



**MXP Restaurant
Reservation and
Seating Mgmt v1**

MarineXchange

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0

1 Introduction

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 open-seating 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 users 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.

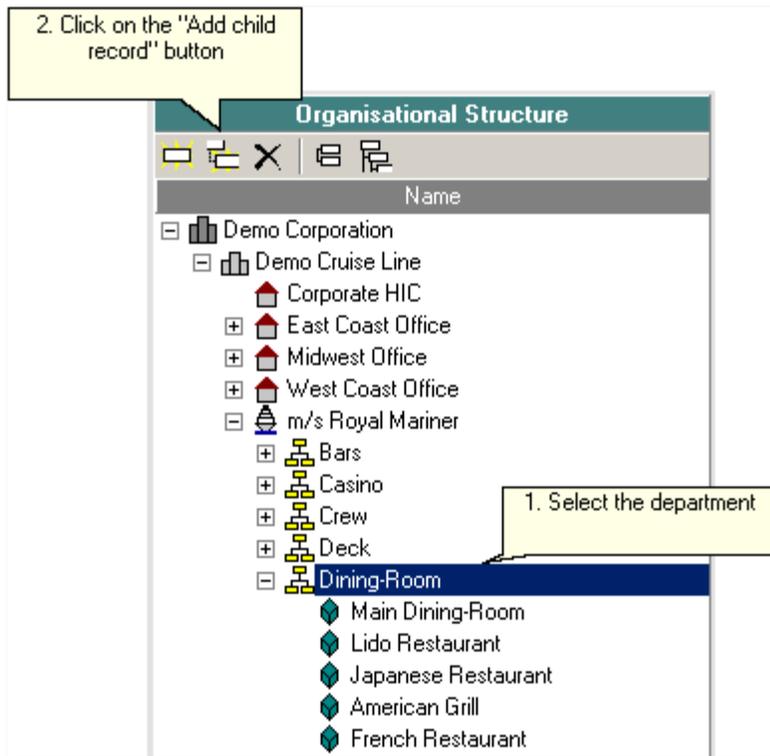
2 Restaurants

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

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)



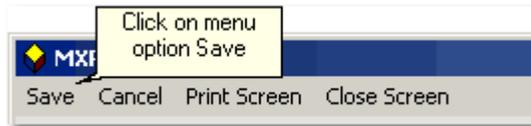
5. Select "Cost Center" as *Type*
6. Enter the name of the restaurant into the *Name* field
7. Click on the *Save* button to save the new record. click on the *Cancel* button to cancel the new record.



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

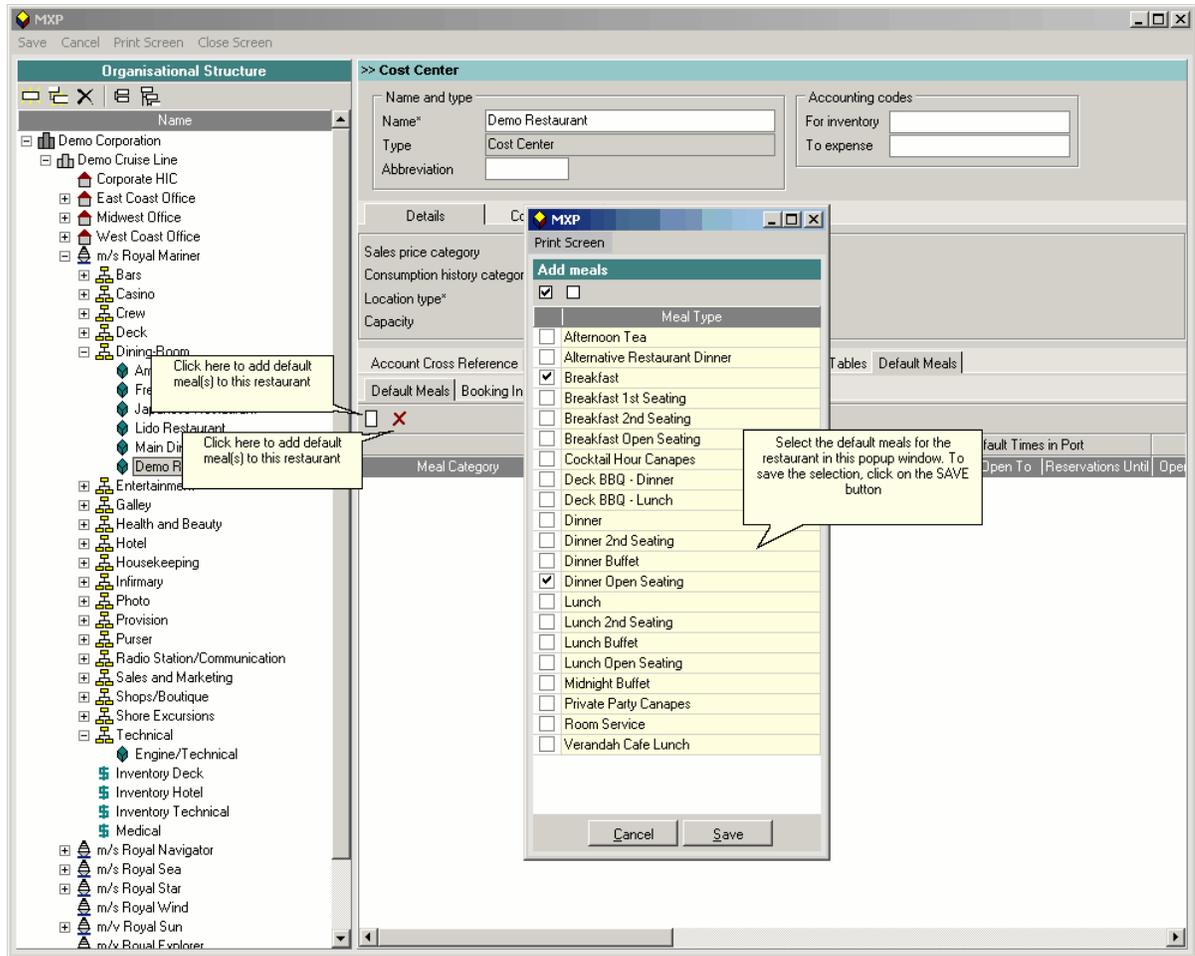
Sales price category	Standard
Consumption history category*	Customer
Location type*	Restaurant
Capacity	200

9. Click on menu option Save to save the changes

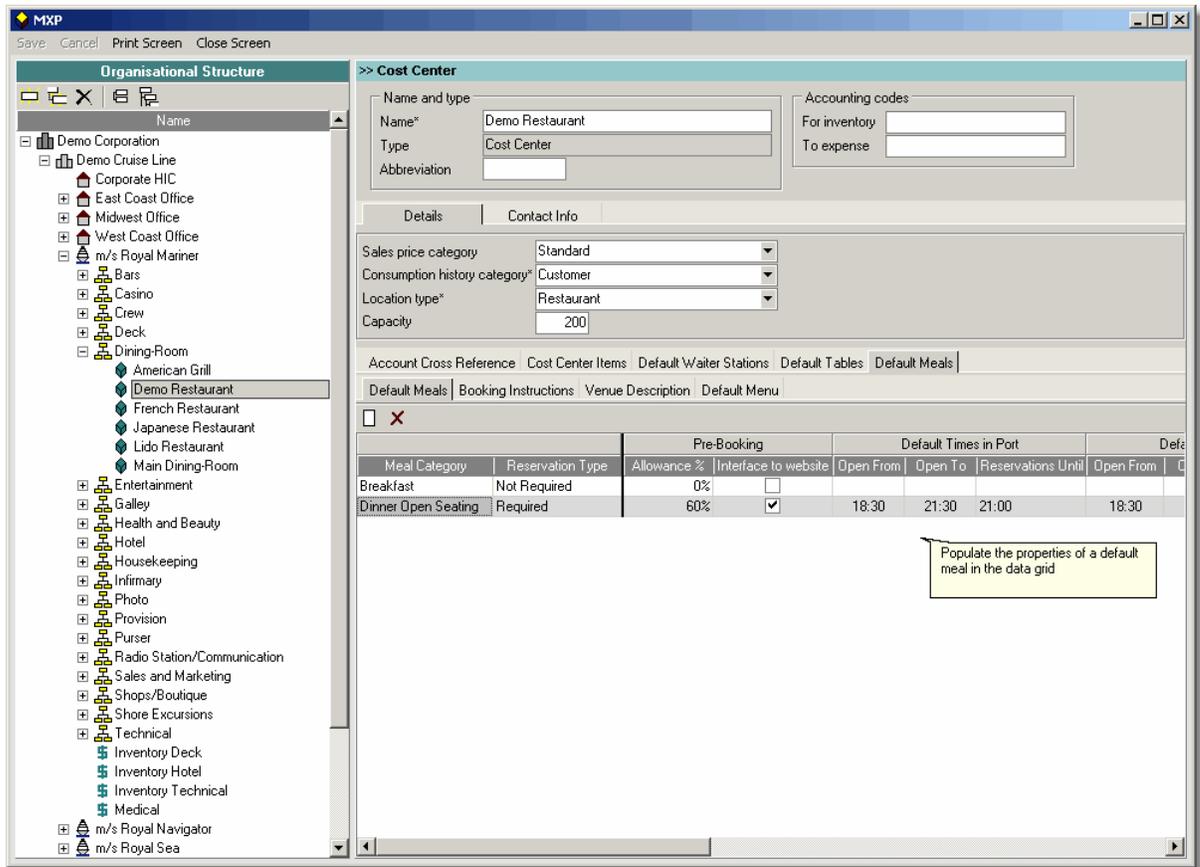


3 Default meals

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.



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.



7. Click on menu option Save to save the changes

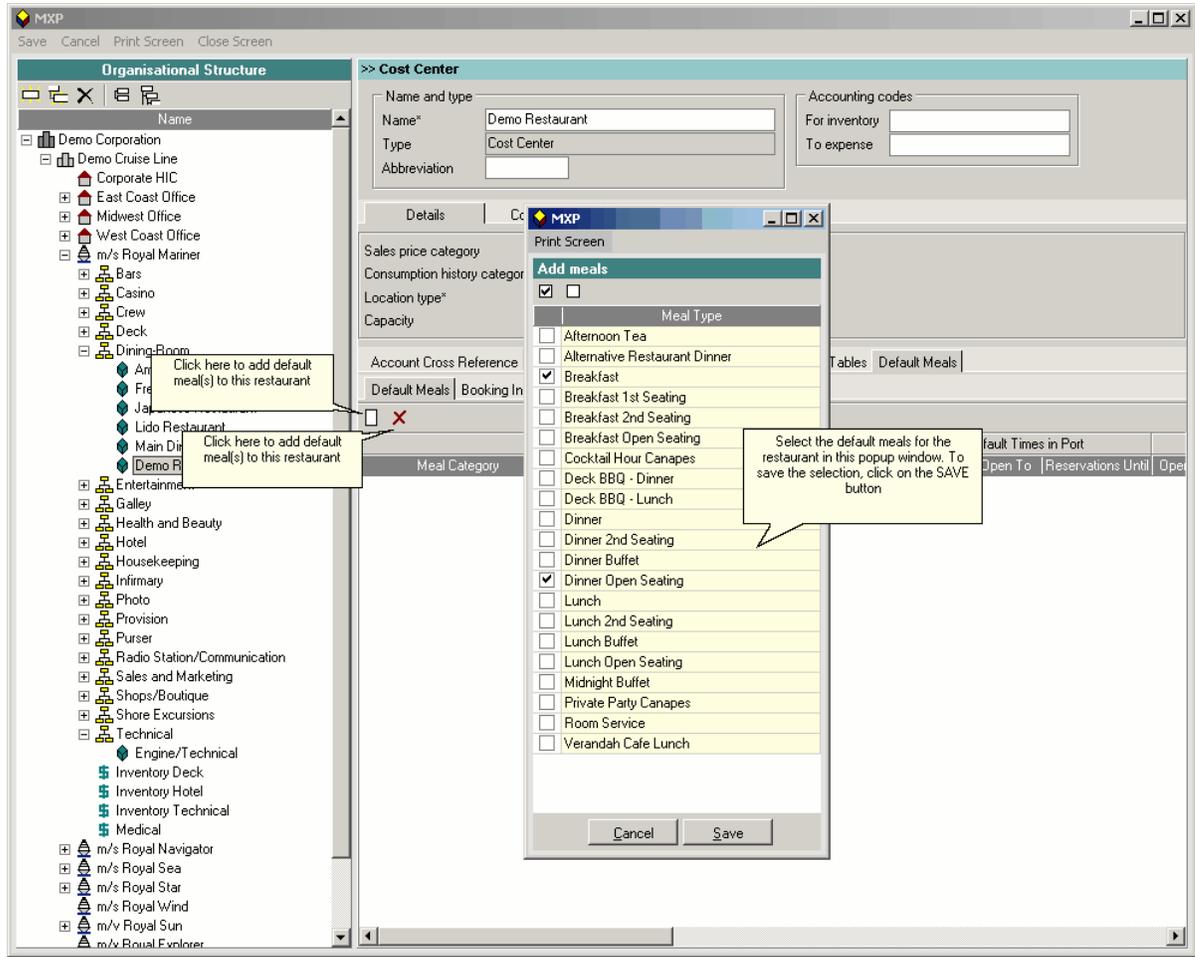


3.1 Introduction

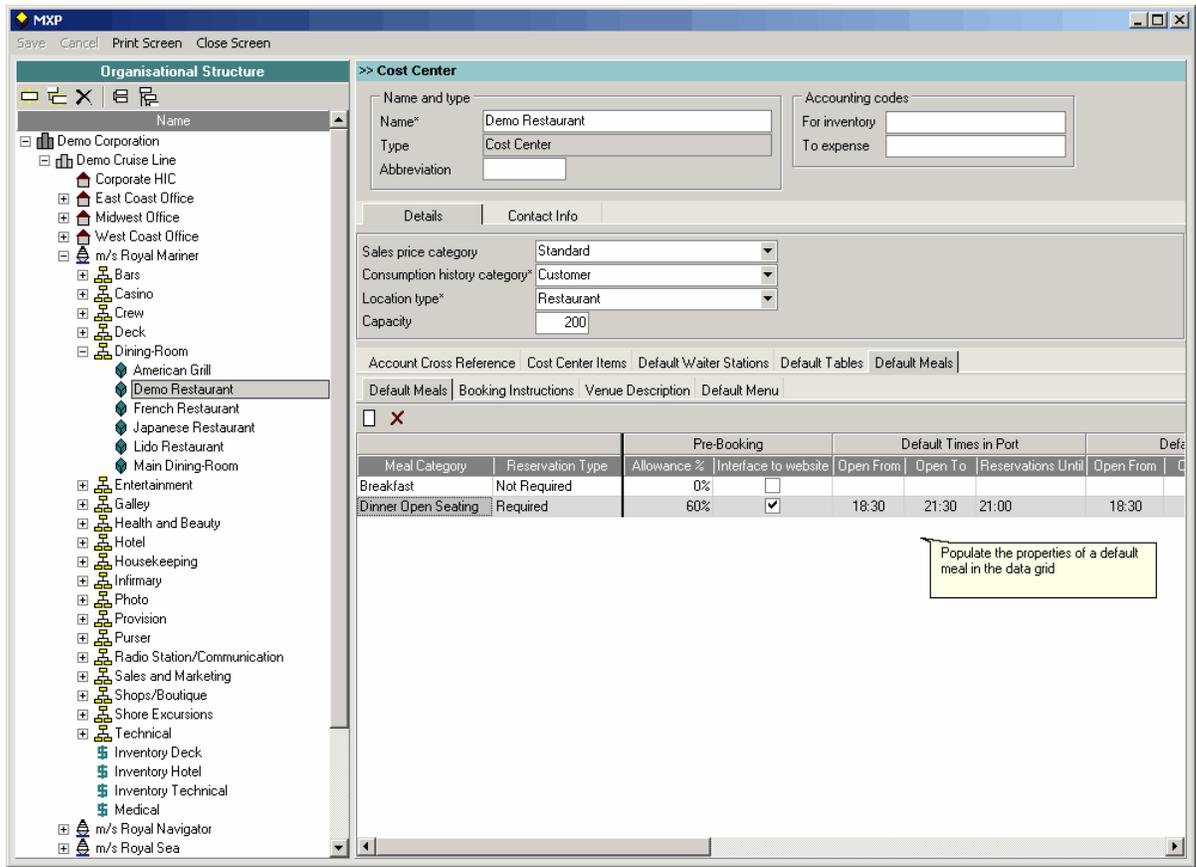
Default meals serve as templates from which actual meals are created from. Using templates allows the efficient creation of actual meals.

3.2 Default Meals

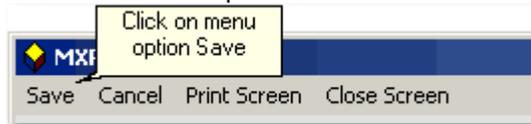
1. Select options *Maintenance* and *Organisation Structure* from the MXP main menu
2. Once the *Organisation Structure* form opened, find the department in the organisation tree on the left hand side.
3. Select the restaurant (as shown in the screen shot below)
4. Click on button *Add Default Meal* (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)



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

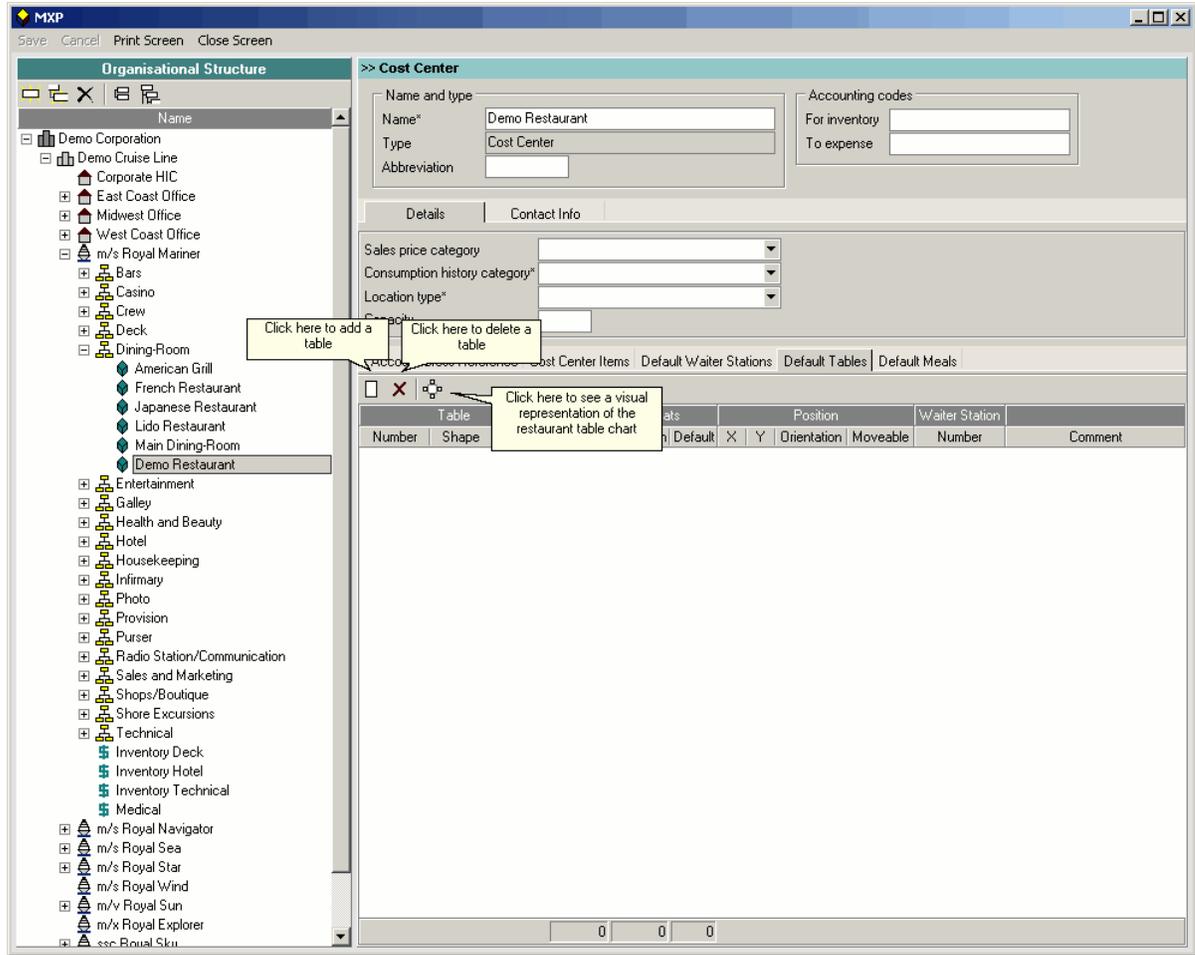


6. Click on menu option Save to save the changes



3.3 Add/delete default tables

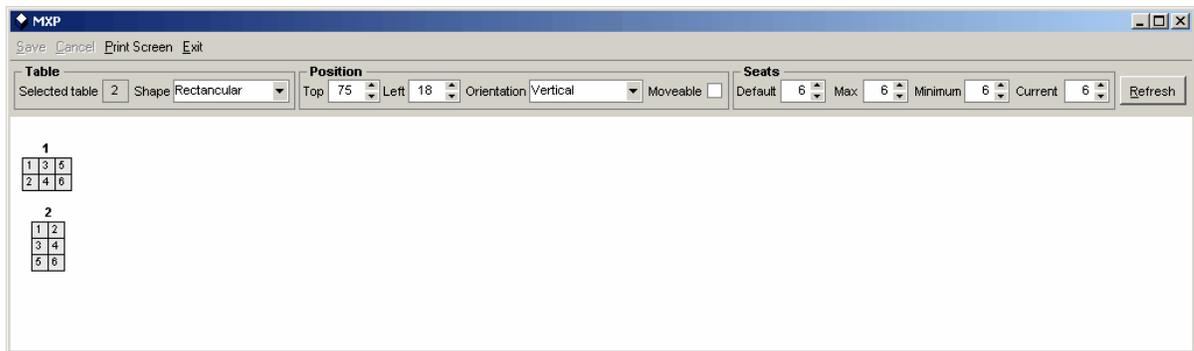
1. Select options *Maintenance* and *Organisation Structure* from the MXP main menu
2. Once the *Organisation Structure* form opened, find the restaurant in the organisation tree on the left hand side.
3. Select the restaurant (as shown in the screen shot below)
4. Click on tab *Default Tables* (as shown 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.



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

Table			Number of seats			Position				Waiter Station	Comment
Number	Shape	Smoking	Minimum	Maxim...	Default	X	Y	Orientation	Moveable	Number	
1	Oval	<input type="checkbox"/>	8	4	2	10	20	Horizontal	<input type="checkbox"/>		
2	Rectangular	<input type="checkbox"/>	6	6	6	18	75	Vertical	<input type="checkbox"/>		

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



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

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 screenshot displays the MXP software interface. At the top, there is a menu bar with options: Save, Cancel, Apply Menu Cycle, Create Meal Count Forecast, Print Screen, Close Form. Below the menu bar, there is a filter section with 'Installation' set to 'm/s Royal Mariner', 'From' set to '02/19/2006', and 'To' set to '12/31/2007'. A 'Filter' button is located to the right of these fields.

The main area is divided into several sections. On the left, there is a 'Cruises/Dates' list. A yellow callout box with the text '1. Select the cruise date' points to the date '02/28/2006' in this list. In the center, there is a 'Venue' grid. A yellow callout box with the text '2. Select the restaurant' points to the 'French Restaurant' entry in this grid. On the right, there is a 'Meals for Demo Restaurant' table. A yellow callout box with the text '3. Click on the ADD MEAL button' points to the 'ADD MEAL' button located above the table.

The 'Meals for Demo Restaurant' table has columns: Meal, Reservations, Menu, From, To, Reservations until. Below this table, there is a 'Menu Dishes' section with a 'Menu' dropdown and a 'Create Dishes' button. Below that, there is a table with columns: Course, Dish, Serving Style, Cost, Forecast, Prepared, Cost, Served, Cost. The 'Forecast' and 'Prepared' columns have values '0.00' and '0.00' respectively.

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 [Organisation Structure](#) form

MXP

Print Screen

Add meals

Meal Type	
<input checked="" type="checkbox"/>	Breakfast
<input checked="" type="checkbox"/>	Lunch
<input checked="" type="checkbox"/>	Alternative Restaurant Dinner

Cancel Save

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 Cycle 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

MAR060228

02/28/2006
03/01/2006
03/02/2006
03/03/2006
03/04/2006
03/05/2006
03/06/2006
03/07/2006
03/08/2006
03/09/2006
03/10/2006
03/11/2006
03/12/2006

MAR060313
MAR060320
MAR060329
MAR060403
MAR060418
MAR060514
MAR060524
MAR060531
MAR060607
MAR060614
MAR060621
MAR060628
MAR060705
MAR060712
MAR060719
MAR060726
MAR060802
MAR060809
MAR060816
MAR060823
MAR060830
MAR060906
MAR060913
MAR060920
MAR061004

>> Tuesday, 28-Feb-2006

Estimated Counts		Actual Counts		Evening		
Pax	Crew	Pax	Crew	Dress Code	Theme	
769	431	0	0	Country Club Casual		

Cruise No	Date	Day	Week Day	Ship	Official Port Name	Country	ETA	ETD	Berth
MAR060228	28-Feb-2006	1	Tue	m/s Royal Mariner	Callao	Peru	07:00	00:00	Docked

Venue

Demo Restaurant
French Restaurant
Japanese Restaurant
Lido Restaurant
Main Dining Room

Meals for French Restaurant

Meal	Reservations	Menu	Opening Time		
			From	To	Reservations until
Breakfast	Not Required		07:00	09:00	09:00
Lunch	Not Required		12:00	14:00	14:00
Alternative Restaurant Dinner	Required		18:00	22:00	21:30

The meals created for this venue are shown here

Menu Dishes | Meal Details | Booking Instructions | Venue Description | Menu

Menu [] Create Dishes []

Course	Dish	Serving Style	Cost	Planned		Actual	
				Forecast	Prepared	Cost	Served
						0.00	0.00

4.3 Update meals

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

Menu Dishes

Menu Dishes Meal Details Booking Instructions Venue Description Menu									
X ☰ Menu <input type="text"/> ▼ Create Dishes ▶									
Dish				Planned			Actual		
Course	Dish	Serving Style	Cost	Forecast	Prepared	Cost	Served	Cost	
						0.00	0.00		

Meal Details

Menu Dishes Meal Details Booking Instructions Venue Description Menu								
Meal Meal <input type="text" value="Alternative Restaurant Dinner"/> Reservation <input type="text" value="Required"/> ▼ Menu <input type="text"/>			Prices & Fees Type <input type="text" value="Fixed Price"/> ▼ Per Person <input type="text" value="30.00"/> Cancellation Fee <input type="text" value="10.00"/>			Guest Counts Pre-booking % <input type="text" value="60%"/> Forecast <input type="text" value="150"/> Reserved <input type="text"/> Wait Listed <input type="text"/> Actual <input type="text"/>		
Opening Time From <input type="text" value="18:00"/> ▲ To <input type="text" value="22:00"/> ▼ Avg Duration <input type="text" value="120"/> minutes			Cost of Sales Planned <input type="text"/> Actual <input type="text"/>					
Record Created Date/time <input type="text" value="21-Feb-2006, 12:55"/> User <input type="text" value="Demo User1"/>			Interface Interface with website <input checked="" type="checkbox"/>					

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

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 Medallions 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 prune
Foie gras terrine with prune marmalade

Petit Pain farci d'escargots Signatures
Small roll stuffed with snails "Signatures style"

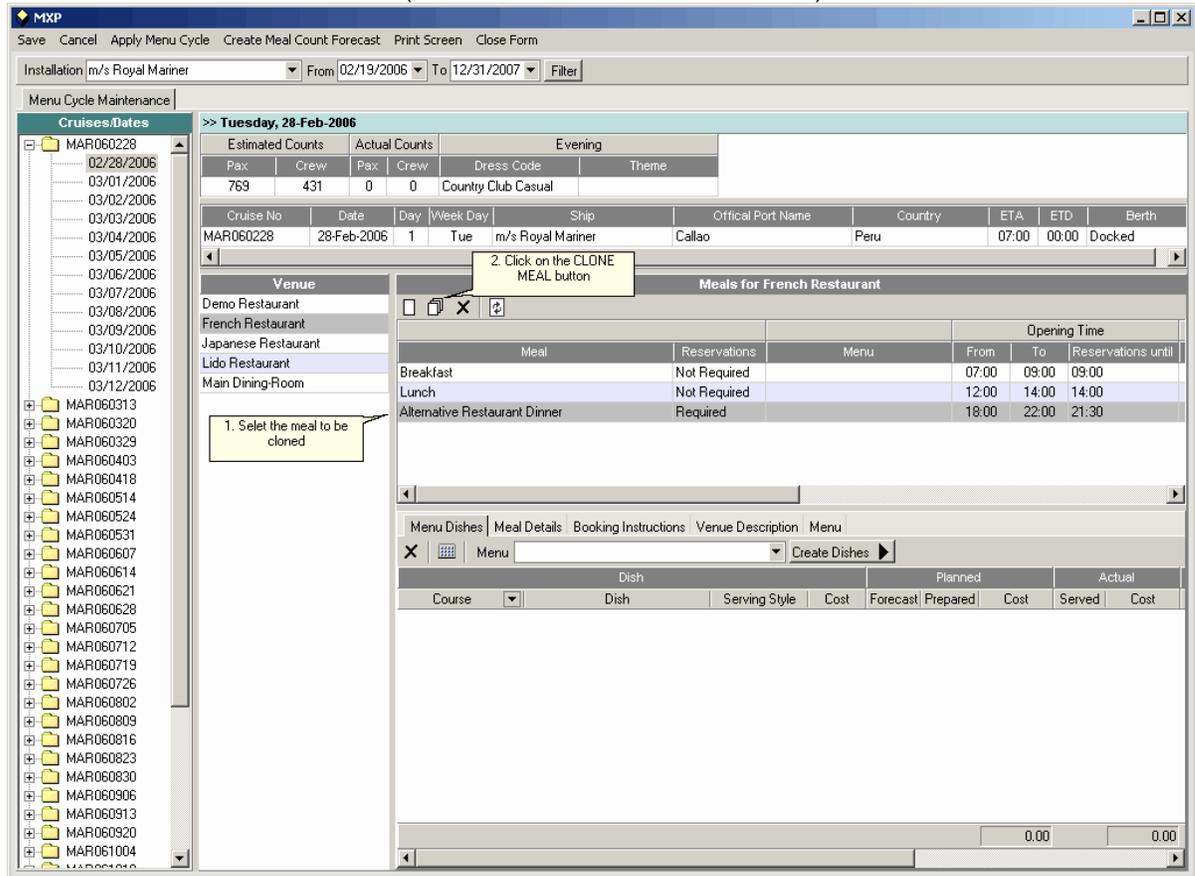
Charlotte de crabe et d'asperges vinaigrette aux herbes
Crabmeat and asparagus with fresh herb vinaigrette

Cassolette de legumes aux truffes, a la Mediterraneenne

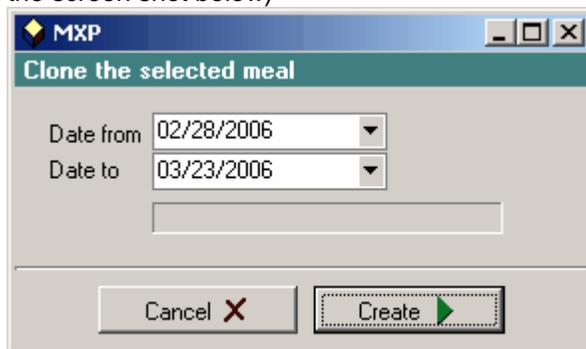
4.4 Clone a meal

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)



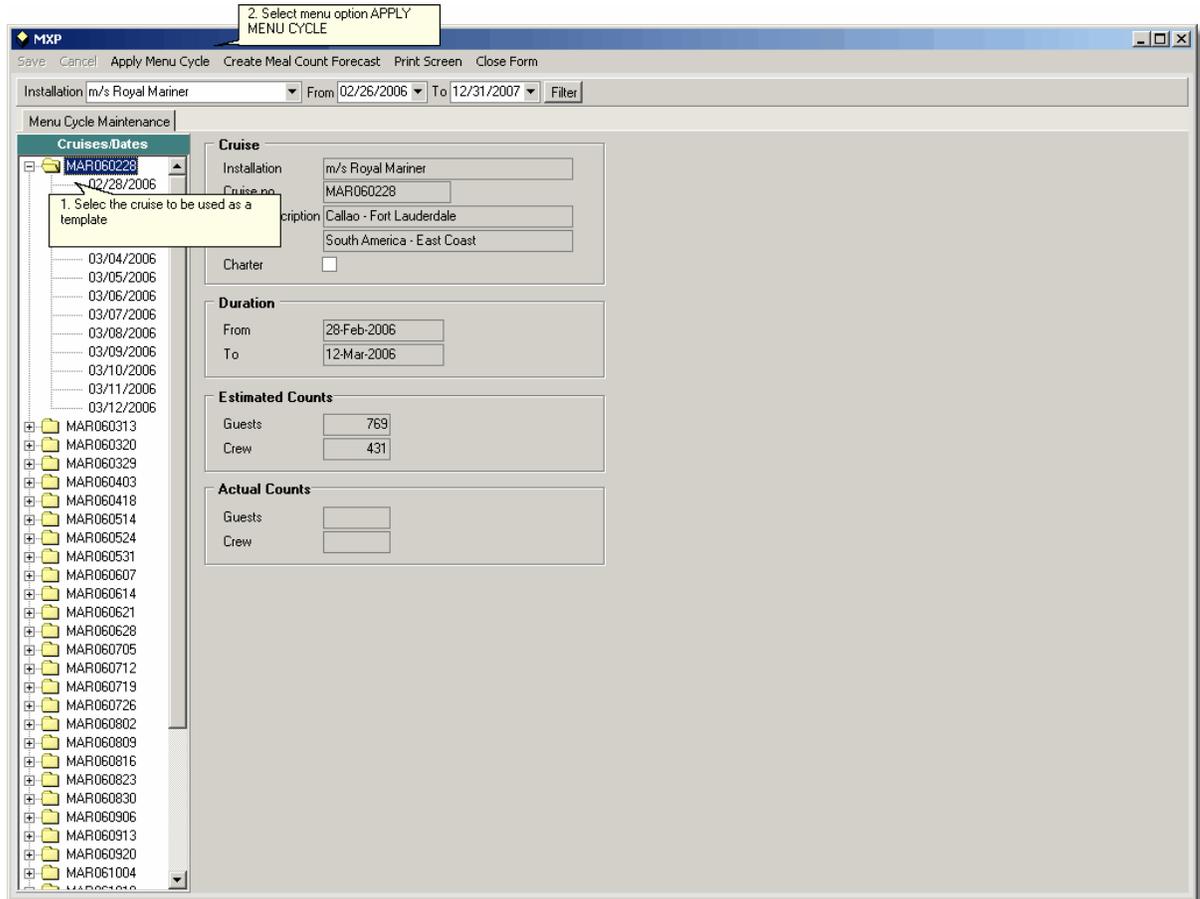
The clone meal form will open. Enter the clone date range and click on the *Create* button (as shown in the screen shot below)



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)



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)

MXP

Print Screen Close Form

Apply menu cycle to cruises

Installation: m/s Royal Mariner

Based on Cruise: MAR060228

Date Range & Region: From 03/13/2006 To 12/31/2007 Region All Filter Create

1. Filter for the cruise you would like to see

Cruise						Forecast	
Cruise No	Cruise Name	Region				Pax	Crew
<input checked="" type="checkbox"/>	MAR060313	Fort Lauderdale - Fort Lauderdale				769	431
<input checked="" type="checkbox"/>	MAR060320	Fort Lauderdale - Fort Lauderdale				769	431
<input checked="" type="checkbox"/>	MAR060329	Fort Lauderdale - Fort Lauderdale	29-Mar-2006	02-Apr-2006	<input checked="" type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060403	Fort Lauderdale - San Francisco	03-Apr-2006	17-Apr-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060418	San Francisco - San Francisco	18-Apr-2006	13-May-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060514	San Francisco - Vancouver	14-May-2006	23-May-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060524	Vancouver - Whittier	24-May-2006	30-May-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060531	Vancouver - Whittier	31-May-2006	06-Jun-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060607	Whittier - Vancouver	07-Jun-2006	13-Jun-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060614	Whittier - Vancouver	14-Jun-2006	20-Jun-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060621	Vancouver - Whittier	21-Jun-2006	27-Jun-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060628	Whittier - Vancouver	28-Jun-2006	04-Jul-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060705	Vancouver - Whittier	05-Jul-2006	11-Jul-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060712	Whittier - Vancouver	12-Jul-2006	18-Jul-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060719	Vancouver - Whittier	19-Jul-2006	25-Jul-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060726	Whittier - Vancouver	26-Jul-2006	01-Aug-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060802	Vancouver - Whittier	02-Aug-2006	08-Aug-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060809	Whittier - Vancouver	09-Aug-2006	15-Aug-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060816	Vancouver - Whittier	16-Aug-2006	22-Aug-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060823	Whittier - Vancouver	23-Aug-2006	29-Aug-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060830	Vancouver - Whittier	30-Aug-2006	05-Sep-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060906	Whittier - Vancouver	06-Sep-2006	12-Sep-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060913	Vancouver - Whittier	13-Sep-2006	19-Sep-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR060920	Whittier - Tokyo	20-Sep-2006	03-Oct-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR061004	Tokyo - Hong Kong	04-Oct-2006	17-Oct-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR061018	Hong Kong - Singapore	18-Oct-2006	31-Oct-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR061101	Singapore - Sydney	01-Nov-2006	14-Nov-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR061115	Sydney - Auckland	15-Nov-2006	29-Nov-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR061130	Auckland - Los Angeles	30-Nov-2006	17-Dec-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR061218	Los Angeles - Los Angeles	18-Dec-2006	25-Dec-2006	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR061226	Los Angeles - Fort Lauderdale	26-Dec-2006	08-Jan-2007	<input type="checkbox"/>	769	431
<input checked="" type="checkbox"/>	MAR070109	Fort Lauderdale - Manaus	09-Jan-2007	19-Jan-2007	<input type="checkbox"/>	769	431

2. Select the cruises to which the menu cycle of the template cruise should be applied to

3. Click on the CREATE button to apply the menu cycle to the selected cruises

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 on-line 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

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.

1. Select an installation and date range, and then click on the FILTER button

2. Select a date

3. Select a meal

Itinerary			
Date	#	Day	Dress Code
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	Informal
26-Feb-2006	19	Sun	Formal
27-Feb-2006	20	Mon	Country Club Casual
28-Feb-2006	1	Tue	Country Club Casual
01-Mar-2006	2	Wed	Formal
02-Mar-2006	3	Thu	Country Club Casual
03-Mar-2006	4	Fri	Informal

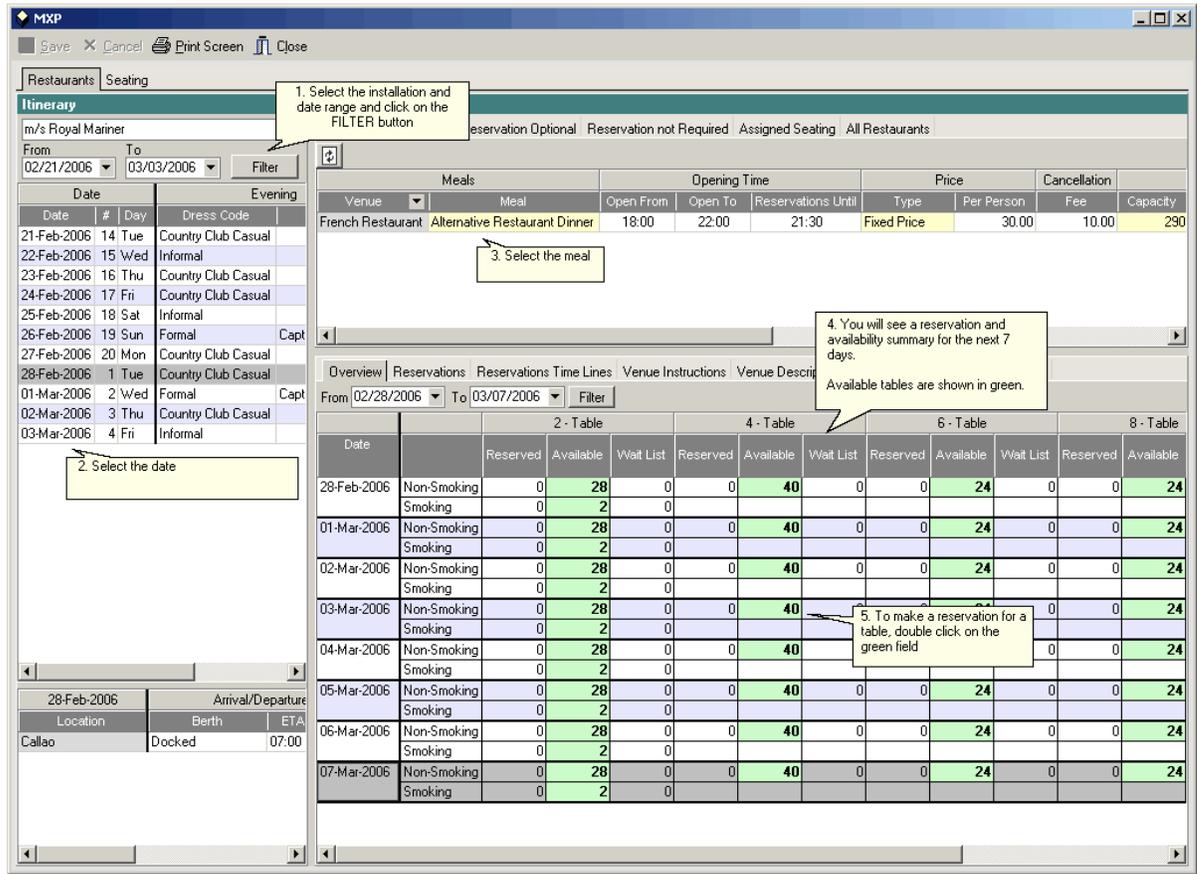
Venue	Meal	Open From	Open To	Reservations Until	Type	Per Person	Fee	Capacity
French Restaurant	Alternative Restaurant Dinner	18:00	22:00	21:30	Fixed Price	30.00	10.00	290

Date	Smoking	2 - Table			4 - Table			6 - Table			8 - Table	
		Reserved	Available	Wait List	Reserved	Available	Wait List	Reserved	Available	Wait List	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
	Smoking	0	2	0								
06-Mar-2006	Non-Smoking	0	28	0	0	40	0	0	24	0	0	24
	Smoking	0	2	0								
07-Mar-2006	Non-Smoking	0	28	0	0	40	0	0	24	0	0	24
	Smoking	0	2	0								
08-Mar-2006	Non-Smoking	0	28	0	0	40	0	0	24	0	0	24
	Smoking	0	2	0								
09-Mar-2006	Non-Smoking	0	28	0	0	40	0	0	24	0	0	24
	Smoking	0	2	0								
10-Mar-2006	Non-Smoking	0	28	0	0	40	0	0	24	0	0	24
	Smoking	0	2	0								

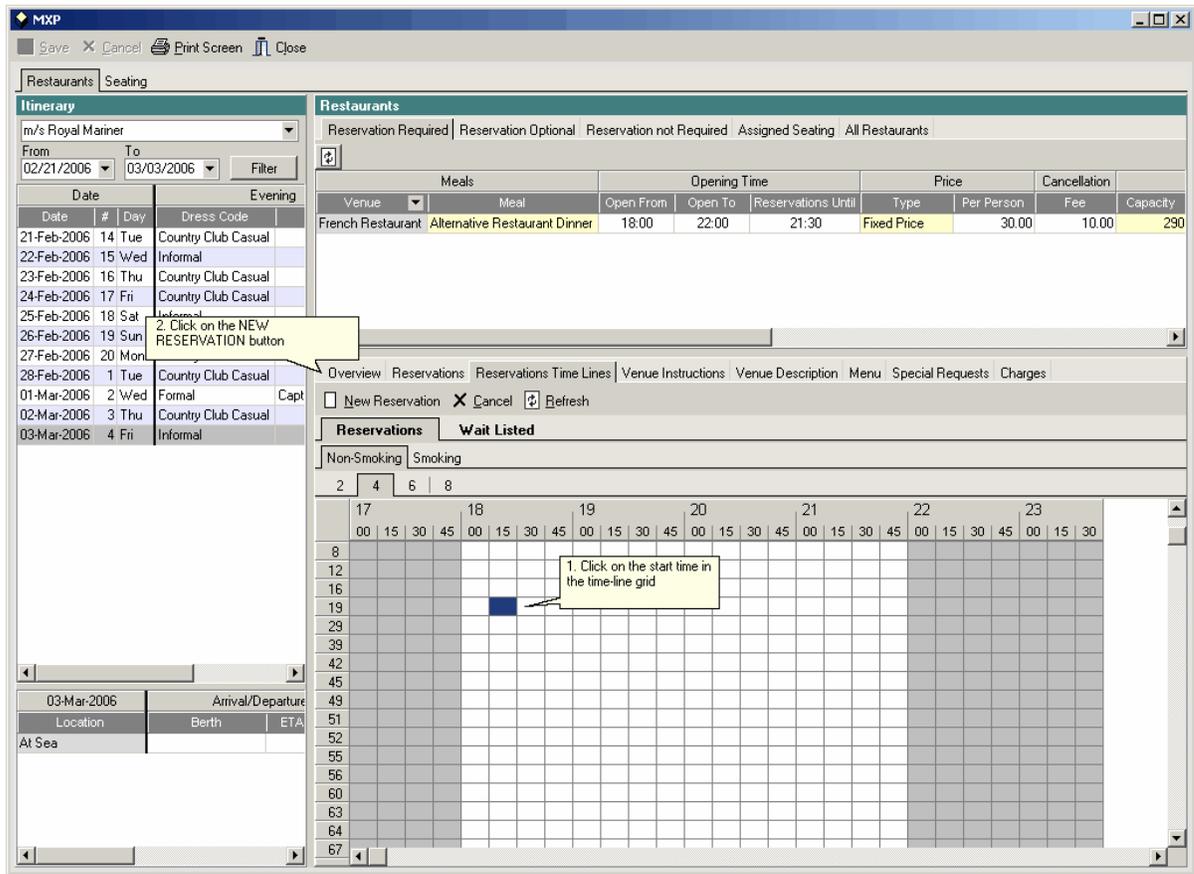
5.3 Individual reservation

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.



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.



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 Reserve table
 Room Nbr: ...
 Made by*: ...
 Description*: ...

Party

+ Add - Remove

Room No	Title	Last Name	First Name	Charge

Reservation

Reservation time*: 18:15 to 20:15
 Reservation method*: ...

Cancel X 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.

New Reservation | Preferences | Requests | **Comments** | Other Reservations

Reservation made by

Size of party* 4 Reserve table

Room Nbr 302 ...

Made by* Demo User ...

Description* Demo User (MXP)

Party

+ Add - Remove

Room No	Title	Last Name	First Name	Charge

Reservation

Reservation time* 18:15 to 20:15

Reservation method* In Person

The *Preferences* tab allows to capture certain guest preferences

New Reservation | **Preferences** | Requests | Comments | Other Reservations

Preferences

Table preference

Smoking table

Share table

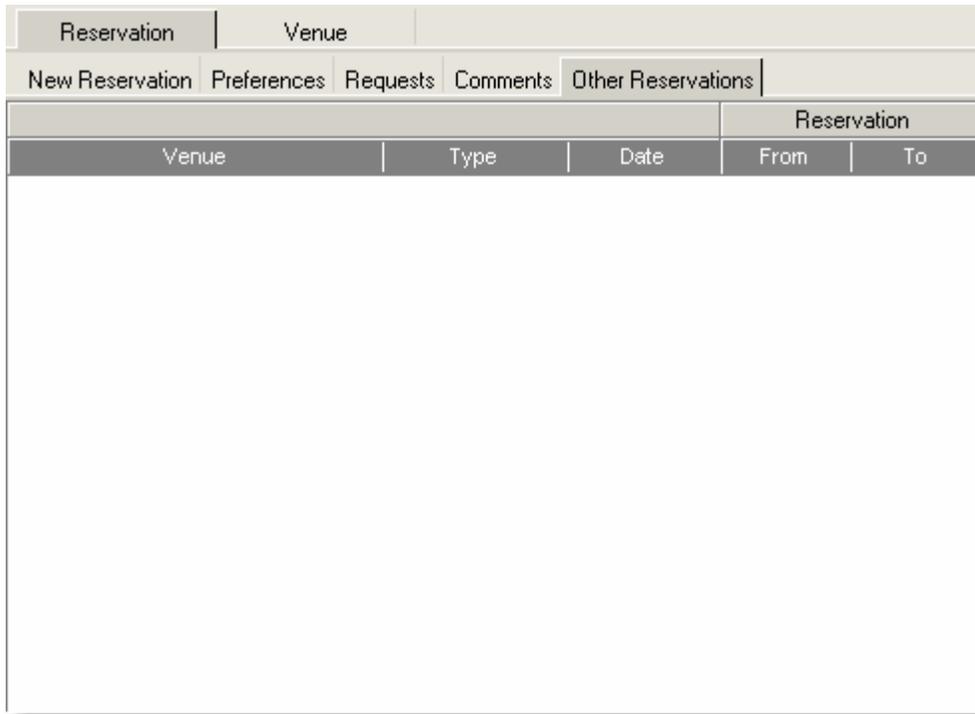
The *Requests* tab allows to enter any requests the guests may have.
The request categories are configured in the MXP lookup maintenance section.

Reservation		Venue			
New Reservation		Preferences	Requests	Comments	Other Reservations
<input type="checkbox"/> Add a request					
Type	Description	Quantity	Comment		
<input type="checkbox"/> Culinary	Gluten free				
<input type="checkbox"/> Culinary	Kosher				
<input type="checkbox"/> Culinary	Low sodium				
<input type="checkbox"/> Celebration	Anniversary				
<input type="checkbox"/> Celebration	Birthday				

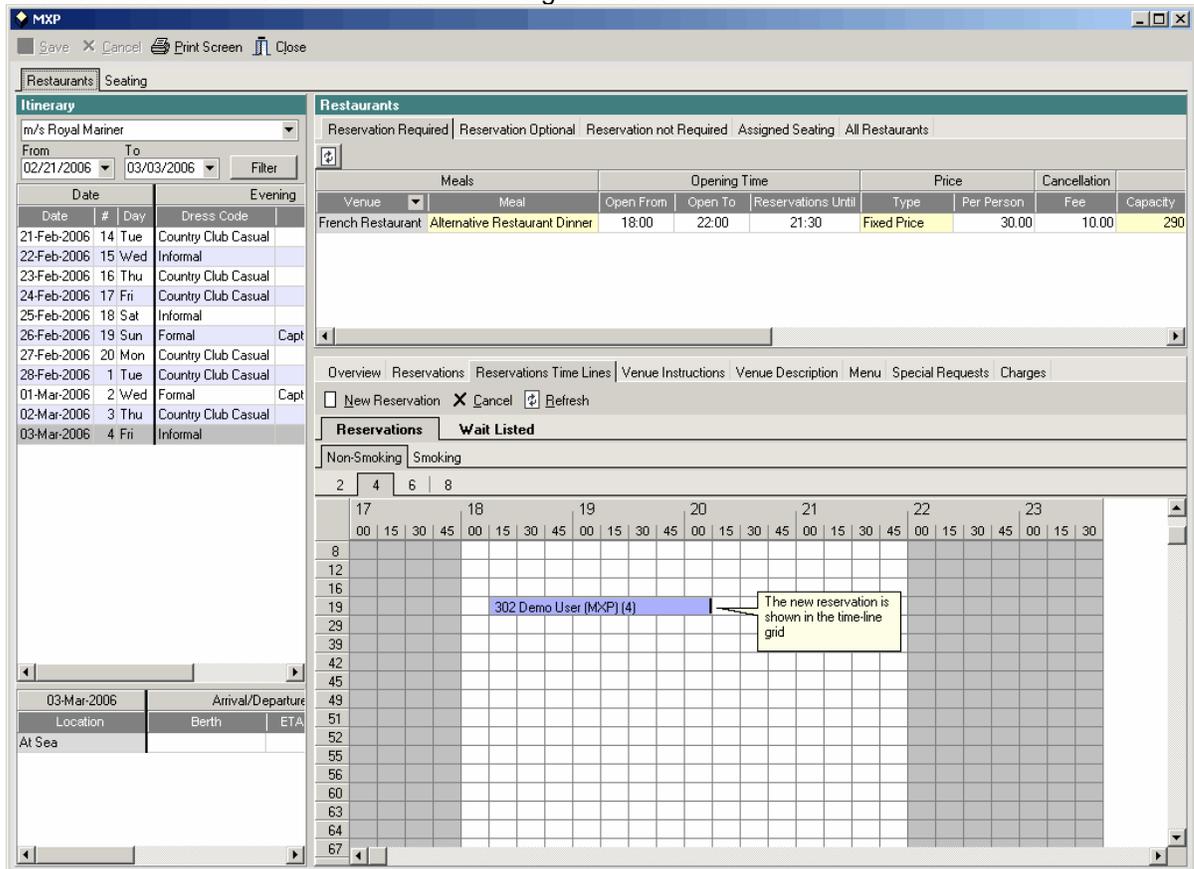
Enter any comments into the comment field of the *Comments* tab

Reservation		Venue			
New Reservation		Preferences	Requests	Comments	Other Reservations

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



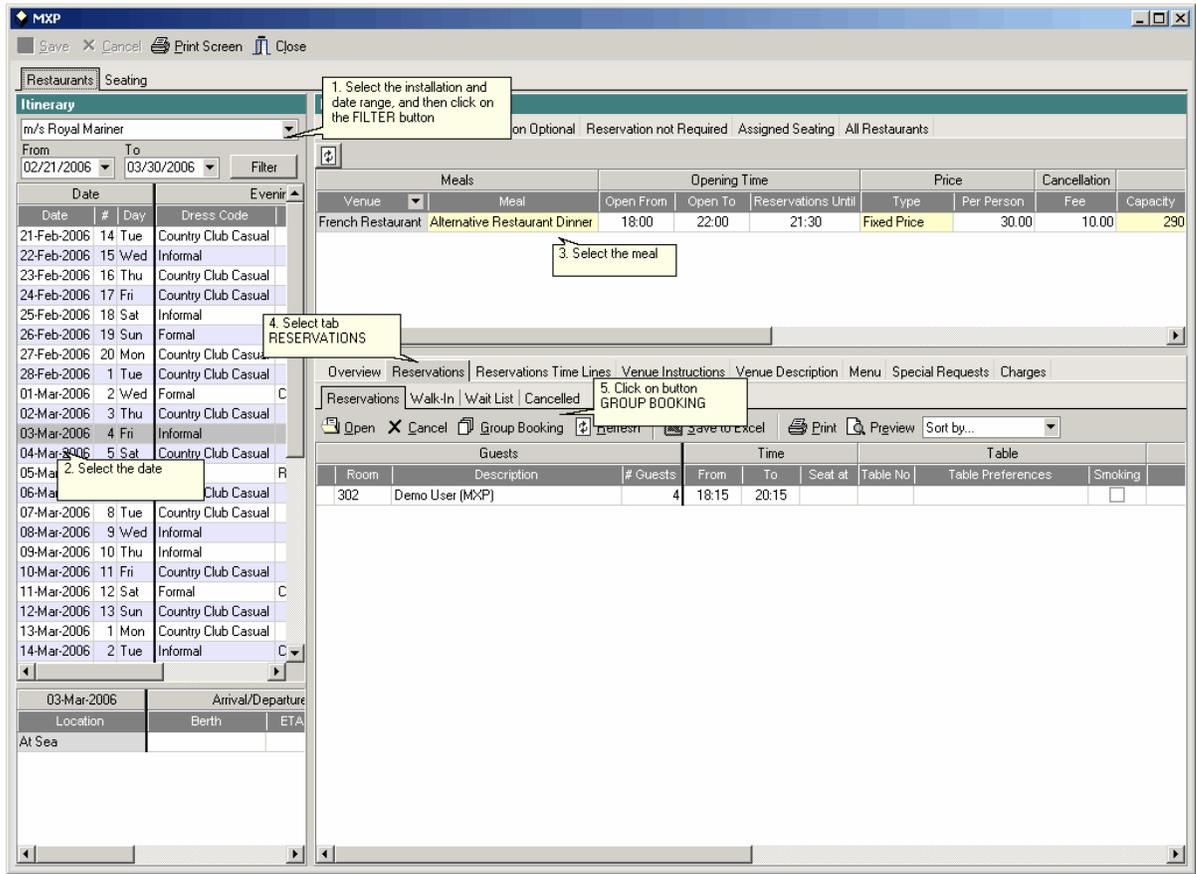
The new reservation is shown in the time-line grid as shown below



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.



The group booking form will show

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* [] Reserve table
Ref. Nbr []
Made by* []
Description* []

Party

+ Add - Remove

Room No	Title	Last Name	First Name	Charge

Group Booking

From* [] to []
Reservation method* []

Cancel X 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 Reservation | **Preferences** | Requests | Comments | Other Reservations

Reservation made by

Size of group* 20 Reserve table

Ref. Nbr 12121 ...

Made by* Demo User ...

Description* Group Demo

Party

+ Add -x Remove

Room No	Title	Last Name	First Name	Charge

Group Booking

From* 20:00 to 22:00

Reservation method* Reservation Department

The *Preferences* tab allows to capture certain guest preferences

New Reservation | **Preferences** | Requests | Comments | Other Reservations

Preferences

Table preference

Smoking table

Share table

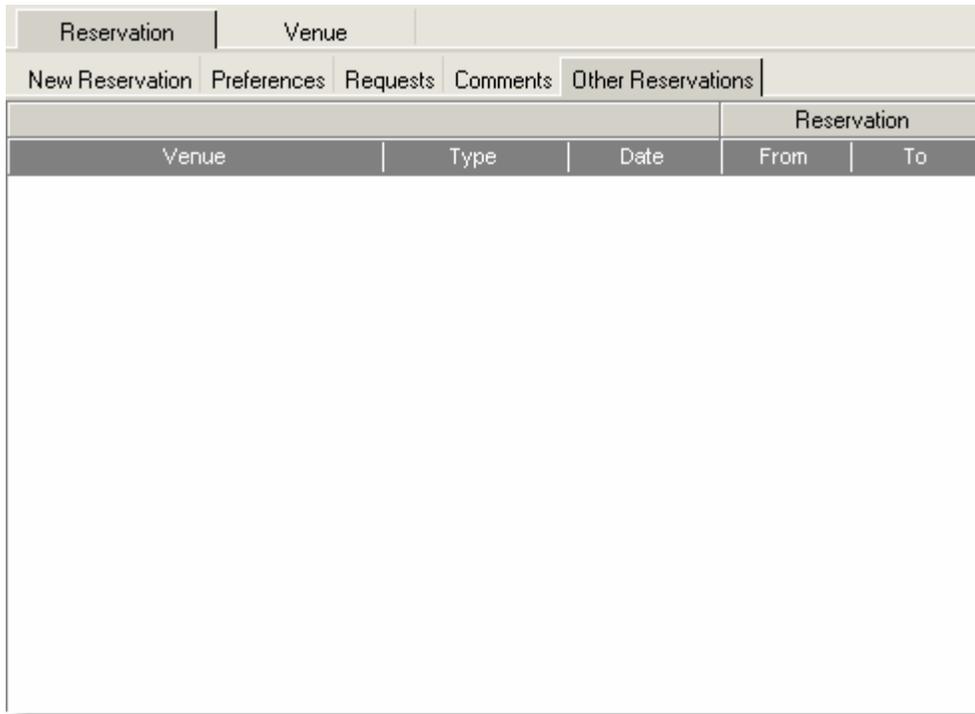
The *Requests* tab allows to enter any requests the guests may have.
The request categories are configured in the MXP lookup maintenance section.

Reservation		Venue			
New Reservation		Preferences	Requests	Comments	Other Reservations
<input type="checkbox"/> Add a request					
Type	Description	Quantity	Comment		
<input type="checkbox"/> Culinary	Gluten free				
<input type="checkbox"/> Culinary	Kosher				
<input type="checkbox"/> Culinary	Low sodium				
<input type="checkbox"/> Celebration	Anniversary				
<input type="checkbox"/> Celebration	Birthday				

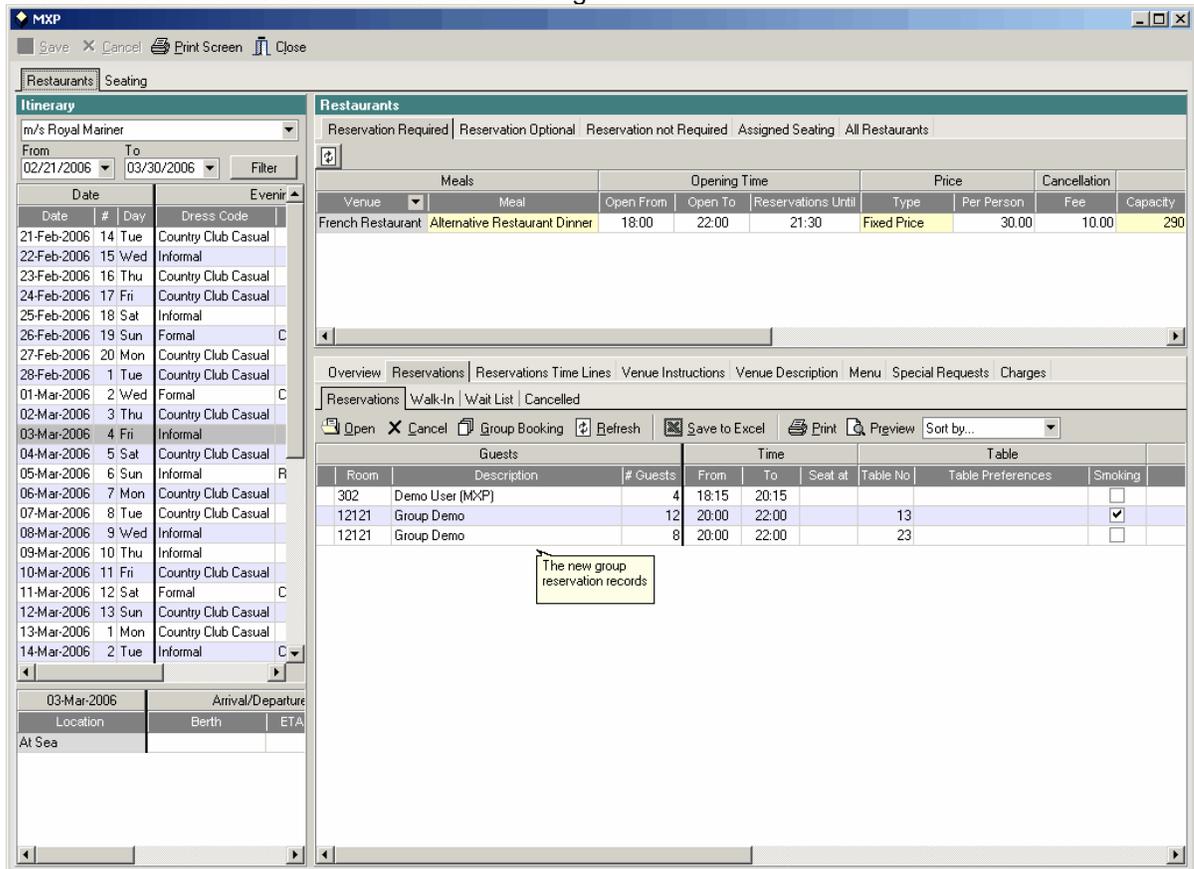
Enter any comments into the comment field of the *Comments* tab

Reservation		Venue			
New Reservation		Preferences	Requests	Comments	Other Reservations

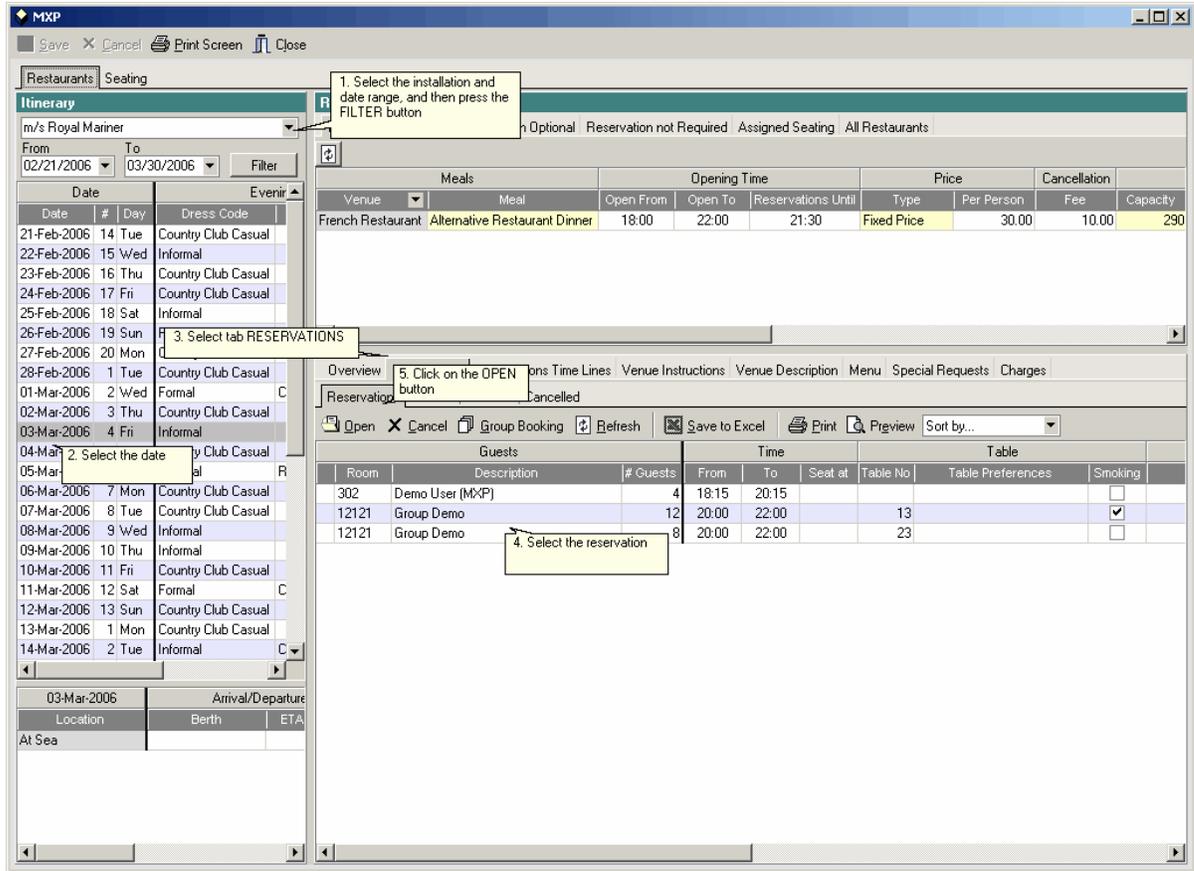
Should a guest have other reservations, those can be seen in the *Other Reservations* tab



The new reservation is shown in the reservation grid.



5.5 Modify a reservation



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

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: 302
 Made by*: Demo User
 Description*: Demo User (MXP)

Party

+ Add - Remove

Room No	Title	Last Name	First Name	Charge

Reservation

Reservation time*: 18:15 to 20:15
 Reservation method*: Reservation Department

Close Save

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

Itinerary

m/s Royal Mariner

From: 02/21/2006 To: 03/30/2006 Filter

Date	#	Day	Dress Code
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	Informal
26-Feb-2006	19	Sun	Formal
27-Feb-2006	20	Mon	Country Club Casual
28-Feb-2006	1	Tue	Country Club Casual
01-Mar-2006	2	Wed	Formal
02-Mar-2006	3	Thu	Country Club Casual
03-Mar-2006	4	Fri	Informal
04-Mar-2006	5	Sat	Country Club Casual
05-Mar-2006	6	Sun	Informal
06-Mar-2006	7	Mon	Country Club Casual
07-Mar-2006	8	Tue	Country Club Casual
08-Mar-2006	9	Wed	Informal
09-Mar-2006	10	Thu	Informal
10-Mar-2006	11	Fri	Country Club Casual
11-Mar-2006	12	Sat	Formal
12-Mar-2006	13	Sun	Country Club Casual
13-Mar-2006	1	Mon	Country Club Casual
14-Mar-2006	2	Tue	Informal

Restaurants

Reservation Required | Reservation Optional | Reservation not Required | Assigned Seating | All Restaurants

Venue	Meal	Open From	Open To	Reservations Until	Type	Per Person	Fee	Capacity
French Restaurant	Alternative Restaurant Dinner	18:00	22:00	21:30	Fixed Price	30.00	10.00	290

Reservations | **Wait Listed**

Non-Smoking | Smoking

2 | 4 | 6 | 8

	17	18	19	20	21	22	23										
	00	15	30	45	00	15	30	45	00	15	30	45	00	15	30	45	
8																	
12																	
16																	
19																	
23																	
29																	
39																	
42																	
45																	
49																	
51																	
52																	
55																	
56																	
60																	
63																	
64																	
67																	

03-Mar-2006 Arrival/Departure

Location	Berth	ETA
At Sea		

To change the time or table number, select the reservation and use the mouse to drag the record to the desired location in the grid

6 Seating

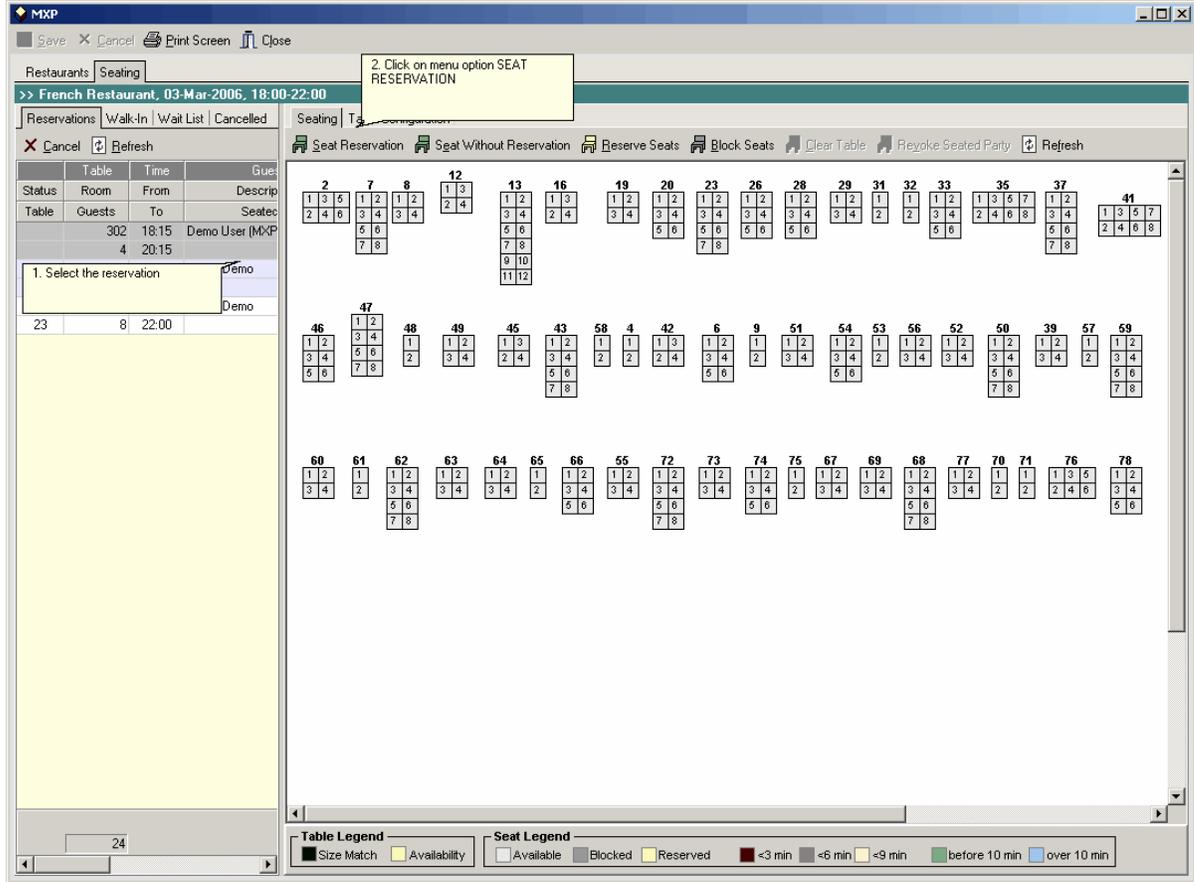
6.1 Introduction

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.

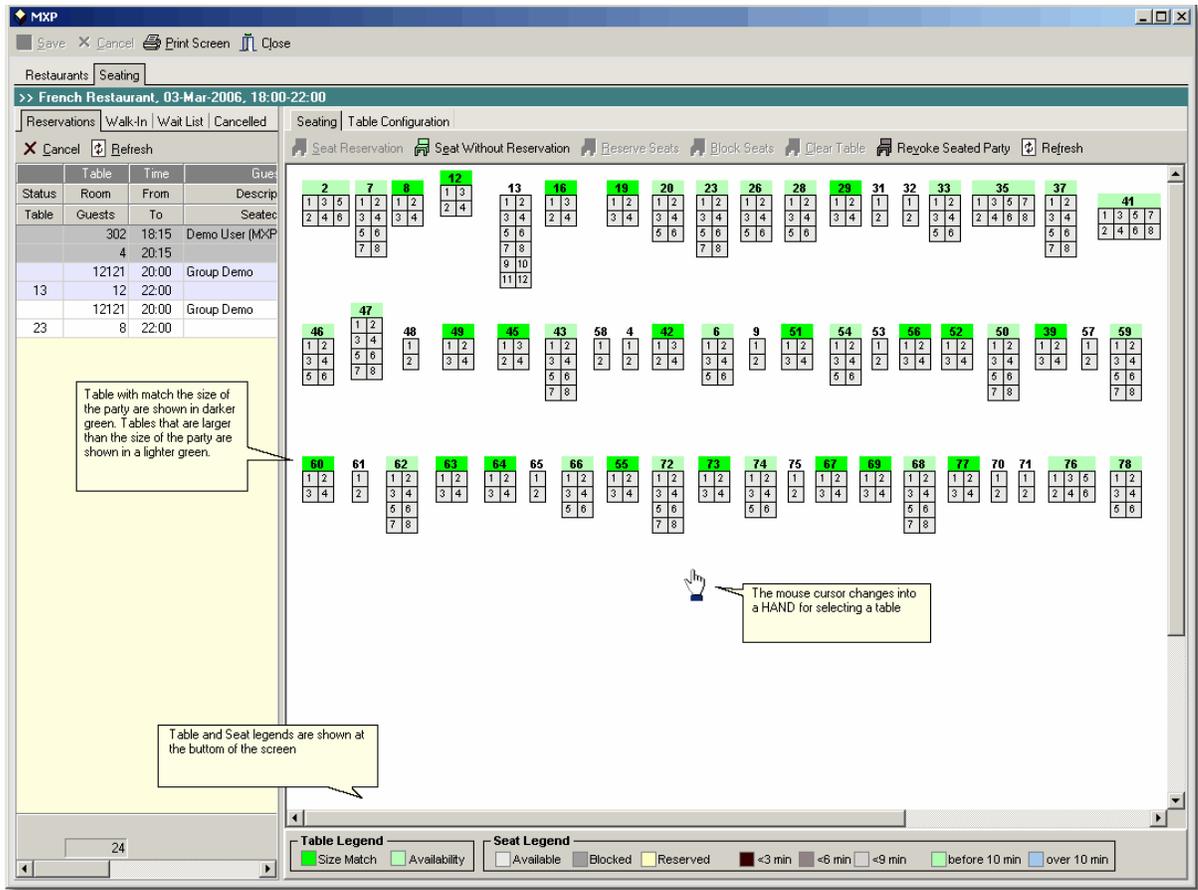
6.2 Seat a reservation

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

Save Cancel Print Screen Close

Restaurants Seating

>> French Restaurant, 03-Mar-2006, 18:00-22:00

Reservations Walk-In Wait List Cancelled Seating Table Configuration

Cancel Refresh

Status	Table	Room	From	To	Guests	Descr	Seatec
	12121		20:00			Group Demo	
	13	12	22:00				
	12121		20:00			Group Demo	
	23	8	22:00				
	302		18:15			Demo User (MXP)	
	45	4	20:15	21:12			

Seating Reservation Seat Without Reservation Reserve Seats Block Seats Clear Table Revoke Seated Party Refresh

Table Legend: Size Match Availability

Seat Legend: Available Blocked Reserved <3 min <6 min <9 min before 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)
2. Click on menu option *Seat Without Reservation* (as shown on the screen shot below)

The screenshot shows the MXP Restaurant Reservation and Seating Management software interface. The window title is "MXP". The main menu shows "Restaurants" and "Seating". Below this, it displays "French Restaurant, 20-Mar-2006, 18:00-22:00". There are tabs for "Reservations", "Walk-In", "Wait List", and "Cancelled". A "Seating | Table Configuration" section is active, showing a grid of tables. A yellow callout box points to the "Seat Without Reservation" button with the text "1. Click on menu option SEAT WITHOUT RESERVATION". The table grid shows various table configurations with numbers indicating guest counts. A "Table Legend" and "Seat Legend" are visible at the bottom.

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

MXP _ □ ×

Modify Restaurant Reservation

Venue

Venue

Meal

Date

Open from to

Surcharge << Surcharge per person

Cancellation fee << Cancellation fee per person

Reservation | Venue

New Reservation | Preferences | Requests | Comments | Other Reservations

Reservation made by

Size of party* Reserve table

Ref. Nbr ...

Made by* ...

Description*

Party

Add Remove

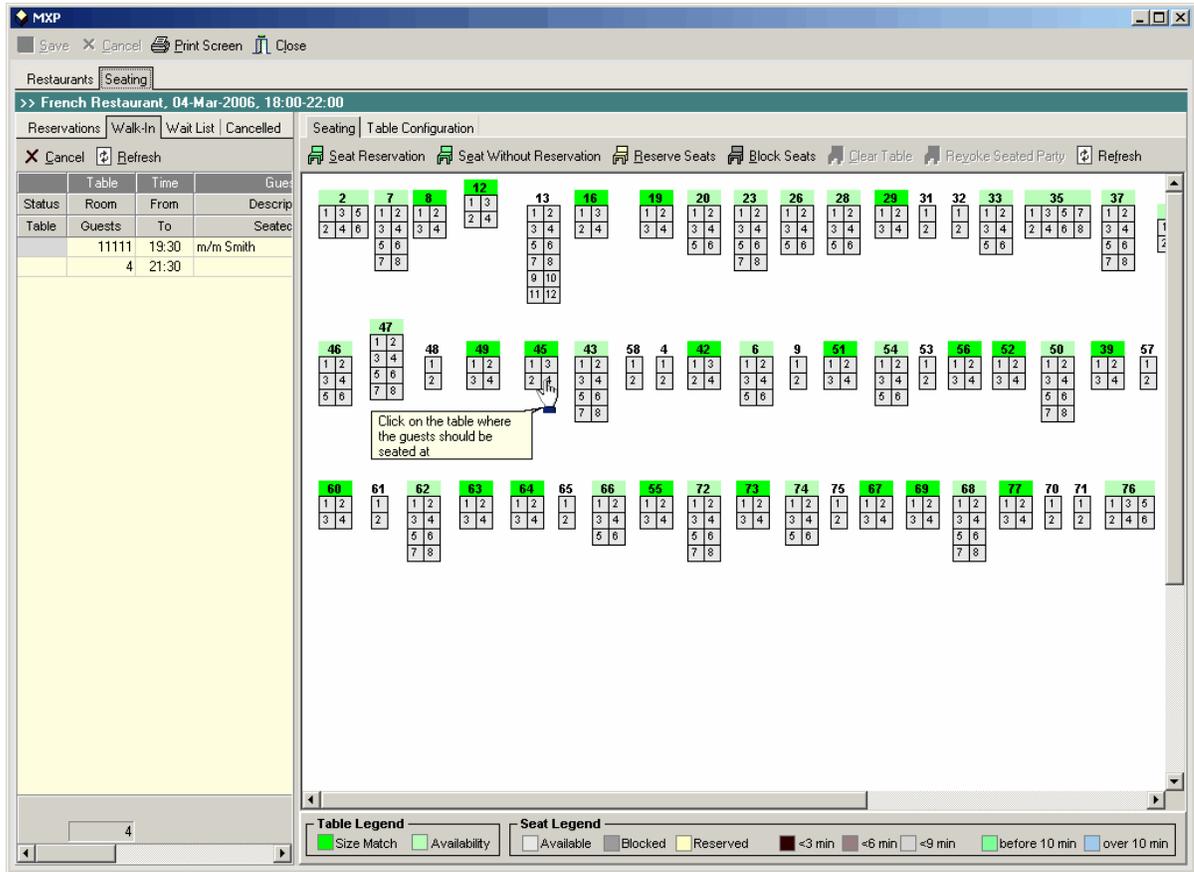
Room No	Title	Last Name	First Name	Charge

Reservation

Reservation time* to

Reservation method*

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.



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 Close

Restaurants Seating

>> French Restaurant, 04-Mar-2006, 18:00-22:00

Seating | Table Configuration

Reservations Walk-In Wait List Cancelled

Cancel Refresh

Seat Reservation Seat Without Reservation Reserve Seats Block Seats Clear Table Revoke Seated Party Refresh

Status	Table	Time	Guests	Descrip
	11111	19:30	m/m Smith	
	45	4	21:30	19:32

Table Legend

- Size Match
- Availability

Seat Legend

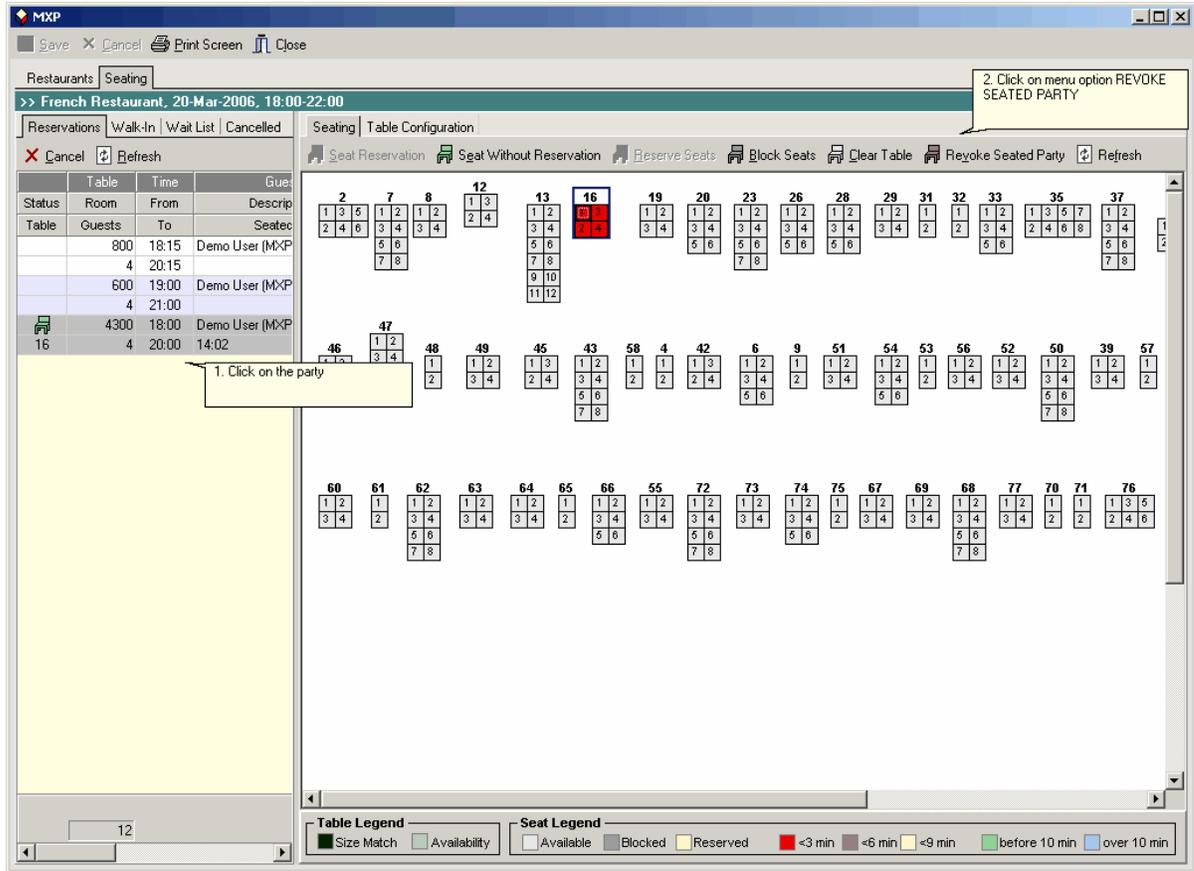
- Available
- Blocked
- Reserved
- <3 min
- <6 min
- <9 min
- before 10 min
- over 10 min

6.4 Seat a wait list

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

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)

The screenshot displays the MXP Restaurant Reservation and Seating Management software interface. The window title is "MXP". The main area shows a grid of tables numbered 2 through 76. Table 19 is highlighted in red, indicating it is selected. A yellow callout box with the text "1. Click on menu option CLEAR TABLE" points to the "Clear Table" button in the top toolbar. Another yellow callout box with the text "2. Click on the table to be cleared" points to table 19. The interface includes a "Reservations" table on the left, a "Seating" menu, and a "Table Configuration" toolbar with buttons for "Seat Reservation", "Seat Without Reservation", "Revoke Seats", "Block Seats", "Clear Table", "Revoke Seated Party", and "Refresh". A "Table Legend" and "Seat Legend" are located at the bottom of the window.

Status	Room	From	Descr
	800	18:15	Demo User (MXP)
	4	20:15	
	600	19:00	Demo User (MXP)
	4	21:00	
	4300	18:00	Demo User (MXP)
	19	4 20:00	14:07

Table Legend

- Size Match
- Availability

Seat Legend

- Available
- Blocked
- Reserved
- <3 min
- <6 min
- <9 min
- before 10 min
- over 10 min

MXP

Save Cancel Print Screen Close

Restaurants Seating

>> French Restaurant, 20-Mar-2006, 18:00-22:00

Reservations Walk-In Wait List Cancelled

Seating Table Configuration

Seat Reservation Seat Without Reservation Reserve Seats Block Seats Clear Table Revoke Seated Party Refresh

Status	Table	Time	Guests	Room	From	To	Descrpt	Seatec
	800	18:15	4			20:15	Demo User (MXP)	
	600	19:00	4			21:00	Demo User (MXP)	
	4300	18:00	4			20:00	Demo User (MXP)	
	19					14:07		

After the table was cleared, the status symbol of the party seated there will change to the EXIT SIGN

Table Legend

- Size Match
- Availability

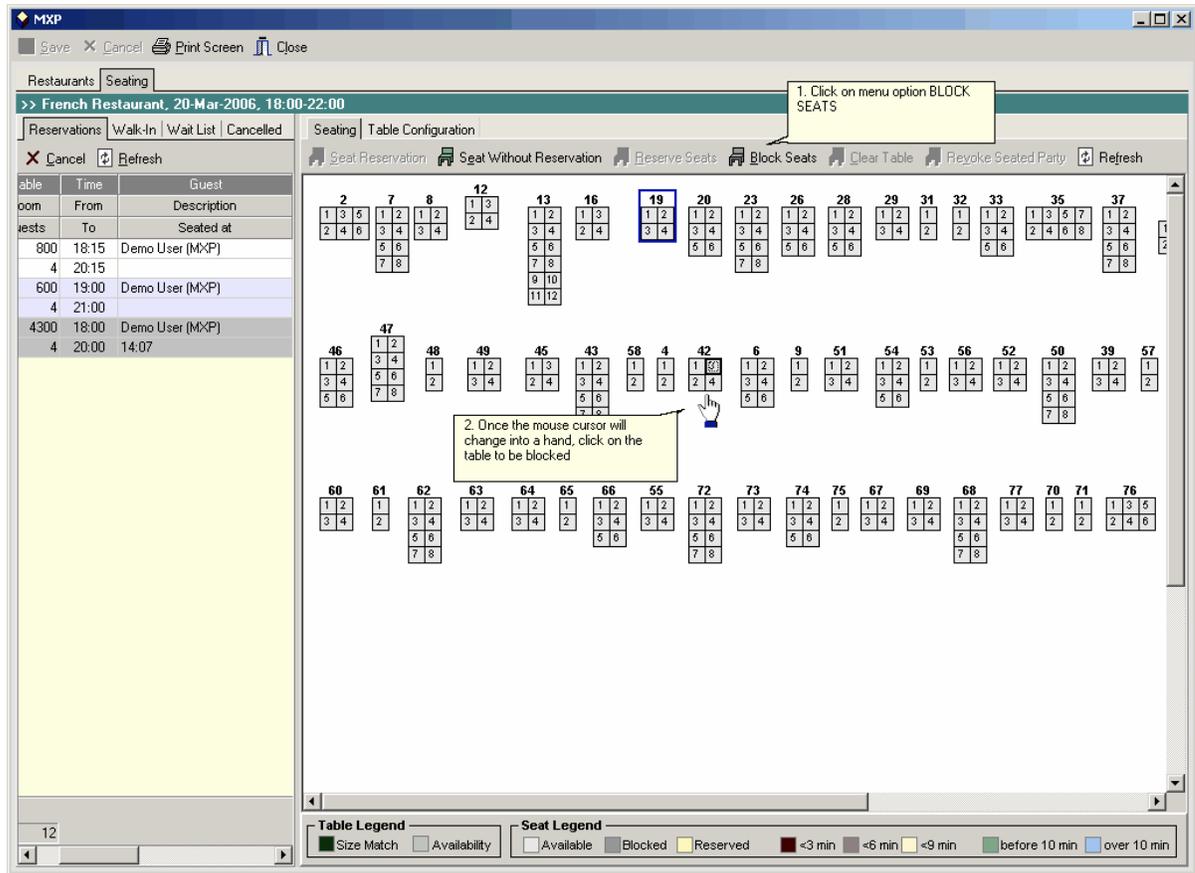
Seat Legend

- Available
- Blocked
- Reserved
- <3 min
- <6 min
- <9 min
- before 10 min
- over 10 min

6.7 Block table

If 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)



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

MXP Save Cancel Print Screen Close

Restaurants **Seating**

>> **French Restaurant, 20-Mar-2006, 18:00-22:00**

Reservations | Walk-In | Wait List | Cancelled

Seating | Table Configuration

Seat Reservation Seat Without Reservation Reserve Seats Block Seats Clear Table Revoke Seated Party Refresh

Table	Time	Guest
800	18:15	Demo User (MXP)
4	20:15	
600	19:00	Demo User (MXP)
4	21:00	
4300	18:00	Demo User (MXP)
4	20:00	14:07

12

Table Legend Size Match Availability

Seat Legend Available Blocked Reserved <3 min <6 min <9 min before 10 min over 10 min

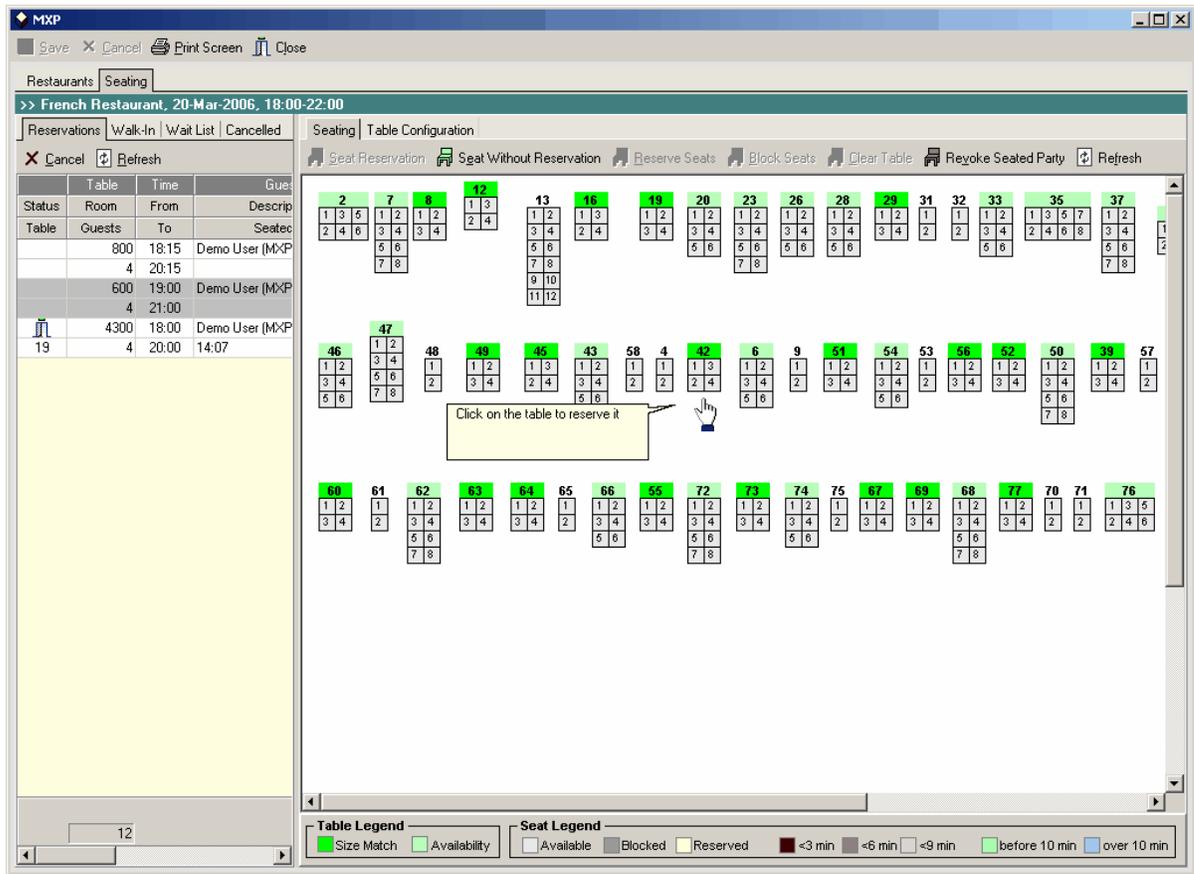
6.8 Reserve table

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)

The screenshot displays the MXP Restaurant Reservation and Seating Management interface. The main window shows a grid of tables for 'French Restaurant, 20-Mar-2006, 18:00-22:00'. The grid contains various table configurations (e.g., 2, 7, 8, 12, 13, 16, 19, 20, 23, 26, 28, 29, 31, 32, 33, 35, 37, 46, 47, 48, 49, 45, 43, 58, 4, 42, 6, 9, 51, 54, 53, 56, 52, 50, 39, 57, 60, 61, 62, 63, 64, 65, 66, 55, 72, 73, 74, 75, 67, 69, 68, 77, 70, 71, 76). A yellow callout box points to the 'Reserve Seats' button in the top menu bar. Another yellow callout box points to a reservation in the left-hand grid, with the text '1. Select the party'. A third yellow callout box points to the 'RESERVE SEATES' option in the top menu bar, with the text '2. Click on menu option RESERVE SEATES'. The bottom of the screen shows a 'Table Legend' and a 'Seat Legend'.

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.



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

Table Legend

- Size Match
- Availability

Seat Legend

- Available
- Blocked
- Reserved
- <3 min
- <6 min
- <9 min
- before 10 min
- over 10 min

7 User Manual Change Log

Version	Date	Author / Reviewer	Section \ Change
1	05/10/11	Kristina	Document Creation