

Oracle® Hospitality Cruise SilverWhere
Mobile Check In Process Guide
Release 8.0

May 2016

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Preface

Audience

This document is intended to describe basic workflows of the SilverWhere SWMobile application.

Customer Support

To contact Oracle Customer Support, access My Oracle Support at the following URL: <https://support.oracle.com>

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to re-create
- Exact error message received
- Screen shots of each step you take

Revision History

Date	Description of Change
May 2016	<ul style="list-style-type: none">• Initial publication

1 Data Sync

Once a new Cruise starts and user is starting SW Mobile application the first time for the new Cruise, the Application will automatically pull all Guest Information's, Inventory, Restaurant Information, Table Information and existing Guest Reservations onto the Mobile device. All new, update, canceling of reservations, guest information's which are happening afterwards will be synced automatically onto the Mobile device.

This process allows the user to continuously have the same data displayed on SWNET Thick Client and SWMobile Client.

If a Host user will perform a Check In of a Reservation via the Mobile device and seat the guest onto the table, also on the CHECK IN LAYOUT of the SWNET Thick Client the table will show as occupied and display the guest information's accordingly.

SilverWhere Mobile and SilverWhere Net Thick Client application are onboard staff facing applications only.

2 Check In Process

SilverWhere Mobile application provides 4 different options to perform a check in of a reservation and/or guest in order to accommodate various Check in scenario.

Check In List
Check In with Reservation
Check in as Walk IN
Scan Card
Quick Check In

Check in List

The CHECK IN LIST tile provides an overview of all reservations for the current logged on Restaurant Location and Product.

It can be used to Check In, View, Update, Cancel reservations.

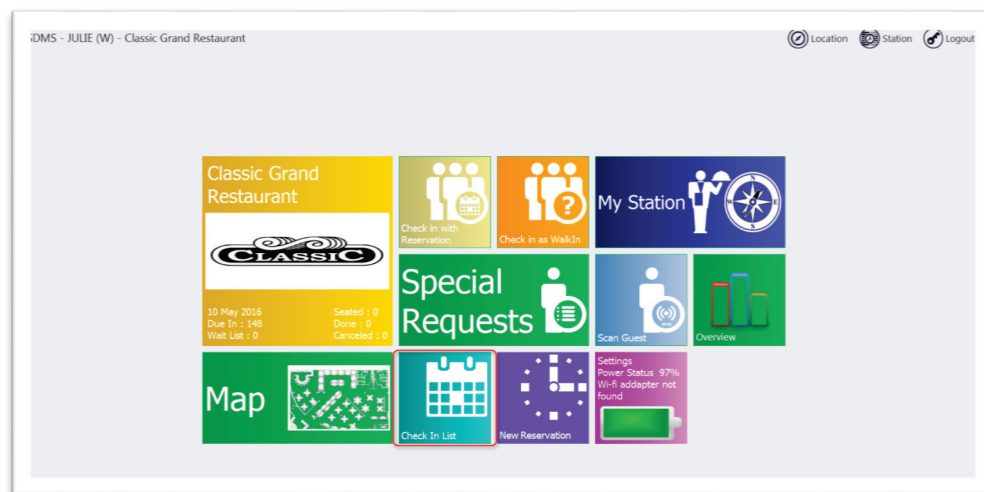
On Check in List overview tile ALL, DUE IN, WAITLIST, SEATED, DONE, CANCELLED, GROUP/LINK reservation can be displayed in separate tiles.

To perform a guest reservation Check In via the Check In List follow below steps:

Log into SWMobile

HOME screen will be displayed

Select required Location via LOCATION button on right upper corner.



Select CHECK IN LIST

← Check In Check In --> Guest List →

Today's Reservation 10 May 2016 - Classic Grand Restaurant

Drag a column header here to group by that column.

	Time	Guest	Cabin	Pax	Table	Seated	Status
							Unknown
7:00 PM	ALEXANDER, DEBORAH	10582	8	0	0	Expected	
6:00 PM	CALCOTE LEE, SHERRILL	11142	6	0	0	Expected	
6:00 PM	BRADFORD, KIMBERLY	11172	7	0	0	Expected	
7:00 PM	COLLETTI, ROSALIE	11298	4	0	0	Expected	
7:00 PM	BERNARD, CHARLES	12568	2	0	0	Expected	
7:00 PM	CANTRES, JAMES	13202	10	0	0	Expected	
6:00 PM	AUDESS, LINDA	13258	6	0	0	Expected	
7:00 PM	BORN, WARREN	13526	8	0	0	Expected	
7:00 PM	ABRASHINA, LIDIYA	3626	24	0	0	Expected	
7:00 PM	Clay, Unity	5952	1	0	0	Expected	
6:00 PM	Carson, Alma	5961	1	0	0	Expected	
6:00 PM	Adams, Kibo	5971	1	0	0	Expected	
6:00 PM	Erickson, Quembly	5972	1	0	0	Expected	
7:00 PM	Dunlap, Hasad	6034	1	0	0	Expected	
7:00 PM	Ayala, Jerome	6169	1	0	0	Expected	

All 148 Due In 148 Wait List 0 Seated 0 Done 0 Cancelled 0 Group/Link 0

On the different tiles in the bottom bar of the CHECK IN LIST reservations can be displayed accordingly to their reservation status. The displayed counts can either be set up per person or per Reservation record under the SETTING tile on the HOME screen.

All	Due In	Wait List	Seated	Done	Cancelled	Group/Link
148	145	0	3	0	0	0

- ALL** will display all reservations regardless which reservation status the reservation record is currently holding (Expected, Waitlisted, and cancelled, Done, Group Reservations)
- DUE IN** will display all reservation still expected
- WAIT LIST** will display all reservations currently placed on waitlist
- SEATED** will display all reservations currently In House
- DONE** will display all reservations already finished
- CANCELLED** will display all reservations which have been cancelled
- GROUP/LINK** will display all reservations for Groups or Travel With which are Linked to each other

Select reservation record from list for guest to check in.

The CHECK IN LIST only display the name of the primary guest who initially made the reservation. All guest participating the reservation have to be identified on the GUEST LIST in the next step.

← Check In Check In --> Guest List →

Today's Reservation 10 May 2016 - Classic Grand Restaurant

Drag a reservation header here to group by that column.

	Time	Guest	Cabin	Pax	Table	Seated	Status
							Unknown
7:00 PM	ALEXANDER, DEBORAH	10582	8	0	0	Expected	
6:00 PM	CALCOTE LEE, SHERRELL	11142	6	0	0	Expected	
6:00 PM	BRADFORD, KIMBERLY	11172	7	0	0	Expected	
7:00 PM	COLLETTO, ROSALIE	11298	4	0	0	Expected	
7:00 PM	BERNARD, CHARLES	12568	2	0	0	Expected	
7:00 PM	CANTRES, JAMES	13202	10	0	0	Expected	
6:00 PM	AUDISS, LINDA	13258	6	0	0	Expected	
7:00 PM	BORN, WARREN	13526	8	0	0	Expected	
7:00 PM	ABRASHINA, LIDIYA	3626	24	0	0	Expected	
7:00 PM	Clay, Unity	5952	1	0	0	Expected	
6:00 PM	Carson, Alma	5961	1	0	0	Expected	
6:00 PM	Adams, Kibo	5971	1	0	0	Expected	
6:00 PM	Erickson, Quenby	5972	1	0	0	Expected	
7:00 PM	Dunlap, Hasad	6034	1	0	0	Expected	
7:00 PM	Ayala, Jerome	6169	1	0	0	Expected	


All 148
Due In 148
Wait List 0
Seated 0
Done 0
Cancelled 0
Group/Link 0

GUEST LIST screen will be displayed. User can now verify all guest participating this reservation and add/or delete additional guest to this reservation.

Select all Guest which u want to check in and proceed with CHECK IN button. To perform a partial check in, select only required guest and proceed with CHECK IN button.

← Check In -> Guest List Start Over Check In →


Carson, Alma (Primary)



CABIN 7096

PRIMARY


Mr. Warren, Keely (Join Guest)



CABIN 7900

CABIN

Roberts, Khloee (Join Guest)

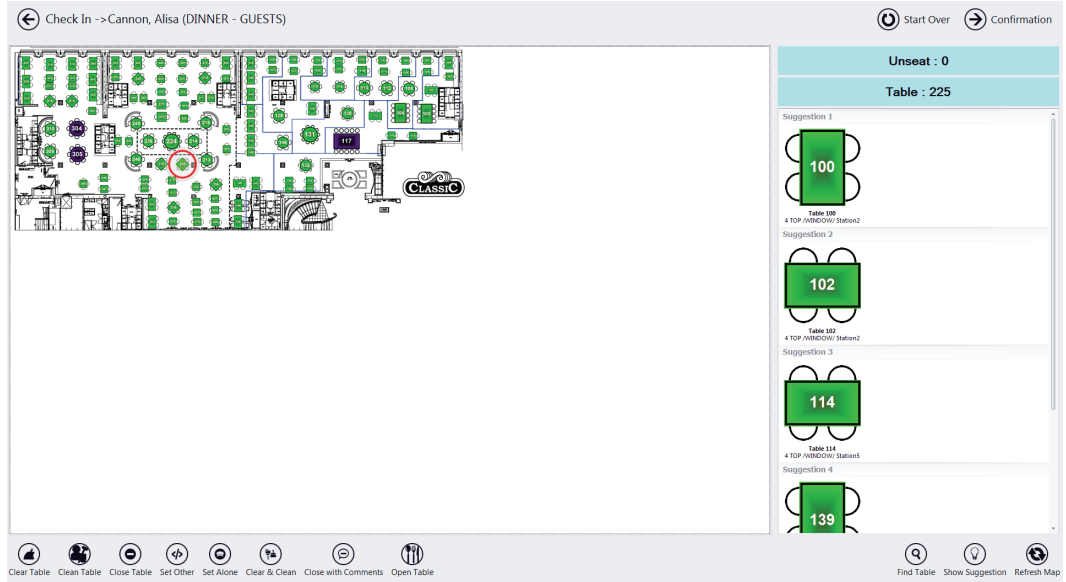


CABIN 7096

CABIN

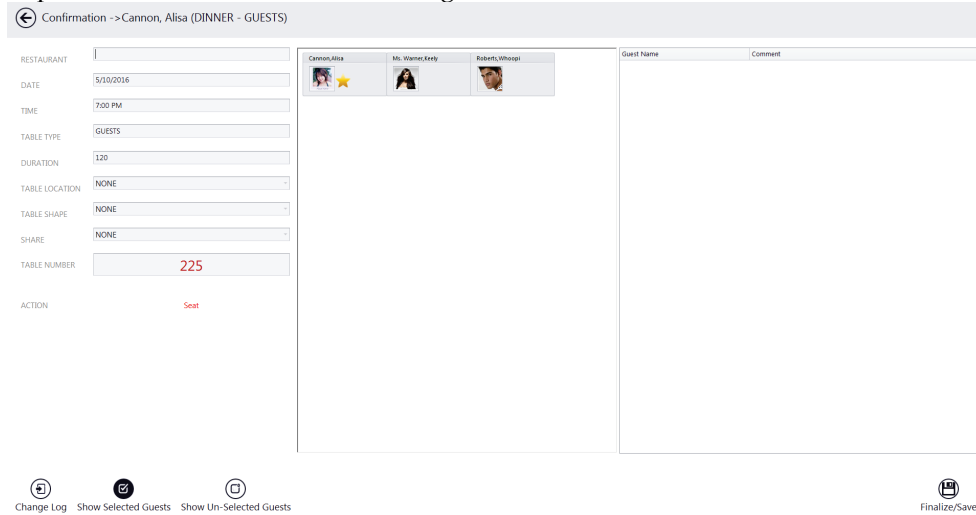
Show Selected
Show Un-Selected
Show All UnSeated
Show Seated
Add Travel With
Add Guest
Select All
De-Select

Choose table from Layout map and confirm the table with the CONFIRMATION button.



Confirmation screen with reservation details such as restaurant name, date & time, Table Number, Action, Guests Name and comments displays.

Tap "Finalize" to confirm the seated guests.



System will confirm Check In process and provides the option to view seated table on layout map again.

Confirmation -> Cannon, Alisa (DINNER - GUESTS)

RESTAURANT		Cannon, Alisa	Mr. Warner, Kelly	Robert, Whoopi	Guest Name	Comment
DATE	5/10/2016					
TIME	7:00 PM					
TABLE TYPE	GUESTS					
DURATION	120					
TABLE LOCATION	NONE					
TABLE SHAPE	NONE					
SHARE	NONE					
TABLE NUMBER	225					
ACTION	Seat					

Congratulations!

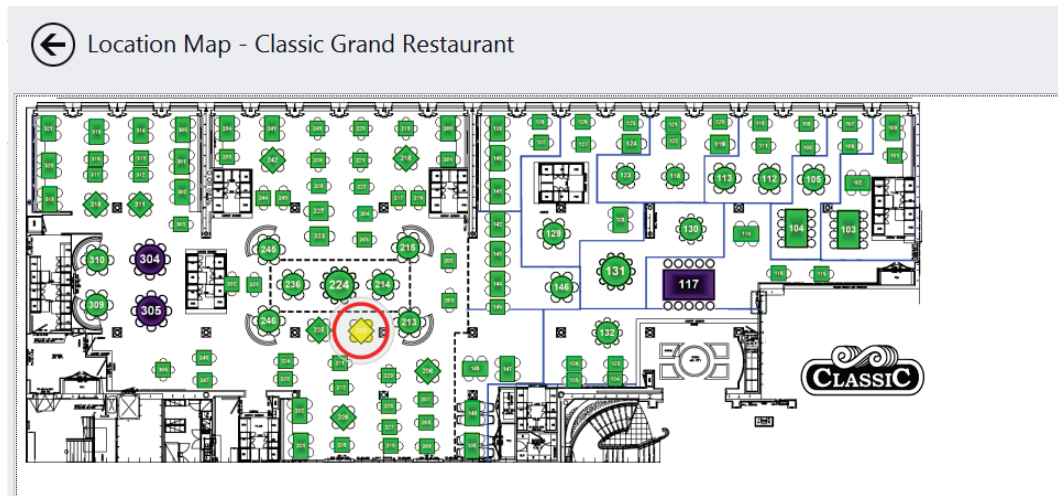
You have successfully Seat guest on table 225
Please click Yes to view the location map.

Yes No

Change Log Show Selected Guests Show Un-Selected Guests Finalize/Save

If proceeds with 'Yes', system direct user to LAYOUT MAP and will highlight seated table.

If proceed with 'NO' system will get user back to CHECK IN LIST overview right away.



Check In With Reservation

The Check IN With Reservation tile provides the option to search by Guest Name, Cabin if the passenger has an active reservation record and will notify the user also in case the Guest has a reservation for another location.

It can also be used, to Check In, View, Update, Cancel reservations.

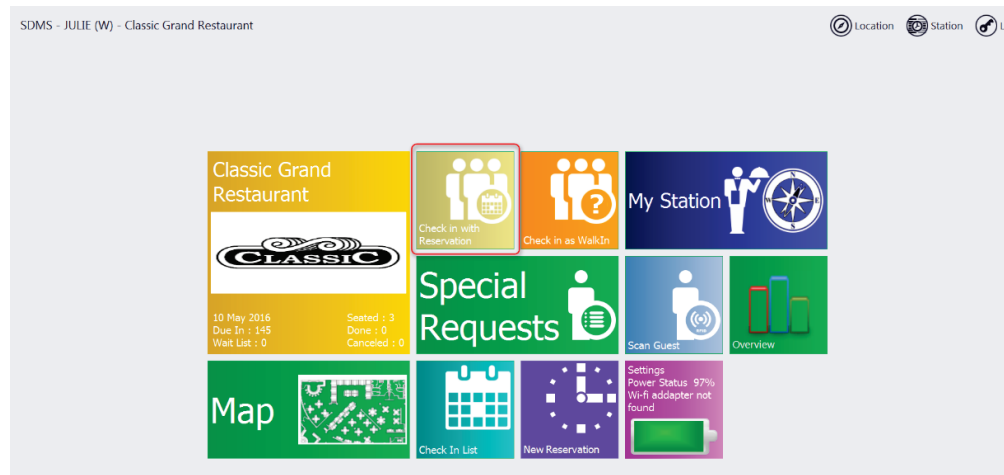
To perform a guest reservation Check In via the CHECK IN WITH RESERVATION tile follow below steps:

Log into SWMobile.

Overview Home screen will be displayed.

Select Location via the Location button.

Select CHECK IN WITH RESERVATION tile.



Key in Guest Name or Cabin and select required Guest.



SCENARIO A – guest has an active reservation

If guest has an active reservation for the current logged on location the user is working on system will show RESERVATION INFO screen.

Verify Reservation details and proceed with CHECK IN button.

← Berger, Darius (DINNER) Start Over Check In -> Guest List →

RESTAURANT: CLASSIC GRAND RESTAURANT

DATE: 5/10/2016

TIME: 6:00 PM

TABLE TYPE: GUESTS

RESERVE GUEST: 1

RESERVE TABLE: 0

TABLE LOCATION: NONE

TABLE SHAPE: NONE

DURATION: 120

SHARE: NONE

TABLE NUMBER: 0

STATUS: EXPECTED

SPECIAL REQUESTS

Guest	Status	Code	Comments

Reservation Ticket
Cancel Reservation
No Show
Wait List
Change Reservation
Edit Details

Select Guest u want to Check in from GUEST LIST and proceed with CHECK IN button.

← Check In -> Guest List Start Over Check In →

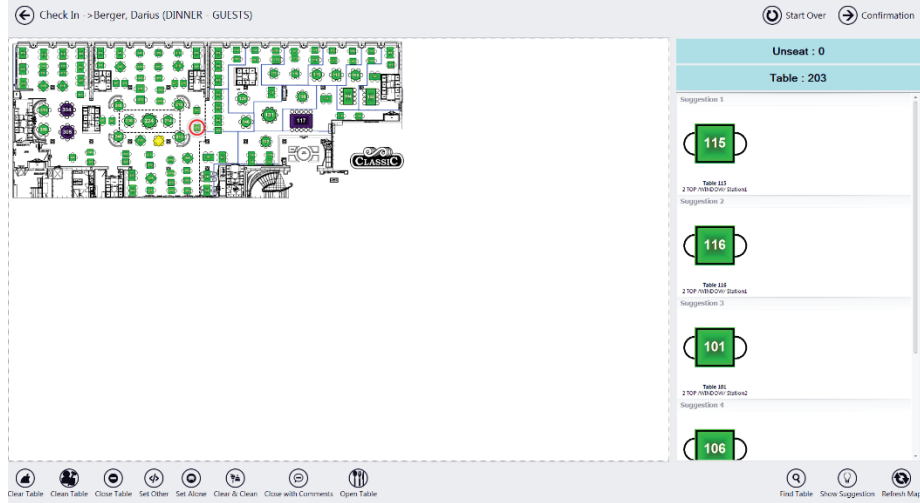
Mr. Berger, Darius (Primary)

STATUS: PRIMARY

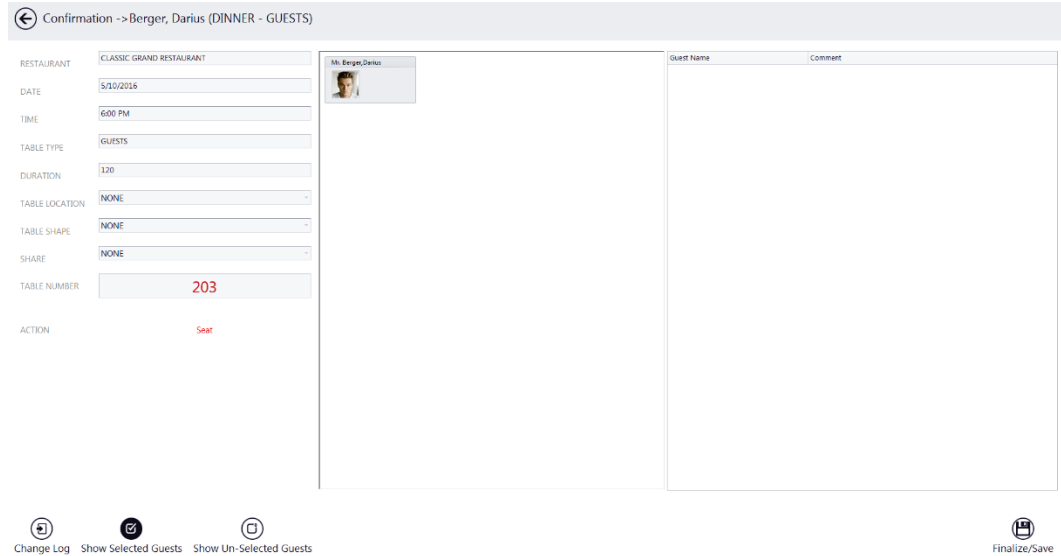
TABLE: 2210

Show Selected
Show Un-Selected
Show All UnSeated
Show Seated
Add Travel With
Add Guest
Select All
De-Select

Select Table from Table Layout Map and proceed with CONFIRM Button.



Confirmation screen with reservation details such as restaurant name, date & time, Table Number, Action, Guests Name and comments is displayed. Tap FINALIZE button to confirm the Check in process.



System will confirm Check in process and provides the option to view seated Table on Layout map again.

Confirmation -> Berger, Darius (DINNER - GUESTS)

RESTAURANT: CLASSIC GRAND RESTAURANT
 DATE: 5/10/2016
 TIME: 6:00 PM
 TABLE TYPE: GUESTS
 DURATION: 120
 TABLE LOCATION: NONE
 TABLE SHAPE: NONE
 SHARE: NONE
 TABLE NUMBER: 203
 ACTION: Seat

Mr. Berger, Darius

Guest Name: Comment

Congratulations!

You have successfully Seat guest on table 203
 Please click Yes to view the location map.

Yes No

Change Log Show Selected Guests Show Un-Selected Guests Finalize

SCENARIO B – guest has an active reservation in other restaurant

If a guest turns up in front of the Restaurant and has no active reservation for this location system will prompt message NO RESERVATION – guest XXX does not have a reservation for Restaurant XXX.

Guest

New Walk In

FIRST NAME: Harding
 LAST NAME: Banks
 CABIN: 6527
 ROTATION: B
 SALUTATION: Dr.
 GENDER: FEMALE
 DOB: 1/1/1970
 AGE: 46
 CATEGORY:
 NATIONALITY:
 PARTY ID: 0

LANGUAGE:
 WHEELCHAIR: NO
 SMOKING: NO
 GROUP ID: 0
 EMBARKING: 3/13/2016

RESERVATIONS | SPECIAL REQUESTS

Date	Restaurant	Time
5/10/2016	SUSHI BAR	7:00 PM

No Reservation


Banks, Harding does not have reservation for Classic Grand Restaurant.

Ok

Confirm the NO RESERVATION notification with OK.

System will show GUEST Info screen of selected guest where user than can identify under the RESERVATION tab if guest has an active reservation for another locations to guide him to the correct Restaurant.

← Guest New Walk In



FIRST NAME	Harding
LAST NAME	Banks
CABIN	6527
ROTATION	B
SALUTATION	Dr.
GENDER	FEMALE
DOB	1/1/1970
AGE	46
CATEGORY	
NATIONALITY	
PARTY ID	0


LANGUAGE	
WHEELCHAIR	NO
SMOKING	NO
GROUP ID	0
EMBARKING	3/13/2016
DISEMBARKING	3/18/2016
VIP	NO
PRIORITY1	
PRIORITY2	
PRIORITY3	
PRIORITY4	

RESERVATIONS SPECIAL REQUESTS							
Date	Restaurant	Time	Cabin	Pax	Table	Primary Guest Name	Status
5/10/2016	SUSHI BAR	7:00 PM	6527	4	0	BANKS,HARDING	EXPECTED

SCENARIO C – guest has no active reservation, seat as Walk IN

If guest has no active reservation for this location system will prompt message NO RESERVATION – guest XXX does not have a reservation for Restaurant XXX

← Guest New Walk In



FIRST NAME	Fuller
LAST NAME	Albert
CABIN	5063
ROTATION	A
SALUTATION	Mr.
GENDER	MALE
DOB	1/1/1970
AGE	46
CATEGORY	
NATIONALITY	
PARTY ID	0

LANGUAGE	
WHEELCHAIR	NO
SMOKING	NO
GROUP ID	0
EMBARKING	3/13/2016

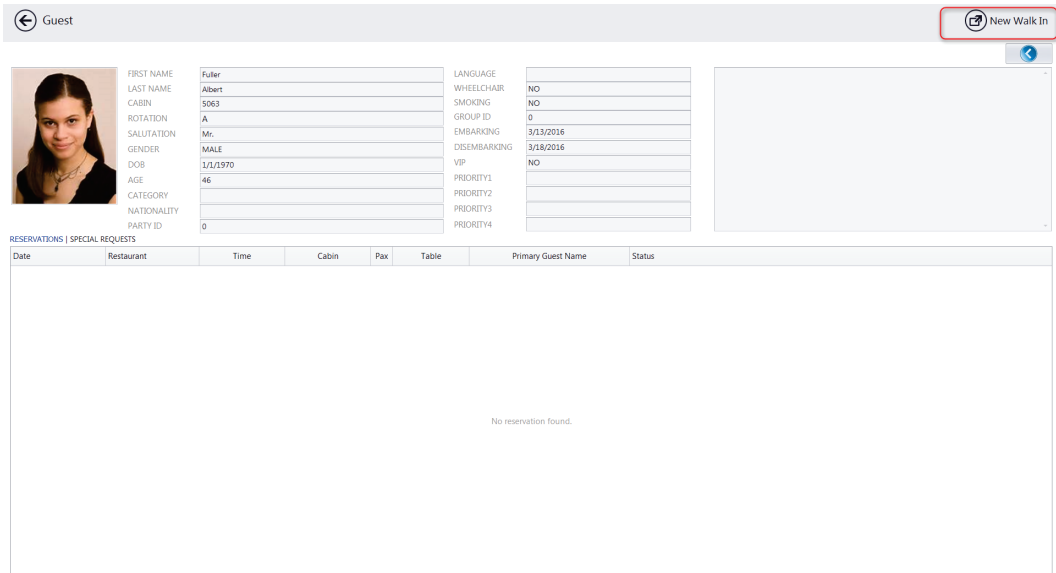
No Reservation

Albert, Fuller does not have reservation for Classic Grand Restaurant.

Ok

RESERVATIONS SPECIAL REQUESTS		
Date	Restaurant	Time

Confirm message with ok and proceed with NEW WALK in button on GUEST screen to seat guest as WALK IN reservation.



Guest

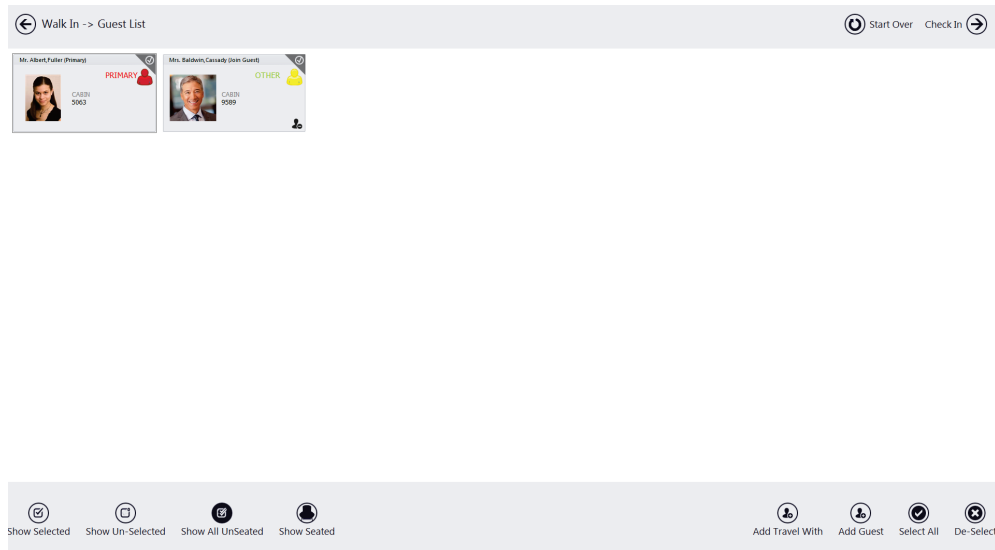
New Walk In

FIRST NAME: Fuller
LAST NAME: Albert
CABIN: 5063
ROTATION: A
SALUTATION: Mr.
GENDER: MALE
DOB: 1/1/1970
AGE: 46
CATEGORY:
NATIONALITY:
PARTY ID: 0

LANGUAGE:
WHEELCHAIR: NO
SMOKING: NO
GROUP ID: 5
EMBARKING: 31/12/2016
DISEMBARKING: 31/12/2016
VIP: NO
PRIORITY1:
PRIORITY2:
PRIORITY3:
PRIORITY4:

Date	Restaurant	Time	Cabin	Pax	Table	Primary Guest Name	Status
No reservation found.							

Add additional guest to Walk in reservation and proceed with CHECK IN button.



Walk In -> Guest List

Start Over Check In

Mr. Albert Fuller (Primary) PRIMARY CABIN 5063

Mrs. Baldwin, Cassidy (Other Guest) OTHER CABIN 9089

Show Selected Show Un-Selected Show All UnSeated Show seated

Add Travel With Add Guest Select All De-Select

Select Table from Table Layout Map and confirm Check in of Walking reservation via FINALIZE on Confirmation Screen.

Check In as Walk IN

The Check In as Walk IN tile can be used to quickly check in guest who do not hold any active reservation at the Restaurant. On user permission we can verify if a user will be able to Seat guest anytime as Walk IN or if it is required that Walk INs only can get created when there is enough open Inventory Available for the required Restaurant.

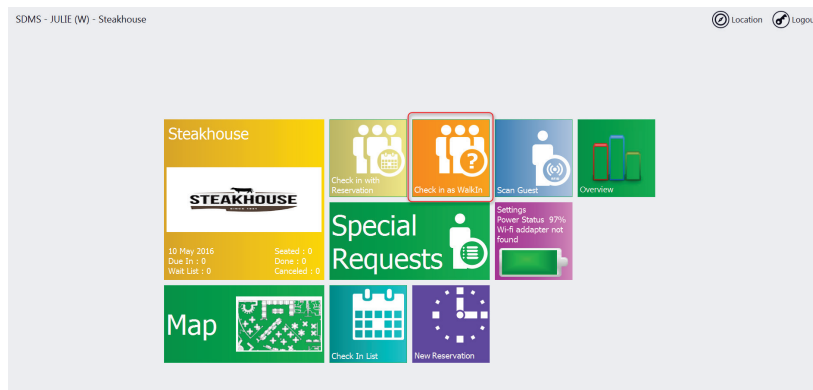
SCENARIO A – Check In and Seat guest as Walk IN without Inventory deduction.

Log into SWMobile.

Overview Home screen will be displayed.

Select Location via Location button.

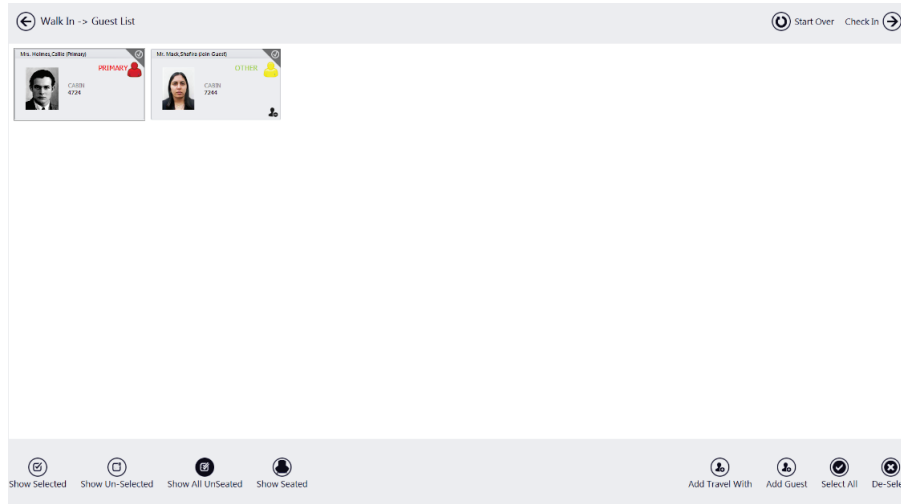
Select Check In as Walk IN tile from Home screen.



Search for Guest by NAME or Cabin, select required guest and proceed with SELECT tab.

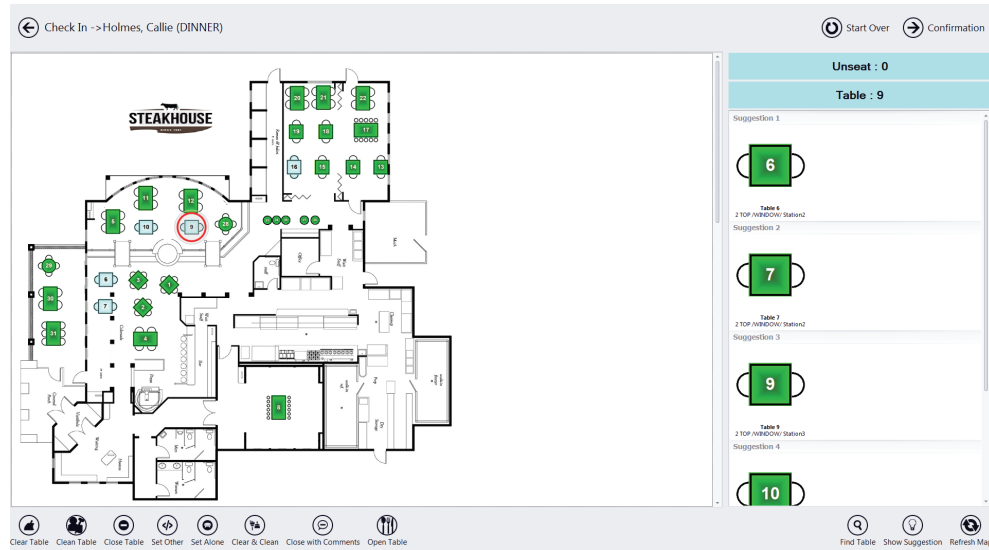


If required, add additional guests on GUEST LIST via ADD TRAVEL WITH or ADD GUEST button and proceed with CHECK IN button.



Select Table

from TABLE LAYOUT MAP and proceed with CONFIRM button.



Review Confirmation page and Finalize Walk IN via FINALIZE button.

Confirmation ->Holmes, Callie (DINNER)

RESTAURANT	STEAKHOUSE	Mr. Holmes, Callie	Mr. Mark, Shelia	Guest Name	Comment
DATE	5/20/2016				
TIME	2:45 PM				
TABLE TYPE	WALKIN				
DURATION	120				
TABLE LOCATION	NONE				
TABLE SHAPE	NONE				
SHARE	WALKIN				
TABLE NUMBER	9				
ACTION	Seat				

Congratulations!

You have successfully Seat guest on table 9
Please click Yes to view the location map.

Yes No

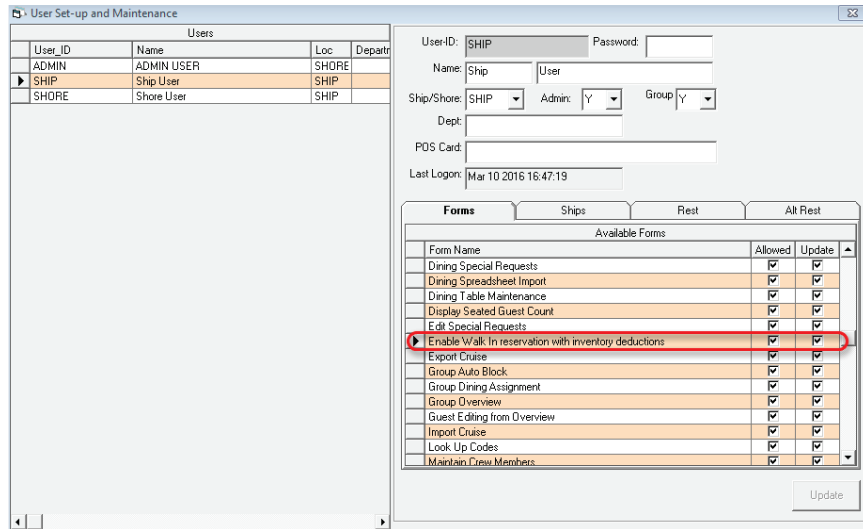
Change Log Show Selected Guests Show Un-Selected Guests Finalize/Save

Guest has been checked in and seated successfully as Walk IN reservation.

The Alternative Availability Inventory Setup for the Restaurant will be completely disregarded. The system will simply create a new Reservation, and seat the guest directly without that any available Inventory has to be given. User Permission ENABLE WALK IN with INVENTORY must be disabled in USER MAINTENANCE for required Host/Manager user account to perform Walk INs without Inventory deduction.

SCENARIO B - Walk IN with Inventory deduction

User Permission ENABLE WALK IN with INVENTORY must be enabled in USER MAINTENANCE SilverWhere VB6 application. The system will verify for each Walk IN if an open Alternative Inventory slot is existing for the required restaurant based on the next available Inventory time given vs actual time for the Check in as Walk IN process.



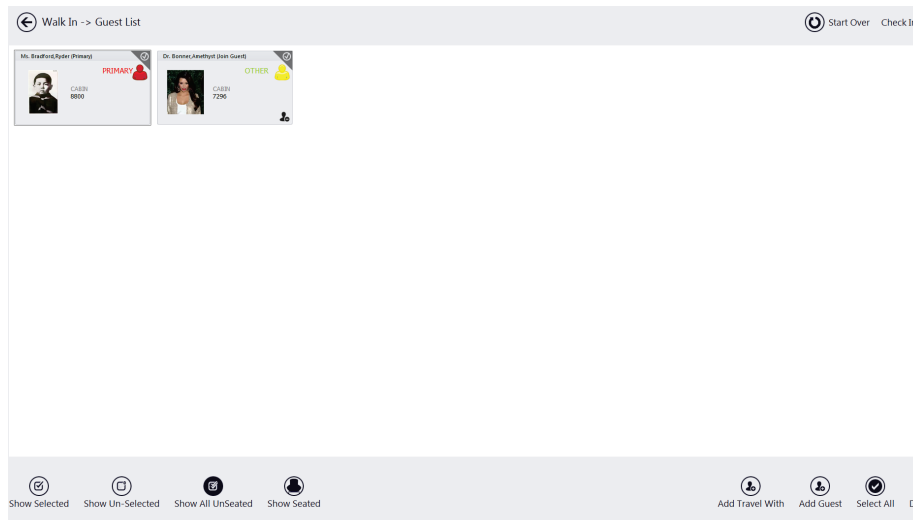
Log into SWMobile.

Overview Home screen will be displayed.

Select Location via Location button.

Select Check In as Walk IN tile from Home screen.

Select required guests from GUEST LIST and proceed to TABLE LAYOUT MAP.



Select Table and proceed with CONFIRMATION button.

Verify Walk IN reservation details on CONFIRMATION page and hit FINALIZE button.

← Check In -> Bradford, Ryder (DINNER) ⏪ Start Over ⏩ Confirm

Unseated : 0
Table : 29

Suggestion 1
13
2 TOP /WINDOW/ Station4
Suggestion 2
14
2 TOP /WINDOW/ Station5
Suggestion 3
15
2 TOP /WINDOW/ Station5
Suggestion 4
26

Clear Table Clean Table Close Table Set Other Set Alone Clear & Clean Close with Comments Open Table Find Table Show Suggestion Ref

System will prompt message that for the actual time no Inventory is available, but we can place the reservation onto the next available Time and deduct the Inventory from this slot accordingly in this case from 4:15PM. Confirm with YES button.

← Confirmation -> Bradford, Ryder (DINNER)

RESTAURANT	SUSHI BAR	Mo. Bradford,Ryder	Dr. Brenner,Anetttyt	Guest Name	Comment
DATE	5/12/2016				
TIME	4:00 PM				
TABLE TYPE	WALKIN				
DURATION	120				
TABLE LOCATION	NONE				
TABLE SHAPE	NONE				
SHARE	WALKIN				
TABLE NUMBER	29				
ACTION	Seat				

New Walk In Time

4:00 PM has no availability for 2 guests. Walk-In time has changed to 4:15 PM
Do you want to continue?

Change Log Show Selected Guests Show Un-Selected Guests Finalize

Walk IN Reservation has been created successfully, guest reservation is checked in as In House and reservation records will be displayed accordingly under SEATED tile on CHECK IN list. The Table will be updated on the LAYOUT MAP and shows as occupied with the required guest information.

Check In Check In --> Guest List

Today's Reservation 12 May 2016 - Sushi Bar

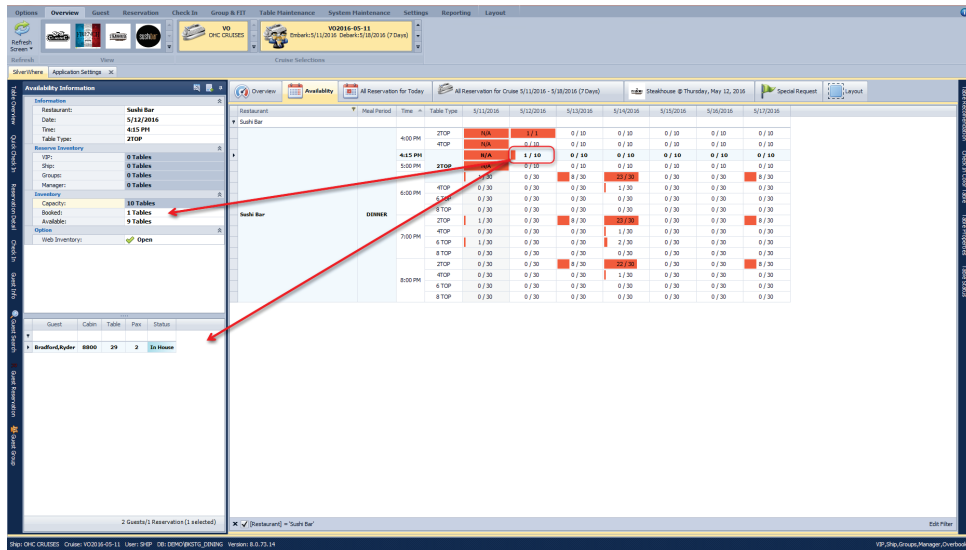
	Time	Guest	Cabin	Fax	Table	Seated	Status
12	4:15 PM	Bradford, Tyler	8800	2	20	2	In House

All 4
Out In 0
Wait List 2
Seated 2
Done 0
Cancelled 0
Group/Link 0

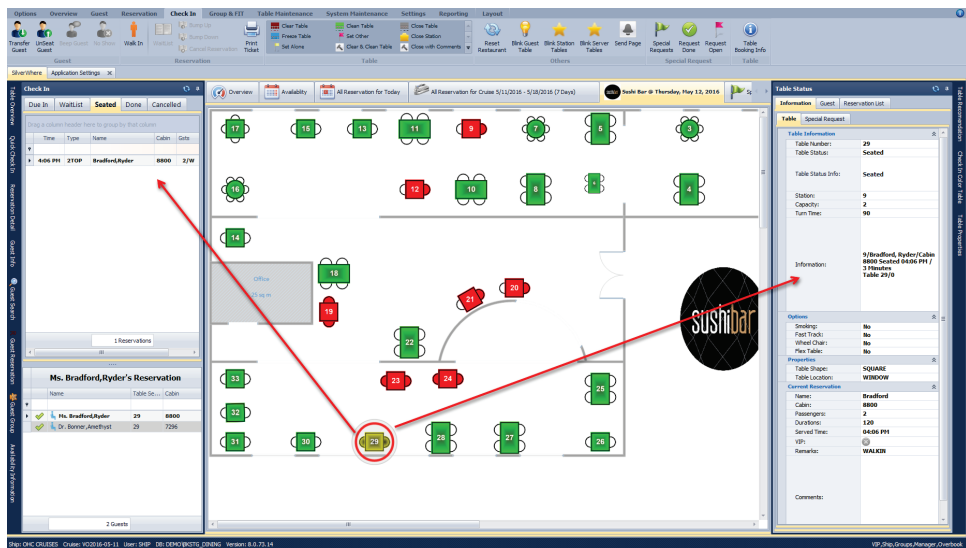
Location Map - Sushi Bar

M3_BoardRoom (P16)
M3_BoardRoom (P16)
View Properties

On SWNET Client the Available Inventory got deducted accordingly from the displayed Avail Time for the Walk IN reservation.



The CHECK IN map also shows the table as occupied now and displays the guest information onto the TABLE STATUS panel.



Scan Card

The scan card option is replacing the SEARCH screen for CHECK IN WITH RESERVATION and CHECK IN AS WALKIN tile and guides the user automatically to the GUEST page to identify any active reservations for a guest to check in via scanning an RFID card on the mobile device.

As soon as user scans guest card on RFID reader on Mobile device system will detect the guest records and right away look up if an active reservation for the selected Location is existing.

SCENARIO A – Guest has an active Reservation to be checked in

Guest turns up in front of the restaurant and Host scans the guest card.

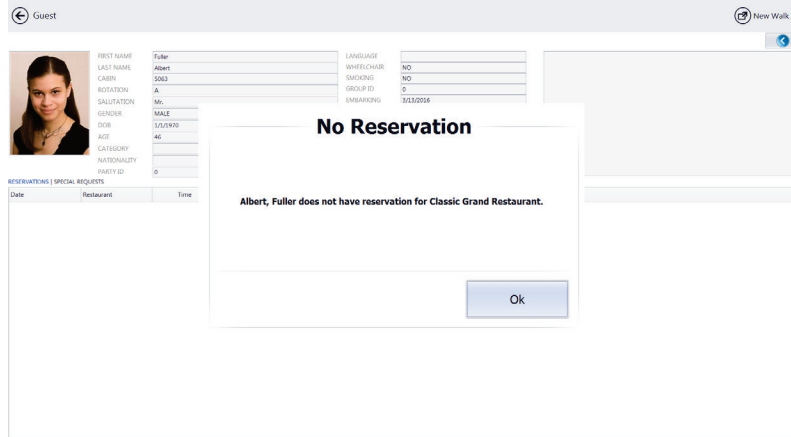
The system will detect the active reservation and opens the RESERVATION OVERVIEW screen. Proceed with the normal steps to Check IN in all required guests.

The screenshot shows a reservation management interface. At the top, it displays the reservation details for "Albert, Fuller (DINNER - GUESTS)". The interface includes a search bar with "Albert, Fuller (DINNER - GUESTS)" and navigation buttons for "Start Over" and "Check In --> Guest List". Below the search bar, there are several input fields for reservation details: RESTAURANT (CLASSIC GRAND RESTAURANT), DATE (5/11/2016), TIME (6:00 PM), TABLE TYPE (GUESTS), RESERVE GUEST (5), RESERVE TABLE (0), TABLE LOCATION (NONE), TABLE SHAPE (NONE), DURATION (120), SHARE (NONE), TABLE NUMBER (0), and STATUS (EXPECTED). A "SPECIAL REQUESTS" section is visible below the input fields, with columns for Guest, Status, Code, and Comments. At the bottom of the screen, there are several action buttons: Reservation Ticket, Cancel Reservation, No Show, Wait List, Change Reservation, and Edit Details.

SCENARIO B – Guest has no active Reservation

Guest turns up in front of the restaurant and has no reservation for the Restaurant tonight. Host scans guest card.

Systems detects no active reservation for the selected Restaurant when scanning the guest card via the RFID reader. NO RESERVATION FOUND message will be prompt accordingly. The Host can now proceed to check in the guests as Walk IN reservation or Identify if an active Reservation for another Restaurant is existing for this guests.



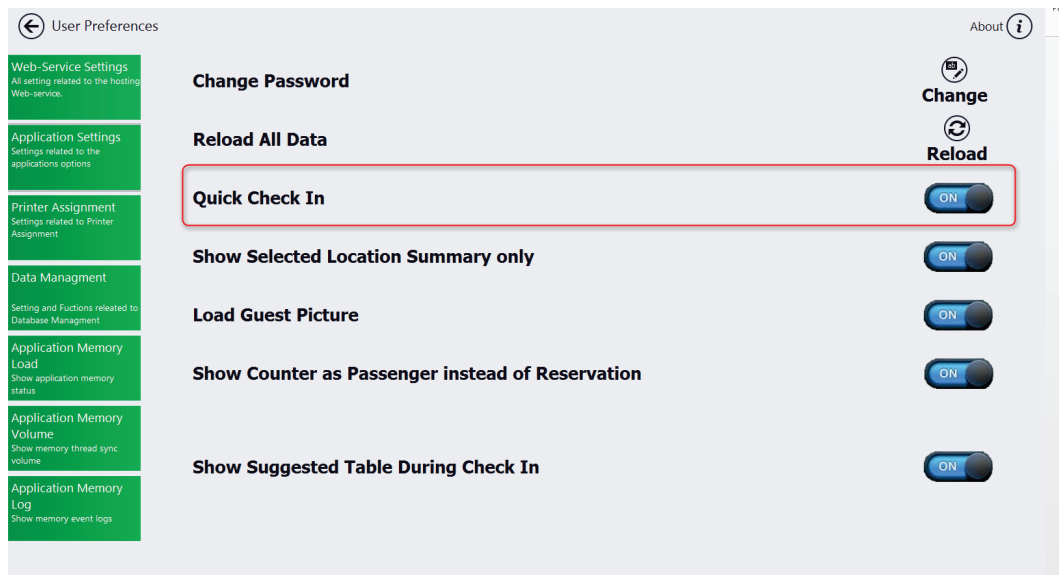
Quick Check In

SWMobile System Application Settings provides the option to enable the QUICK CHECK IN function.

QUICK CHECK IN will disregard the single Check in Step like GUEST LIST and TABLE LAYOUT MAP. It will automatically pick the next best suggested table accommodating the amount of guest of the reservation which is in the process to be checked in and proceeds right away to the CONFIRMATION page.

If the QUICK CHECK IN Setting is enable on a mobile device the function will apply to Check in process via CHECK IN WITH RESERVATION and SCAN CARD tile.

Enable QUICK CHECK IN in SETTINGS – APPLICATION SETTINGS tile.

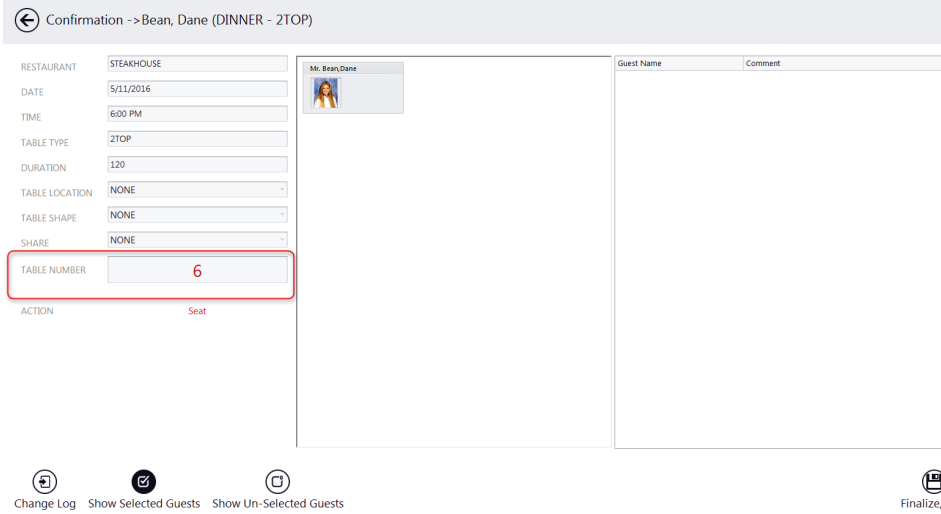


SCENARIO A – QUICK CHECK IN via CHECK IN WITH RESERVATION

Select CHECK IN WITH RESERVATION tile from Home Screen.
Select Guest Name/Cabin 69 from CHECK IN LIST.



System will open up CONFIRMATION page and assign an available table matching the capacity of guests within the reservation.



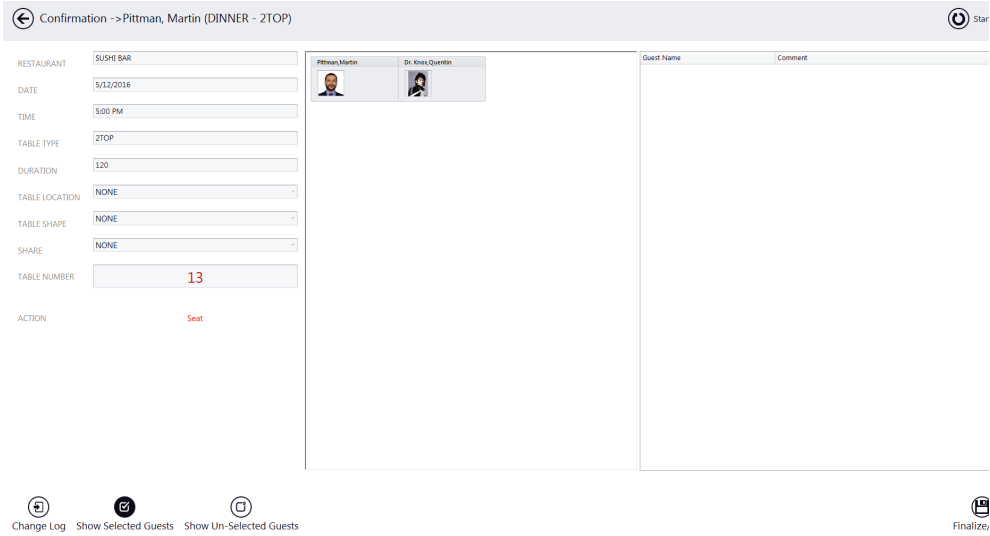
With hitting the FINALIZE button the Check in process is confirmed and the reservation is seated accordingly.

If the user want to change the table number or add additional guest he is able to redirect to the TABLE LAOUT screen or the GUEST INFO screen via the CONFIRMATION button on the CONFIRMATION screen before finalizing the Check In.

SCENARIO A – QUICK CHECK IN via SCAN CARD

Requirement – guest has an active Reservation for the Restaurant.

Scan guest card via RFID reader, CONFIRMATION screen will open up, table number is already selected by the system to match the amount of guest. Confirm with FINALIZE button to Check in the guests.



If the user want to change the table number or add additional guest he is able to redirect to the TABLE LAOUT screen or the GUEST INFO screen via the CONFIRMATION button on the CONFIRMATION screen before finalizing the Check In.

3 WAITLIST – PAGE GUESTS

Guest reservations or WALK IN reservations can be placed on the WAITLIST if the current occupancy of the Restaurant is reached and there is no room to check in the guest at this current moment.

Reservations can be placed on Waitlist via CHECK IN LIST and SCAN card option.

Please note: SW Mobile currently does not support Pager assignment to a reservation. Pager assignment to a waitlisted reservation is currently only available in SWNET Thick client.

Place Reservation on Waitlist

SCENARIO A – Place existing Reservation on WAITLIST

The guest turns up in front of the restaurant and has an active reservation.

The hostess currently has the table not available due to other guest are still sitting and have not finished their meal yet. The host can now quickly search for the existing guest reservation and place it onto the Waitlist in order to notify the guests as soon the table is ready.

Select Guest reservation Details from CHECK IN LIST using the CALENDER Icon.

The screenshot shows a mobile application interface for reservation management. At the top, there is a 'Check In' button and a 'Check In --> Guest List' link. Below this is a header for 'Today's Reservation 11 May 2016 - Steakhouse'. The main area is a table with columns for Time, Guest, Cabin, Pax, Table, Seated, and Status. Two reservations are listed: one for Allen, Laith at 2:12 PM (In House) and one for Bean, Dane at 6:00 PM (Waiting). A red box highlights the calendar icon in the left margin of the table. At the bottom, a status bar shows counts for various reservation states: All (3), Due In (0), Wait List (1), Seated (2), Done (0), Cancelled (0), and Group/Link (0).

Time	Guest	Cabin	Pax	Table	Seated	Status
2:12 PM	Allen, Laith	9576	2	12	2	In House
6:00 PM	Bean, Dane	8569	1	0	0	Waiting

Bottom Status Bar:

- All: 3
- Due In: 0
- Wait List: 1
- Seated: 2
- Done: 0
- Cancelled: 0
- Group/Link: 0

RESERVATION OVERVIEW screen will be displayed.

Select WAITLIST button on the bottom bar and place guest accordingly on WAITLIST.

Bean, Dane (DINNER - 2TOP) Start Over Check In --> Guest List

RESTAURANT STEAKHOUSE TABLE LOCATION NONE

DATE 5/11/2016

TIME 6:00 PM

TABLE TYPE 2TOP

RESERVE GUEST 1

RESERVE TABLE 0

SPECIAL REQUESTS

Guest

Confirmation

Mr. Bean's reservation added to Wait List.

Ok

Reservation Ticket Cancel Reservation No Show **Wait List** Change Reservation Edit D

Reservation record will now be displayed on the CHECK IN LIST – WATILIST tile.

Check In Check In --> Guest List

Today's Reservation 11 May 2016 - Steakhouse

Time	Guest	Cabin	Pax	Table	Seated	Status
6:00 PM	Bean, Dane	8569	1	0	0	Waiting

All 3 Due In 0 Wait List 1 Seated 2 Done 0 Cancelled 0 Group/Link 0

SCENARIO B - Create Walking Reservation on Waitlist

A guest turns up in front of the Restaurant who does not hold a reservation and would like to join the Restaurant as Walk IN guest, but the Restaurant is currently full. The Host will offer him to place a reservation for him on the Waitlist and will notify him once a table will be available.

Log into SWMobile.

Overview Home screen will be displayed.

Select Location via Location button.

Select Check In as Walk IN tile from Home screen.

Select required guest and proceed until confirmation screen (see steps Check IN Walk IN), DO NOT select a table from the TABLE LAYOUT MAP.

As soon as user hits FINALIZE button on Confirmation screen, system will prompt below message, confirm with YES.

The screenshot shows the 'Confirmation -> Ball, Carter (DINNER)' screen. On the left, there is a form with the following fields: RESTAURANT (SUSHI BAR), DATE (5/12/2016), TIME (4:00 PM), TABLE TYPE (WALKIN), DURATION (120), TABLE LOCATION (NONE), TABLE SHAPE (NONE), SHARE (WALKIN), and TABLE NUMBER (0). Below these fields is an 'ACTION' button labeled 'New Reservation'. To the right of the form, there are two guest profile cards: 'Mr. Ball, Carter' and 'Mr. Barnett, Amy'. Further right, there are fields for 'Guest Name' and 'Comment'. The main content area features a large heading 'New Walk In Seat' and a message: 'No table is selected. Do you want to place this reservation in Waiting list?'. Below this message are two buttons: 'Yes' and 'No'. At the bottom of the screen, there are four navigation icons: 'Change Log', 'Show Selected Guests', 'Show Un-Selected Guests', and 'Finalize'.

Reservation has been placed accordingly on Waitlist.

← Check In Check In --> Guest List

Today's Reservation 12 May 2016 - Sushi Bar

	Time	Guest	Cabin	Pax	Table	Seated	Status
							Unknown
	4:00 PM	Raf,Carner	9454	2	0	0	Waiting

All 2
Due In 0
Wait List 2
Seated 0
Done 0
Cancelled 0
Group/Link 0

Page Guests

Requirement – guest reservation has been assigned to a valid Pager Number in SWNET Thick client.

Go to CHECK IN LIST – WAITLIST tile.

Select CALENDER button to open the RESERVATION OVERVIEW screen.

← Check In Check In --> Guest List

Today's Reservation 12 May 2016 - The Grande Restaurant

	Time	Guest	Cabin	Pax	Table	Seated	Status
							Unknown
	5:15 PM	Cordero,Olgamarie	3234	2	0	0	Waiting
	5:30 PM	ANELLO,LILLIAN	13570	2	0	0	Waiting

All 442
Due In 434
Wait List 4
Seated 4
Done 0
Cancelled 0
Group/Link 0

Hit PAGE GUEST button and enter Pager Number.

← CORDERO, OLGAMARIE (DINNER - 2TOP) Start Over Check In --> Guest List →

RESTAURANT: THE GRANDE RESTAURANT TABLE LOCATION: NONE
DATE: 5/12/2016 TABLE SHAPE: NONE
TIME: 5:15 PM DURATION: 30
TABLE TYPE: 2TOP SHARE: ALONE
RESERVE GUEST: 2 TABLE NUMBER: 0
RESERVE TABLE: 0 STATUS: WAITING

SPECIAL REQUESTS

Guest	Status	Code	Comments
-------	--------	------	----------

⏴ Bump Down ⏵ Bump Up **☎ Page Guest** ⏴ Cancel Reservation ⏴ Change Reservation ⏴ Edit Details

Enter the pager number and hit DONE button.

Please enter the pager

110

⊗ Clear ⊙ Done

ESC	1	2	3	4	5	6	7	8	9	0	-	=	BKS
TAB	q	w	e	r	t	y	u	i	o	p	[]	\
LOCK	a	s	d	f	g	h	j	k	l	;	'	ENTER	
SHIFT	z	x	c	v	b	n	m	,	.	/	SHIFT		
CTRL	ALT	SPACE					ALT	CTRL					

RESTAURANT	THE GRANDE RESTAURANT	TABLE LOCATION	NONE
DATE	5/12/2016	TABLE SHAPE	NONE
TIME	5:15 PM	DURATION	30
TABLE TYPE	2TOP	SHARE	ALONE
RESERVE GUEST	2	TABLE NUMBER	0
RESERVE TABLE	0	STATUS	WAITING

SPECIAL REQUESTS

Guest	Status	Code	Comments
-------	--------	------	----------

Bump Down Bump Up Page Guest Cancel Reservation

Change Reservation Edit Details

Pager Notification will be send out to guest pager.

4 LOCATION MAP

The MAP tile provides an overview of the Restaurant Layout and displays the Status of a table in different colors to verify quickly which table is already in use, free or closed. The function of Clean and Clear a table, transfer a table, view guest details or close a table is also accessible under the LOCATION MAP.

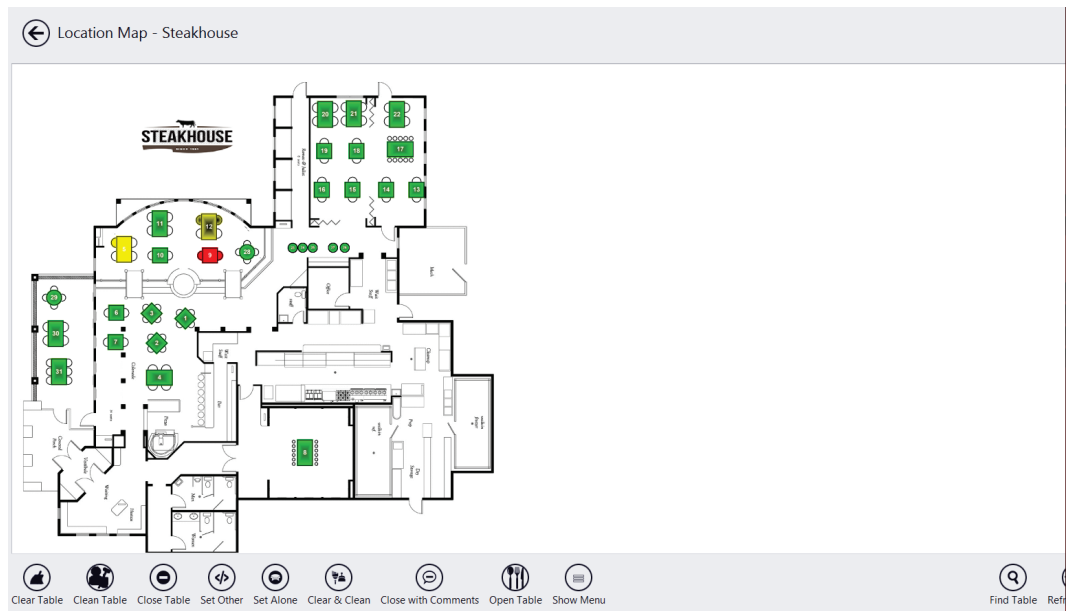


Table Clean Clear Function

CLEAR TABLE

Clear table will update the seated reservation to Status – 'FINISHED' and flag the table as dirty.

Select Table form Location map and hit CLEAR button.

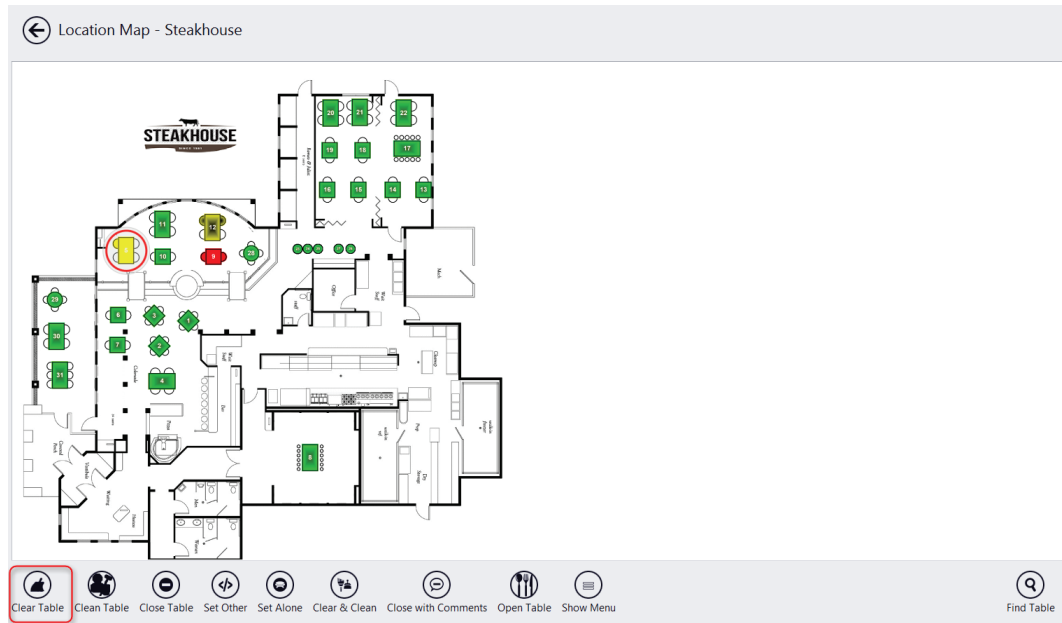
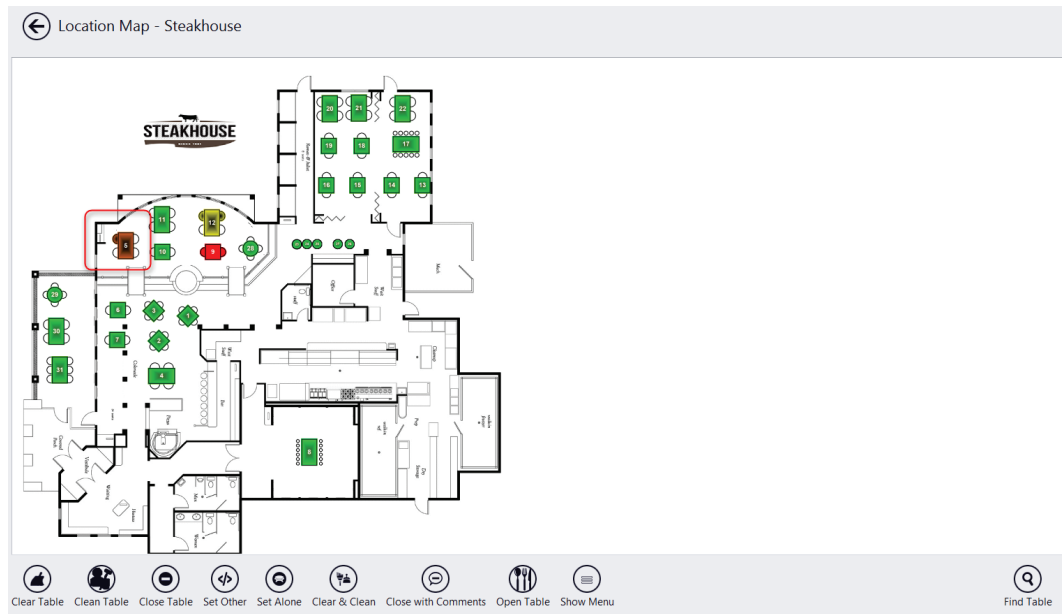


Table color will change to assigned color for DIRTY TABLES accordingly



Guest reservation will be updated to status Finished and moved accordingly to DONE tile in CHECK IN LIST.

← Check In Check In --> Guest List

Today's Reservation 11 May 2016 - Steakhouse

	Time	Guest	Cabin	Pax	Table	Seated	Status	
							Unknown	
	3:50 PM	TORRES,DYLAN	?	13250	1	5	1	Finished

Navigation bar: All (4), Due In (0), Wait List (1), Seated (2), Done (1), Cancelled (0), Group/Link (0)

CLEAN TABLE

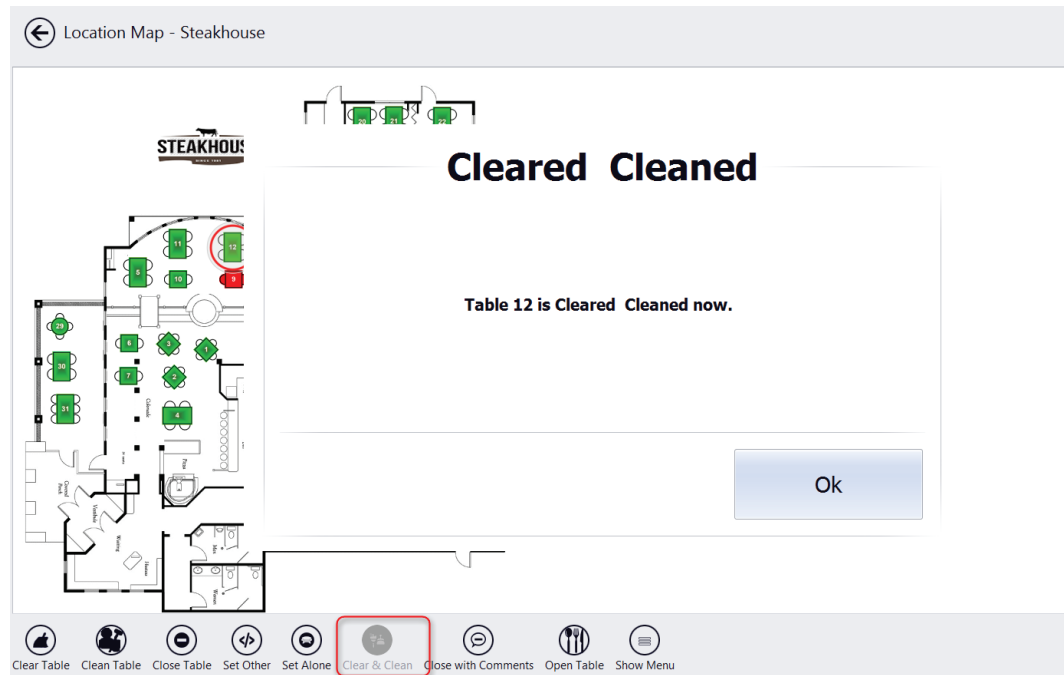
Table has been reset accordingly by Wait staff and is ready to use again. Use CLEAN button to update table status and color to OPEN to indicate to the host that table is ready for check in new expected reservations or Walk Ins.

← Location Map - Steakhouse

Navigation bar: Clear Table, Clean Table, Close Table, Set Other, Set Alone, Clear & Clean, Close with Comments, Open Table, Show Menu, Find Table

CLEAN & CLEAR

To update a reservation to status FINISHED and clean the table right away to indicate the table is open for new Check in, the CLEAN & CLEAR button provides the option to combine both functions of the CLEAN and CLEAR button.

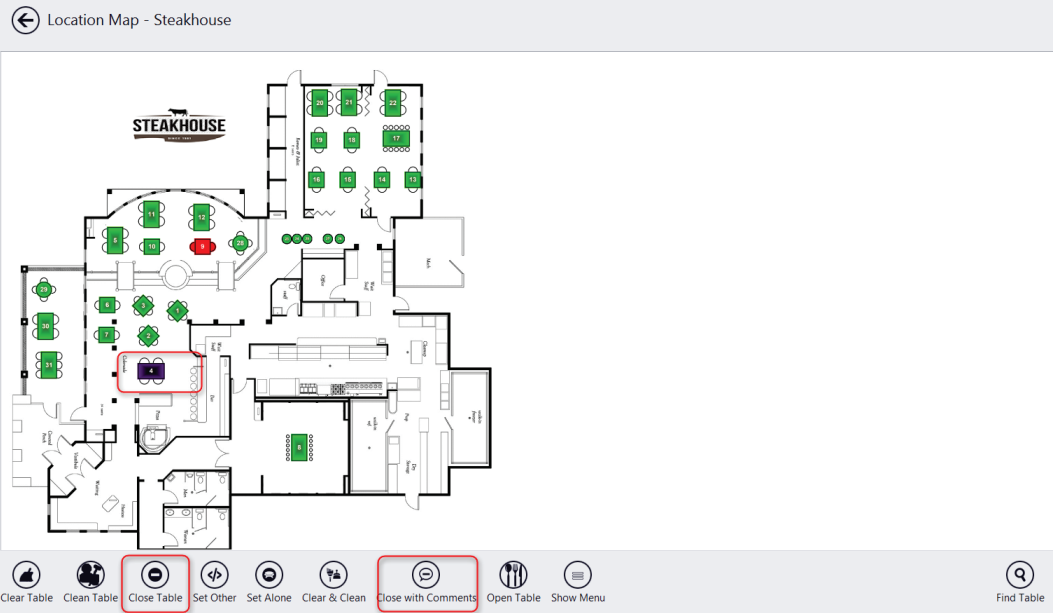


Close Open Find Table

CLOSE TABLE & CLOSE TABLE WITH COMMENT

The CLOSE TABLE button can be used to close a table on the Layout so it cannot be used for any Check in processes.

The CLOSE TABLE WITH COMMENT button can be used to close a Table and add a comment why this table is closed and not available for Check Ins.



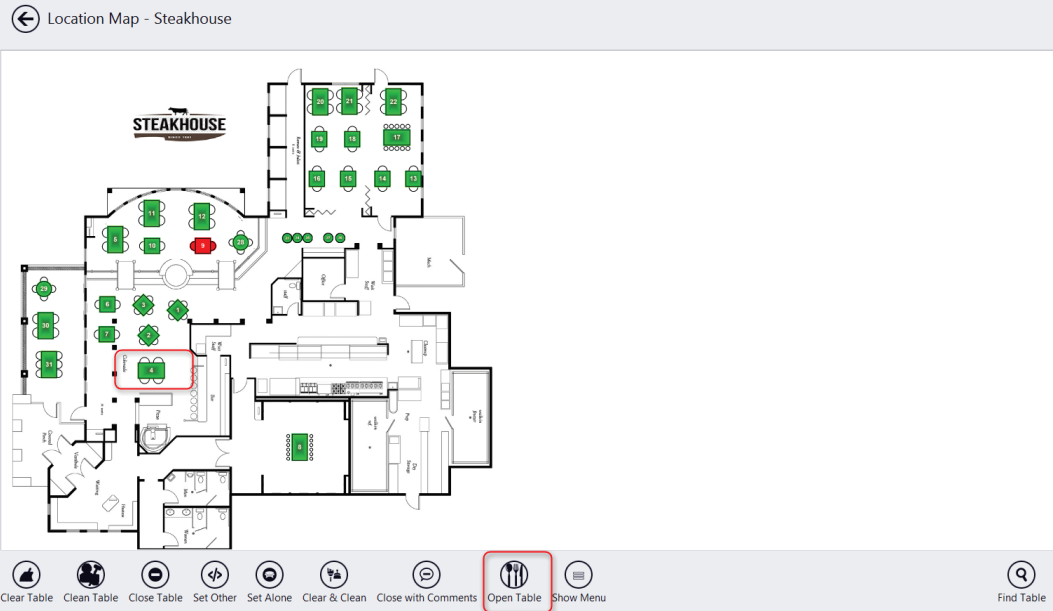
When hitting CLOSE TABLE WITH COMMENT, comment page will open up to key in individual comments.

Close Table Reason --> Table 4

Code	Description	Comments
CMP_USE	Complain Use	closed for captain
CPT_USE	Captain Use	
CRW_USE	CREW Use	
GPR_USE	Group Use	
MGR_USE	Manager Use	
TMP_USE	Temporary Use	
CustomReasons	Custom Reasons	

OK

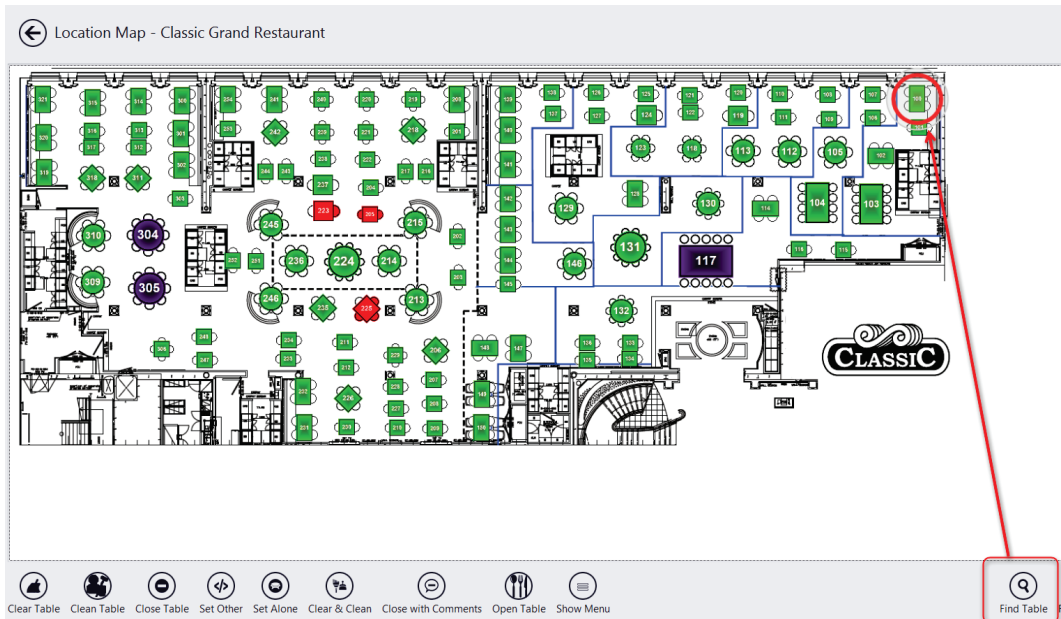
OPEN TABLE button will be used to update Table accordingly to Status OPEN to indicate Table can be used for Check In again.



FIND TABLE

The FIND TABLE button provides the option to quickly highlight a table on the Layout if user cannot identify it right away on TABLE LAYOUT MAP.

User wants to identify location of table # 100 on the TABLE LAYOUT MAP.
 Hit FIND TABLE button, key in table Number and hit Enter.
 System will highlight required table with a red circle.

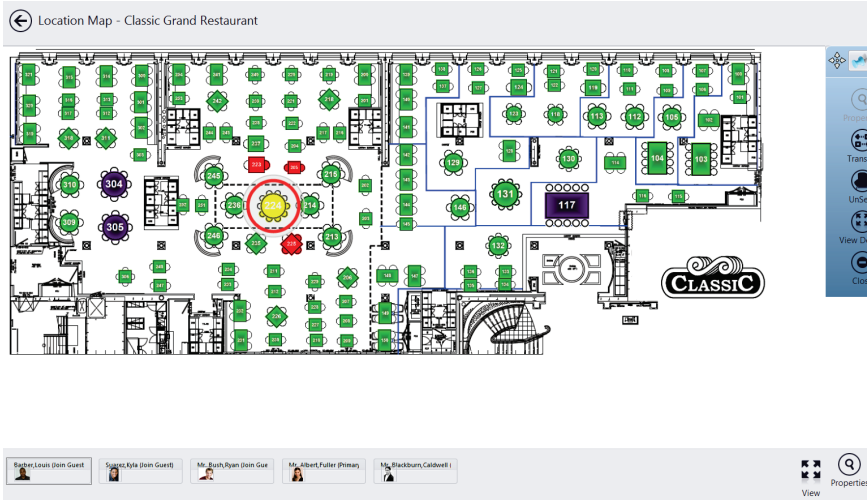


SET OTHER / SET ALONE

The SET OTHER button can be used when a reservation is already Check in onto a table but there is still available chairs. Selecting the required table and hit SET OTHER button will indicate to the system that the max capacity of the table is not reached and any other reservation where the guest amount is matching the available capacity of seats at the table can be check in onto the same table.

User Scenario:

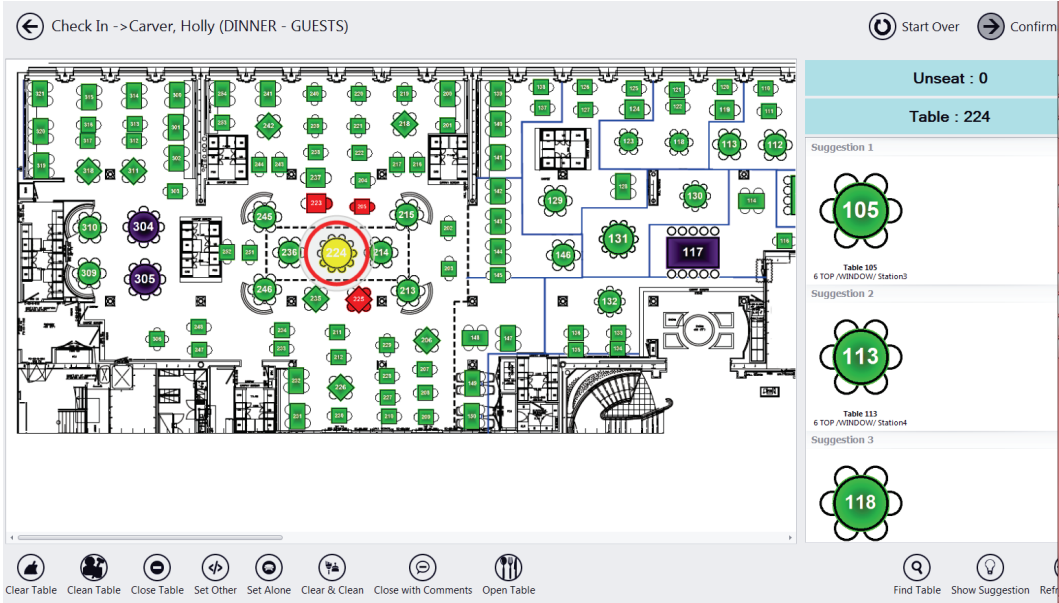
A reservation with 5 guests has been seated on a 10 Top Table # 224.



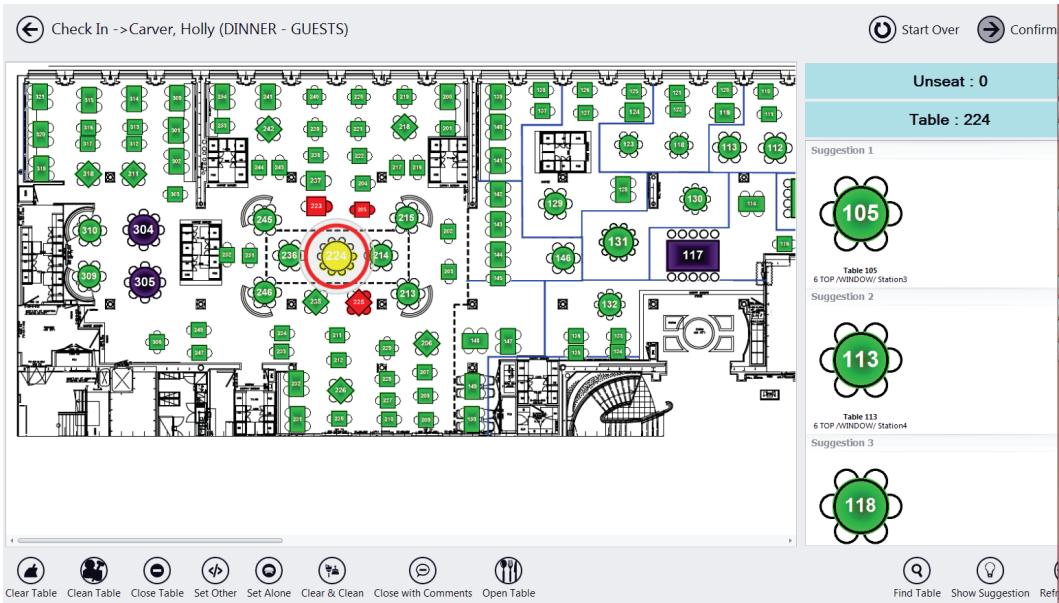
User A hits now SET OTHER button to indicate for other users/host that there is still available space on this table.



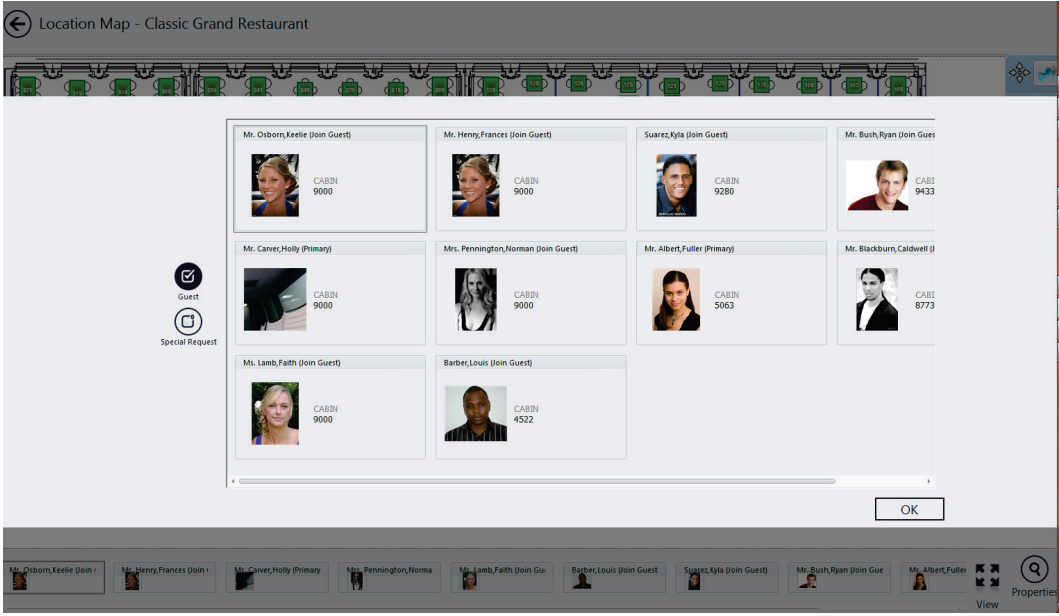
USER B is checking in another reservation holding 5 guests. When he process to the CHECK IN MAP he is able to select TABLE #224 again in order to check in another reservation onto this table.



When returning to the LAYOUT MAP table #224 is updated as fully occupied due to all seats are filled.



All seated guests from both Reservations checked in onto the table can be viewed accordingly.



On the CHECK IN LIST – SEATED TILE bot reservations are showing the seated Table Number #224

Check In Check In --> Guest List

Today's Reservation 11 May 2016 - Classic Grand Restaurant

	Time	Guest	Cabin	Pax	Table	Seated	Status
							Unknown
	6:00 PM	Alexander, Gay	6962	1	223	1	In House
	6:00 PM	Albert, Fuller	5063	5	224	5	In House
	6:00 PM	Carver, Holly	9000	5	224	5	In House

View Properties

All 248
Due In 237
Wait List 0
Seated 11
Done 0
Cancelled 0
Group/Link 0

SET ALONE

The SET ALONE button will be used to indicate the reservation already seated onto the table does not want any company, even there is still available space on the table.

User Scenario:

User A checks in a Single Traveler on a 2 Top Table # 303 and flags the table as SET ALONE via the SET ALONE button due to the guest wishes to not have any company.

User B is processing a check in of another guest reservation and wants to seat him also on table #303 since he can see there is still room at the table and his guest would not mind company.

System will prompt him **TALBE ALREADY OCCUPIED** message on the CONFIRMATION page when he tries to finalize the reservation, and will not allow him to proceed to check in the guest onto this table.

User has return via Confirmation button to TABLE LAYOUT MAP to select another available table.

The screenshot shows a web application interface for a restaurant reservation confirmation. The title bar reads "Confirmation -> Casey, Levi (DINNER - GUESTS)". On the left, there is a form with the following fields: RESTAURANT, DATE (5/11/2016), TIME (7:00 PM), TABLE TYPE (GUESTS), DURATION (120), TABLE LOCATION (NONE), TABLE SHAPE (NONE), SHARE (NONE), and TABLE NUMBER (with a red error indicator). The ACTION field is empty. A central notification box displays the text "Notification..." and "Table 303 already occupied." with an "Ok" button. At the bottom, there are navigation icons for "Change Log", "Show Selected Guests", "Show Un-Selected Guests", and "Finalize".

Location Layout Map Menu

SHOW MENU

The SHOW MENUE button combines the following function in a separate Menu tile displayed on the TABLE LAYOUT MAP:

PROPERTIES

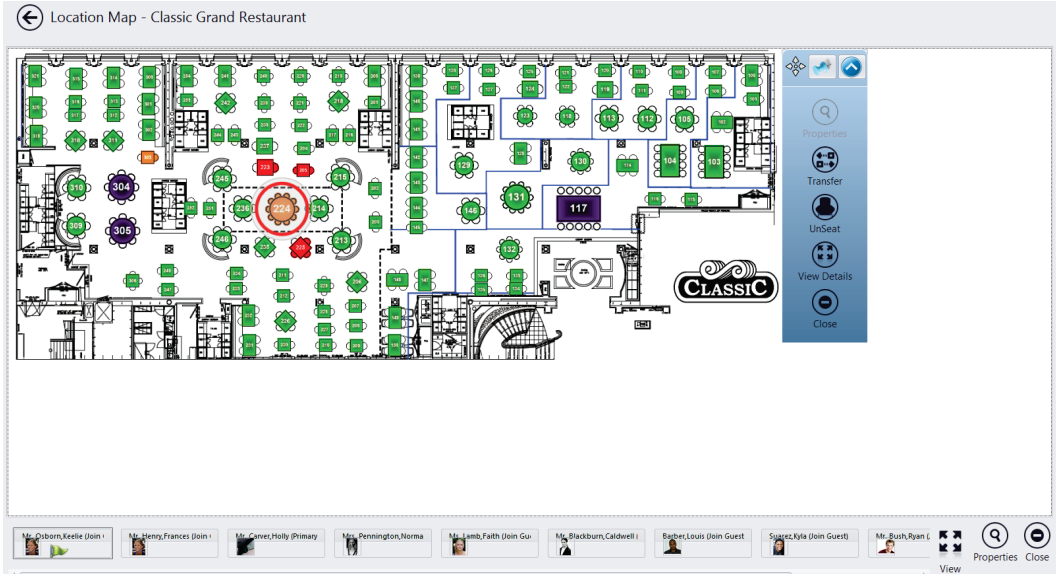
When hitting the PROPERIES button on the MENU bar, system will show specific table information in the bottom bar of the TABLE LAYOUT MAP.

Table Number	- Table number
Station Number	- Waiter Station number the table is assigned to
Reservation Turn Time	- default Turn time of the Reservation
Table Status	- current Status of Table
Seated Time	- amount of time the reservation is already seated on the
Close Reason	- comment for Close Table reason

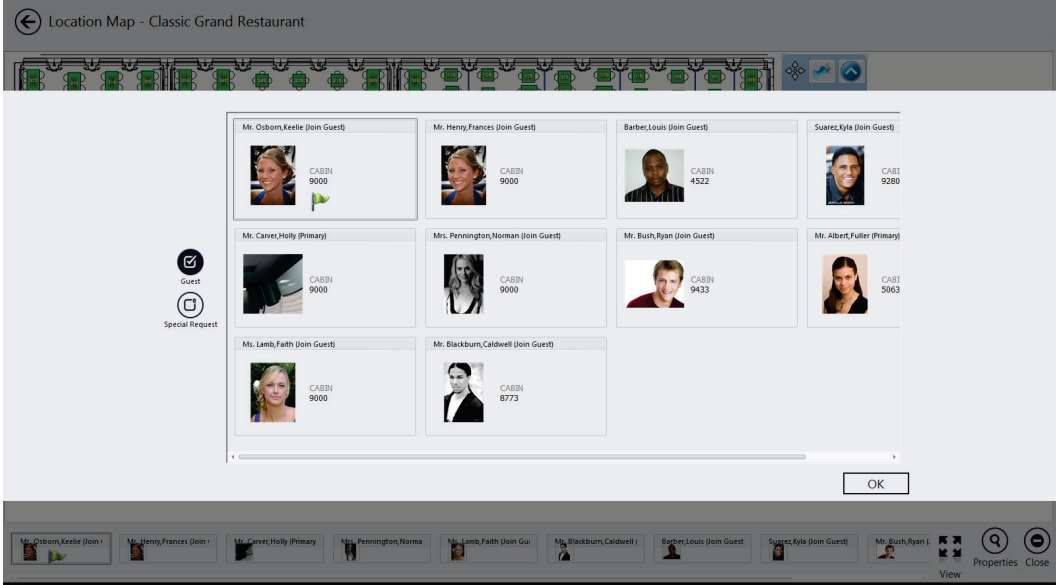
Location Map - Classic Grand Restaurant

Table #:	224	Turn Time:	90	Time Seated:	00:12:35	Close Reason:		Guest	Close
Station:	15	Table Status:	Seated						

When hitting the GUEST button on Properties bottom bar, system will display seated guest information.



Hit VIEW button to display the guest information on full screen.

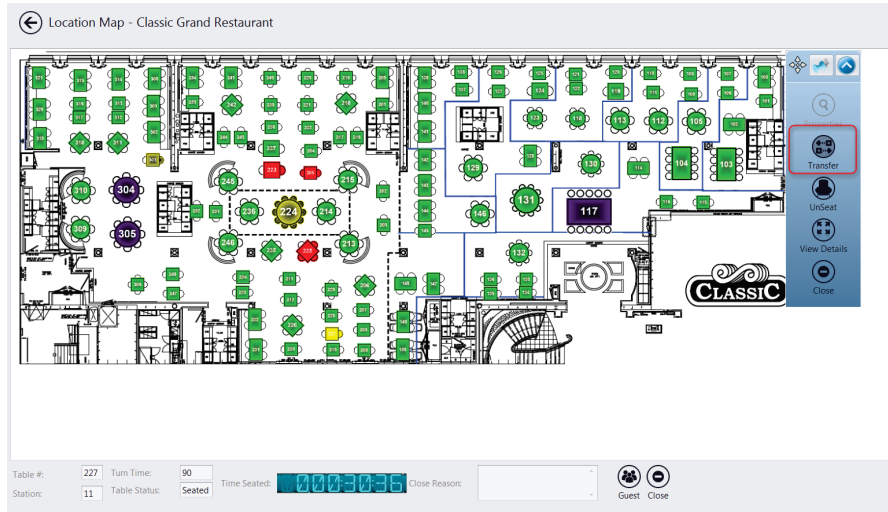


The Properties button holds additional below options:

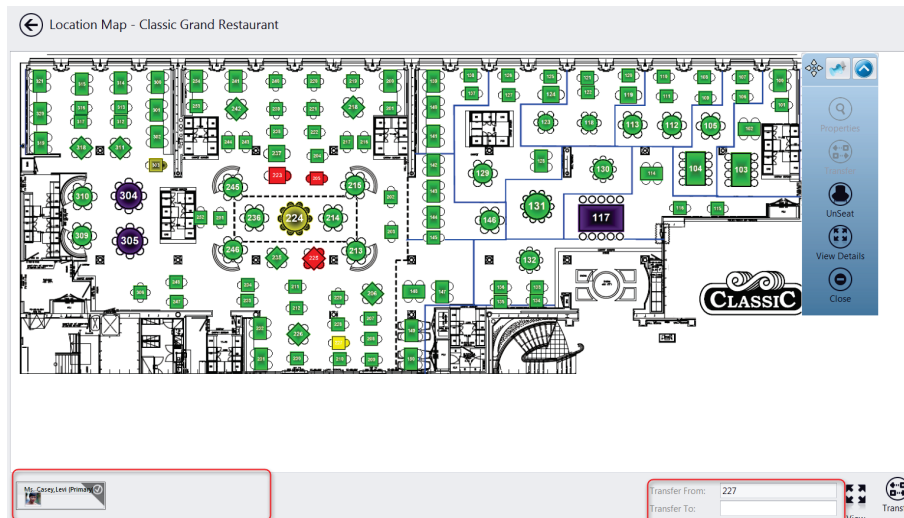
- TRANSFER TABLE option to transfer single guest or whole reservation to different table
- UNSEAT TABLE option to unseat guest from current table and update reservation back into Expected status
- VIEW DETAILS View Guest details of seated reservation
- CLOSE Close Properties menu bar

TRANSFER TABLE

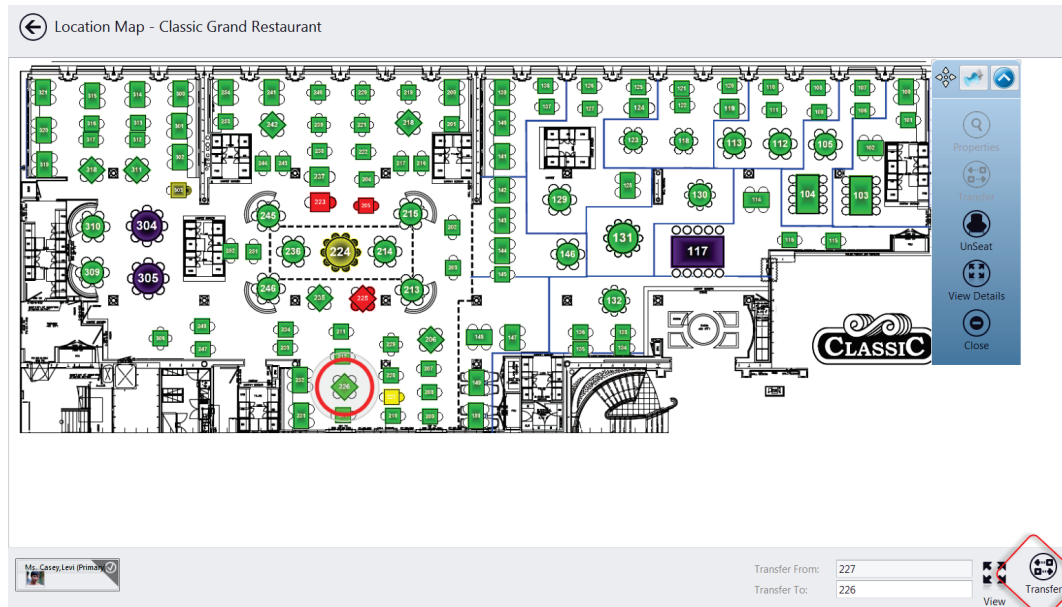
Select LOCATIN MAP TILE and hit SHOW MENU button.
Hit PROPERTIES button and select TRANSFER TABLE button.



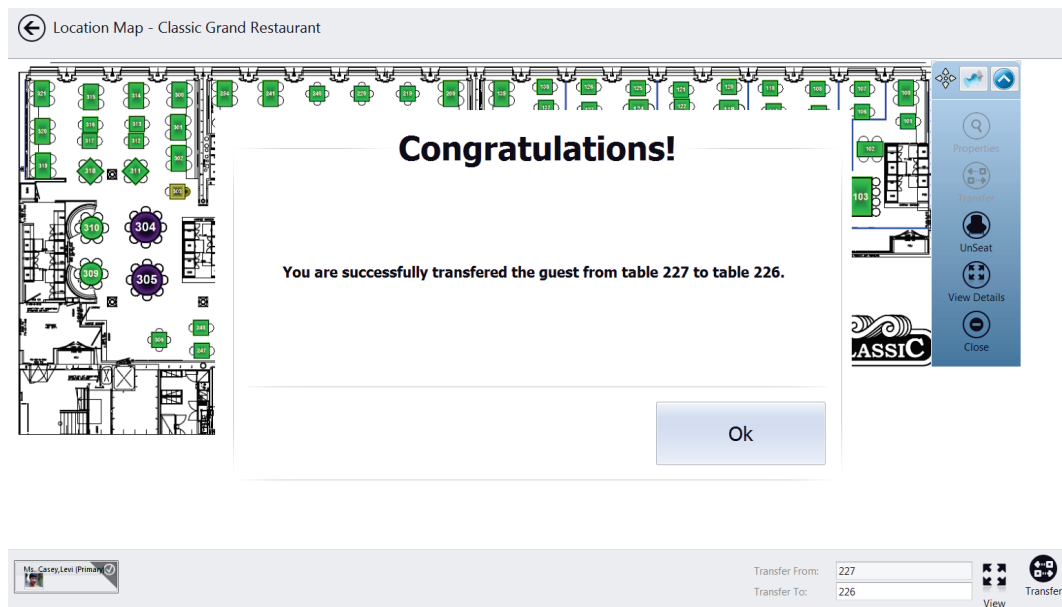
Key in new table number and select required guest u want to transfer.

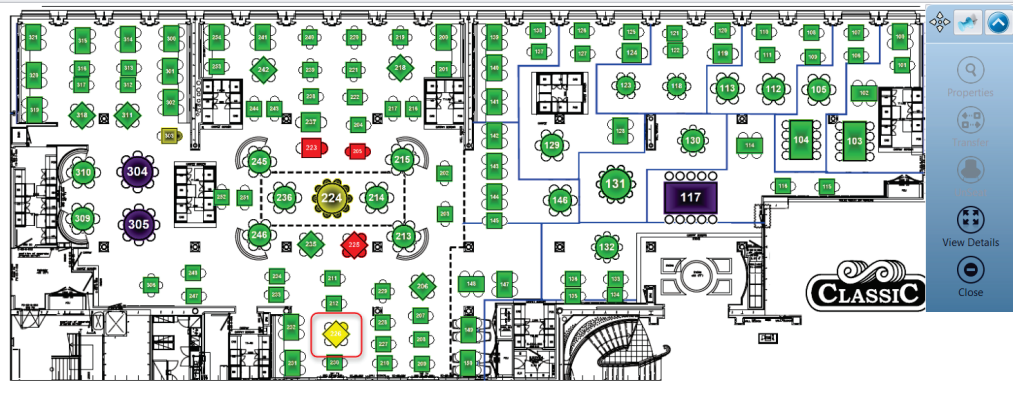


Confirm Transfer process via TRANSFER button



Reservation will be moved from previous table accordingly to new table.

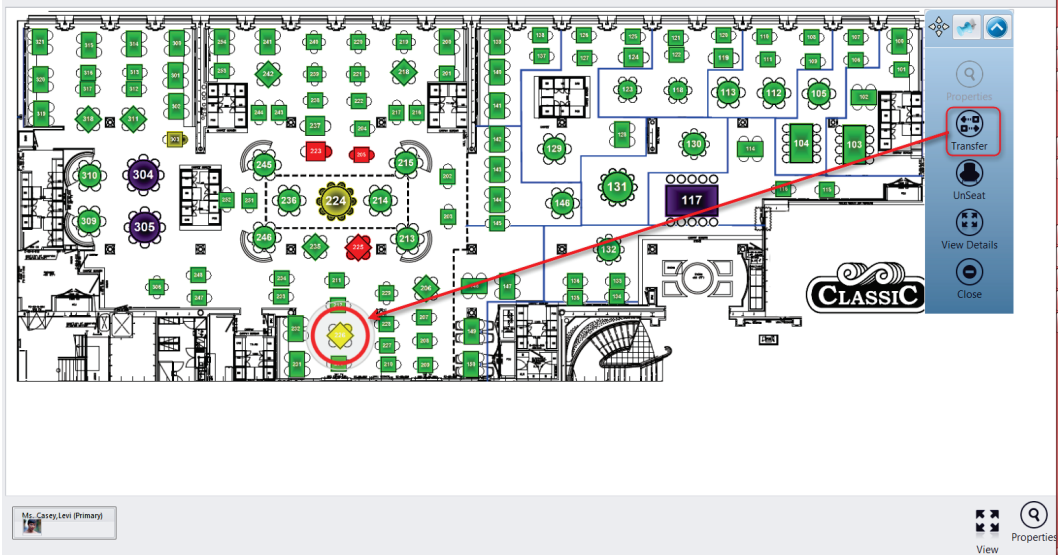




UNSEAT TABLE

The UNSEAT button provides the function to unseat an already Checked In reservation from a table. The guest reservation record will be updated accordingly to the reservation Status – Expected. And the reservation record is again visible in the DUE IN tab of the CHECK IN LIST and can be checked in new again or updated.

Select LOCATIN MAP TILE and hit SHOW MENU button.
Hit PROPERTIES button and select UNSEAT TABLE button.



Confirm Notification message with YES to proceed with UNSEAT selected table.

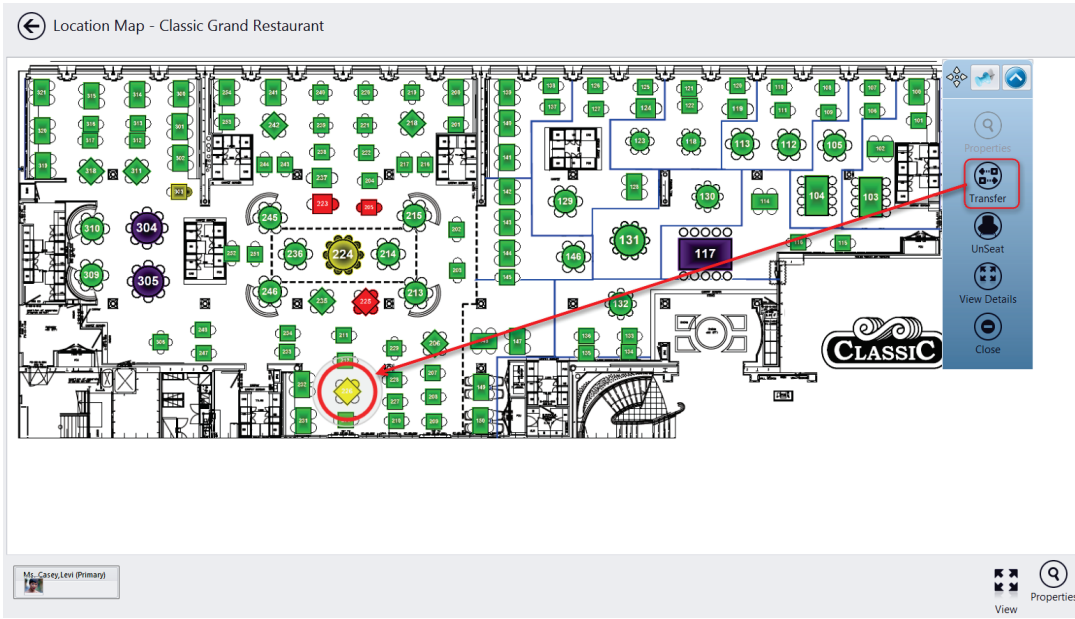
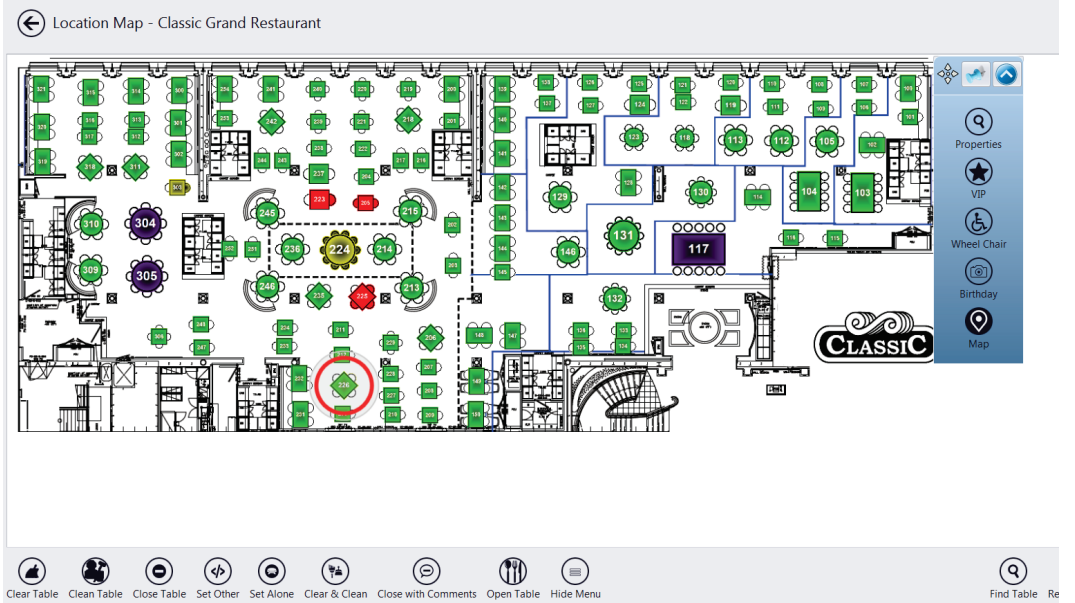


Table will be displayed as open again on TALBE LAYOUT MAP.



Reservation record has been updated to Status Expected and moved accordingly from CHECK IN LIST – SEATED tile to CHECK IN LIST – DUE IN tile.

	Time	Guest	Cabin	Pax	Table	Seated	Status
							Unknown
	7:00 PM	Casey, Levi	8282	1	0	0	Expected
	7:00 PM	Berger, Darius	8310	1	0	0	Expected
	7:00 PM	Allison, Lareina	8402	1	0	0	Expected
	6:00 PM	Cochran, Chase	8420	1	0	0	Expected
	6:00 PM	Butler, Mercedes	8442	1	0	0	Expected
	7:00 PM	Duran, Ferris	8449	1	0	0	Expected
	8:00 PM	Evans, Macaulay	8469	1	0	0	Expected
	6:00 PM	Dominguez, Miriam	8481	1	0	0	Expected
	7:00 PM	Farley, Lailani	8507	1	0	0	Expected
	7:00 PM	Chan, Aretha	8584	1	0	0	Expected
	7:00 PM	Anderson, Candace	8741	1	0	0	Expected
	7:00 PM	Blackburn, Caldwell	8773	1	0	0	Expected

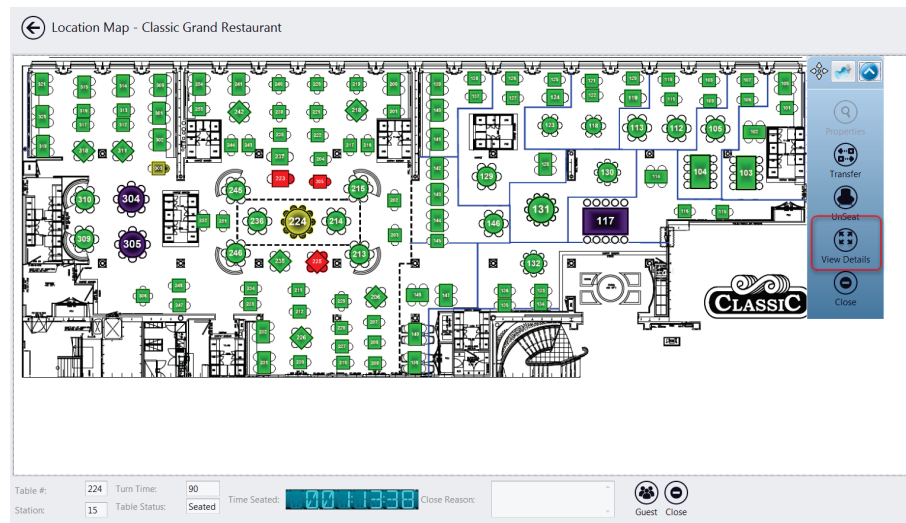
All 248 Due In 236 Wait List 0 Seated 12 Done 0 Cancelled 0 Group/Link 0

User can now proceed to update the reservation or to perform a check in to another table.

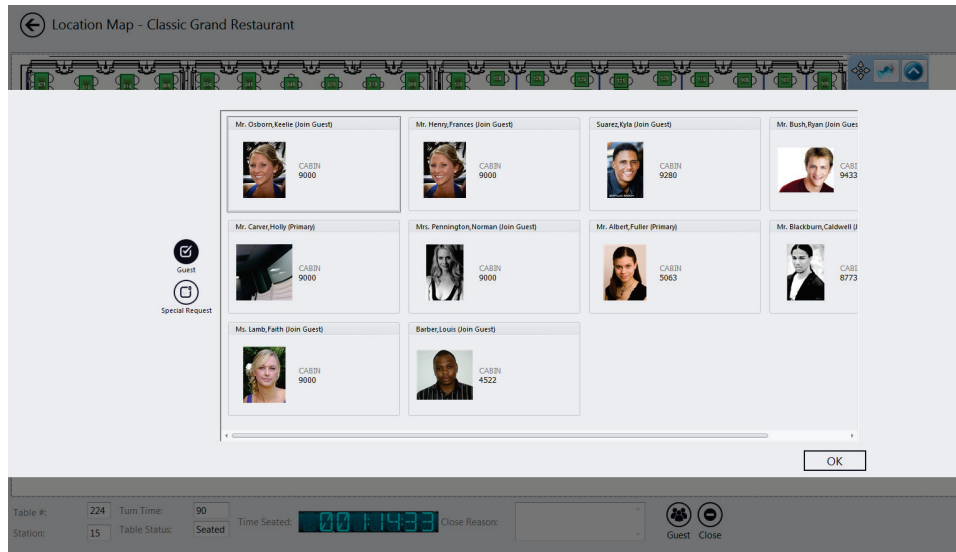
VIEW DETAILS

The VIEW DETAILS button can be used to review the specific Guest information's of the current checked in Reservation on a table.

Select LOCATIN MAP TILE and hit SHOW MENU button.
Hit PROPERTIES button and select VIEW DETAILS button.

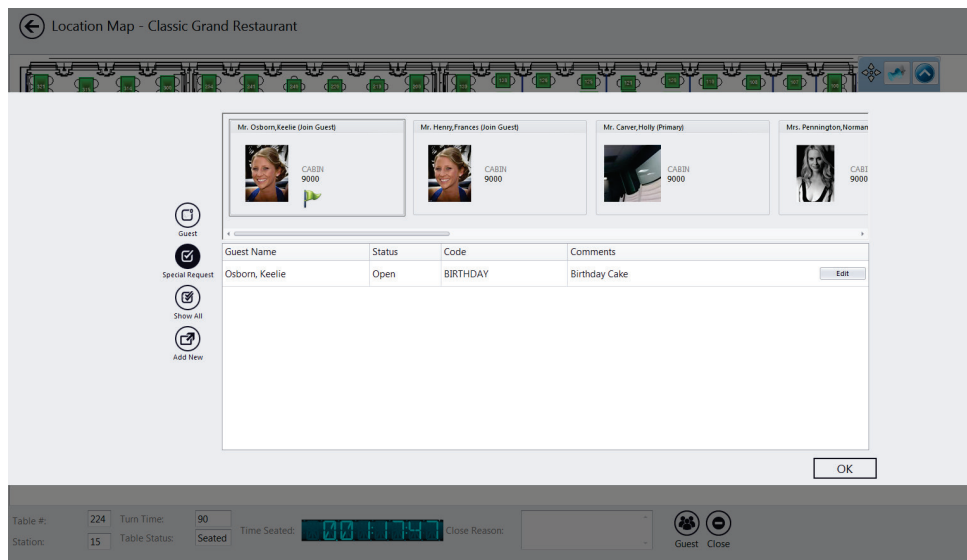


System will prompt an overview of all currently seated guests onto selected table.



The User has the possibility to review Guest information's, view or add new Special Request for specific guests.

Guest holding special request are flagged by the system with a green flag on the GUEST tiles as well as all Reservation information for example in the CHECK IN LIST.



Today's Reservation 11 May 2016 - Classic Grand Restaurant

	Time	Guest	Cabin	Pax	Table	Seated	Status
							Unknown
	6:00 PM	Albert,Fuller	5063	5	224	5	In House
	6:00 PM	Alexander,Gay	6962	1	223	1	In House
	6:00 PM	Ewing,Xerxes	8029	1	303	1	In House
	6:00 PM	Carver,Holly	9000	5	224	5	In House



All 248 Due In 236 Wait List 0 Seated 12 Done 0 Cancelled 0 Group/Link 0

5 SPECIAL REQUEST

The special request tile provides an overview of all Special Request for all Expected or already In House reservations of all Restaurants.

Location	Guest	Cabin	Table No	Code	Status	Comments
--	Alexander, Gay	6962	--	ANNIVERSAR	Open	WEDDING DAY <input type="button" value="Edit"/> <input type="button" value="Done"/>
--	Reyes, Sonya	8561	--	Wine	Open	Half bottle Chardonay at...
--	Tucker, Leandra	8502	--	SPEC MEAL	Open	Steack Tatar

Navigation bar: Open, Permanent, Done, All, Search, Clear Search, Refresh, Add

The OPEN, PERMANENT and DONE button filters the SPECIAL Request records accordingly.

The Search button provides the option to search for a specific Guest Request by Guest name or cabin number.

When selectin a Special Request from the List the user has the option to EDIT the Request or mark it as DONE.

← Special Requests

Location	Guest	Cabin	Table No	Code	Status	Comments
--	Alexander, Gay	6962	--	ANNIVERSAR	Open	WEDDING DAY
--	Reyes, Sonya	8561	--	Wine	Open	Half bottle Chardonnay at...
--	Tucker, Leandra	8502	--	SPEC MEAL	Open	Steak Tatar for MC <input type="button" value="Edit"/> <input type="button" value="Done"/>

ADD SPECIAL REQUEST

Special request can be added during the CHECK IN process via CHECK IN WITH RESEVATION, CHECK IN LIST or WALK in tile. When the guest is seated already via the CHECK IN LIST –SEATED tile for the host user or via the MY STATION tile for the Waiter user.

Add Special Request during CHECK IN process

Reservations holding a guest with a Special Request will be highlighted with a green FLAG in the CHECK IN LIST.

Select required reservation record intended to be checked in from CHECK IN LIST. Open Reservation Information screen via the CALENDER button on the left hand side.

← Check In Check In --> Guest List →

Today's Reservation 11 May 2016 - Sushi Bar

	Time	Guest	Cabin	Pax	Table	Seated	Status
							Unknown
	6:00 PM	Burke, Jolie	6763	2	0	0	Expected
	7:00 PM	Alexander, Gay	6962	2	19	2	In House
	7:00 PM	Bean, Dane	8569	1	0	0	Expected

All 5
Due In 3
Wait List 0
Seated 2
Done 0
Cancelled 0
Group/Link 0

On RESERVATION OVERVIEW screen all Special Request assigned to guest participating this reservation are shown under SPECIAL REQUESTS.

← Alexander, Gay (DINNER - 2TOP) Start Over Check In --> Guest List

RESTAURANT: SUSHI BAR TABLE LOCATION: WINDOW
 DATE: 5/11/2016 TABLE SHAPE: SQUARE
 TIME: 7:00 PM DURATION: 120
 TABLE TYPE: 2TOP SHARE: NONE
 RESERVE GUEST: 2 TABLE NUMBER: 19
 RESERVE TABLE: 19 STATUS: IN HOUSE


Guest	Status	Code	Comments
Alexander, Gay	OPEN	ANNIVERSAR	WEDDING DAY

Check In Ticket

Proceed to GUEST LIST.

Select required guest required to add a new Special Request by taping on guest picture. GUEST Information screen will open up – hit ADD SPECIAL REQUEST button

← Guest



FIRST NAME	Cassady
LAST NAME	Baldwin
CABIN	9589
ROTATION	B
SALUTATION	Mrs.
GENDER	MALE
DOB	1/1/1970
AGE	46
CATEGORY	
NATIONALITY	
PARTY ID	0

LANGUAGE	
WHEELCHAIR	NO
SMOKING	NO
GROUP ID	0
EMBARKING	3/13/2016
DISSEMBARKING	3/18/2016
VIP	NO
PRIORITY1	
PRIORITY2	
PRIORITY3	
PRIORITY4	

SPECIAL REQUESTS

Status	Code	Comments
No special request found.		

Remove Guest
Add Special Request

Select PREFERENCE or NORMAL special request, date of request to be delivered and select required Request record, add comment if required and confirm with ADD REQUEST button.

New Special Request

Mrs. Baldwin,Cassady

Preference
Normal

Code	Description	Comment
ALLERGY	ALLERGY	
AMX(#)	AMX(#)	
AMX(INSIDE)	AMX(INSIDE)	
AMXVIP	AMXVIP	
ANNIVERSARY	ANNIVERSARY	
BABY CRIB	BABY CRIB	
BACK2BACK	BACK2BACK	
BIRTHDAY	BIRTHDAY	

Wed 11 May 2016
Thu 12 May 2016
Fri 13 May 2016
Sat 14 May 2016
Sun 15 May 2016
Mon 16 May 2016
Tue 17 May 2016

Add Request

NOTE:
 NORMAL Special Request is indication special event/meal on special date and can be updated to DONE once it got delivered.
 PREFERENCE Special Request is indication a preference which shall be visible for all Wait staff for the full duration of the cruise, e.g. Allergies.

New Special Request

Mrs. Baldwin,Cassady

Preference **Normal**

Code	Description	Comment
ALLERGY	ALLERGY	
AMX#J)	AMX#J)	
AMXINSIDE	AMXINSIDE)	
AMXVIP	AMXVIP	
ANNIVERSAR	ANNIVERSARY	
BABY CRIB	BABY CRIB	
BACK2BACK	BACK2BACK	
BIRTHDAY	BIRTHDAY	


TYPE

Wed 11 May 2016 **Thu 12 May 2016** Fri 13 May 2016 Sat 14 May 2016 Sun 15 May 2016 Mon 16 May 2016 Tue 17 May 2016

Add Request

The new Special Request is getting added accordingly to GUEST Info page.

← Guest



FIRST NAME	Cassady
LAST NAME	Baldwin
CABIN	9589
ROTATION	B
SALUTATION	Mrs.
GENDER	MALE
DOB	1/1/1970
AGE	46
CATEGORY	
NATIONALITY	
PARTY ID	0

LANGUAGE	
WHEELCHAIR	NO
SMOKING	NO
GROUP ID	0
EMBARKING	3/13/2016
DISSEMBARKING	3/18/2016
VIP	NO
PRIORITY1	
PRIORITY2	
PRIORITY3	
PRIORITY4	

SPECIAL REQUESTS		
Status	Code	Comments
OPEN	SPEC MEAL	Chocolate dipped Strawberrys
PERMANENT	ALLERGY	SHELLFISH

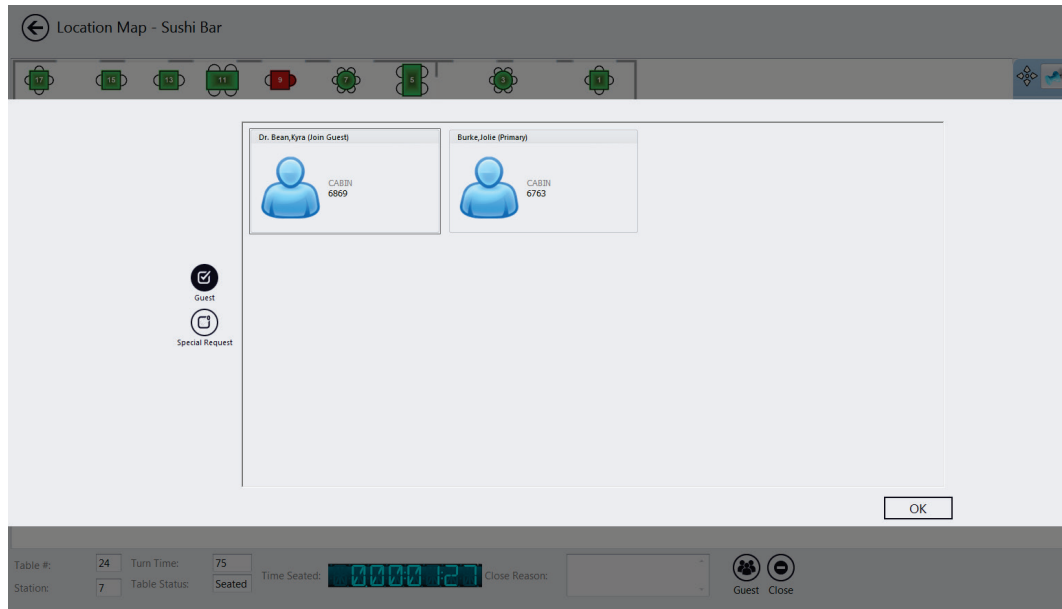
Remove Guest Add Special R

Proceed with normal Check in Steps.

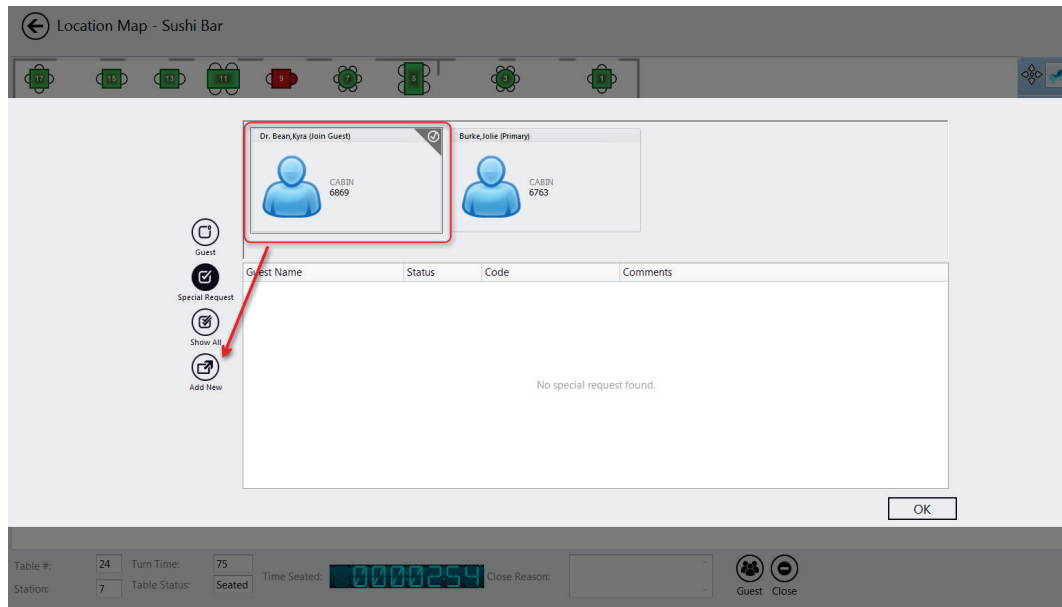
Above process to add a Special Request also applies to all other CHECK IN options.

Add Special Request from Table Layout Map

Select table from TABLE LAYOUT MAP and hit PROPERTIES button and hit VIEW DETAILS button.



Hit SPECIAL REQUEST button, select required guest and hit ADD NEW button.



Enter Type (Preference, Normal), date and comment.
Confirm with SAVE button.

Dr. Bean, Kyra

Preference

Normal

Code	Description	Comment
ALLERGY	ALLERGY	
AMOXFJ	AMOXFJ	
AMOXINSIDE	AMOXINSIDE	
AMOXVIP	AMOXVIP	
ANNIVERSAR	ANNIVERSARY	
BABY CRIB	BABY CRIB	
BACK2BACK	BACK2BACK	
BIRTHDAY	BIRTHDAY	
CAPTAINS C	CAPTAINS CLUB	

TYPE

Wed 11 May 2016

Thu 12 May 2016

Fri 13 May 2016

Sat 14 May 2016

Sun 15 May 2016

Mon 16 May 2016

Tue 17 May 2016



6 MY STATION

The MY STATION tile is intended for waiter user only, for the purpose of quickly review basic guest information and be notified about any special request the guest might have for the specific tables the waiter is responsible for.

In order to display the MY STATION tile on SW Mobile application the waiter has to be assigned to a particular Station in the required Restaurant prior by the Manager/Coordinator via the SERVER ASSGIMENT function in SWNET Thick Client.

If the Waiter is not assigned to any Station for the selected Restaurant the MY STATION tile will not be displayed on the HOME Screen of the Mobile Device.

Last Name	First Name	Position	Station - Tables	Capacity	Squash	Assigned
CHC	Hobbit	Head Waiter	1, 1,2,3	14	0	0
CHC	Hobbit	Head Waiter	2, 4,5,6	12	0	0
CHC	Hobbit	Head Waiter	3, 7,8,9	12	0	0
CHC	Hobbit	Head Waiter	4, 10,11,12,13	12	0	0
CHC	Hobbit	Head Waiter	7, 12,21,24,25	12	0	0
CHC	Hobbit	Head Waiter	9, 29,30,31,32,33	10	0	0
CHC	Gano	Waiter	1, 1,2,3	14	0	0
CHC	Gano	Waiter	2, 4,5,6	12	0	0
CHC	Gano	Waiter	3, 7,8,9	12	0	0
CHC	Gano	Waiter	4, 10,11,12,13	12	0	0
CHC	Gano	Waiter	7, 12,21,24,25	12	0	0
CHC	JAJE	FOOD AND BEVERAGE DIRECTOR	9, 29,30,31,32,33	10	0	0

SENARIO A – WAITER is assigned to a Station.

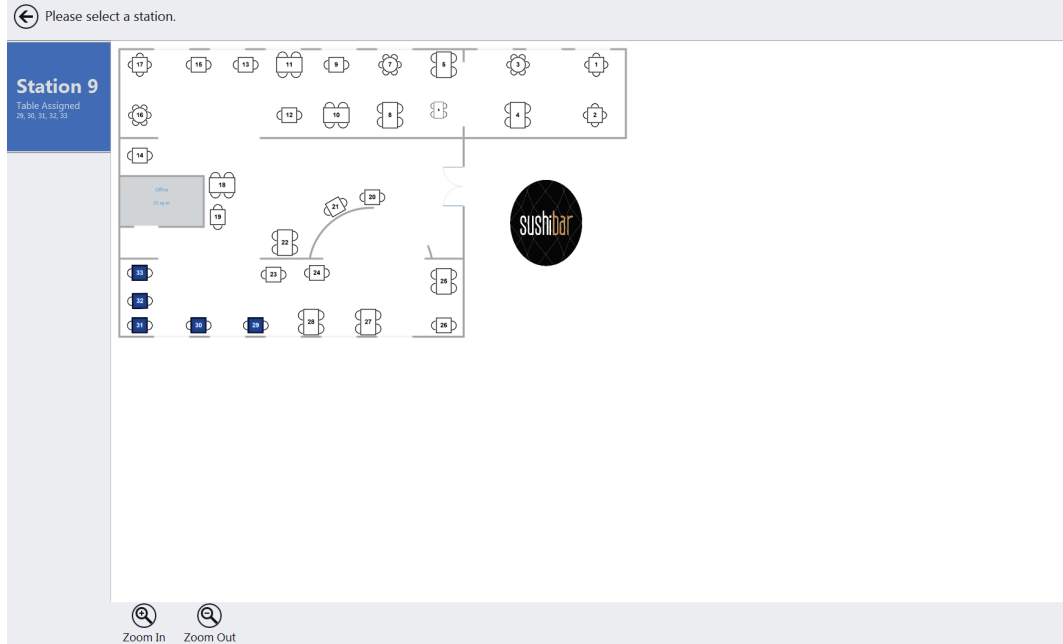
The Manager has assigned a Waiter to Waiter Stations # 9 in Restaurant Sushi Bar via SWNET Thick Client – SERVER ASSIGMENT.

Last Name	First Name	Position	Station - Tables	Capacity	Squash	Assigned
CHC	Hobbit	Head Waiter	1, 1,2,3	14	0	0
CHC	Gano	Waiter	1, 1,2,3	14	0	0
CHC	Hobbit	Head Waiter	2, 4,5,6	12	0	0
CHC	Hobbit	Head Waiter	3, 7,8,9	12	0	0
CHC	Gano	Waiter	3, 7,8,9	12	0	0
CHC	Hobbit	Head Waiter	4, 10,11,12,13	12	0	0
CHC	Gano	Waiter	4, 10,11,12,13	12	0	0
CHC	Hobbit	Head Waiter	7, 12,21,24,25	12	0	0
CHC	Hobbit	Head Waiter	9, 29,30,31,32,33	10	0	0
CHC	JAJE	FOOD AND BEVERAGE DIRECTOR	9, 29,30,31,32,33	10	0	0

Waiter Julie logs in SW Mobile application, using her specific user credentials and will be displayed the MY STATION TILE on the HOME SCREEN.



If hitting the STATION button on right upper corner on the HOME screen, system displays the Waiter an overview of the particular tables assigned to Waiter Station # 9.

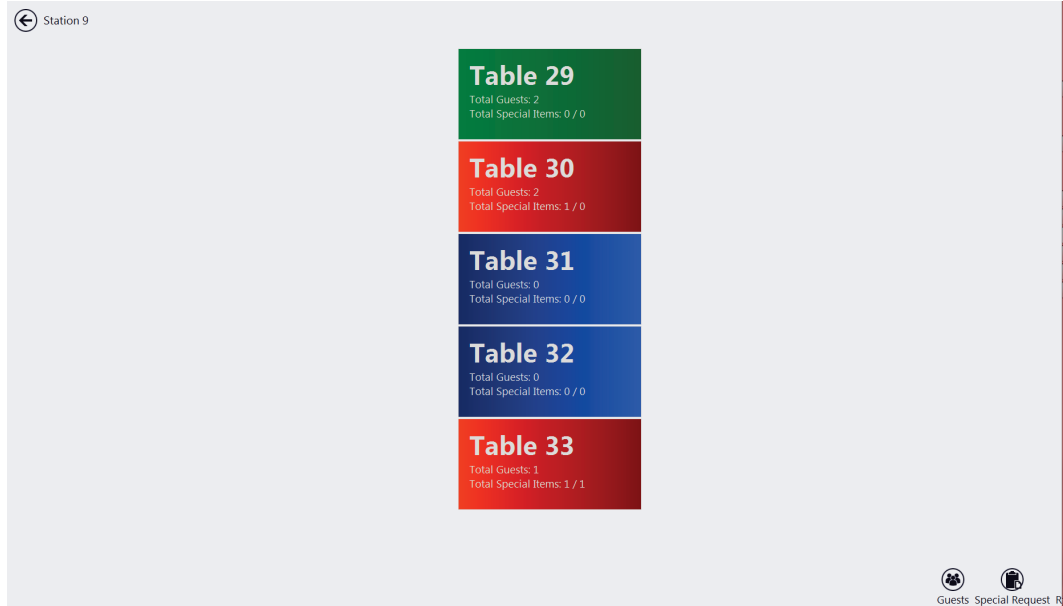


Hitting the MY STATION tile on the HOME Screen will open up an Overview of the Tables assigned to the Waiter Station and indicates the Waiter with different colors the actual Status of his tables.

BLUE = Table is OPEN no guest reservation is assigned or checked in currently.

GREEN TABLE = currently occupied by an checked in reservation

RED TABLE = currently occupied and guest with Special Request is seated onto the table.



When selecting a table, TABLE DETAIL screen will open up showing all seated or expended guest for this specific table. Also Special requests can be displayed, new added or updated.

Table 33

Ms. Fuller, Sigourney
Cabin: 123
Table Number: 33
Status: In House

SPECIAL REQUESTS --> All

Date	Code	Status	Comments
5/13/2016	ALLERGY	Open	highly allergic to egg

All Guest Expected In House Birthday Details Show All Refresh Special Rec

Table 30

Mrs. Walls, Chiquita
Cabin: 456
Table Number: 30
Status: In House

Frye, Jonah
Cabin: 789
Table Number: 30
Status: In House

SPECIAL REQUESTS --> All

Date	Code	Status	Comments
		Permanent	TOP ATTENTION - VIP

All Guest Expected In House Birthday Details Show All Refresh Special Rec