Access

User access permissions maintenance is centralized in the MXP application. All permissions can be configured down to field level.

Reports and on-screen inquiries provide uses with the required information and analytical data. **Merge Replication** 

All reservation, capacity and turn-over data created on board the ships can be merge replicated back to the office for reporting and analytical purposes.

## 2 Restaurants

### 2.1 Introduction

Restaurants are setup in the MXP organisation maintenance screen. Restaurants are setup with default properties. Once a restaurant has been setup, meals and a table chart can be assigned to it.

#### 2.2 Add/delete restaurants

5

1. Select options Maintenance and Organisation Structure from the MXP main menu

2. Once the Organisation Structure form opened, find the department in the organisation tree on the left hand side.

- 3. Select the department (as shown in the screen shot below)
- 4. Click on the 'Add new child record' button (as shown in the screen shot below)

2. Click on t record	the "Add child I" button	
	Organisational Structure	
	□↓↓×□□□□	
	Name	
	🖃 📶 Demo Corporation	
	🖃 📶 Demo Cruise Line	
	合 Corporate HIC	
	🕀 🛨 East Coast Office	
	🕀 🛨 Midwest Office	
	🕀 🛖 West Coast Office	
	🖃 🚊 m/s Royal Mariner	
	田 品 Bars	
	⊞	
	E E Crew	ent
	🗉 🛃 Deck 🚽 🚽 🚽 🚽 🚽 🚽 🚽 🚽 🚽 🚽 🚽	
	🖃 🛃 Dining-Room	
	🔷 Main Dining-Room	
	🔷 Lido Restaurant	
	📦 Japanese Restaurant	
	🔷 American Grill	
	🔷 French Restaurant	

- 5. Select "Cost Center" as Type
- 6. Enter the name of the restaurant into the Name field
- 7. Click on the Save button to save the new record. click on the Cancel button to cancel the new record.

💡 Mari	neXchange Solutions
Print Scr	een
Type*	Cost Center 🗸 🔻
Name*	Demo Restaurant
	Cancel Save

8. Populate the property fields for the new restaurants as in the example shown below

Sales price category	Standard 💌
Consumption history category*	Customer 💌
Location type*	Restaurant 💌
Capacity	200

9. Click on menu option Save to save the changes

😡 MXI	Click optio	on menu In Save		
Save	Cancel	Print Scree	en Close Screen	

### 3 Default meals

7

1. Select options Maintenance and Organisation Structure from the MXP main menu

2. Once the *Organisation Structure* form opened, find the restaurant in the organisation tree on the left hand side.

- 3. Select the restaurant (as shown in the screen shot below)
- 4. Click on the Add Default Meal button (as shown in the screen shot below)
- 5. Once the Add Meal window opens, select the meals you like to add and click on the Save button.

💊 МХР							
Save Cancel Print Screen Close Screen							
Organisational Structure	>> Cost Center						
	Name and type		Accounting	codes			
Name	Name* Demo	Name* Demo Restaurant For inventory					
🖃 🗖 Demo Corporation	Tune Cost Ce	enter	To evpense				
🖃 🚮 Demo Cruise Line	Albertiction						
📩 Corporate HIC	Abbreviation						
🕀 📩 East Coast Office							
Midwest Office     A bid at 8 and 8 fill     A	Details Co	😡 МХР					
🕀 💼 West Loast Ufrice	Sales price category	Print Screen					
□	Consumption history estador	Add meals					
	Consumption history categor						
田 品 Crew	Location type"	Meal Turne					
	Capacity	Afternoon Tea					
🖂 🚠 Dining-Boom	Assessed Cross Date	Alternative Restaurant Dinner	F	Defective			
An Click here to add default	Account Lross Hererence	✓ Breakfast	I ables	Derault Meals			
Fre Fre	Default Meals Booking In	Breakfast 1st Seating					
	≻⊓ x	Breakfast 2nd Seating					
Lido Restaurant     Click here to add default		Breakfast Open Seating	Select the default	t meals for the	fault Times in Port		
Demo B meal(s) to this restaurant	Meal Category	Cocktail Hour Canapes	restaurant in this pop	pup window. To	Deep To Beservations Until Oper		
	medi editegoly	Deck BBQ - Dinner	save the selection, cl	lick on the SAVE	Spen to Inconvidions on all oper		
□ 品 Galley		Deck BBQ - Lunch	Dutto	41			
🗉 🛃 Health and Beauty		Dinner					
		Dinner 2nd Seating					
⊞ <u>A</u> Housekeeping		Dinner Buffet					
표 <mark>돌</mark> Infirmary		✓ Dinner Open Seating					
E A Photo		Lunch					
田 品 Provision		Lunch 2nd Seating					
田 品 Sales and Marketing		Lunch Upen Seating					
		Private Party Canapage					
		Boom Service					
🖃 🚣 Technical		Verandah Cafe Lunch					
Engine/Technical							
5 Inventory Deck							
Inventory Hotel							
S Medical		Coursel Cours	1				
🕀 🧕 m/s Royal Sea	-						
🕀 🏯 m/s Royal Star							
🚔 m/s Royal Wind							
⊞ ∯ m/v Royal Sun	•				F		
m/v Boual Explorer							

6. After a default meals was added, populate the properties of the meal directly in the data grid as shown in the screen shot below.

▲ MXP							
Save Cancel Print Screen Close Screen							
Organisational Structure	>> Cost Center						
	Name and type			Acc	ounting codes		
Name A	Name*	Demo Bestaurant		Eori	nventoru		
🖃 📊 Demo Corporation	Tune	Cost Center		Toe	vnense		-
🖃 📶 Demo Cruise Line	Abbrauistian						
合 Corporate HIC	Abbreviation						
🕀 🛨 East Coast Office							
🗉 🛖 Midwest Office	Details	Contact Info					
🕀 🏚 West Coast Office		Chandrad		_			
🖃 🚔 m/s Royal Mariner	Sales price category	Standard					
E E Bars	Consumption history of	category* Customer		•			
± asino	Location type*	Restaurant		-			
	Capacity	200					
American Grill	Account Cross Refe	rence Cost Center Item	s Default Waiter S	tations Default	Tables Defau	ılt Meals	
American anii     Demo Bestaurant	Default Meale LRee	king Instructions Vopus		dt Monu			
French Bestaurant		King Instructions Venue	Description Derat	aitmenu			
	⊔×						
🗑 Lido Restaurant			Pre-Bo	oking	0	efault Times in Port	Defa
🗑 Main Dining-Room	Meal Category	Reservation Type	Allowance % Int	erface to website	Open From	Open To Reservations	Until Open From   C
	Breakfast	Not Required	0%				
⊡ 🚠 Galley	Dinner Open Seating	Required	60%	~	18:30	21:30 21:00	18:30
Ⅲ 品 Health and Beauty							
田      品     Hotel     日      日						Populate the properti	as of a default
田 品 Housekeeping						meal in the data grid	
Ⅲ 基 Infirmary						-	
E A Photo							
E Trovision							
E A Calas and Marketing							
E Shops/Routique							
E Shore Excursions							
E B Technical	4						
S Inventory Deck							
5 Inventory Hotel							
5 Inventory Technical							
5 Medical							
⊞ ∯ m/s Royal Navigator							
🛨 🚊 m/s Royal Sea 📃							F

#### 7. Click on menu option Save to save the changes



### 3.1 Introduction

9

Default meals serve as templates from which actual meals are created from. Using templates allows the efficient creation of actual meals.

### 3.2 Default Meals

1. Select options Maintenance and Organisation Structure from the MXP main menu

2. Once the *Organisation Structure* form opened, find the department in the organisation tree on the left hand side.

3. Select the restaurant (as shown in the screen shot below)

4. Click on button Add Default Meal (as shown in the screen shot below)

5. Once the Add Meals window opens, select the meals to add and click on button Save (as shown below)

MXP Save Cancel Brint Streen, Close Streen		
	> Cost Center	
Corporation     Name     Name     Demo Corporation     Demo Cruise Line     Corporate HIC	Name and type     Acc       Name*     Demo Restaurant       Type     Cost Center       Abbreviation	ounling codes
	Details Cc Myp	
● ◆ West Coast Office ● ▲ m/s Royal Mariner ● 基 Bars ● 基 Casino ● 異 Crew	ales price category Consumption history categor Cocation type* Cocation type Meal Type	
	Afternoon Tea  Account Cross Reference Default Meals Booking Breakfast Breakfast Breakfast 1st Seating Breakfast 2nd Seating	Fables Default Meals
Lido Hestauraar Main Din Click here to add default Demo R Entertainme E Saley E Health and Resultu	Meal Category Breakfast Open Seating Select the restaurant in save the sele Deck BBQ - Dinner Deck BBQ - Lunch Dinner	default meals for the this popup window. To ction, click on the SAVE button
● 基 Hotel ● 基 Housekeeping ● 基 Infirmary ● 基 Photo	Dinner 2nd Seating Dinner Buffet Dinner Open Seating Lunch Lunch	
● 基 Purser ● 基 Radio Station/Communication ● 基 Sales and Marketing ● 基 Shops/Boutique	Lunch Duffet Lunch Guen Seating Midnight Buffet Private Party Canapes	
☆ shore Excussons 云 盂 Technical ● Lagine/Technical 第 Inventory Deck 第 Inventory Hotel	Room Service     Verandah Cafe Lunch	
<ul> <li>Inventory Technical</li> <li>Medical</li> <li>Mr/s Royal Navigator</li> <li>Mr/s Royal Sea</li> </ul>	<u>C</u> ancel <u>S</u> ave	

6. Populate the properties of the default meal directly in the data grid (as shown below)

😪 МХР							
Save Cancel Print Screen Close Screen							
Organisational Structure	>> Cost Center						
日間	Name and type =			Acco	ounting codes -		
Name	Name*	Demo Restaurant		Forin	ventory		
🖃 🚮 Demo Corporation	Type	Cost Center		Toex	pense		
🖃 💼 Demo Cruise Line	Abbreviation				·		
Corporate HIC							
E ast Loast Uffice	Details	Contact Info					
West Coast Office		Sondormio					
m/s Royal Mariner	Sales price category	Standard		•			
E 🚠 Bars	Consumption history of	ategory <sup>*</sup> Customer		•			
⊞ 🔓 Casino	Location type*	Restaurant		•			
E Hand Crew	Capacity	200					
田 品 Deck							
American Grill	Account Cross Refe	rence Cost Center Item	s Default Waiter Stati	ions Default T	ables Default	: Meals	
Demo Restaurant	Default Meals Boo	king Instructions Venue	Description Default 1	Menu			
French Restaurant							
📦 Japanese Restaurant							
Lido Restaurant		1	Pre-Booki	ing	De	efault Times in Port	Defa
Main Dining-Room	Meal Category	Reservation Type	Allowance % [Interfa	ace to website	Open From	Open To  Reservations Until	Open From C
	Breakfast	Not Required	0%				
田 品 Lianky and Daraway	Dinner Open Seating	Required	60%	✓	18:30	21:30 21:00	18:30
E E Hotel						*	
						Populate the properties of	a default
						meal in the data grid	
± ♣ Photo							
王 品 Provision							
I 是 Radio Station/Communication							
⊞ 🛃 Sales and Marketing							
E A Shore Excursions							
Inventory Deck							
Inventory Technical							
5 Medical							
⊕ m/s Royal Navigator							
🖅 🛓 m/s Royal Sea 📃 💌	•						F

#### 6. Click on menu option Save to save the changes



### 3.3 Add/delete default tables

1. Select options Maintenance and Organisation Structure from the MXP main menu

2. Once the *Organisation Structure* form opened, find the restaurant in the organisation tree on the left hand side.

3. Select the restaurant (as shown in the screen shot below)

4. Click on tab *Default Tables* (as shown in the screen shot below)

5. To add a table, click on the new record button as shown below. To delete a table, click on the delete record button.

S MXP	
Save Cancel Print Screen Close Screen	
Organisational Structure	>> Cost Center
	Name and type     Accounting codes
Name	Name* Demo Restaurant For inventoru
🖃 🗖 Demo Corporation	Tune Cost Center To even the To even the Cost Center
🖃 🚮 Demo Cruise Line	
📩 Corporate HIC	Abbreviation
🕀 📩 East Coast Office	
Midwest Office     A but a t 0 million     A	Details Contact Info
	Sales price category
표 모 Bars	Consumption bistory category*
田 品 Data	Londing here?
Ξ 🗛 Crew	Contraction
⊞	dd a Click here to delete a
日 品 Dining-Room Lable Lable	table
🗣 American Grill	
French Restaurant	L X and Dick here to see a visual
V Japanese Hestaurant	Table representation of the ats Position Waiter Station
Main Dining-Boom	Number         Shape         restaurant table chart         h         Default         X         Y         Orientation         Moveable         Number         Comment
Demo Bestaurant	
王 民 Entertainment	
🗉 🛃 Health and Beauty	
⊞ 🛃 Hotel	
田 子 Housekeeping     田 子 一     田 子 一     田 子 一     田 子 一     田 子 一     田 子 一     田 子 一     田 子 一     田 子 一     田 子 一     田 子 一     田 子     田      田	
⊞ 🛃 Infirmary	
E A Proto	
田 品 Radio Station/Communication	
田      民     Sales and Marketing	
표 🚠 Technical	
5 Inventory Deck	
Inventory Hotel	
Medical	
🗉 🚊 m/s Royal Star	
∯ m/s Royal Wind	
⊞ 🚔 m/v Royal Sun	
≜ m/x Royal Explorer	
A see Boual Sku	

The screen shot below shows an example of tables added to a restaurant

Table		Number of seats			Position				Waiter Station	
Shape	Smoking	Minimum	Maxim	Default	X	Y	Orientation	Moveable	Number	Comment
1 Oval		8	4	2	10	20	Horizontal			
2 Rectancular		6	6	6	18	75	Vertical			
ſ	Table r Shape 1 Oval 2 Rectancular	Table  r Shape Smoking  1 Oval  2 Rectancular	Table     Nun       r     Shape     Smoking     Minimum       1     Oval      8       2     Rectancular    6	Table     Number of sex       r     Shape     Smoking     Minimum     Maxim       1     Oval      8     4       2     Rectancular      6     6	Table     Number of seats       r     Shape     Smoking     Minimum     Maxim     Default       1     Oval     8     4     2       2     Rectancular     6     6     6	Table     Number of seats       r     Shape     Smoking     Minimum     Maxim     Default     X       1     Oval     8     4     2     10       2     Rectancular     6     6     6     18	Table     Number of seats       Shape     Smoking     Minimum     Maxim     Default     X     Y       1     Oval      8     4     2     10     20       2     Rectancular      6     6     18     75	Table     Number of seats     Position       Shape     Smoking     Minimum     Maxim     Default     X     Y     Orientation       1     Oval     3     4     2     10     20     Horizontal       2     Rectancular     6     6     18     75     Vertical	Table     Number of seats     Position       r     Shape     Smoking     Minimum     Maxim     Default     X     Y     Orientation     Moveable       1     Oval       8     4     2     10     20     Horizontal        2     Rectancular      6     6     6     18     75     Vertical	Table     Number of seats     Position     Waiter Station       r     Shape     Smoking     Minimum     Maxim     Default     X     Y     Orientation     Moveable     Number       1     Oval      8     4     2     10     20     Horizontal        2     Rectancular      6     6     18     75     Vertical

The screen shot below shows the visual representation of the tables. The position, orientation and seat counts can also be modified here.

🔷 MXP			
Save Cancel Print Screen Exit			
Table           Selected table         2           Shape         Rectancular	Position     Top 75 Left 18 Orientation Vertical	▼ Moveable Default 6 ♣ Max 6 ♣ Minimum 6 ♣ Current 6 ♣ Re	fresh
$ \begin{array}{c} 1 \\ 1 \\ 2 \\ 2 \\ 4 \\ 6 \\ 6 \\ \end{array} $			

## 4 Actual Meals

### 4.1 Introduction

Meals are assigned to restaurants from the MXP's menu cycle module (it is not necessary to create menu cycles first). Once an actual meal was created, the meal can be cloned across a date range. Alternatively meals for an entire cruise can be used as a template and be applied to a range of other cruises. MXP makes meal assignments an efficient process.

The default values used for table layouts, opening times, charge per person (if any), blocked tables and the need to make reservations can be modified for each meal individually. This provides maximum flexibility for re-positioning cruises, long cruises and charters.

#### 4.2 Add/delete actual meals

15

To add actual meals to a restaurant, select *Menu Management* and *Cruise Menu Cycles* from the MXP main menu.

After selecting the installation and date range in the filter section at the top,

- 1. Select the cruise date on the left hand side (as shown in the screen shot below)
- 2. Select the restaurant in the Venue grid (as shown in the screen shot below)
- 3. Click on the Add Meal button (as shown in the screen shot below)



The meal selection form will be displayed. Select the meals to be added and click on the *Save* button. The meals will be created with the default values of the default meal setup in the <u>Organisation Structure</u> form



The meals created for the select venue are shown in the center of the form (as shown in the screen shot below)

MXP					
Save Cancel Apply Menu Cy	cle Create Meal Count Forecast	Print Screen Close Form			
Installation m/s Royal Mariner	▼ From 02/19/2	006 - To 12/31/2007 - Filter			
Menu Cycle Maintenance					
Cruises/Dates	>> Tuesday, 28-Feb-2006				
🖃 🧰 MAR060228 🔺	Estimated Counts Actua	Counts Evening			
02/28/2006	Pax Crew Pax	Crew Dress Code Them	ne		
03/01/2006	769 431 0	0 Country Club Casual			
03/02/2006	Cruise No Date	Day Week Day Ship	Offical Port Name	Country	ETA ETD Berth
03/04/2006	MAR060228 28-Feb-2006	1 Tue m/s Royal Mariner	Callao	Peru	07:00 00:00 Docked
03/05/2006	•				
03/06/2006	Vanue		Meale for French Pa	aetaurant	
03/07/2006	Demo Bestaurant				
03/08/2006	French Restaurant				
03/09/2006	Japanese Restaurant				Upening Time
03/11/2006	Lido Restaurant	Meal	Reservations	Menu	From To Reservations until
03/12/2006	Main Dining-Room	Breakrast	Not Required		12:00 14:00 14:00
		Alternative Restaurant Dipper	Required		12:00 14:00 14:00
⊕ — 🗀 MAR060320		Alternative riestadrant Dinner	Trequireu		10.00 22.00 21.30
		venue are	e shown here		
		•			
HAR1060514					
±- C MAR060531		Menu Dishes Meal Details Booking Instruc	ctions Venue Description Me	enu	
🗄 🧰 MAR060607		🗙 🏢 Menu	▼ Creati	e Dishes 🕨	
🗄 🧰 MAR060614		Dish		Plan	ned Actual
		Course 🔻 Dish	Serving Style	Cost Forecast Prepa	red Cost Served Cost
H-C MAR1600712					
HAR060726					
🗄 🦲 MAR060802					
🗄 🧰 MAR060809					
H- MAR060906					
HAR060920					0.00
🗄 🧰 MAR061004 🔤					0.00
📙 🦰 наростото 🛛 🔟					<b>P</b>

## 4.3 Update meals

To update meal details, click on any of the following tabs:

Menu Dishes								
Menu Dishes Meal Details	Booking Instructions V	enue Description	Menu					
🗙 📖 Menu		▼ Cre	ate Dishe	s 🕨				
	Dish				Planned		A	ctual
Course 💌	Dish	Serving Style	Cost	Forecast	Prepared	Cost	Served	Cost
					Г	0.00	]	0.00
						0.00		0.00

#### Meal Details

Menu Dishes Meal Details Booking Instructions Venu	e Description   Menu	
Meal     Alternative Restaurant Dinner       Reservation     Required       Menu	Prices & FeesTypeFixed PricePer Person30.00Cancellation Fee10.00	Guest Counts       Pre-booking %     60%       Forecast     150       Reserved
Opening Time	Cost of Sales	Wait Listed
From 18:00 + To 22:00 +	Planned	Actual
Avg Duration 120 minutes		
Record Created	Interface	
Date/time 21-Feb-2006, 12:55	Interface with website 💌	
User Demo User1		

#### **Booking Instructions**

Menu Dishes Meal Details Booking Instructions Venue Description Menu

Make sure not to overbook this venue

#### **Venue Description**

Menu Dishes Meal Details Booking Instructions Venue Description Menu

Enjoy the cuisine of Le Cordon Bleu® of Paris, undoubtedly the most famous cooking school in the world amid the elegant atmosphere of Signatures with its white table lines, burgundy chairs and the soft glow of candlelight. Choose a traditional French specialty such as escargots or canard à l'orange or select from the Menu du Monde featuring cuisine from around the world, all prepared using the Cordon Bleu method.

Menu

Menu Dishes Meal Details Booking Instructions Venue Description Menu	
Entrées	<b></b>
Marinade de noix de Saint Jacques, creme d'herbes, oignons nouveaux et pommes de terre Scallops marinated in herb cream, spring onions and potato mash	
Salade de Medaillons de homard a la vinaigrette de crustacés servie sur lit poireaux Lobster medallions with seafood vinaigrette, served on a bed of marinated leeks	]
Terrine de foie gras, quenelles de prunne Foie gras terrine with prune marmalade	
Petit Pain farci d'escargots Signatures Small roll stuffed with snails "Signatures style"	
Charlotte de crabe et d'asperges vinaigrette aux herbes Cr <i>abmeat and asparagus with fresh herb vinaigrette</i>	
Cassolette de legumes aux truffes, a la Mediterraneenne	-

### 4.4 Clone a meal

To clone an existing meal across a date range

- 1. Select the meal to be cloned (as shown in the screen shot below)
- 2. Click on the *Clone Meal* button (as shown in the screen shot below)

S MXP	
Save Cancel Apply Menu Cy	ycle Create Meal Count Forecast Print Screen Close Form
Installation m/s Royal Mariner	▼ From 02/19/2006 ▼ To 12/31/2007 ▼ Filter
Menu Cycle Maintenance	
Cruises/Dates	>> Tuesday, 28-Feb-2006
□ □ □ MAR060228	Estimated Counts Actual Counts Evening
02/20/2006	Pax crew Pax crew Dress code Ineme
03/02/2006	
03/03/2006	Cruise No Date Day (Week Day Ship Offical Port Name Country ETA ETD Berth
03/05/2006	man todozzo zanebrzoda i tole inis nitrya maine zanado retu or.ou bood bocked
03/06/2006	Vanue MEAL button Meals for Franch Declaurant
03/07/2006	Demo Restaurant
03/08/2006	French Restaurant Doening Time
03/10/2006	Japanese Restaurant Meal Reservations Menu From To Reservations until
03/11/2006	Lido Hestaurant Breakfast Not Required 07:00 09:00 09:00
	Lunch Not Required 12:00 14:00 14:00
🗄 🛄 MAR060320	Alternative nestaurant Dinner nequired     10:00 22:00 21:30
	cloned
MAR060514	
	Menu Dishes Meal Details Booking Instructions Venue Description Menu
	X IIII Menu Create Dishes 🕨
	Dish Planned Actual
H-C MAR060628	Course 💌 Dish Serving Style Cost Forecast Prepared Cost Served Cost
⊕ 🔁 MAR060705	
🖶 🛅 MAR060802 📃	
⊕	
	0.00 0.00
HAR061004	

The clone meal form will open. Enter the clone date range and click on the *Create* button (as shown in the screen shot below)

💊 MXP	
Clone the s	elected meal
	00.000.0000
Date from	02/28/2006 💌
Date to	03/23/2006 👻
	J
(	Cancel 🗙 🕴 Create 🕨

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## 4.5 Clone a menu cycle

MXP allows to clone the entire menu cycle of a cruise across a range of cruises. This is especially useful for repetitive itineraries.

- 1. Select the cruise to be used as template (as shown in the screen shot below)
- 2. Select menu option Apply Menu Cycle (as shown in the screen shot below)

	2. Select menu option APPLY
💊 MXP	
Save Cancel Apply Menu Cy	de Create Meal Count Forecast Print Screen Close Form
Installation m/s Royal Mariner	▼ From 02/26/2006 ▼ To 12/31/2007 ▼ Filter
Menu Cycle Maintenance	
Cruises/Dates	
□	Installation m/s Royal Mariner
1 Selec the cruise to be	MAR060228
template	cription Callao - Fort Lauderdale
	South America - East Coast
03/04/2006	Charter
03/06/2006	- Durating
03/07/2006	Duration
03/08/2006	From 28-Feb-2006
03/09/2006	To 12-Mar-2006
03/10/2006	
03/12/2006	Estimated Lounts
	Guests 769
MARU60320     MAR060229	Crew 431
🗄 🦳 MAR060418	Actual Counts
	Guests
	Crew
🗄 🛅 MAR060614	
H- MAR060628	
🗄 🔔 MAR060719	
⊕ 🛅 MAR060816	
H- MAR060906	
🖻 🧰 MAR061004 🛛 🥃	

3. Filter for the cruises you would like to see (as shown in the screen shot below)

4. Select the cruises to which the menu cycle should be applied to (as shown in the screen shot below)5. Click on the *Create* button to apply the menu cycle to the selected cruises (as shown in the screen shot below)

M	хр								]
rint	Screen <u>⊂</u> lose Fo	rm				1. Filter for	the cruise you would		
DD	lv menu cvcle t	o cruises				like to see	-		
PP	ij mona ojoto t								
In	stallation	Ba	sed on Cruise	Date Range & R	legion				
m/	's Royal Mariner	MA	R060228	From 03/13/2006	6 🔻 To 12/31/2	007 🔻			
				Region All		▼ Filter	Crasta		
			Cruise		3. Click on the	CREATE button to	Forecas	t	
	Cruise No	Cruise Name	Re	gion	apply the men	u cycle to the selecte	d Pax	Crew	
~	MAR060313	Fort Lauderdale - Fort Lauderdale			cruises		769	431	
•	MAR060320	Fort Lauderdale - Fort Lauderdale			2011/18/2000	2019/18/2000	769	431	
•	MAR060329	Fort Lauderdale - Fort Lauderdale			29-Mar-2006	02-Apr-2006 🗸	769	431	
~	MAR060403	Fort Lauderdale - San Francisco			03-Apr-2006	17-Apr-2006	769	431	
•	MAR060418	San Francisco - San Francisco			18-Apr-2006	13-May-2006	769	431	
•	MAR060514	San Francisco - Vancouver			14-May-2006	23-May-2006	769	431	
•	MAR060524	Vancouver - Whittier			24-May-2006	30-May-2006	769	431	
~	MAPOCOESI	a orginal to which the			31-May-2006	06-Jun-2006	769	431	
•	MA menu cycle	of the template cruise			07-Jun-2006	13Jun-2006	769	431	
✓	MA should be a	pplied to r			14-Jun-2006	20-Jun-2006	769	431	
•	MARUEUEZT	Vancouver - Whittier			21-Jun-2006	27-Jun-2006	769	431	
•	MAR060628	Whittier - Vancouver			28-Jun-2006	04-Jul-2006	769	431	
•	MAR060705	Vancouver - Whittier			05-Jul-2006	11-Jul-2006	769	431	
✓	MAR060712	Whittier - Vancouver			12-Jul-2006	18-Jul-2006	769	431	
•	MAR060719	Vancouver - Whittier			19-Jul-2006	25-Jul-2006	] 769	431	
✓	MAR060726	Whittier - Vancouver			26-Jul-2006	01-Aug-2006	769	431	
•	MAR060802	Vancouver - Whittier			02-Aug-2006	08-Aug-2006	] 769	431	
~	MAR060809	Whittier - Vancouver			09-Aug-2006	15-Aug-2006	769	431	
•	MAR060816	Vancouver - Whittier			16-Aug-2006	22-Aug-2006	769	431	
~	MAR060823	Whittier - Vancouver			23-Aug-2006	29-Aug-2006	769	431	
~	MAR060830	Vancouver - Whittier			30-Aug-2006	05-Sep-2006	769	431	
~	MAR060906	Whittier - Vancouver			06-Sep-2006	12-Sep-2006	769	431	
•	MAR060913	Vancouver - Whittier			13-Sep-2006	19-Sep-2006	769	431	
~	MAR060920	Whittier - Tokyo			20-Sep-2006	03-0 ct-2006	769	431	
•	MAR061004	Tokyo - Hong Kong			04-0 ct-2006	17-0ct-2006	769	431	
•	MAR061018	Hong Kong - Singapore			18-0 ct-2006	31-0ct-2006	769	431	
•	MAR061101	Singapore - Sydney			01-Nov-2006	14-Nov-2006	769	431	
~	MAR061115	Sydney - Auckland			15-Nov-2006	29-Nov-2006	769	431	
•	MAR061130	Auckland - Los Angeles			30-Nov-2006	17-Dec-2006	769	431	
•	MAR061218	Los Angeles - Los Angeles			18-Dec-2006	25-Dec-2006	769	431	
•	MAR061226	Los Angeles - Fort Lauderdale			26-Dec-2006	08-Jan-2007	769	431	
4	MAR070109	Fort Lauderdale - Manaus			09-Jan-2007	19-Jan-2007	769	431	

## 5 Restaurant Reservations

#### 5.1 Introduction

Reservations can be taken simultaneously at various locations because MXP tracks availability by table sizes to prevent over booking of particular table sizes.

Once a venue is full, guests can be wait listed for the desired meal or make reservations at a different venue.

Because the cruise itinerary is integrated in the reservation screen, the staff member taking the reservation has access to evening dress codes, evening themes, and the port of call with departure and arrival times. If a menu has been created in MXP for a meal, this information is also available online and can be communicated to guests. Additional fields for culinary requests and special celebrations are also provided.

To streamline the reservation process, restaurants are divided into the following reservation types:

- Restaurants that require reservations
- Restaurants where reservations are optional
- Restaurants where no reservations are required
- Restaurants with assigned seating

### 5.2 Reservation overview

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From the MXP main menu select options *Reservations* and *Restaurant Reservations*. The restaurant reservation screen opens in the default as shown below.

To see the reservation overview, follow the instructions on the screen shot below.

🔷 МХР													
📕 Save 🗙 Cancel 🎒 Print Screen 👖 Clos	<ol> <li>Select an insta range, and then</li> </ol>	allation and date click on the	•										
Restaurants Seating	FILTER button												
Itinerary	Restaurants												
m/s Roval Mariner	Reservation	Required Res	ervation Opti	ional Res	ervation not	Required /	Assianed S	eating All	Restaurants				
From To	ক						-	2					
02/21/2006 • 03/03/2006 • Filter		Meale				Opening	Time			Price	1	ancellation	
Date Evening	Venue	T Medis	Meal	0	Doen From	Open To	Reserva	tions Lintil	Type	Per Pi	erson	Fee	Capacity
Date # Day Dress Code	French Restau	rant Alternativ	e Restaurant	Dinner	18:00	22:00	21	:30	Fixed Price		30.00	10.00	290
21-Feb-2006 14 Tue Country Club Casual				135	elect a meal								
22-Feb-2006 15 Wed Informal				0.0									
23-Feb-2006 16 Thu Country Club Casual													
24-Feb-2006 17 Fri Lountry Club Casual													
26-Feb-2006 19 Sun Formal Cant													
27-Feb-2006 20 Mon Country Club Casual													
28-Feb-2006 1 Tue Country Club Casual	Overview F	leservations F	eservations	Time Lines	Venue Ins	tructions \	/enue Desc	ription M	enu Specia	al Requests	Charges		
01-Mar-2006 2 Wed Formal Capt	From 03/03/2	006 🔻 To 03	/10/2006	- Filter	1								
02-Mar-2006 3 Thu Country Club Casual				2 . Table			4 . Table		1	6 . Table			8 . Table
03-Mar-2006 4 Fri Informal	Date			2.11006			4 Table	_		0 - Table			0 · rabie
2. Select a date	Date		Reserved .	Available	Wait List	Reserved	Available	VVait List	Reserved	Available	Wait Lis	Reserved	Available
	03-Mar-2006	Non-Smoking	0	28	0	0	40	0	0	24		0 0	24
		Smoking	0	2	0								
	04-Mar-2006	Non-Smoking	0	28	0	0	40	0	0	24		0 0	24
		Smoking	0	2	0								
	05-Mar-2006	Non-Smoking	0	28	0	0	40	0	0	24		0 0	24
	00.14 0000	Smoking	U	2	U		10						
	06-Mar-2006	Non-Smoking Cataluina	0	28	0	0	40	U	U	24		0 0	24
	07 May 2006	Silluking Non Smoking	0	2	0	0	40	0	0	24		0 0	24
	07-1412-2000	Smoking	0	20	0		40			24			24
	08-Mar-2006	Non-Smokina	0	- 28	0	0	40	0	0	24		0 0	24
03-Mar-2006 Arrival/Departure		Smoking	0	2	0								
Location Berth ETA	09-Mar-2006	Non-Smoking	0	28	0	0	40	0	0	24		0 0	24
At Sea		Smoking	0	2	0								
	10-Mar-2006	Non-Smoking	0	28	0	0	40	0	0	24		0 0	24
		Smoking	0	2	0								

MarineXchange

## 5.3 Individual reservation

From the MXP main menu select options Reservations and Restaurant Reservations.

The restaurant reservation screen opens in the default. To make a reservation from the default view, follow the sequence of the screen shot shown below.

♦ MXP														
📕 Save 🗙 Cancel 🎒 Print Screen 👖 Close														
Restaurants Seating														
Itinerary d	Select the installati te range and click	on the												
m/s Boval Mariner	FILTER button		ervation Opt	ional Re:	ervation not	Required	Assianed Se	ating All	Restaurants					
From To	<b>F</b>						2							
02/21/2006 - 03/03/2006 - Filter	<u>e</u>	Masla				Ononina	Time			Prine		modution		
Date Evening	Venue	wieais	Meal		Onen Erom	Opening	Recervet	ione Lintil	Type	Dor D	erson	Foo	Canacity	
Date # Day DressCode	French Bestaura	nt Alternative	Bestauran	t Dinner	18:00	22-00	21	30	Fived Price	FEI F	30.00	10.00	290	
21-Feb-2006 14 Tue Country Club Casual	Thenent Testadia	and Alconidave		Connor	10.00	22.00	21	.50	T Med T field		30.00	10.00	230	
22-Feb-2006 15 Wed Informal			3. Select th	ne meal										
23-Feb-2006 16 Thu Country Club Casual														
24-Feb-2006 17 Fri Country Club Casual														
25-Feb-2006 18 Sat Informal								4. You	ı will see a re	eservation a	nd			
26-Feb-2006 19 Sun Formal Capt	•							availa	bility summar	y for the nex	đ7			
27-Feb-2006 20 Mon Country Club Casual				<b>T</b> 11	ю і			. days.						
28-Feb-2006 1 Tue Country Club Casual	Uverview   He:	servations H	eservations	Time Line	s   Venue In	structions	venue Desc	nı Availa	ble tables ar	e shown in d	green.			
I-Mar-2006 2 Wed Formal Capt From 02/28/2006 ▼ To 03/07/2006 ▼ Filter														
02-Mar-2006 3 Thu Country Club Casual				2 · Table			4 - Table	V		6 - Table			8 · Table	
U3-Mar-2006 4 Pri Informal	Date		D	0	10/-311-4	Deserved	0	10/-311-4	Deserves	0	10/-31:-4	D	0	
2. Select the date			Keserved	Available	vvart List	Reserved	Available	vvart List	Reserved	Available	Vvait List	Reserved	Available	
	28-Feb-2006 N	lon-Smoking	0	28	0	0	40	0		24	1	) O	24	
	S	moking	0	2	0									
	01-Mar-2006 N	lon-Smoking	0	28	0	0	40	0	0	24		0 0	24	
	s	imoking	0	2	0									
	02-Mar-2006 N	lon-Smoking	0	28	0	0	40	C	0	24		0 0	24	
	S	moking	0	2	0									
	03-Mar-2006 N	lon-Smoking	0	28	0	0	40	<b>⊸</b> ſ	5 Tomake	a reservation	o for a	0 0	24	
	S	imoking	0	2	0				table, double	e click on th	e			
	04-Mar-2006 N	lon-Smoking	0	28	0	0	40		green field			) 0	24	
۲ ( )	S	moking	0	2	0			L						
28-Eeb-2006 Arrival/Departure	05-Mar-2006 N	lon-Smoking	0	28	0	0	40	0	0	24		0 0	24	
Location Berth ETA	S	imoking	0	2	0									
Callao Docked 07:00	06-Mar-2006 N	lon-Smoking	0	28	0	0	40	0	0	24		0 0	24	
Callad Docked Or.00	S	imoking	0	2	0									
	07-Mar-2006 N	Ion-Smoking	0	28	0	0	40	0	0	24		0 0	24	
	S	imoking	0	2	0									

After clicking on the green field, the *Reservation Time Lines* tab will become active. To create a reservation, follow the instructions of the screen shot below.

💊 MXP																														_ 🗆 🗡
Save × Cancel 4	🗿 Print Screen 👖 Close																													
Restaurants Seating																														
Itinerary		Res	stau	rants																										
m/s Royal Mariner	<b>•</b>	Re	eserv	ation F	Requi	red	Rese	ervatio	on Op	otiona	al Re	serva	ation	not F	lequir	red	Assig	gned	Seati	ng /	All Re	estaur	ants							
From To		त्व																												
02/21/2006 - 03/03	3/2006 🔻 Filter		_			Мо	ale								One	mina	Time							Price			1	ance	allation	
Date	Evening		Veni	IP I	<b>T</b>	me	010	Me	al			One	n Ero	un I	Oner	n To	l Ri	- eser	/ation	s L Ini	11	Τv	me	T IICC	Per l	Perso		E	- P	Capacity
Date # Day	Dress Code	Fren	ch B	lestau	rant	Altern	hative	Bes	taura	nt Di	nner	1	8.00		22	00		5001	21:30	0 011	Fix	ed P	rice		1011	30	00		10.00	290
21-Feb-2006 14 Tue	Country Club Casual																													
22-Feb-2006 15 Wed	Informal																													
23-Feb-2006 16 Thu	Country Club Casual																													
24-Feb-2006 17 Fri	Country Club Casual																													
25-Feb-2006 18 Sat	2. Click on the NEW																													
26-Feb-2006 19 Sun p	RESERVATION button																													
27-Feb-2006 20 MonL	Caumbus Chults Causual	× n.,			eceru	ation	e B	acaru	ation	• Tim	na Lina	V	/enue	lnet	uctio	ne	Venu	o De	ecript	ion	Men	u sr	ocia	IRea	unete	Ch	arnee			
01-Mar-2006 2 Wed	Eormal Casual			-		-			-				onac	/ 11104	aotio		10110		oonpe	011			.00/10	inoq		011	aigoo			
02-Mar-2006 3 Thu	Countru Club Casual		New	Hese	rvatio	n 🤇	< <u>⊡</u> a	ancel	Φ	<u>H</u> etr	esh																			
03-Mar-2006 4 Fri	Informal	E	lese	rvati	ons	1	₩ai	t Lis	ted																					
		No	n-Srr	okina	l Sm	okina																								
		1.00		ioking	-	orang																								
		2	<u> </u>	4 L	6	8																								
			17				18				19				20				21				22				23			<b>_</b>
			00	15	30	45	00	15	30	45	00	15	30	45	00	15	30	45	00	15	30	45	00	15	30	45	00	15	30	
		8		4	_						1 Cliel	k on	the et	hart ti	me in	<b>h</b>	_	_	_			_		_						
		12		-	-					H,	the tim	e-line	e grid	uart u	ine in		-	-	-		-	-		-	-					
		10		-	-		-		-	2			-			$\vdash$	-	-		-	-	-		-	-	-				
		29			-		-			-		_				F	-	-	-		-	-		-	-					
		39			-												<u> </u>	1	-			1		-						
		42																												
<u> </u>		45																												
03-Mar-2006	Arrival/Departure	49																												
Location	Berth ETA	51		-													-	-				-								
At Sea		52		-	-												-	-			-	-			-					
		56			-		-	-	-	-				-		-	-	-	-		-	-		-	-	-		-		
		60															-	-	+		-	-								
		63																												
		64																												-
•	F	67	-								1																			
		_		_																										

After click on the New Reservation button, the New Restaurant Reservation form will be displayed as shown below

New Restaurant Reservation
Venue
Venue French Restaurant
Meal Alternative Restaurant Dinner
Date Friday, 03-Mar-2006
Open from 18:00 to 22:00
Surcharge \$ 30.00 << Surcharge per person
Cancellation fee \$ 10.00 << Cancellation fee per person
Reservation Venue
New Reservation Preferences Requests Comments Other Reservations
Reservation made by         Size of party*       4 <ul> <li>Reserve table</li> <li>Room Nbr</li> <li>Made by*</li> <li>Description*</li> </ul> ••••
Party + Add CX Remove
Room No   Title   Last Name   First Name   Charge
Reservation
Reservation time* 18:15 T to 20:15 T Reservation method*
Cancel 🗙 Create 🕨

To complete the reservation, populate the white fields and press the *Create* button. Should you not want to save the reservation, click on the *Cancel* button.

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New Reservati	on Preferences	Requests	Comments	Other Reservations	
🗆 Reservatio	n made by 👘				
Size of party*	4 🗘	Reserv	e table		
Room Nbr	302				
Made by*	Demo User				
Description*	Demo User (MXF	P)			
Party					
+0 Add Cx	<u>R</u> emove				
Room No   T	itle   L	ast Name		First Name	Charge
Reservatio	n				
Reservation ti	me* 18:15	🗘 to 🛛 20	:15 🌲		
Reservation n	nethod* In Person	1	-		

#### The Preferences tab allows to capture certain guest preferences

New Reservation	Preferences	Requests	Comments	Other Reservations	
Preferences					
Table preference	•				•
Smoking table					
Share table					

The *Requests* tab allows to enter any requests the guests may have. The request categories are configured in the MXP lookup maintenance section.

Reservation	Venue		
New Reservation	Preferences Requests Com	ments Other Reservations	
Add a request			
Туре	Description	Quantity Comment	
Culinary	Gluten free		
Culinary	Kosher		
Culinary	Low sodium		
Celebration	Anniversary		
Celebration	Birthday		
<b>1</b>			<u> </u>

Enter any comments into the comment field of the Comments tab

Reservation	Venu	e			
New Reservation	Preferences	Requests	Comments	Other Reservations	

Should a guest have other reservations, those can be seen in the Other Reservations tab

Reservation	Venu	e				
New Reservation	Preferences	Requests	Comments	Other Reservation	าร	
					Reser	vation
Ven	ue		Туре	Date	From	То

#### The new reservation is shown in the time-line grid as shown below

Bare × Cancel Print Screen D Close         Restaurants         Restaurants         Restaurants         Restaurants         Prime       Restaurants         Restaurants         Restaurants         Reservation Required Reservation not Required Assigned Seating All Restaurants         Prime       Reservation Optional Reservation not Required Assigned Seating All Restaurants         Prime       Reservation Optional Reservation not Required Assigned Seating All Restaurants         Prime       Reservation Optional Reservation optional Reservation Optional Reservations Intel Intel Option Option Time         Price       Cancellation         Option       Price       Cancellation         Price       Concellation         Option       Price       Cancellation         Price       Concellation         Price       Concellation         Price       Cancellation         Price       Cancellation         Price       Concellation
Restaurants         Itinerary         M/s Royal Mariner       To         Tom       To         02/217/2006       © 03/03/2006       Filter         Meals       Open From Open To       Price       Cancellation         02/217/2006       14       Date       Evening         Meals       Open From Open To       Price       Cancellation         21-Feb-2006       15       Wedit       Open From Open To       Reservation Statut       Type Per Person         22-Feb-2006       16       Thu       County Club Casual       Case       21-Feb-2006       16       Thu       County Club Casual       24         25-Feb-2006       19       Sun       Fromal       Cast       24       24       24       24       24       24       0       10:00       2300       10:00       2300         25-Feb-2006       19       Sun       Formal       Cast       24       24       24       24       24       24       24       24       24       24       24       24       24       24       24       24       24       24       8       24       24       8       24       24       8       24
Itinerary       Restaurants         m/s Royal Mainer       r         From       To         Oute       Evening         Date       Evening         Date       Evening         Date       Evening         Date       Evening         Oate       Evening         Date       Evening         Date       Evening         Open from       Open from       Open from       Open for         23/Feb-2006       18 Sur       Informal       Alternative Restaurant Dinner       18:00       22:00       21:30       Fixed Price       Cancellation         24/Feb-2006       18 Sur       Informal       Capacity       Meal       Open from       Open for       Reservations Until       Type       Per Person       Fee       Capacity         25/Feb-2006       18 Sur       Informal       Capacity       Price       Survey       Survey       Per Person       Fee       Capacity         27/Feb-2006       18 Sur       Informal       Capacity       Price       Survey       Survey       Per Person       Fee       Capacity         27/Feb-2006       18 Survey       Survey       Per Person       Fee       Capacity <t< td=""></t<>
Im/s Royal Mariner       Im/s Roy
To         To         Date       Price       Cancellation         Date       Evening         Date       Price       Cancellation         Date       Price       Cancellation         Date       Press Code         Date       Press Code         Termal       Capacity         Date       Price       Cancellation         Price       Cancellation         Price       Cancellation         Price       Cancellation         Price       Precon       Fee Capacity         Capacity       Price       Cancellation         Price       Price       Capacity         Price       Price       Capacity         Price       Price       Price       Capacity         Price       Price       Capacity         Prico
D2/21/2006 ▼       03/03/2006 ▼       Filter       Meals       Opening Time       Price       Cancellation         Date       Evening       Index       Øy       Dress Code       Price       Cancellation       Price       Cancellation         Date       # Day       Dress Code       Price       Cancellation       Price       Cancellation         21-Feb-2006       14 Tue       Country Club Casual       Price       Cancellation       Price       Cancellation         23-Feb-2006       15 Wed       Informal       Capt       Price       Cancellation       Price       Cancellation         24-Feb-2006       17 Fin       Country Club Casual       Price       Cancellation       Price       Cancellation         25-Feb-2006       19 Sun       Formal       Capt       Price       Cancellation       Price       Cancellation         24-Feb-2006       1 Tue       Country Club Casual       Price       Cancellation       Price       Cancellation         24-Feb-2006       1 Tue       Country Club Casual       Overview Reservations Time Lines       Verue lenstructions       Verue Description       Menu Special Requests       Charges         01-Mar-2006       3 Thu       Country Club Casual       Non-Smoking       Sm
Date         Evening         Meal         Open from
Oute         #         Date         Person         Capacity           21+6+22006         14 Tuc         Country Club Casual         Informal         22/eb-2206         15 Wed         16 Tuc         20.00         21:30         Fixed Price         30.00         10.00         290           23+6+2206         15 Twa         Country Club Casual         Ench Restaurant Alternative Restaurant Dinner         18:00         22:00         21:30         Fixed Price         30.00         10.00         290           23+6+2206         17 Fri         Country Club Casual         Capit         Informal         Capit         Informal         Capit         Informal         Informal         Informal         Capit         Informal         Informal<
21-Feb-2006       14 Tue       Country Club Casual       Informal       22/00       21:30       Fixed Price       30:00       10:00       230         23-Feb-2006       15 Wed       Informal       16       Country Club Casual       16       16       16       16       16       16       16       16       16       16       17       10       0.00       230       10:00       10:00       230       10:00       10:00       230       10:00       10:00       230       10:00       10:00       10:00       10:00       10:00       10:00       10:00       10:00       10:00       10:00       10:00       10:00       10:00       10:00       10:00       10:00       10:00       10:00       10:00
22Feb-2006       15 Wed       Informal
23-Feb-2006 16 Thu Country Club Casual 24-Feb-2006 17 Fin Country Club Casual 25-Feb-2006 18 Sat Informal Capt 27-Feb-2006 20 Mon Country Club Casual 01-Mar-2006 2 Wed Formal Capt 02-Mar-2006 3 Thu Country Club Casual 03-Mar-2006 4 Fri Informal New Reservations X Cancel ♀ Befresh 24 6 8 17 18 19 20 21 22 23 17 18 19 20 21 30 45 00 15 30 4
24Feb-2006       17       Fri       Country Club Casual         25Feb-2006       19       Sun       Formal       Capt         28Feb-2006       11       Country Club Casual       Informal       Capt         01-Mar-2006       2       Wed       Formal       Capt         02-Mar-2006       3       Thu       Country Club Casual       Informal       Capt         03-Mar-2006       4       Fri       Informal       Capt       Perevations       Reservations Time Lines       Venue Instructions       Venue Description       Menu       Special Requests       Charges         03-Mar-2006       4       Fri       Informal       Capt       Perevations       Yearcel 2       Befresh         17       18       19       20       21       22       23       A         10       13       04       50       15       30       45       00       15       30       45       00       15       30       45       00       15       30       45       00       15       30       45       00       15       30       45       00       15       30       45       00       15       30       45       00       1
25Feb-2006       18 Sat       Informal       Capteb-2006       19 Sum       Formal       Capteb-2006       20 Mon       Country Club Casual         22Feb-2006       2 Wed       Formal       Capt       Image: Country Club Casual       Overview       Reservations       Time Lines       Venue Instructions       Venue Description       Menu       Special Requests       Charges         01-Mar-2006       2 Wed       Formal       Capt       Non-Smoking       Smoking       Image: Capter Country Club Casual       Non-Smoking       Non-Smoking       Image: Capter Country Club Casual       Image: Capter Country Club C
26Feb-2006       19 Sun       Formal       County Club Casual         28Feb-2006       20 Mon       County Club Casual       County Club Casual         01 Mar-2006       2 Wed       Formal       Capt         02-Mar-2006       3 Thu       County Club Casual       Mew Reservations       Kencel (2) Refresh         03-Mar-2006       4 Fri       Informal       Mew Reservations       X Gancel (2) Refresh         2       4       6       8       Informal       2         17       18       19       20       21       22       23         18       0       15       30       45       00       15       30       45       00       15       30       45       00       15       30       45       00       15       30       45       00       15       30       45       00       15       30       45       00       15       30       45       00       15       30       45       00       15       30       45       00       15       30       45       00       15       30       45       00       15       30       45       00       15       30       45       00       15
27Feb-2006       20 Mon       Country Club Casual         28Feb-2006       1 Tue       Country Club Casual         01Mar-2006       2 Wed       Formal       Capt         02Mar-2006       3 Thu       Country Club Casual       Image: Country Club Casual         03Mar-2006       4 Fri       Informal       Mark Reservations       Reservations         2       4       6       8       Image: Country Club Casual       Image: Country Club Casual         10       10 Mark 2006       4 Fri       Informal       Image: Country Club Casual       Image: Countr
28Feb-2006       1 Tue       Country Club Casual         01-Mar-2006       2 Wed       Formal       Capt         02Mar-2006       4 Fri       Informal
01-Mar-2006 2 Wed Formal Capt 02-Mar-2006 3 Thu 03-Mar-2006 4 Fri Informal Country Club Casual 03-Mar-2006 4 Fri Informal Mait Listed 10-Mor-Smoking Smoking 2 4 6 8 17 18 19 20 21 22 23 17 18 19 20 21 22 23 17 18 19 20 21 22 23 00 15 30 45 00 15 30
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O3-Mar-2006         4 Fri         Informal         reservations         wait Listed           Non-Smoking         Smoking
Non-Smoking       Smoking         2       4       6       8         17       18       19       20       21       22       23         00       15       30       45 </td
2       4       6       8         17       18       19       20       21       22       23         00       15       30       45       00       15       30       4
17     18     19     20     21     22     23       00     15     30     45     00     15     30     <
00         15         30         45         00         15<
12
16
19 302 Demo User (MXP) (4) The new reservation is
39
U3Mar-2005 Arrwa/Departure 49
At Sea
56
60
<u>53</u>
63

## 5.4 Group reservation

From the MXP main menu select options Reservations and Restaurant Reservations.

The restaurant reservation screen opens in the default. To make a reservation from the default view, follow the sequence of the screen shot shown below.

🔶 МХР				×
📕 Save 🛛 Cancel 🖨 Print Screen 🧃	Close			
Restaurants Seating	Г	1. Select the installation and		
Itinerary		date range, and then click on		
m/s Royal Mariner	-	on Optional Re	eservation not Required Assigned Seating Al	Restaurants
From To	. 1 3	8		
0272172006 • 0373072006 • Pilc		Meals	Opening Time	Price Cancellation
Date # Day Dress Code	enir	Venue 🔽 Meal	Open From Open To Reservations Until	Type Per Person Fee Capacity
21-Feb-2006 14 Tue Country Club Casua	l Fi	French Hestaurant Alternative Hestaurant Dinner	18:00 22:00 21:30	Fixed Price 30.00 10.00 290
22-Feb-2006 15 Wed Informal		3. Seler	ot the meal	
23-Feb-2006 16 Thu Country Club Casua	1			
24-Feb-2006 17 Fri Lountry Llub Lasua 25-Eeb-2006 18 Sat Informal				
26-Feb-2006 19 Sun Formal	<ol> <li>Select ta BESEBVA</li> </ol>			
27-Feb-2006 20 Mon Country Club Casua	TIESETTY-			
28-Feb-2006 1 Tue Country Club Casua		Overview Reservations Reservations Time Lin	es Venue Instructions Venue Description M	fenu Special Requests Charges
01-Mar-2006 2 Wed Formal	_ C	Reservations Walk-In   Wait List   Cancelled	GROUP BOOKING	
02-Mar-2006 3 Thu Country Club Casua 02-Mar-2006 4 Eri Informal		🕘 Open 🗙 Cancel 🗇 Group Booking 😨	<u>henesri jang bave tu Ex</u> cel 🛛 🚑 Print 🖸	Preview Sort by
04-Mar-2000 4 Thi Thiomai 04-Mar-2006 5 Sat Country Club Casua		Guests	Time	Table
05-Mai 2. Select the date	R	Room Description	#Guests From To Seatat	Table No Table Preferences Smoking
06-Mai Club Casua		302 DemoUser (MXP)	4 18:15 20:15	
07-Mar-2006 8 Tue Country Club Casua	1			
09 Mar 2005 10 Thus Informal				
10-Mar-2006 11 Fri Country Club Casua				
11-Mar-2006 12 Sat Formal	C			
12-Mar-2006 13 Sun Country Club Casua	1			
13-Mar-2006 1 Mon Country Club Casua	1			
14-Mar-2006 2 Tue Informal				
03-Mar-2006 Arrival/De	eparture			
Location Berth	ETA			
Acidea				
•		•		Þ

The group booking form will show

33

MXP
New Restaurant Group Booking
Venue
Venue French Restaurant
Meal Alternative Restaurant Dinner
Date Friday, 03-Mar-2006
Open from 18:00 to 22:00
Surcharge \$ 30.00 << Surcharge per person
Cancellation fee \$ 10.00 << Cancellation fee per person
Reservation Venue
New Reservation Preferences Requests Comments Other Reservations
Reservation made by         Size of group'
Party Add By Remove
From* to T
Reservation method*
Cancel 🗙 Create 🕨

To complete the reservation, populate the white fields and press the *Create* button. MXP will automatically assign the group to the largest available tables. Should you not want to save the reservation, click on the *Cancel* button.

New Reservati	on Preferences Requests Comments Other Reservations
Reservatio	n made by
Size of group	20 C Reserve table
Ref. Nbr	12121
Made by*	Demo User ····
Description*	Group Demo
Party +© Add ©X	<u>R</u> emove
Room No   T	ntle   Last Name   First Name   Charge
Group Boo	king
From*	20:00 🗘 to 22:00 🜲
Reservation n	nethod* Reservation Department 💌

#### The Preferences tab allows to capture certain guest preferences

1

New Reservation	Preferences	Requests	Comments	Other Reservations	
Preferences					
Table preference	•				-
Smoking table					
Share table					

The *Requests* tab allows to enter any requests the guests may have. The request categories are configured in the MXP lookup maintenance section.

Reservation	Venue
New Reservation	Preferences Requests Comments Other Reservations
Add a request	
Туре	Description Quantity Comment
Culinary	Gluten free
Culinary	Kosher
Culinary	Low sodium
Celebration	Anniversary
Celebration	Birthday

Enter any comments into the comment field of the Comments tab

Reservation	Venu	e			
New Reservation	Preferences	Requests	Comments	Other Reservations	

Should a guest have other reservations, those can be seen in the Other Reservations tab

Reservation	Venu	e				
New Reservation	Preferences	Requests	Comments	Other Reservation	ons	
					Resei	vation
Ven	ue		Туре	Date	From	То

#### The new reservation is shown in the reservation grid.

💊 MXP				
Save × Cancel	🎒 <u>P</u> rint Screen 👖 Close	e		
Restaurants Seating				
Itinerary		Restaurants		
m/s Royal Mariner	•	Reservation Required Reservation Optional Re	servation not Required Assigned Seating All	Restaurants
From To		e		
02/21/2006 🔻 03/3	0/2006 🔻 Filter		Occuring Time	Disa
Date	Evenir▲	Meals		Frice Cancellation
Date # Day	Dress Code	Found Postaniant Allemative Restances Disease	19.00 22.00 21.20	Type Per Person Fee Capacity
21-Feb-2006 14 Tue	Country Club Casual	Alternative Restaurant Diriner	18.00 22.00 21.30	Fixed Filde 30.00 10.00 230
22-Feb-2006 15 Wed	Informal			
23-Feb-2006 16 Thu	Country Club Casual			
24-Feb-2006 17 Fri	Country Club Casual			
25-Feb-2006 18 Sat	Informal			
26-Feb-2006 19 Sun	Formal C	•		Þ
27-Feb-2006 20 Mon	Country Club Casual			
28-Feb-2006 1 Tue	Country Club Casual	Overview Reservations Reservations Time Line	es   Venue Instructions   Venue Description   M	enu   Special Requests   Charges
01-Mar-2006 2 Wed	Formal C	Reservations Walk-In   Wait List   Cancelled		
02-Mar-2006 3 Thu	Country Club Casual	🗐 Open 🗙 Cancel 🗍 Group Booking 🖾 E	Refresh 🗰 Save to Excel 🖨 Print 🕅	Preview Sort bu
03-Mar-2006 4 Fri	Informal			
04-Mar-2006 5 Sat	Country Club Casual		lime	l able
05-Mar-2006 5 Sun	Informal R	Room Description	#Guests From   To  Seatat	Table No Table Preferences Smoking
05-Mar-2006 / Mon	Country Club Casual	302 Demo User (MXP)	4 18:15 20:15	
07-Mar-2006 8 Tue	Lountry Liub Lasuai	12121 Group Demo	12 20:00 22:00	
09-Mar-2006 10 Thu	Informal	12121 Group Demo	8 20:00 22:00	23
10.Mar.2006 11 Eri	Country Club Coousi	The new g	roup	
11-Mar-2006 12 Sat	Formal	reservation	records	
12-Mar-2006 13 Sun	Country Club Casual			
13-Mar-2006 1 Mon	Country Club Casual			
14-Mar-2006 2 Tue	Informal C-I	4		
•		1		
03-Mar-2006	Arrival/Departure	re		
Location	Berth ETA			
At Sea				
TR OOD				
		1 -1		

## 5.5 Modify a reservation

37

NXP					
📕 Save 🗙 Cancel 🖨 Print Screen 👖 Close					
Restaurants Seating	1. Select the installation and	1			
Itinerary	R date range, and then press the				
m/s Royal Mariner 🗸 🗸		n Optional Reservation not	Required Assigned Seating A	II Restaurants	
From To	æ				
02/21/2006 V 03/30/2006 V Filter	Meals		Opening Time	Price	Cancellation
Date Evenir 🔺	Venue 🔽 Me	al Open From	Open To Reservations Unt	i Type Per Person	Fee Capacity
Date # Day Dress Code	French Restaurant Alternative Res	taurant Dinner 18:00	22:00 21:30	Fixed Price 30.00	0 10.00 290
21-Feb-2006 14 Tue Country Club Casual					
22-Feb-2006 15 Wed Informal					
24-Feb-2006 16 Thu Country Club Casual					
25-Feb-2006 18 Sat Informal					
26-Feb-2006 19 Sun H 3 Select tab BESERVAT					F
27-Feb-2006 20 Mon 0					
28-Feb-2006 1 Tue Country Club Casual	Overview 5. Click on the OPEN	ons Time Lines Venue In	structions Venue Description	Menu Special Requests Charg	ges
01-Mar-2006 2 Wed Formal C	Reservation	Lancelled			
02-Mar-2006 3 Thu Country Club Casual	🗐 Open 🗙 Cancel 🗐 Group	Pooking 🕅 Potrash	🖥 Sava ta Eucal / 🖾 Drint [	A Provinu Sort bu	<b>_</b>
03-Mar-2006 4 Fri Informal		Dooking 😰 <u>H</u> ellesn   🏽	Sigave to Excer   Ex Ennit [	G Fieview Son by	
04-Mar 2. Select the date y Club Casual	Liuests	\$	lime	l able	
05 Mar 2005 Z Man Country Club Count	Room Descrip	ption  # Guests	From To Seatat	Table No Table Preferen	nces Smoking
07-Mar-2006 8 Tue Country Club Casual	302 Demo User (MXP)	1	4 18:15 20:15	10	
08-Mar-2006 9 Wed Informal	12121 Group Demo	5	2 20:00 22:00	23	
09-Mar-2006 10 Thu Informal		<ol><li>Select the reservation</li></ol>	20.00 22.00	20	
10-Mar-2006 11 Fri Country Club Casual					
11-Mar-2006 12 Sat Formal C					
12-Mar-2006 13 Sun Country Club Casual					
13-Mar-2006 1 Mon Country Club Casual					
14-Mar-2006 2 Tue Informal C					
03-Mar-2006 Arrival/Departure					
Location Berth ETA					
At Sea					
	•				Þ

The reservation will open in the modify reservation form as shown below.

🐓 МХР	
	Modify Restaurant Reservation
Venue	
Venue	French Restaurant
Meal .	Alternative Restaurant Dinner
Date	Friday, 03-Mar-2006
Open from	18:00 to 22:00
Surcharge	\$ 30.00 << Surcharge per person
Cancellation fee	\$ 10.00 << Cancellation fee per person
Reservation	Venue
New Reservation Pre	eferences Requests Comments Other Reservations
Reservation mad Size of party* 4 Ref. Nbr 302	e by Reserve table
Made by* Demo	User ····
Description" Demo	
Party + Add C <u>X R</u> emov	re
Room No   Title	Last Name First Name Charge
Reservation	
Reservation time*	18:15 🔹 to 20:15 🖨
Reservation method*	Reservation Department 💌
	Close 🗙

The time or table number can also be changed in the *Reservation Time Lines* tab by using the mouse as shown below

💊 MXP																										_ 0	X
Save × Cancel	🖨 Print Screen 👖 Close																										
Restaurants Seating																											
Itinerary		Resta	urants																								
m/s Royal Mariner	•	Rese	rvation Re	quired	Rese	rvation	Option	al Re	eserva	ation n	iot Ri	equin	ed /	Assig	ined S	eating	All Re	estaur	ants								
From To																											
02/21/2006 - 03/3	80/2006  Filter			Me	als							One	nina	Time	•					Price			0	ancel	lation		-1
Date	Evenir 🔺	Ve	nue 🖪	2		Meal			Oper	n Fron	n I	Oper	n To	Re	eserva	ations Ur	rtil	Τv	эе	F	Per P	ersor	1	Fee		Capaci	ity
Date # Day	Dress Code	French	Restaurar	t Alter	native	Resta	urant D	inner	1	8:00		22:	00		2	1:30	Fip	ked Pr	ice			30.0	00		10.00		290
21-Feb-2006 14 Tue	Country Club Casual																										_ 1
22-Feb-2006 15 Wed	Informal																										- 11
23-Feb-2006 15 Thu	Country Club Casual																										- 11
24-Feb-2006 17 Ffi	Lountry Liub Lasuai																										- 11
26-Feb-2006 19 Sun	Formal C	4																									ъШ
27-Feb-2006 20 Mon	Country Club Casual																										<u>-</u>
28-Feb-2006 1 Tue	Country Club Casual	Over	view Res	ervation	is Re	eservat	ions Tir	ne Lin	es V	enue	Instru	uction	ns N	/enu	e Des	cription	Men	u Sp	ecial	Requ	ests	Cha	irges				
01-Mar-2006 2 Wed	Formal C		au Recerv	tion	× na	ncel [	ते. Bef	rech																			
02-Mar-2006 3 Thu	Country Club Casual					neer [	<u>•</u>	ICSIT																			- 1
03-Mar-2006 4 Fri	Informal	] Re	servation	s	Wail	Liste	d																				_1
04-Mar-2006 5 Sat	Country Club Casual 📃	Non-	Non-Smoking Smoking																								
05-Mar-2006 6 Sun	Informal R	2	4 6	8																							
06-Mar-2006 7 Mon	Country Club Casual		17	10	10			10				20				24			22				72				
07-Mar-2006 8 Tue	Country Club Casual		17 00   45   1	0 1 45		4514		19	1451	20.1	45	20	45 1	1.201	1 45	ZI 00   46	1.20	1.45	22	1451	20.1	45	23	451			
08-Mar-2006 9 Wed	Informal	0	00 15 .	0 45	00	10 ,	0 40	00	15	30	43	00	15	30	43	00 18	30	40	00	15	30	40	00	15	50		
10-Mar-2006 10 Thu	Country Club Casual	12		_			-	+		-	-	-	-				-	-	_		_				_		
11.Mar.2006 12 Sat	Formal	16					-	-			-		-				+				_			-			
12-Mar-2006 13 Sun	Country Club Casual	19				302 D	emo U:	ser (M	XP) (4	ŋ i			~		-			-									
13-Mar-2006 1 Mon	Country Club Casual	29													numb	hange tr her selei	ie time st the	e or tai resev	ble ation								
14-Mar-2006 2 Tue	Informal C-I	39			_		_				_		_		and u	use the r	nouse	to dra	ig the	•							
•	•	42		_	-		_				_		_		recor	d to the rid	desire	ed loca	ation	in _					_		
03.Mar.2006	 Arrival/Departure	45		_	-		-	-			-	_	-		uie g	nu				H					_		
L ocation	Borth ETA	51			-		-	-		-	-	-	-	H							_		-				
At Sea		52						-									-										
A. 300		55																									
		56									_						_										
		60					_	-			_		_				-										
		63		_	-		-	-		-	-	_	_				-	-									
		67					_	-									+	-									20
			•																							•	

Seating	40

# 6 Seating

#### 6.1 Introduction

41

When guests arrive at a restaurant, seating is recorded on a visual table plan. The color coding of seated guests changes in accordance with the time passed since a guest was seated. This provides the ability to seat independent parties on the same table and still maintain a reasonable period between the time the first party and last party was seated.

The visual table plan also enables more space efficient seating in a restaurant where the Maitre d'Hotel is unable to see all tables from his position at the restaurant entrance.

### 6.2 Seat a reservation

1. Select the reservation in the Reservation grid to the left (as shown on the screen shot below) 2. Click on menu option *Seat Reservation* (as shown on the screen shot below)



#### Enter

3. Tables that match the size of the party to be seated are shown in darker green. Tables that are larger are shown in lighter green. To seat the party, simply click on one of the tables with the green indicator.



4. Once the party has been seated, the color of the chairs will change to red, indicating that those guests have just been seated.

💡 MXP																				_ 🗆 🗵
<u>S</u> ava	e 🗙 <u>C</u> ance	🖨 🗗	int Screen 👖 C	lose																
Restau	rants Seatin	ng																		
>> Free	nch Restau	rant, 03	-Mar-2006, 18:	00-22:00																
Reserv	ations Walk	⊶ln   Wa	it List   Cancelled	Seatir	ng Table	e Configura	ation			_		_		_		_		_	_	
× <u>C</u> ar	icel 🔱 <u>R</u> efi	resh		<b>, <u>S</u>e</b>	at Reserv	vation 🛱	S <u>e</u> at Wit	hout Rese	rvation 👔	<u>B</u> eserve	: Seats	Block	. Seats	肩 <u>C</u> le	ar Table	🛱 Re <u>v</u> ol	ke Seated	IParty 🗳	Refresh	
Status	Table	Time	Gu	2	7	8	12	13	16	19	20	23	26	28	29 3	1 32	33	35	37	<b>_</b>
Table	Guests	To	Seate	1 3 c 2 4	5 1	2 1 2 4 3 4	2 4	1 2 3 4	1 3 2 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 1 2 2	1 2 1 3 4 2	1 3 5 7 2 4 6 8	1234	41 1 3 5 7
	12121	20:00	Group Demo		5	6		56			5 6	56	5 6	5 6			5 6		56	2 4 6 8
13	12	22:00	Group Demo			<u> </u>		9 10												
23	8	22:00						11 12												
45	302	18:15	Demo User (MX	P	47															
40	4	20.15	21.12	46 1 2	34	48	<b>49</b>	45	<b>43</b>	58 4 1 1	<b>42</b>	6 1 2	9 1	51 1 2	54 5 1 2	<b>3 56</b> 1 1 2	52 1 2	50 1 2	<b>39 57</b> 1 2 1	<b>59</b>
				3 4	78	2	3 4	2 4	3 4 5 6	2 2	2 4	3 4 5 6	2	3 4	3 4 5 6	2 3 4	3 4	3 4 5 6	3 4 2	3 4 5 6
					_				78									7 8		78
											70	70						70 74	70	70
				1 2	<b>61</b>	1 2	1 2	<b>64 6</b>	<b>5 66</b> 1 1 2	55 1 2	1 2	12	12	1 1	2 1	2 <b>68</b> 2 1 2	12		<b>76</b>	12
				3 4	2	3 4 5 6	3 4	3 4	2 3 4 5 6	34	3 4 5 6	3 4	3 4 5 6	2 3	4 3	4 3 4 5 6	3 4	2 2	2 4 6	3 4 5 6
						7 8					78					7 8				
																				-
				•																
	24			Tabl	e Legen	d —	0 - I- 0%.	Seat Le	egend —	Dis altra d					o verte 🖂	0	- la ad	- 40 min -		
•					ize Match	Ava	allability	Ava	iable 📃	Blocked	Reser	/ed	<3 m	in <b>-</b> <	s min 🔄 🛛	:9 min	before	e 10 min	over 10	min

### 6.3 Seat a walk-in

1. Select the reservation in the Reservation grid to the left (as shown on the screen shot below)





3. Enter the details for the party to be seated and press button Create

45

MXP
Modify Restaurant Reservation
Venue
Venue French Restaurant
Meal Alternative Restaurant Dinner
Date Friday, 03-Mar-2006
Open from 18:00 to 22:00
Surcharge \$ 30.00 << Surcharge per person
Cancellation fee \$ 10.00 << Cancellation fee per person
Reservation Venue
New Reservation Preferences Requests Comments Other Reservations
Reservation made by
Size of party* 4 🔹 Reserve table
Ref. Nbr 11111
Made by* Walk-In ····
Description* m/m Smith
Party
+Ø Add Sx Remove
Room No   Title   Last Name   First Name   Charge
Reservation
Reservation time* 21:25 🗘 to 23:25 🗘
Reservation method* In Person
Cancel 🗙

4. Tables that match the size of the party to be seated are shown in darker green. Tables that are larger are shown in lighter green. To seat the party, simply click on one of the tables with the green indicator.

MXP	
📕 Save 🗙 Cancel 🖨 Print Screen 👖 Clos	se
Restaurants Seating	
>> French Restaurant, 04-Mar-2006, 18:00	D-22:00
Reservations Walk-In Wait List Cancelled	Seating Table Configuration
X Cancel Ø Refresh	🖟 Seat Reservation 🛱 Seat Without Reservation 🛱 Reserve Seats 🗍 Block Seats 🎵 Dear Table 📕 Reyoke Seated Party 🖸 Refresh
Table Time Gues	2 7 8 12 13 16 19 20 23 26 28 29 31 32 33 35 37
Table Guests To Seated	
11111 19:30 m/m Smith	
4 21:30	
	11 12
	47
	46         34         48         49         45         43         58         4         42         6         9         51         54         53         56         52         50         39         57           12         3         6         1
	$\begin{array}{ c c c c c c c c c c c c c c c c c c c$
	Click on the table where
	the guests should be seated at
	<b>60</b> 61 62 63 64 65 66 <b>55</b> 72 <b>73</b> 74 75 6 <b>7</b> 69 68 <b>77</b> 70 71 76
4	Table Legend Seat Legend
	Size Match Availability Available Blocked Reserved s3 min s6 min 9 min before 10 min over 10 min

5. Once the party has been seated, the color of the chairs will change to red, indicating that those guests have just been seated.

🔷 MXP	
📕 Save 🗙 Cancel 🎒 Print Screen 👖 Clos	e
Restaurants Seating	
>> French Restaurant, 04-Mar-2006, 18:00	-22:00
Reservations Walk-In Wait List Cancelled	Seating Table Configuration
X Cancel I Refresh	🌈 Seat Reservation 🛱 Seat Without Reservation 🎵 Reserve Seats 🛱 Block Seats 🛱 Clear Table 🛱 Revoke Seated Party 😢 Refresh
Table         Time         Guest           Status         Room         From         Descrip           Table         Guests         To         Seatece           I1111         19:30         m/m Smith           45         4         21:30         19:32	$ \begin{array}{ c c c c c c c c c c c c c c c c c c c$
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4	Table Legend     Seat Legend       Size Match     Availability         Size Match     Availability         Blocked     Reserved         <3 min     <6 min         before 10 min     over 10 min

### 6.4 Seat a wait list

49

Seating a wait listed party follows the same procedure as seating a reservation

## 6.5 Revoked a seated party

1. Select the reservation in the Reservation grid to the left (as shown on the screen shot below) 2. Click on menu option *Revoke Seated Party* (as shown on the screen shot below)



### 6.6 Clear table

51

Once guests have left the table, the table should be cleared to be available to have more guests seated there. The same applies to tables that have been blocked or reserved. To clear a table, do the following:

- 1. Click on menu option *Clear Table* (as shown in the screen shot below)
- 2. Click on the table to be cleared (as shown in the screen shot below)

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#### 6.7 Block table

53

It a table is not going to be used during a meal it should be blocked to be excluded from the available tables. To block a table, do the following:

- 1. Click on menu option *Block Table* (as shown in the screen shot below)
- 2. Click on the table to be blocked (as shown in the screen shot below)

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12	Table Legend       Size Match       Availability       Size Match       Availability       Size Blocked       Reserved       <3 min       <6 min       <9 min       before 10 min       over 10 min

The blocked table will show as dark grey (as shown in the screen shot below)

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12	Table Legend

### 6.8 Reserve table

55

To ensure guests will have a particular table you can reserve it ahead of time. To reserve a table, do the following:

- 1. Select the reservation in the Reservation grid to the left (as shown on the screen shot below)
- 2. Click on menu option *Reserve Seats* (as shown on the screen shot below)

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3. Tables that match the size of the party to be reserved are shown in darker green. Tables that are larger are shown in lighter green. To reserve the table, simply click on one of the tables with the green indicator.

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The seats of the reserved table change to yellow (as shown on the screen shot below)

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## 7 User Manual Change Log

VersionDateAuthor / Reviewer105/10/11Kristina

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