Resilience in the 2020s—advanced restaurant table management solutions

Cloud-based solutions for restaurant reservations

Efficiently supporting great guest experiences

Even before guests arrive at their table, managing restaurant reservations in individual locations or across an entire brand is the first stop in creating a superior guest experience. Today, table management is an even more vital component to guest comfort, with capacity restrictions defining a new normal in the restaurant space. Advanced restaurant reservation solutions are playing an important role in supporting this need—and leading restaurant organizations are investing in them.

Advanced table management solutions can help create that sense of ease for guests, as well as for the staff that manages guest traffic from online bookings and walk-ins. How do these integral applications help restaurant organizations to meet today's challenges so they're ready for the future? This guide will help you understand more.

Cloud-based reservations and table management— a selected list

- Instant software updates to multiple locations simultaneously

- Standardized reservations efficiency in every restaurant property

- Monitored trends—turn rates, booking types—brand-wide

- High availability and managed maintenance via SaaS

- Lower cost of ownership

Manage guest traffic when precision counts more than ever

At a time when guaranteeing guest comfort means creating the appropriate amount of space between parties, table and reservations software is playing an essential role. This software is helping restaurants adjust to new conditions, while still ensuring the best possible guest experience. Getting this right is not only important for your brand, but also for guest and staff health and safety.

Advanced solutions are designed to adapt easily to capacity adjustments in all kinds of spaces. That means making sure that every location is aligned with current restrictions, and that new capacity numbers can be easily adjusted as needed as conditions change.

All kinds of reservation types

As the landscape evolves, and as mobile and web-based technology empowers guests to engage with restaurants in new ways, cloud-based advanced reservations software can meet guests where they are. This includes online bookings, of course. But it also means accounting for walk-ins and keeping track of no-shows and overstays. These solutions allow locations to compensate for new information and circumstances, always providing the end-to-end visibility to staff.

Designed to empower staff

Cloud-based reservations software for restaurants can manage all of the relevant details for every type reservation, while representing all of them in a user-friendly interface. With that in place, the job of managing reservations and keeping track of guests in a space is that much easier. Efficiencies enabled by the solution can make reservations management more straightforward and less stressful, so your staff can do their jobs and maintain a welcoming and comfortable atmosphere.

Infor® Table Management

- Precise, end-to-end management and visibility of the whole reservations process

- Tablet-friendly and visually oriented for maximum efficiency for staff managing the floor

- Automatic and instant adjustments—no shows, early-leaving, overstays—to render an accurate reflection of capacity in a space

- VIP recognition through stored preferences in customer profiles

- Integrations to Infor POS (point of sale)

A bird's eye view of the whole timeline

Modern restaurant reservations systems can deliver a wider perspective on the whole guest journey—from the booking, to arrival, to bus-to-clear times. Capacity is important for any restaurant space, so continuity is integral to success. With a higher view of where each reservation and table are in the timeline, there's less friction in monitoring and managing turnover when precisely handling volume capacity is so important.

A source of truth across the whole brand

Business data is the primary fuel to monitor growth, make improvements, discover emerging trends, and provide a basis for informed and constructive actions. When data about guests—booking preferences, average length of stay, idle times, and more—can be shared across an entire organization, with reporting centralized in a common, secure, and accessible ecosystem, the whole business benefits. From there, creating best practices and implementing them to serve guests becomes second nature for everyone.

Restaurant reservations management precision in the 2020s and beyond

Today, guest comfort and adequate space are closely connected. At a time when restaurants and food services are adapting to a new industry paradigm, precisely managing reservations and table management can help separate you from your competition. Cloud-based processes can benefit all of your restaurant locations, so you can create the best possible guest experience.

As expectations and industry conditions shift, table management solutions play a vital role in scaling operations and changing the way that organizations meet a guest's needs. What other solutions, approaches, and technologies are emerging that will help restaurants and food services organizations to stay resilient in the 2020s and beyond? **Download** your copy of our substantiative resource to help address that question.

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