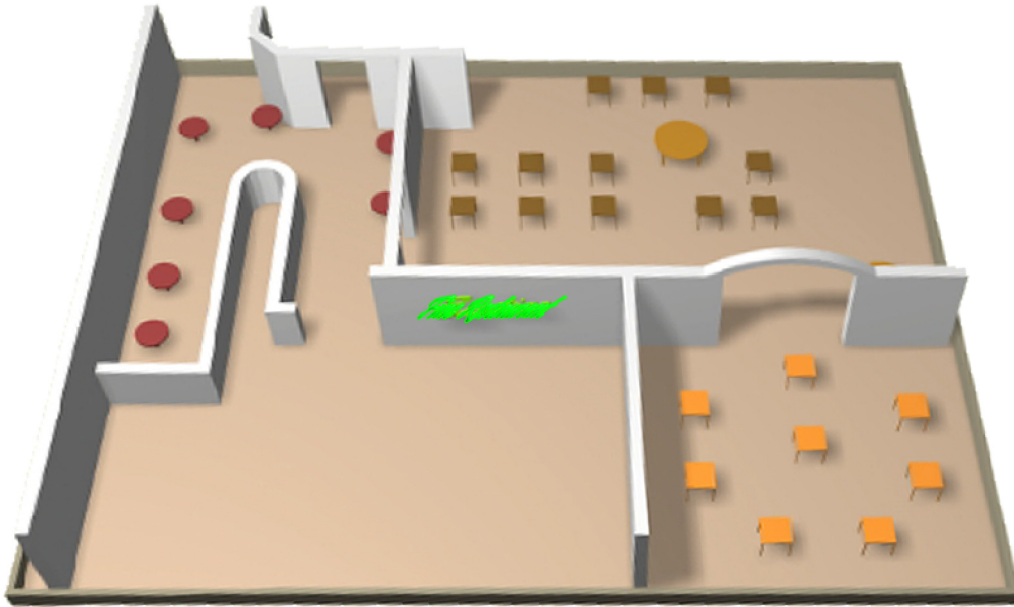




Myetus Placement System

User Manual



A Creative Innovations Enterprises production
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Introduction

With the assistance of the Myetus floor plan seating system, you are able to design a seating schedule in advance and allocate a large number of reservations in a matter of minutes, instead of hours. Only a few clicks of the mouse on your screen and a group is assigned to a table.

All the relevant information is displayed right in front of your eyes. Our Placement System allows you to easily plan out the table schedules for a fully reserved restaurant. The Placement System also allows you to assign your staff to specific tables for duration of time, monitor their performance and allocate accordingly.

The Restaurant

This handbook introduces the Myetus Placement System using several examples.

All examples are based on the following:

Hours of Operation

The restaurant has the following hours:

Sunday: 9 Am – 1 Pm

Monday – Thursday: 9 Am – 11 Pm

Friday – Saturday: 9 Am – 3 Pm

Servers:

Tim, Tom, Jennie, Susie, Miguel, Jameela, Stan, Amy, Jessica, Carlos, Laurie and Patricia

Bartenders:

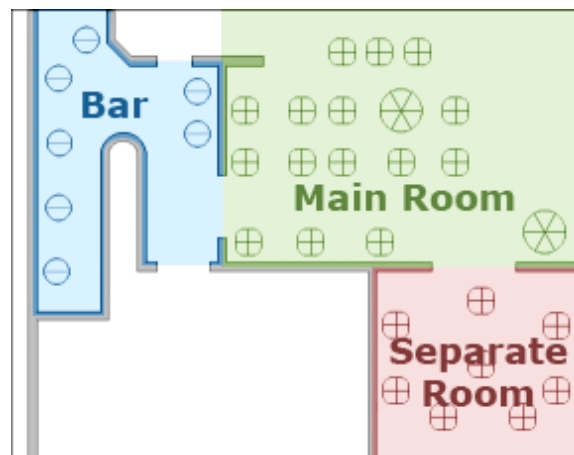
Mark and Claudia

Rooms and tables

Bar Area has 8 tables with seating for 2.

Main Dining Area has 15 tables for 4, 2 tables for 6. The Main Dining Area has a corridor separating the room into 2 areas.

Secondary Dining Area for large parties has 8 tables for 4.



Rooms of the restaurant, floorplan with tables

Events and occasions

Seating/Serving is divided into 4 periods. These periods are programmed into the system and guests can make reservations for these occasions.

Guests can reserve for the following occasions every day:

| Period | Hours | Duration |
|---------------|-------------------------|-----------------|
| Breakfast: | 9 AM – 11 AM | 45 minutes |
| Lunch: | 11 AM – 3 PM | 2 hours |
| Happy Hour: | 3 AM – 5 PM | 90 minutes |
| Dinner: | 5 PM – 11 PM | 2 hours |
| Daily Dining: | From opening to closing | 90 minutes |

The Restaurant also hosts special events such as parties, Holiday specials, Banquets etc.

Server Assignment

Before you start working with the Placement System you will want to assign servers to tables.

All your servers will know who they are waiting on at all times.

Location: Your Fine Restaurant Filter by staff

Date:

The screenshot displays a restaurant floor plan on the left and a server list on the right. The floor plan shows various tables and servers assigned to them. Servers are represented by colored icons: orange for Mark, red for Tim, yellow for Tom, and blue for Jameela. The server list on the right includes the following entries:

| Servers | Expand all | Collapse all |
|-------------------------------|--------------------------|--------------------------|
| Tim (Server) 09:00 AM (13) | <input type="checkbox"/> | <input type="checkbox"/> |
| Tom (Server) 09:00 AM (4) | <input type="checkbox"/> | <input type="checkbox"/> |
| Miguel (Server) 09:00 AM (8) | <input type="checkbox"/> | <input type="checkbox"/> |
| Jameela (Server) 04:00 PM (8) | <input type="checkbox"/> | <input type="checkbox"/> |
| Mark (Bartender) 09:00 AM (7) | <input type="checkbox"/> | <input type="checkbox"/> |


At the bottom of the interface is a timeline from 09:00 AM to 10:00 PM with a 'Current time' indicator pointing to 05:00 PM.

Create your server schedule with a couple of clicks

Loading servers – the Staff Filter

First determine the days each server will be working. Pick the Date Selector, and then click on *Staff Filter*.

Location: Your Fine Restaurant **Filter by staff** ▼

Date: 08 / 18 / 2009  **Load serving staff** **Save serving staff**

Click on the Staff Filter to load serving staff

On the Pop Up Panel, check the Positions you want to load. Click on "Refresh List" link, then check the Staff Members you want to schedule for that day. Click "Apply". When the Pop Up Panel closes, click on the "Load Serving Staff" button. Scheduling can be done in advance. Repeat for each day as appropriate.



Filter by staff ▼

Positions
[Select all | Select none]

Manager
 Hostess
 Server
 Bartender

Staff
[Select all | Select none | Refresh list]

Apply **Cancel**

Filter by staff ▼

Positions
[Select all | Select none]

Manager
 Hostess
 Server
 Bartender

Staff
[Select all | Select none | Refresh list]

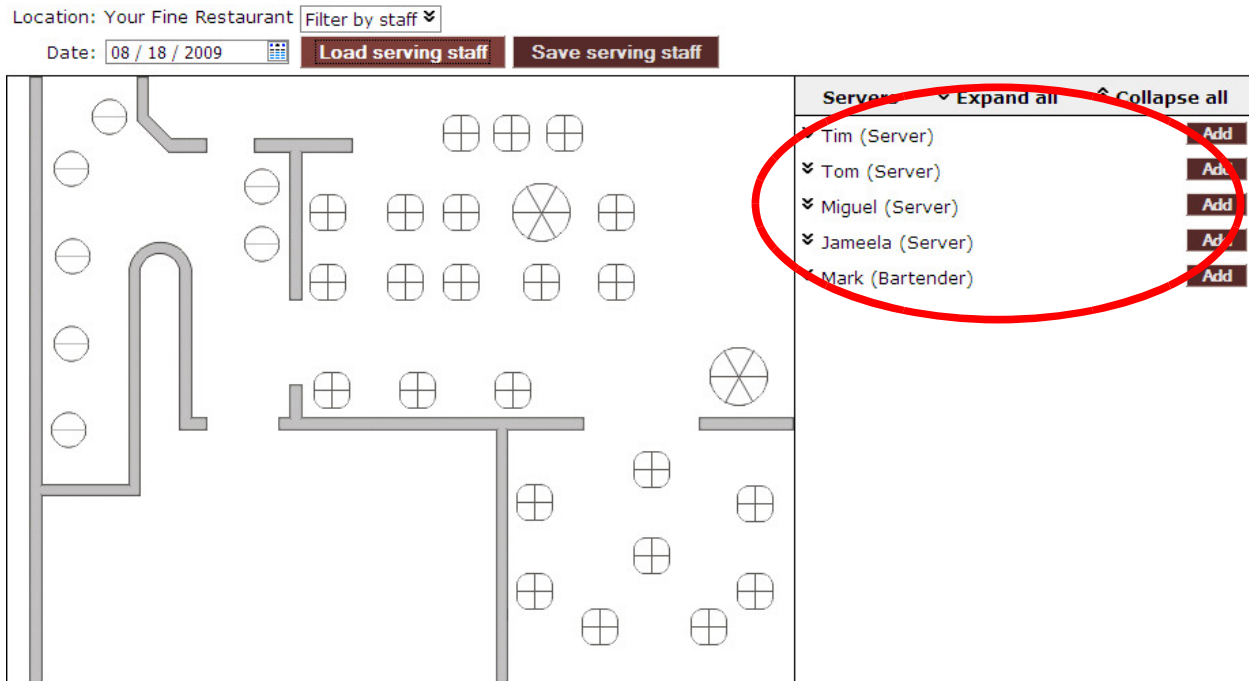
Susie (Server)
 Miguel (Server)
 Jameela (Server)
 Mark (Bartender)

Apply **Cancel**

Check the positions you want to load, click on the "Refresh list" link, check the staff members you want to schedule then click "Apply"

Assign servers to tables

After loading the Serving Staff, they are each displayed next to your floor plan. Initially the floor plan is blank. Serving Staff is not yet assigned.



Staff list next to the floorplan – initially blank

You will be creating a schedule as in the diagram below:

| Time slots for Tue, 18 Aug, 2009 | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|---|----------|----------|----------|----------|----------|----------|
| 09:00 AM | 10:00 AM | 11:00 AM | 12:00 PM | 01:00 PM | 02:00 PM | 03:00 PM | 04:00 PM | 05:00 PM | 06:00 PM | 07:00 PM | 08:00 PM | 09:00 PM | 10:00 PM |
| Mark (Bartender), 09:00 AM - 11:00 PM 101, 102, 103, 104, 105, 106, 107 | | | | | | | | | | | | | |
| Tim (Server), 09:00 AM - 11:00 PM 11, 12, 13, 20, 21, 22, 23, 24, 30, 31, 32, 33, 34 | | | | | | | | | | | | | |
| Tom (Server), 09:00 AM - 11:00 PM 40, 41, 42, 43 | | | | | | | | | | | | | |
| Miguel (Server), 09:00 AM - 04:00 PM 1, 2, 3, 4, 5, 6, 7, 8 | | | | | | | Jameela (Server), 04:00 PM - 11:00 PM 1, 2, 3, 4, 5, 6, 7, 8 | | | | | | |

All Servers will have a Time Interval and Assigned Tables.

For example, Mark works from 9:00 AM to 11:00 PM in the bar. The tables assigned to him are 101 – 107. Jameela is working in a separate room from from 4:00 PM to 11:00 PM. Her table assignments are Tables 1 to 8.

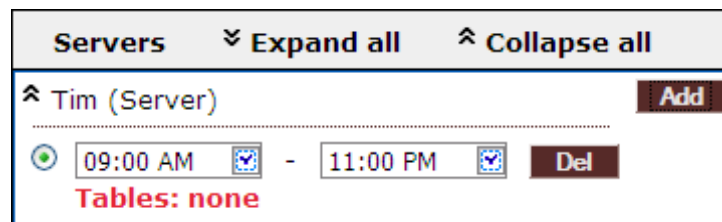
In setting up the Server Schedules you are:

1. Selecting a Server
2. Adding a Time Interval
3. Assigning Tables to Servers

Scheduling serving staff

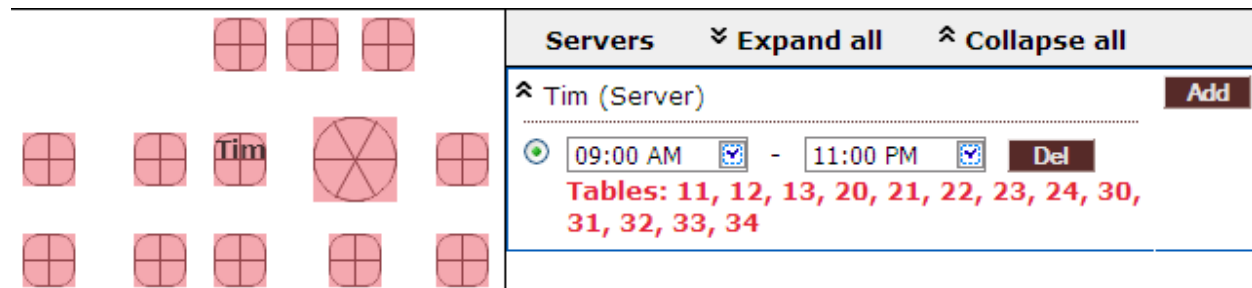
To add time intervals for a server, Press the “Add” button in the Staff List for the corresponding server. This will schedule the server from Opening to Closing. You can now assign tables. Simply click on tables you want to assign to that server. Click on as many tables as you want to assign to that server.

To remove a Table from a Servers schedule, simply click on the assigned table. The table is now unassigned.



The initial time interval is scheduled from opening to closing and no tables are assigned. Start adding tables or modify the interval

The system color codes the Servers, this helps identify Servers on the Floor Plan. Tables are color coded with the same color as the Server. Color coding is fully automated for your convenience.



As you add tables to the server, those tables receive the same color.

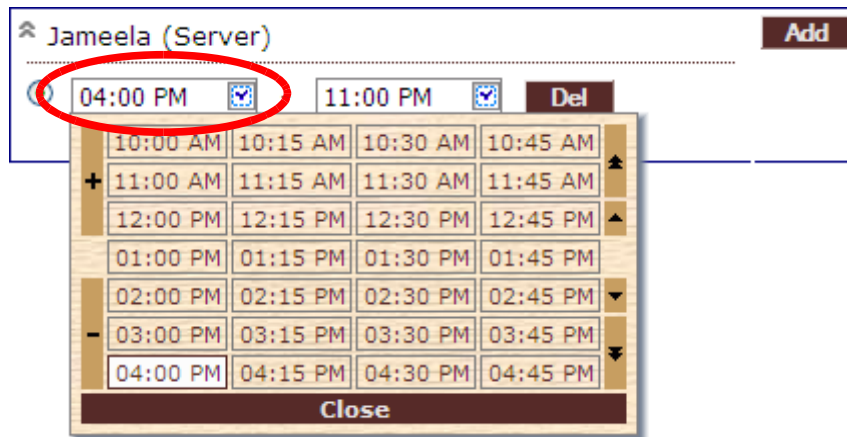
The server's table list is updated as well

Specify several time intervals

Your Serving Staff is not expected to work from Opening to Closing. The Myetus Placement System offers you the ability to schedule shorter time intervals. Intervals have two time options, one for setting the start time and one for the finish time. Just click on the Start Time, a pop up panel opens and you can pick the start time for that Server. Repeat the steps for the Finish time. For your convenience, the Time Bar below the Floor Plan shows the selected interval.

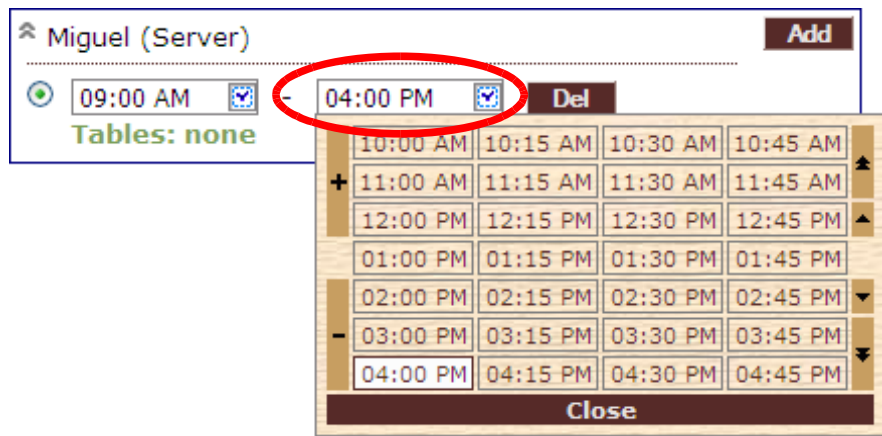
You may set up any time intervals, including outside normal business hours. You may also set Finish time intervals that fall into the next day. The Myetus Placement System will recognize the situation and handle it correctly.

Example: Your Bartender shift is scheduled to start at 4:00 PM and end at 3:00 AM. When you set the start time Myetus Placement System automatically sets the Finish Time for the next day.



Set a shorter interval: Jameela works from 4 Pm to 9 Pm.

Click into the first time picker to set the starting time



Set a shorter interval: Miguel works from 9 Am to 4 Pm.

Click into the second time picker and set the finish time

Add more intervals to the same server

If a Server (Tim) is working the Main Dining area in the morning and the secondary dining area in the afternoon, his schedule would look like this:

Tim (Server)

09:00 AM – 01:00 PM, Tables: 11, 12, 13, 20, 21, 22, 23, 24, 30, 31, 32, 33, 34

01:00 PM – 09:00 PM, Tables: 40, 41, 42, 43

In this situation you would add two intervals to the Server. You will edit both intervals. The first one will be set from 9:00 AM – 1:00 PM and the second interval will be set from 1:00 PM – 9:00 PM. You will select Table 11 – 34 for the first interval and Tables 40 – 43 for the second interval.

Tim (Server) Add

09:00 AM - 11:00 PM Del

Tables: 11, 12, 13, 20, 21, 22, 23, 24, 30, 31, 32, 33, 34

Press "Add" again to add another interval to the same server

Tim (Server) Add

09:00 AM - 01:00 PM Del

Tables: 11, 12, 13, 20, 21, 22, 23, 24, 30, 31, 32, 33, 34

01:00 PM - 09:00 PM Del

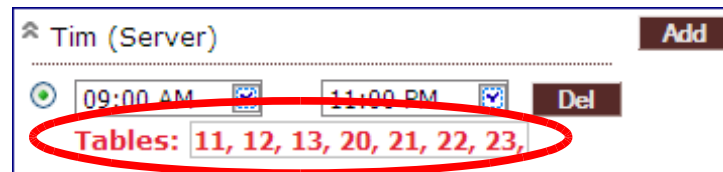
Tables: 40, 41, 42, 43

Edit both intervals starting and finish times then add tables to the lists

You can delete an interval anytime by simply clicking on the "Del" button next to the time clock.

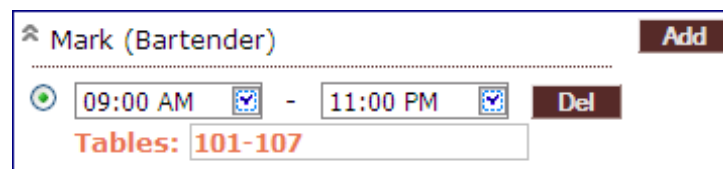
Edit the table list

If you prefer to typing in the information rather than clicking on the buttons, you would simply click on the table list next to the server's name and manually add in the Table numbers. Use a comma to separate the table numbers or a dash to set a range. If some tables are already assigned to the interval then you can edit the list as a normal text, that is, you can select, delete, copy and paste some parts or the whole list.



Edit the table list: click on the list then enter the table numbers

Example: To assign the Bar area to the Bartender, click on the Table List and enter the range numbers of the Bar Tables (101–107), press your *Enter (Return)* key or click outside the box. Myetus Placement System will update the Table range. You may also enter each table individually using a comma to separate the table numbers.



Use the comma (,) sign to set a list, use the dash (-) sign to specify a range.

Tables ranges will be expanded to a comma separated list

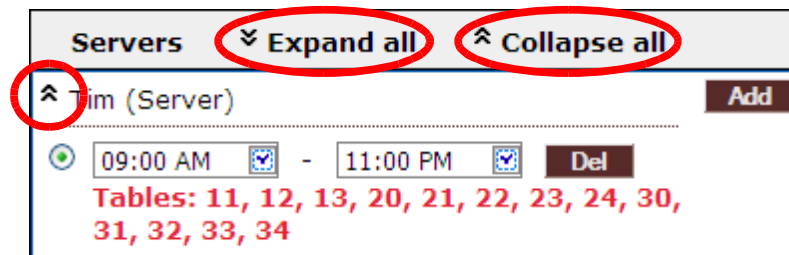
If you enter a number that does not exist the Myetus Placement System will ignore that number.

Example: if you assign the main room tables to one server, just enter “11-43” into the edit box. The system will recognize that you want to assign tables 11 – 13, 20 – 24, 30 – 34 and 40 – 43 to the server. For example, tables 15 or 25 or 35 do not exist so these numbers are not included in the list.

You can also mix the two notations: to assign only the upper part of the main room to a server, that is, tables 11 – 34, you can enter "11-34" but you can also specify "11-13, 20-24, 30-34".

Show and hide server intervals

If the server intervals occupy too much space you can hide them simply by clicking on the double arrow on the upper left corner of the server box. If it was closed it will open or if open it will close. You can expand or close all server boxes by clicking on "Expand All" or "Collapse All" captions in the Server List headings.



Click on the double arrow to toggle the box.

Click on "Expand all" or "Collapse all" to open or hide all boxes

If the box is closed then you will see the assigned intervals in the Servers color, the *number of* assigned tables will be in parentheses, and the starting interval time.

| Servers | ⌵ Expand all | ⌶ Collapse all |
|--------------------|---------------|----------------|
| ⌵ Tim (Server) | 09:00 AM (13) | Add |
| ⌵ Tom (Server) | 09:00 AM (4) | Add |
| ⌵ Miguel (Server) | 09:00 AM (8) | Add |
| ⌵ Jameela (Server) | 04:00 PM (8) | Add |
| ⌵ Mark (Bartender) | 09:00 AM (7) | Add |

All boxes are closed.

Only starting time of the interval is displayed

The number of assigned tables is in parenthesis at each intervals

Watch the radio button

Since multiple server boxes can be expanded at the same time and more intervals can be assigned to the same server, it is mandatory to tell the Myetus Placement System which interval you would like to edit. As you can only edit one interval at a time, only one Radio Button can be checked at a time. Before making any modifications either to the interval start/finish time or the table assignments, ***always make sure to check the Radio Button of the desired interval.***

| Servers | | Expand all | Collapse all |
|----------------------------------|---------------------|------------|--|
| Tim (Server) | | Add | |
| <input type="radio"/> | 09:00 AM - 01:00 PM | Del | Tables: 11, 12, 13, 20, 21, 22, 23, 24, 30, 31, 32, 33, 34 |
| <input type="radio"/> | 01:00 PM - 09:00 PM | Del | Tables: 40, 41, 42, 43 |
| Jennie (Server) | | Add | |
| <input type="radio"/> | 09:00 AM - 01:00 PM | Del | Tables: 40, 41, 42, 43 |
| <input checked="" type="radio"/> | 01:00 PM - 09:00 PM | Del | Tables: 11, 12, 13, 20, 21, 22, 23, 24, 30, 31, 32, 33, 34 |
| Amy (Server) | | Add | |
| <input type="radio"/> | 09:00 AM - 09:00 PM | Del | Tables: 1, 2, 3, 4, 5, 6, 7, 8 |

**Always make sure to check the radio button
at the interval you want to edit**

You are currently editing Jennie's afternoon shift:

1:00 PM to 9:00 PM, tables 11 – 34

Seating System

Manage seatings

The screenshot displays a graphical table layout on the left and a reservation list on the right. The table layout shows various table shapes with circular icons representing seats. Some seats are occupied, indicated by green circles with names and times (e.g., '11:18 Tim', '12:45 pm'). The reservation list on the right contains the following data:

| Time | Name | (Guests) | Phone | Units |
|------------|----------------|----------|--------------|--------|
| 11:15 AM | Goodman, C. | (8) | 555-435-1602 | 20, 30 |
| 11:30 AM | Dillingham, M. | (8) | 555-362-2813 | 21, 31 |
| • 11:45 AM | Pollack, H. | (4) | 555-851-7935 | 40 |
| • 11:45 AM | Schmidt, M. | (2) | 555-921-4602 | 41 |
| • 11:45 AM | Rauhauser, J. | (5) | 555-890-4396 | 43 |
| 12:00 PM | Goodman, S. | (3) | 555-318-8719 | 42 |
| 12:15 PM | Graham, S. | (6) | 555-468-6921 | 23 |
| 12:45 PM | McGuire, L. | (8) | 555-695-1793 | 22, 32 |
| 12:45 PM | Devlin, C. | (5) | 555-309-9775 | 24, 34 |
| 12:45 PM | Nolan, B. | (1) | 555-319-4443 | 33 |
| 01:15 PM | Stern, G. | (5) | 555-302-9791 | 2, 3 |
| 01:15 PM | Cook, B. | (3) | 555-734-8458 | 6 |
| 01:15 PM | McDermott, J. | (4) | 555-695-3444 | 5 |
| 02:15 PM | Morrison, J. | (6) | 555-377-2091 | 20, 30 |
| 02:45 PM | Pohl, A. | (6) | 555-383-9699 | 23 |
| 02:45 PM | Ramsay, M. | (6) | 555-325-3569 | 43 |

Table layout with occupied seats and reservation list

You can manage your guests seating's on this page: assign guests with reservations to tables, modify or delete existing guests, and manage Walk In guests.

When you open this page the Myetus Placement System automatically selects the default location and current date. You can specify another locations and/or another date. Simply select the Location from the drop down box, specify the desired date, then press the Load Seating button.

Location: Fine Restaurant

Load placements

Save placements

Date: 08 / 06 / 2009

Autosave every 3 minutes

Seating is not yet saved.

Current occupied seats are displayed in current time. You can change the date and/or time to see past or future seating for that location.

Groups are displayed in a list next to the table layout. Although there is an Auto save feature, it is recommended you press the *Save* button any time you make changes to the table layout or reservations times.

Table layout and reservation list

Table Layout is based on the floor plan of the selected location. Your Myetus Placement will have a diagram of your individual floor plan. Tables are represented by an icon divided by the number of guests that can be seated at that table.



2-seat bar table, 4-seat and 6-seat tables

Next to the floor plan is the *Reservation List*. Together with the table layout the Reservation list provides you with an interface for managing your reservations. The list contains Reservation Time, Guest Name, and Number of Guests in the group in brackets, Guest Phone Number, and the tables assigned to this group.

06:00 PM | R. Sparagana (2) | 847-361-1507 | 32

Reservation time, name, number of guests in brackets, phone number and table number. If you move mouse pointer over this item, table 32 is displayed in pale blue.

When you move your mouse over a list item, assigned tables will turn pale blue on the floor plan.

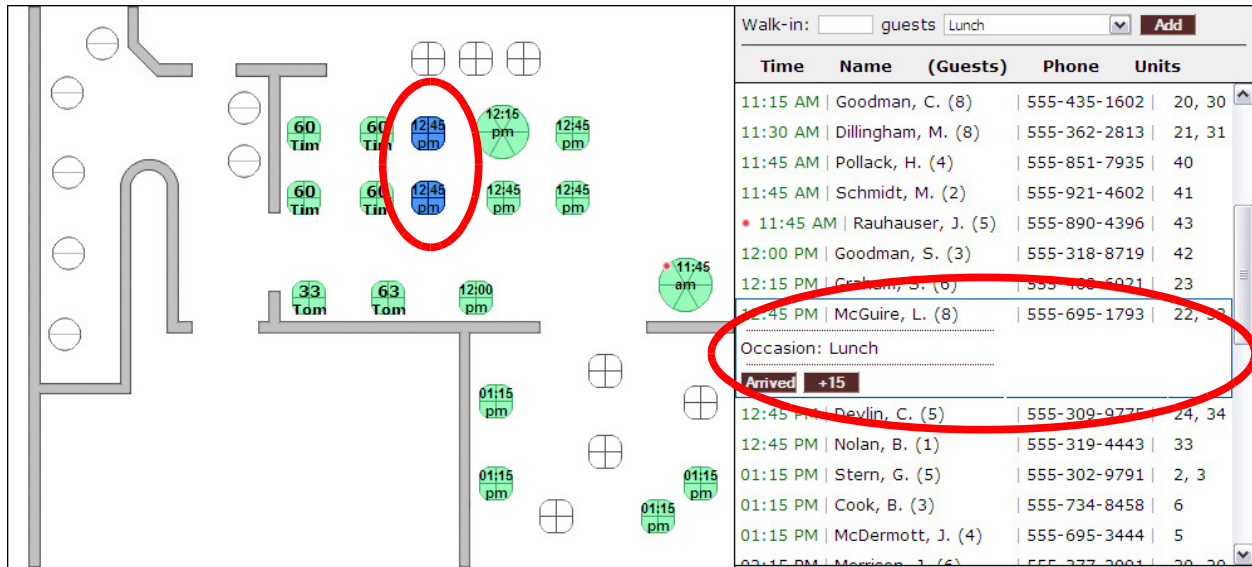
The screenshot shows a floor plan on the left and a reservation list on the right. The reservation list is titled 'Walk-in: [] guests Lunch [] Add'. The list has columns for Time, Name, (Guests), Phone, and Units. The reservation for 11:30 AM, Dillingham, M. (8), with phone 555-362-2813 and units 21, 31 is highlighted with a red oval. On the floor plan, the tables 114 and 114 are highlighted with a red circle, indicating they are assigned to this reservation.

| Time | Name | (Guests) | Phone | Units |
|----------|-----------------------|----------|--------------|--------|
| 11:15 AM | Goodman, C. (8) | 8 | 555-455-1802 | 20, 30 |
| 11:30 AM | Dillingham, M. (8) | 8 | 555-362-2813 | 21, 31 |
| 11:45 | Lunch Pollock, H. (4) | 4 | 555-851-7935 | 40 |
| 11:45 AM | Schmidt, M. (2) | 2 | 555-921-4602 | 41 |
| 11:45 AM | Rauhauser, J. (5) | 5 | 555-890-4396 | 43 |
| 12:00 PM | Goodman, S. (3) | 3 | 555-318-8719 | 42 |
| 12:15 PM | Graham, S. (6) | 6 | 555-468-6921 | 23 |
| 12:45 PM | McGuire, L. (8) | 8 | 555-695-1793 | 22, 32 |
| 12:45 PM | Devlin, C. (5) | 5 | 555-309-9775 | 24, 34 |
| 12:45 PM | Nolan, B. (1) | 1 | 555-319-4443 | 33 |
| 01:15 PM | Stern, G. (5) | 5 | 555-302-9791 | 2, 3 |
| 01:15 PM | Cook, B. (3) | 3 | 555-734-8458 | 6 |
| 01:15 PM | McDermott, J. (4) | 4 | 555-695-3444 | 5 |
| 02:15 PM | Morrison, J. (6) | 6 | 555-377-2091 | 20, 30 |
| 02:45 PM | Pohl, A. (6) | 6 | 555-383-9699 | 23 |
| 02:45 PM | Ramsay, M. (6) | 6 | 555-325-3569 | 43 |

*When you move your mouse over a group in the reservation list,
assigned tables turn to pale blue*

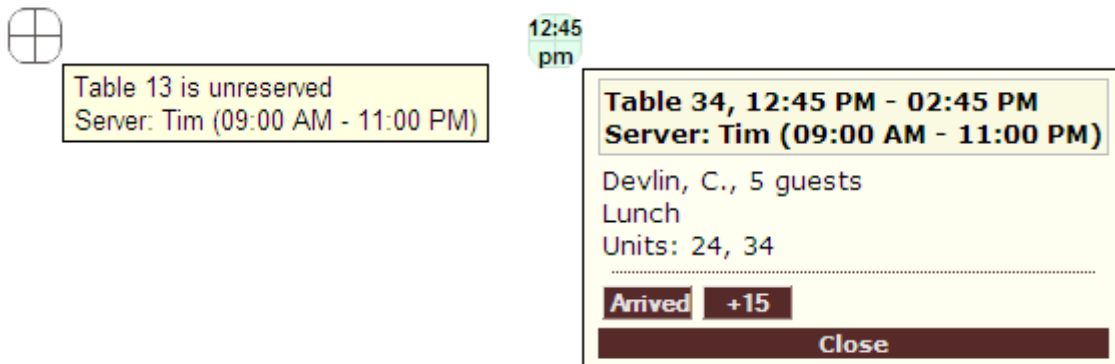
Initially there are no tables assigned to a Reservation. When a new reservation is added by a visitor from your website or by you in the Back Office system, that reservation is not yet assigned to a table. A dash (-) in the list indicates you have not yet assigned a table.

Click on the list item then pick as many tables as required by clicking on table icons. When you click on a group in the list, a dark blue border appears around that reservation and detailed information about that reservation appears. If a table is already assigned to that reservation the assigned table will be displayed as dark blue. Clicking on that same reservation deselects it.



When you pick an item in the reservation list, more details are displayed about the group and the assigned tables turn to dark blue

When you move your mouse over a table a pop up box appears showing information about that table.



Popup information about two tables. Table 13 is unreserved, table 34 is occupied. Detailed information is displayed about the reservation.

Automatic mode, Layout edit mode

There are two possible working modes in the Myetus Placement System depending on whether you selected an item in the Reservation list.

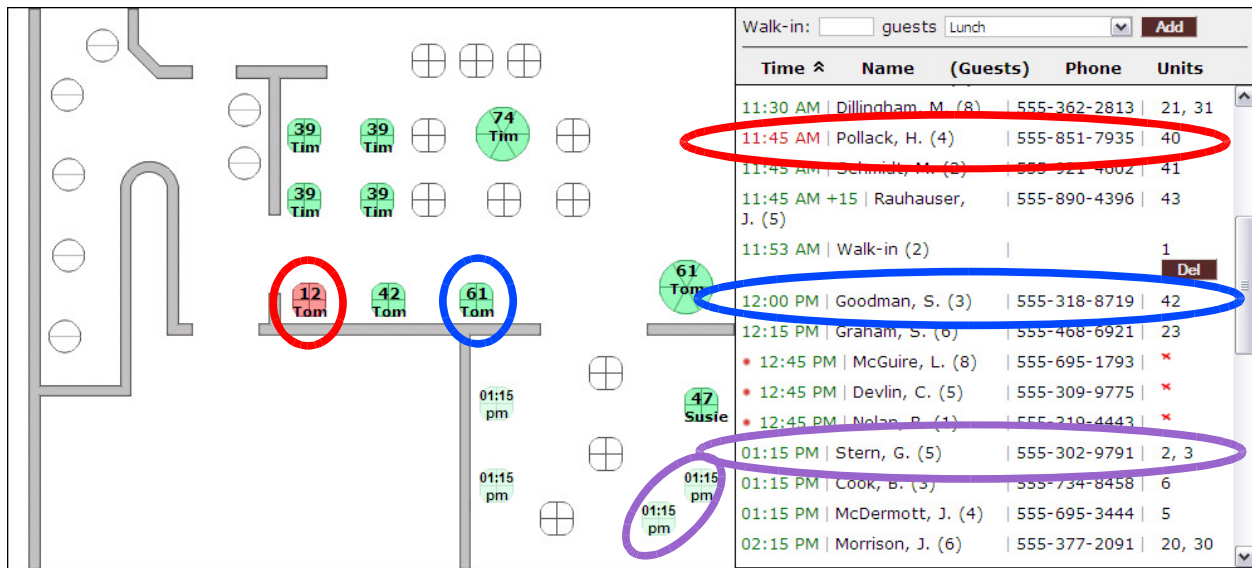
- *If an item is not selected then the system is operating in Automatic Mode.*

The Myetus Placement system automatically provides information about the groups in current time. Moving your mouse over a table icon provides you with information about that table.

- *If an item is selected then the system is operating in Layout Edit Mode.*

You are able to edit time values (arrival, finish, amount of late and amount of extra time) of the selected reservation as well as table assignments. You can add or remove tables to this reservation by clicking on a table icon.

Meaning of colors and time values displayed on a table icon



When the time is almost up for a group, its tables turn to red

Currently occupied tables are shown in green with the remaining time

Tables of future reservations (groups not yet arrived) are pale green

In **Automatic Mode** you can watch occupied tables in current time. Unreserved tables are shown as white and occupied table are green. A reservation that has been assigned a table but not yet finished dining is shown in green with the remaining time displayed in minutes. When diners at a table have 15 minutes or less of dining time the table icon will change to red. A table that is reserved for a future time is shown in pale green with the time of the reservation displayed.



Unreserved table (white), picked table (dark blue), reserved table (green), time is up (red), mouse pointer moved above an item in the Reservation list (pale blue)

If a reservation group is late, the table icon assigned to that reservation is displayed in green with the time of the reservation. A small red dot appears on the table icon and in the Reservation List indicating the reservation is late. The amount of late is shown in the pop up when you hover your mouse over the table icon.

| Time | Name | (Guests) | Phone | Units |
|----------|----------------|----------|--------------|--------|
| 11:15 AM | Goodman, C. | (8) | 555-435-1602 | 20, 30 |
| 11:30 AM | Dillingham, M. | (8) | 555-302-2013 | 21, 31 |
| 11:45 AM | Pollack, H. | (4) | 555-851-7935 | 40 |
| 11:45 AM | Schmidt, M. | (2) | 555-921-4602 | 41 |
| 11:45 AM | Rauhauser, J. | (5) | 555-890-4396 | 43 |
| 12:00 PM | Goodman, S. | (3) | 555-318-8743 | 42 |
| 12:15 PM | Graham, S. | (6) | 555-468-6921 | 23 |
| 12:45 PM | McGuire, L. | (8) | 555-695-1793 | 22, 32 |
| 12:45 PM | Devlin, C. | (5) | 555-309-9775 | 24, 34 |
| 12:45 PM | Nolan, B. | (1) | 555-319-4443 | 33 |
| 01:15 PM | Stern, G. | (5) | 555-302-9791 | 2, 3 |
| 01:15 PM | Cook, B. | (3) | 555-734-8458 | 6 |
| 01:15 PM | McDermott, J. | (4) | 555-695-3444 | 5 |
| 02:15 PM | Morrison, J. | (6) | 555-377-2091 | 20, 30 |
| 02:45 PM | Pohl, A. | (6) | 555-383-9699 | 23 |
| 02:45 PM | Ramsay, M. | (6) | 555-325-3569 | 43 |

Red dots indicate that these 3 groups are late.

When the dining time of a group has expired and they have not yet finished, their table is red, (it turned Red when only 15 minutes remained for their planned finish time) and does no longer has a time displayed. Instead the amount of excess time is shown in the Pop Up table information ("*Time was up X minutes ago*"). This table cannot be reserved for other groups.

In Automatic mode all time values displayed on table icons are relative to current time.



Red table: time is up in 1 minute. Less than 15 minutes remained.

Green table: time is up in 106 minutes. More than 15 minutes remained.

In **Layout Edit Mode** the Myetus Placement System shows every table currently occupied as well as those reserved before current diner is finished. In this mode you are not able to assign a table to the selected reservation which is already reserved for another group. A group can only be assigned to an unreserved table. If another group finishes their table becomes unassigned and you can assign another group to that table.

In Layout edit mode all time values displayed on table icons are related to the selected group's reservation time.

Changing time – using date selector and Time bar

As previously mentioned in Automatic Mode all time values shown on the Table Icon are displayed in current time. In Layout Edit Mode all time values are relative to the selected group's reservation time.

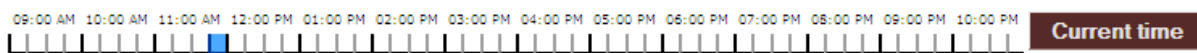
This leads to another important feature: you can change current time and see occupied tables and remaining time values relative to any time value you select. This way you can check past status or future reservations for a specific time.

You can select any date using the Date Selector and any time using the *Time Bar*. This shows 15 minute accuracy from opening to closing for the location. If you select a day the location is closed, then the Time Bar will not

be displayed. Selected time is filled in with dark blue. You can return to the current time by pressing the "Current Time" button.

Time bar shows picked time values or current time, whichever you chose. Time bar also shows reservation time of the selected group in Reservation list if any item is selected. If no group is selected in Reservation list, Time bar shows current time.

If you are planning seating in layout edit mode and you would like to return to automatic mode, just press "Current time" button.



Currently occupied units at **Thu, Aug 06, 2009 11:47 AM**

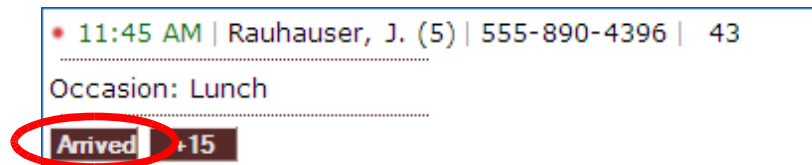
Time bar: you can pick any value between opening and closing time of the selected location or you can return to current time.

Setting time values of a group

The Myetus Placement System can listen to *predicted* or *expected* events, such as a group arrives or finishes dining, but it cannot tell whether an event has *really* occurred. It is strictly a human task to determine if a group has arrived, finished, arrived late, or needs additional time to finish dining.

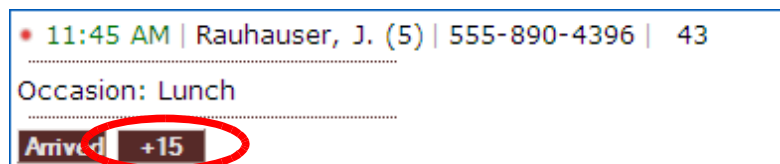
To make changes to groups dining time values, select the corresponding item from Reservation List. Assigned tables turn dark blue, reserved and currently occupied table turn red. The Time Bar is set to selected reservation time and the system is set to Layout Edit Mode.

Group arrived: when the group has arrived, press "Arrived" button. Current time is set as time of arrival, and planned finish time value is displayed, as well as a "Finish" button.

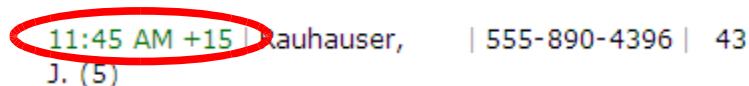


Press the "Arrived" button when a group arrives

Group calls in as late arrival: press "+15" button next to "Arrived" button. This shifts reservation by 15 minutes. If guests need more than 15 minutes, press "+15" again. Press "-15" to subtract 15 minutes from shifted reservation time. Reserved tables can only be held for 15 minutes, and you can add at most 30 minutes time shift. If guests are late more than 15 minutes plus time shift, they are treated as walk-in guests and seated to an unreserved table.



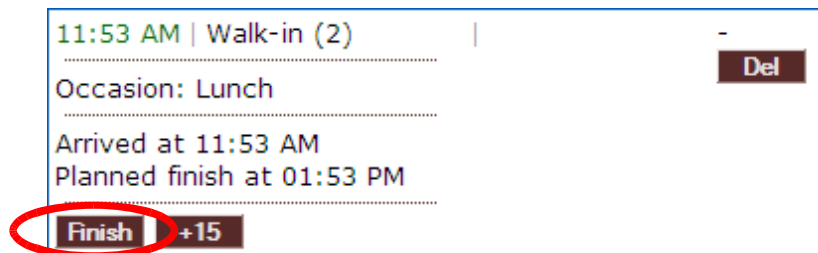
Press the "+15" button if the guest calls and tells they are going to be late. The amount of late is shown next to the reservation time



The amount of late is shown next to the reservation time

Group finished dining: press "Finish" button. This will set time of finish to current time, group is marked *ready* with a green check mark and the table

is set to unreserved. As groups can finish dining at any time, you can also press "Finish" at any time. You should take special care to press "Finish" button when a group finishes dining because unfinished table remains reserved for this group thus cannot be reserved for other groups.



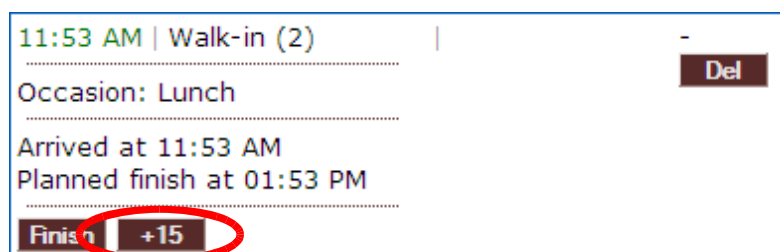
| | |
|----------------------------|-----|
| 11:53 AM Walk-in (2) | - |
| Occasion: Lunch | Del |
| Arrived at 11:53 AM | |
| Planned finish at 01:53 PM | |
| Finish | +15 |

Remember to press the "Finish" button when the group finishes dining.

✓ 05:15 PM | Miller, C. (8) | 555-757-1656 | 40

A green check mark indicates the group has finished.

Group is likely to require more time: when a group's time is about to expire (their tables turned to red) and they need additional time, you can decide to add them extra time by pressing "+15" next to "Finish" button. This will expand planned dining duration with 15 minutes. If they need more time than this, you can press "+15" again. Press "-15" to subtract 15




| | |
|----------------------------|-----|
| 11:53 AM Walk-in (2) | - |
| Occasion: Lunch | Del |
| Arrived at 11:53 AM | |
| Planned finish at 01:53 PM | |
| Finish | +15 |

You can decide to add extra time to a group if they haven't yet finished dining:

press the "+15" button

minutes from their expanded planned dining duration. There is no limit to how much additional time you add.

Group exceeds allowed late time: when a group arrives more than 15 minutes plus time shift (at most 30 minutes) after their scheduled reservation time, their tables are unassigned and group is marked as *not arrived* with a red x mark. Their tables are from now unreserved. You will still find the group's reservation in the system so when they arrive, press the "Arrived" button and place them at an unreserved table. Assigning tables to a *not arrived* group is no longer possible, only if you press "Arrived" button.

• 12:45 PM | McGuire, L. (8) | 555-695-1793 | 

*If the group is too much late their tables are unassigned and
a red x indicates they have not arrived*

Group has to wait: a group (Group #1) may not yet finished dining when another group (Group #2) arrives and is planned for the same table. Group #2 will need to wait for this table if another table is not available. The Myetus Placement System can calculate the delay, that is, the time Group #2 has to wait. This delay is indicated as a blue arrow in the row of Group #2 in reservation list and the exact amount of time is displayed when you click on the reservation or move your mouse over the table. An orange arrow is displayed at Group #1, allowing you to check in a minute which group has caused the delay. If the first group finishes dining before the second group arrives, both arrows disappear.

↩ 06:45 PM | Devlin, M. (6) | 555-843-8089 | 23

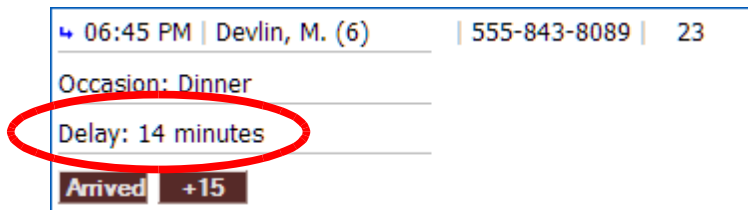
A blue arrow indicates that this group has to wait for another group

↪ 04:30 PM | Duffy, T. (6) | 555-639-9496 | 23

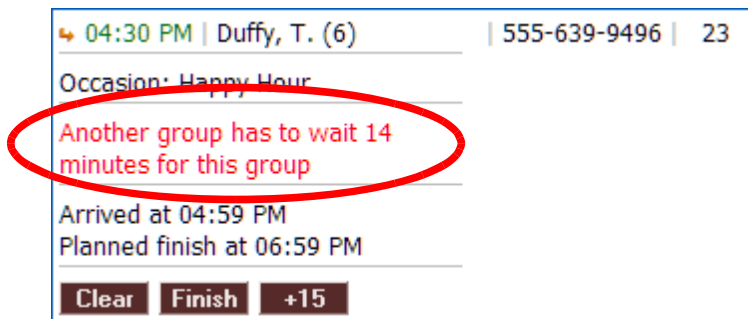
An orange arrow indicates that this group causes a delay at another group.

Check the table numbers: both groups are seated to table 23

If Group #2 arrives before Group #1 finishes you can inform Group #2 about the amount of delay: just click on Group #2 to display detailed information about the group and you can tell how many minutes they need to wait.



Click on a group for details: you can check the amount of delay



You can also check which group causes the delay

Time values incorrectly set: click on the "Clear" button to reset incorrectly set time values. Clearing a finished group resets finished time value and any

extra time but keeps time of arrival and any amount of reservation time shift. Pressing "Clear" again also resets the time of arrival and reservation time shift. Remember: if you reset time of arrival 15 minutes after the scheduled reservation time, the Myetus Placement System handles group as if they exceeded the allowed amount of late and immediately deletes their seats, marking their table as unreserved and the group as *not arrived*. Also remember that assigning tables to a *not arrived* group is not possible until you press "Arrived" button again.

| | | |
|-------------------------------|--------------|-----|
| 05:15 PM Watson, L. (3) | 555-687-1566 | 42 |
| Occasion: August Special Week | | |
| Arrived at 05:15 PM | | |
| Planned finish at 06:45 PM | | |
| Clear | Finish | +15 |

Click on the "Clear" button to reset the arrival of the group

| | | |
|-------------------------------|--------------|----|
| ✓ 05:15 PM Watson, L. (3) | 555-687-1566 | 42 |
| Occasion: August Special Week | | |
| Arrived at 05:15 PM | | |
| Finished at 06:34 PM | | |
| Clear | | |

Click on the "Clear" button to reset the finish time of the group

Walk-in guests

On the top of Reservation list are the controls to add walk-in guests. Enter the number of guests, select an occasion from the drop down list then press "Add". You have now added the walk-in group to the reservation list and you can assign them to a table. Their value of arrival is also set automatically. You cannot shift arrival time of a walk-in group and you also cannot clear

arrival time. You can delete a walk-in group from Reservation list by pressing "Del" button in the corresponding list item.

To add a walk-in group: enter the number of guests, pick an occasion then click "Add"

All other options will work with walk-in groups.

Start adding tables to a walk-in group or you can delete it by pressing the "Del" button

Sorting

Reservation list can be sorted by reservation time, name, number of guests and table numbers in ascending or descending order by clicking on the corresponding list header. Order of sorting can be switched by clicking again on the same header. Reservations not yet assigned will always appear on the top of the sort list.

Click on an item in the list heading to set the ordering

Autosave and Off-line Work

An automatic save feature is implemented for your convenience. It is highly recommended to enable this autosave feature to avoid loss of data. You can set the auto save interval by using the drop down boxes. For maximum safety, it is recommended to manually save changes as you make them. Please note that you can keep on working with the system as usual during the autosave. The duration of the save depends upon your network speed. Please take special care not to refresh/reload the page during autosave as this may lead to data loss.



It is highly recommended to enable autosave

The system supports off-line work: you can use the system as usual even if the network is down. A red flag will appear in the top right hand corner of the screen indicating a network error. While it will not be possible to save and load seating assignments during this time, you will be able to assign tables, handle walk in groups, and utilize the "Arrived" and "Finish" buttons. Once your network is back up, you can save your data.

How to...

...check if a reservation is already seated?

In the reservation list you can see several columns with details of the groups: time, name, number of guests and phone number. Under *Units* you can see a single table number or a list of table numbers where a particular group is seated. A dash sign (-) shows if the group is not yet seated.





| Time ^ | Name | (Guests) | Phone | Units |
|----------|----------------|----------|--------------|------------|
| 11:15 AM | Morgan, S. (4) | | 555-235-2367 | 24 |
| 03:30 PM | Hirth, C. (10) | | 555-518-1425 | 11, 12, 13 |
| 03:45 PM | Morgan, C. (5) | | 555-714-5791 | 40 |
| 05:30 PM | Pohl, W. (9) | | 555-365-5379 | - |
| 09:00 PM | Reed, C. (6) | | 555-296-9047 | - |

In the Units column you can see which tables are assigned to a group.

A dash (-) sign indicates if a group is not yet seated

...see where a group is seated?

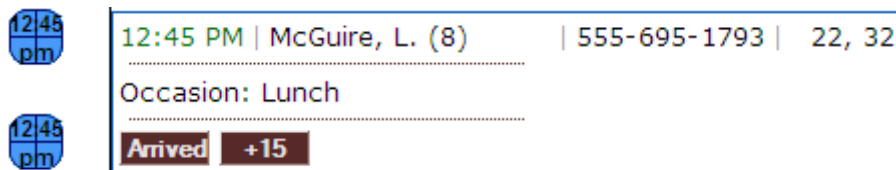
Move the mouse over a group in the reservation list. A pale blue border is displayed around the selected reservation. If the reservation has been seated, the corresponding tables turn to pale blue.

| | |
|---|---|
|   | 11:15 AM Goodman, C. (8) 555-435-1602 20, 30 |
| | 11:30 AM Dillingham, M. (8) 555-362-2813 21, 31 |
|   | 11:45 Lunch Pollack, H. (4) 555-851-7935 40 |
| | 11:45 AM Schmidt, M. (2) 555-921-4602 41 |
| | • 11:45 AM Rauhauser, J. (5) 555-890-4396 43 |

Move the mouse over a group in the list to see which tables are assigned

...see the seating of all groups?

In the reservation list all reservations are listed for the specified date. You can only select a specific time to check seatings: click on a reservation from the list. This selects the time. Now all tables to which reservations are seated at the specified time turn to green on the layout. Tables of the reservation you picked are shown in dark blue, if that reservation is seated. Selecting another reservation with another time loads always the current seating. Clicking *on the same* list item you previously selected removes selection and no seatings are displayed. Clicking on any list item again shows the corresponding seatings. You can also pick a time value from Time bar.



Click on a list item to see detailed information as well as assigned tables.

Click again to hide details and return to current time

...pick a table for an unseated reservation?

Click on an unseated reservation in the list to display current seatings. Reserved tables for the specified time are shown in green. Since the reservation you selected has not yet been seated you will not see the dark blue tables on the layout. Move the mouse pointer over an unreserved (white) table on the layout and click on that table. The table now turns to dark blue and the table number shows in the selected list item. For larger groups you can specify more than one table. Clicking on other unreserved tables adds them to the table list of the specified group.

...remove a table (or tables) from the table list of a group?

Select a reservation from the list. The corresponding tables are shown in dark blue. Click on the dark blue tables you wish to remove, they turn white as they become unreserved.

...select different tables for a reservation?

Select a reservation from the list. Click on the dark blue tables to remove them from the table list of the selected group then click on other unreserved tables to add them to that group.

...add a walk-in group?

Select the number of guests from the drop-down list on the top of Reservation list then press "Add". This will add the walk-in group to Reservation list.