

Oracle® Hospitality Cruise SilverWhere Traditional Dining User Guide



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The Oracle logo, consisting of a solid red square with the word "ORACLE" in white, uppercase, sans-serif font centered within it.

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Preface

This document describes the functionalities of the SilverWhere .Net Traditional Dining concept.

Audience

This document is intended for project managers, application specialists and users of the Oracle Hospitality Cruise SilverWhere application suite.

Customer Support

To contact Oracle Customer Support, access the Customer Support Portal at the following URL:

<https://iccp.custhelp.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

Documentation

Oracle Hospitality product documentation is available on the Oracle Help Center at <http://docs.oracle.com/en/industries/hospitality/cruise.html>.

Revision History

Table 1 Revision History

Date	Description of Change
March 2024	Initial publication.

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Dining Concepts

Within the SilverWhere .Net client, you can operate with two different dining concepts:

- Traditional Dining where the passengers will be allocated to a dining room, seating, and table.
- Reservation Dining where dining reservations can be made for different days and meal periods.

The Traditional Dining concept is cruise based, and only data such as guests, dining reservations, and seating information for the current cruise will be available in the application.

The Reservation Dining concept is day-to-day base, and only data such as guest, dining reservations, and seating information for the selected date range will be available in the application.

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Traditional Dining Concept

General Functionalities

Before you begin, below are some standard navigation keys that you should get familiarized with:

- **Refresh Screen:** To refresh the data in the Dining Room Overview or Special Request tab.
- **Ship Selection:** To select the ship you would like to work on.
- **Cruise Selection:** To select the cruise you would like to work on.
- **Report:** To open the SilverWhere Reporting application.
- **Switch to Reservation:** To open the Reservation Dining concept.

Panels

To accommodate operational needs, we offer a variety of panels which can be pinned/unpinned on the main screen:

- To expand the panels, click the header of the panel
- To permanently pin the panel, click the pin icon in the upper right corner of the panel
- To unpin the panel, click the same icon
- To dock the panel, double-click the panel name

The available panels are:

- **Group Overview panel:** Displays all group related information.
- **Table Overview panel:** Displays all the tables of the selected layout. Ability to edit certain configuration and the status of the table.
- **Traditional Color Table panel:** Displays the table colors that have been configured for the dining assignment layouts.
- **Table Properties panel:** Displays the configuration details of the selected table. Ability to edit the table configuration.
- **Table Status panel:** Displays the table, guest, special request, and crew information of the selected table.
- **Guest Info panel:** Displays the guest information of the selected guest in the Guest Search panel.
- **Guest Search panel:** Displays all guest information.

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Dining Operations

Assignment Functionalities

Seating a Guest

1. Select the guest(s) in the Guest Search panel
2. Select the table on the layout
3. Click **Seat**

Unseating a Table

1. Select the table on the layout
2. Click **Unseat Table**
3. Enter the reason for unseating the table
4. Click **OK**

UnSeating a Guest

1. Select the guest(s) in the Guest Search panel
2. Click **UnSeat Guest**
3. Enter the reason for unseating the guest(s)
4. Click **OK**

Auto Seating a Guest

1. Select the guest(s) in the Guest Search panel
2. Select the table on the layout and the guest will be automatically seated

Waitlisting a Guest

1. Select the guest(s) in the Guest Search panel
2. Click **Waitlist** to add the guest to the waitlist

Clearing the Waitlist of a Guest

1. Select the guest(s) in the Guest Search panel
2. Click **Clear Waitlist** to remove the guest from the waitlist

Table Operations Functionalities

In this section, the status of the table can be changed by clicking on the table and then choosing one of the options below:

- **Open Table:** To change the table status to open.

- **Close Table:** To change the table status to closed.
- **Close with Comments:** To change the table status to closed with the possibility of entering the reason for it.
- **Block Table:** To change the table status to blocked.
- **UnBlock Table:** To change the table status of a previously blocked table to open.
- **Block Station:** To change the table status to blocked of all tables belonging to the selected table's waiter station.
- **Close Station:** To change the table status to closed of all tables belonging to the selected table's waiter station.
- **UnBlock Group:** To change the table status to open if the table was previously blocked for a group.

Layout and Blink Table Functionalities

Below are some standard navigation keys that you should get familiarized with:

- **Refresh Layout:** To refresh the selected layout.
- **Zoom In:** To increase the layout size.
- **Zoom Out:** To decrease the layout size.
- **Lock:** To lock all the dining assignment layouts from editing.
- **Blink Table:** Select the information from the drop-down menu which should be highlighted on the layout.

Guest Functionalities

Assigning DVIP to a Guest

1. Select the guest in the Guest Search panel
2. Click **Assign DVIP**
3. Select the reason for assigning the DVIP status
4. Click **OK**

Grouping Guests Together

1. Select the guest(s) in the Guest Search panel
2. Click **Group Together**
3. Select the group from the drop-down menu or create a new group
4. Click **Add**

Assigning WheelChair to a Guest

1. Select the guest in the Guest Search panel
2. Click **Assign WheelChair**

Guest Search Panel Functionalities

Below are functionalities related to the Guest Search panel:

- **Clear Selection:** To uncheck any guest(s).
- **Load PXGR-GRID:** To arrange the columns based on the configuration in the Look Up Setup module for the PXGR-GRID.
- **Load Saved Grid Layout:** To arrange the columns based on the previously saved order.

Special Request Functionalities

In SilverWhere, we differentiate between two types of special requests, Normal and Preference.

- **Normal:**

This type is used to indicate that the Special Request is valid on a special date, and you can mark it as Done once the item is delivered, for example, a birthday cake request.
- **Preference:**

This type is used to indicate that the Special Request is valid throughout the entire guest stay, for example, allergies or a special diet.

Adding a Special Request

1. Select the guest in the Guest Search panel
2. Click **Special Requests**
 1. Choose **Normal** or **Preference** from the Request Type drop-down
 2. Select the description from the list and add comments if required
 3. If **Normal** has been selected previously, choose the From and To date. Otherwise, this step will be skipped
 4. Click **OK**

Marking a Special Request as Done

1. Select the Dining Room Overview tab, and then followed by the Special Requests tab
2. Select the special request from the list
3. Click **Request Done**

Re-opening a Special Request

1. Select the Dining Room Overview tab, and then followed by the Special Requests tab
2. Select the closed special request from the list
3. Click **Request Open**