

# Oracle® Hospitality Cruise SilverWhere Dining Management User Guide



Release 9.2

F99840-01

July 2024

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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# Contents

## Preface

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## 1 Dining Concepts

---

## 2 Traditional Dining Concept

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Assignment Functionalities	2-1
Table Operations Functionalities	2-2
Layout and Blink Table Functionalities	2-3
Guest Functionalities	2-3
Guest Search Panel Functionalities	2-3
Special Request Functionalities	2-3
Traditional Dining – Group and Automatic Assignment modules	2-4
Virtual Group Management Module	2-4
Virtual Group Management Functionalities	2-5
Group Assignment Module	2-6
Group Assignment Functionalities	2-6
Automatic Assignment Module	2-8
Automatic Assignment Functionalities	2-8
Auto Block Groups Module	2-9

## 3 Reservation Dining Concept

---

Reservation Functionalities	3-2
Special Request Functionalities	3-3
Guest Functionalities	3-3
Check In Functionalities	3-3
Table Functionalities	3-4
Layout and Other Functionalities	3-5
Reservation Dining – Group Management and FIT modules	3-5
Virtual Group Management Module	3-5
Group Management Module	3-5
Group Management Functionalities	3-6

Automatic Group Dining Assignment	3-7
Manual Group Dining Assignment	3-9
FIT Management Module	3-10
Dining Rotation Setup Module	3-11

# Preface

This document describes the functionalities of the SilverWhere .Net Traditional Dining and Reservation Dining concepts.

## Audience

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

## 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
July 2024	Initial publication.

# 1

## Dining Concepts

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

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

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

The Reservation Dining concept is day-to-day, and the application will only contain data such as guests, dining reservations, and seating information for the selected date range.

# 2

## Traditional Dining Concept

### Traditional Dining Operations

#### General Functionalities

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

- **Refresh Screen:** Refreshes the data in the Dining Room Overview or Special Request tab.
- **Ship Selection:** Select the ship you would like to work on.
- **Cruise Selection:** Select the cruise you would like to work on.
- **Report:** Opens the SilverWhere Reporting application.
- **Switch to Reservation:** Opens 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 in the selected layout. Ability to edit specific configurations 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.

## 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 automatically be 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 the table and then choosing one of the options below:

- **Open Table:** Changes the table status to open.
- **Close Table:** Changes the table status to closed.
- **Close with Comments:** Changes the table status to closed with the possibility of entering the reason for it.
- **Block Table:** Changes the table status to blocked.
- **UnBlock Table:** Changes the table status of a previously blocked table to open.
- **Block Station:** Changes the table status block for all tables belonging to the selected table's server station.
- **Close Station:** Changes the table status to closed for all tables belonging to the selected table's server station.
- **UnBlock Group:** Changes 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:** Refreshes the selected layout.
- **Zoom In:** Increases the layout size.
- **Zoom Out:** Decreases the layout size.
- **Lock:** 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:** Uncheck any guest(s) from the selection.
- **Load PXGR-GRID:** Arranges the columns based on the configuration in the Look Up Setup module for the PXGR-GRID.
- **Load Saved Grid Layout:** Arranges 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 indicates that the Special Request is valid on a particular date. For example, a birthday cake request can be marked as done once the item is delivered.

- **Preference:**

This type indicates that the Special Request, such as allergies or a special diet, is valid throughout the guest's stay.

#### Adding a Special Request

1. Select the guest in the Guest Search panel
2. Click **Special Requests**
3. Choose **Normal** or **Preference** from the Request Type drop-down
4. Select the description from the list and add comments if required
5. If **Normal** has been selected previously, choose the From and To date. Otherwise, this step will be skipped
6. 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**

## Traditional Dining – Group and Automatic Assignment modules

### General Functionalities

Before you begin, below are some standard navigation keys that you should familiarized yourself with as they may vary between the modules.

- **Refresh:** Refreshes the data within the setup form.
- **Close View:** Closes the module.
- **Clear Activity Log:** Clears the data in the Activity Log tab.
- **Clear Block Group Tables:** Clears the data in the Block Group Tables tab.

The modules below are only accessible from the Group tab. This tab is only visible to users with access to functions and modules.

## Virtual Group Management Module

In the Virtual Group Management module, you can add and modify Virtual Groups created for the selected cruise. Virtual Groups identify passengers travelling together but are not assigned to a group in the Shipboard Property Management System (SPMS) and SilverWhere. The Virtual Groups are only visible in SilverWhere, and the group information is not synchronized with SPMS.

## Virtual Group Management Functionalities

### Adding a Virtual Group

1. Select **Virtual Group Management**
2. Click **Add Group** and enter/ select the relevant information in the **New Virtual Group** pop-up window:
  - **Group Name:** The name of the Virtual Group.
  - **Group Type:** Pre-filled with SilverWhere.
  - **Delegates:** The number of passengers associated with the Virtual Group.
  - **Seat Together:** Check if the delegates want to sit together.
  - **Don't Seat:** Check if the delegates wish to be seated separately.
  - **Rotation:** Check the applicable Rotation Code for this group (see [Dining Rotation Setup](#)). Mandatory field in Reservation concept, but not in Traditional.
  - **Comments:** Additional comments if applicable.
3. Click **Add**

### Editing a Virtual Group

1. Select **Virtual Group Management**
2. Select the Virtual Group name and click **Edit Group Info** to display the Virtual Group Information
3. Make the required change and click **Update Group Info**

### Deleting a Virtual Group

1. Select **Virtual Group Management**
2. Select the Virtual Group name and click **Delete Group**
3. Confirm the deletion

### Selecting/ Deselecting All Group

You can select/ deselect all Virtual Groups with this function.

1. Select **Virtual Group Management**
2. Click **Select/ Deselect All Group**

### Adding/Removing Selected or All Guest

With this function, you can add/ remove the selected passengers or all from the Guest Search panel to a Virtual Group.

1. From the **Virtual Group Management**, select the Virtual Group.
2. Select the passengers in the Guest Search Panel
3. Click **Add/Remove Selected Guest**
4. If you are removing all guest, select **Add/Remove All Guest**

# Group Assignment Module

In the Group Assignment module, you assign the passengers belonging to a group or party to the dining room, seating, and table for the dinner meal period.

## Group Assignment Functionalities

### Displaying Dining Room and Station Layout

1. Select **Group Assignment**
2. Select the dining room from the Dining Room Selection drop-down menu
3. Select the seating from the Seating Selection drop-down

### Seating a Guest

1. Select **Group Assignment**
2. Select the group or party in the Group List panel
3. Select the guest(s) in the Guest Search panel
4. Select the Station or Table tab
5. Select the station or table on the layout
6. Click **Seat Delegates**

### Locking/Unlocking Tables

You can lock or unlock a group or party's dining assignments to prevent or allow changes from a different SilverWhere user.

1. Select **Group Assignment**
2. Select the group or party in the Group List panel
3. Click **Lock Tables** to disallow changes for those tables from a different SilverWhere user.
4. Click **Unlock Tables** to allow changes.

### Clearing Tables

You can clear all the unlocked tables from a group or party

1. Select **Group Assignment**
2. Select the group or party in the Group List panel
3. Click **Clear Tables**

### Updating Comments

You can update the comments for the group with this function

1. Select **Group Assignment**
2. Select the group and click **Update Comment**
3. Enter the comment in the pop-up window and click **OK**

### Unseating a Table

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

### Unseating a Guest

1. Select **Group Assignment**
2. Select the group or party in the Group List panel
3. Select the guest(s) in the Guest Search panel
4. Click **UnSeat Guest**
5. Enter the reason for unseating the guest(s)
6. Click **OK**

### Moving a Guest

You can change the seating by moving the guest

1. Select **Group Assignment**
2. Select the group or party in the Group List panel
3. Select the guest(s) from the Guest Search panel
4. Select the new seating from the drop-down menu and click **Move**

### Table Operations Functionalities

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

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

# Automatic Assignment Module

In the Automatic Assignment module, you can automatically assign the guest(s) to the dining room, seating, and table for the dinner meal period. The assignment is based on the configuration in the Look Up and Ship Setup modules and the selected options in the module itself.

## Automatic Assignment Functionalities

### Selecting the Dining Room

You can select a dining room if the SEAT EACH parameter is enabled. The assignment will then only happen in the dining room chosen.

1. Select **Automatic Assignment**
2. Select the dining room from the Dining Room Selection drop-down menu

### Assignment Options

In this section, you can select different categories, and the guests belonging to each category to seat.

Before selecting any of the below categories, there are additional options to filter the guests or apply certain rules for assignment:

- **Pxgr Type:** Selects which PXGR TYPE should be seated.
- **Separate Children and Adults:** Separate children and adults during the assignment process.
- **Change Seating if Needed:** Change the assigned seating if there is no capacity for the requested seating.
- **Close Group Tables to Regular Guests:** Not in use.

Every category that has been used will disappear. If Seat Everyone has been chosen, all other options will disappear automatically.

- **Seat Everyone:** Seats all guests.
- **Seat Suites:** Seats all guests staying in a suite.
- **Seat Group Block:** Seats all guests belonging to a group with already blocked tables.
- **Seat Large Groups:** Seats all guests in a group larger than the one configured in the MEDIUM GROUP parameter.
- **Seat Medium Groups:** Seats all guests in a group larger than the SMALL GROUP parameter but smaller than the MEDIUM GROUP parameter.
- **Seat Small Groups:** Seats all guests in a group smaller than configured in the SMALL GROUP parameter.
- **Seat Cabin:** Seats all remaining guests.

### Performing Automatic Assignment

1. Select **Automatic Assignment**
2. Click **Start Assignment**

3. Enable any of the above options and click the desired category

### Reassign Options

In this section, you can select different options for reassigning the guests.

### Reassigning Guests

1. Select **Automatic Assignment**
2. Select from the below options:
  - **Sort By:** Sort by AGE or BOOK DATE.
  - **Move TW:** Reassign all Travel With guests.
  - **Move Group:** Reassign all groups.
3. Click **ReAssign**

### Table Options

In this section, you can select different options for updating the tables.

### Locking/Unlocking Tables

You can unlock or lock all the dining assignments.

1. Select **Automatic Assignment**
2. Click **Unlock Tables** to allow changes
3. Click **Lock Tables** to disallow changes

### Clearing Tables

You can clear all the unlocked dining assignments.

1. Select **Automatic Assignment**
2. Click **Clear Tables** and confirm by clicking **Yes**

### Expanding Tables or All Tables

You can expand the required table for the dining assignments in Automatic Assignment by clicking the Expand Tables or Expand All for all tables

### Contracting All Tables

You can contract the previously expanded tables for the dining assignment by clicking the **Contract All**

## Auto Block Groups Module

The Auto Block Groups modules allow you to block tables for the groups of a selected cruise automatically.

To block the group tables,

1. Select **Auto Block Groups**
2. Select the cruise from the cruise selection drop-down menu
3. Click **Block Tables** to start the process

# 3

## Reservation Dining Concept

### Reservation Dining Operations

#### General Functionalities

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

- **Refresh Screen:** Refreshes specific data within the Reservation Dining main screen.
- **Ship Selection:** Select the ship you would like to work on.
- **Date Selection:** Select the date or date range (limited to 14 days) you would like to work on.
- **Location Selection:** Selects the location and meal period you want to work on.
- **Report:** Opens the SilverWhere Reporting application.
- **Switch to Traditional:** Opens the Traditional 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:

- **Table Overview panel:** Displays all the tables of the selected layout. Ability to edit specific configurations and the status of the table.
- **Quick Check In panel:** Displays the dining reservation details of the reservation that will be checked in.
- **Reservation Detail panel:** Displays the dining reservation details. Ability to edit the dining reservation.
- **Availability Information panel:** Displays the details of the selected availability in the Availability tab. Ability to edit the availability.
- **Ticket Printing panel:** Displays all the reservation tickets waiting to be printed.
- **Check In panel:** Displays the dining reservations in the Due In, Waitlist, Seated, Done, No Show and Cancelled tabs.
- **Table Recommendation panel:** Displays the recommended tables during the Check In or Walk In process.
- **Color Status panel:** Displays the table colors configured for the dining room layouts.
- **Table Properties panel:** Displays the configuration details of the selected table and allows you to edit the table configuration.



- **Table Status panel:** Displays the table, guest, special request, and reservation 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.

## Reservation Functionalities

In this section, you can create or update the dining reservations.

### Creating a new Reservation

1. Click **New Reservation**
2. Drag and drop the time slot from the availability tab into the Reservation Detail panel
3. Select the guest(s) in the Guest Search panel and drag and drop them into the Reservation Detail panel
4. Click **Finalize Reservation**

### Updating a Reservation

1. Pin the Reservation Detail panel and select the reservation in the:
  - a. All Reservation for Today tab or
  - b. All Reservation for Selected Period tab or
  - c. In any of the tabs of the Check In panel or
  - d. By clicking the guest in the Guest Search panel and then highlighting the reservation in the reservation tab
2. Make the changes and click **Update Reservation**

### Cancelling a Reservation

1. Select the reservation in the:
  - a. All Reservation for Today tab or
  - b. All Reservation for Selected Period tab or
  - c. In any of the tabs of the Check In panel or
  - d. By clicking the guest in the Guest Search panel and then highlighting the reservation in the reservation tab
2. Click **Cancel Reservation** and confirm the cancellation

### Resetting a Reservation

During the reservation creation process or when updating a reservation, you can revert the recent changes to the reservation by clicking **Reset Reservation**.

### Linking a Table

During the reservation update process, you can click the Link Table to add additional time slots to the reservation.

## Special Request Functionalities

See topic [Special Request Functionalities](#)

## Guest Functionalities

See topic [Guest Functionalities](#)

## Check In Functionalities

In this section, you can change the status of the dining reservation

### Seating a Guest

1. Pin the Check In panel and select the dining reservation from the Due In or Waitlist tab
2. Select the table on the Check In layout
3. Click **Seat Guest**

### Unseating a Guest

1. Pin the Check In panel and select the dining reservation from the Seated tab
2. Select the dining reservation
3. Click **UnSeat Guest** and confirm by clicking **Yes**



#### Note:

If you plan to unseat partial reservation guests, uncheck the ones that shouldn't by removing the checkmark in the reservation section.

### Transferring a Guest

1. Pin the Check In panel and select the dining reservation from the Seated tab
2. Select the dining reservation
3. Select a different table on the Check In layout
4. Click **Transfer Guest**
5. Check the guests that should be transferred in the pop-up window and click **Transfer**
6. Confirm by clicking **Yes**

### Beeping a Guest

If a pager number has been added to the reservation, you can notify a guest that the table is ready (see [Creating or Updating a Reservation](#)).

1. Pin the Check In panel and select the dining reservation from the Waitlist tab
2. Click **Beep Guest** to notify the guest

### No Show Reservation

1. Pin the Check In panel and select the dining reservation from the Due In or Waitlist tab
2. Click **No Show**

### Walk In Reservation

1. Click **Walk In**
2. Select the guest(s) in the Guest Search panel and drag and drop them into the Reservation Detail panel
3. Select the table on the Check In layout
4. Click **Seat Guest**

### Waitlisting a Reservation

1. Pin the Check In panel and select the dining reservation from the Due In tab
2. Click **WaitList**, and the reservation will move to the Waitlist tab



#### Note:

You can change the Waitlist reservation position using the **Bump Up** or **Bump Down** buttons.

### Cancelling a Reservation

1. Pin the Check In panel and select the dining reservation from the Due In or Waitlist tab
2. Click **Cancel Reservation** and confirm the cancellation

## Table Functionalities

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

- **Clear Table:** Indicates that the table is dirty.
- **Clean Table:** Indicates that new guests can be seated.
- **Close Table:** Changes the table status to closed
- **Set Other:** Indicates that the seated guests are open to have other guests seated at the same table.
- **Close Station:** Indicates the table status to closed for all tables belonging to the selected table's server station.
- **Set Alone:** Indicates that the seated guests do not want other guests seated at the same table.
- **Clear & Clean Table:** Changes the status of Clear Table and Clean Table in one step.
- **Close with Comments:** Changes the table status to closed with the possibility of entering the reason for it.

## Layout and Other Functionalities

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

- **Refresh Layout:** Refreshes the selected layout.
- **Zoom In:** Increases the layout size.
- **Zoom Out:** Decreases the layout size.
- **Blink Guest Table:** Select the guest in the Guest Search panel and click Blink Guest Table to highlight the table.
- **Blink Station Tables:** Select a table on the layout and click Blink Station Tables to highlight all tables belonging to the server station.

### Resetting the Restaurant

Before starting the new meal period, the Check-in layout must be reset, and the desired layout must be chosen.

1. Click **Reset Restaurant**
2. Select the layout template from the drop-down menu and click **Reset**
3. Confirm by clicking **Reset**
4. Enter the reason for the reset and click **OK**

## Reservation Dining – Group Management and FIT modules

### General Functionalities

Before you begin, below are some standard navigation keys that you should familiarized yourself with as they may vary between the modules.

- **Refresh:** Refreshes the data within the setup form.
- **Clear Activity Log:** Clears the data in the Activity Log tab.

The modules below are only accessible from the Group & FIT tab and are visible only to users with access to all functions and modules.

## Virtual Group Management Module

See topic [Virtual Group Management Module](#) in Traditional Dining, under Group and Automatic Assignment modules

## Group Management Module

In the Group Management module, you can create and modify dining reservations for groups designed for the selected dates from the SilverWhere Main screen in the Date selection section.

The group information is taken from the Shipboard Property Management System (SPMS) and the Virtual Group Management module in SilverWhere.



**Note:**

You can only create dining reservations for future dates

### Group Overview

The Group Overview provides a list of groups available for the selected dates. The *groups' Embarking and Disembarking dates* are calculated based on the earliest passenger embarking date and the latest passenger disembarking date. The Seating Code is predefined and must be confirmed by [Adding the Rotation Code](#) to the group; you can use the same or a different code for the group.

## Group Management Functionalities

### Assignment Info

This functionality provides the Rotation and Members lists, the Group and Member Overview, and the dining assignment information.

1. Select Group **Management**
2. Select the Group name and click **Assignment Info** to open the Group Overview tab
3. Toggle between the Rotation List/ Member List tab and the Group/ Member Overview tab to view the data

### Adding Rotation Code

There are two ways to assign a rotation to a group:

- **Save Rotation** – The Save Rotation function confirms the rotation of a group.
- **Assigning Rotation Code** – The Assign Rotation Code function assigns and confirms the rotation of a group

### Saving Rotation Code

1. Select Group **Management**
2. Select the Group name and choose the rotation from the rotation drop-down menu
3. Click **Save Rotation** or double-click the red exclamation mark in front of the group

### Assigning Rotation Code

1. Select Group **Management**
2. Select the Group name and click **Assign Rotation Code**

### Setting Estimated Seats

Before you can continue with any of the below functionalities, the Estimated Seat count for the group must be determined. This count will define how many tables must be blocked for the selected group. By default, the Set Estimated Seats functionality value equals the actual guest count that should be added. The user can modify this value by clicking the Estimated Seats column.

1. Select Group **Management**

2. Select the Group name and click **Set Estimated Seats**
3. View the Activity Log for any error messages

#### Reallocating TBA

The groups can have passengers with TBA for First and Last Name as the passenger data is not yet present in SPMS and SilverWhere. You can also create group assignments for these passengers and update them once their data is in SilverWhere.

1. Select Group **Management**
2. Select the Group name and click **Reallocate TBA** to update the passenger data
3. View the Activity Log for any error messages

#### Locking / Unlocking an Assignment

You can lock or unlock the dining assignments to prevent or allow changes from a different SilverWhere user.

1. Select Group **Management**
2. Select the Group name and click **Lock Assignment** to disallow changes for that group from a different SilverWhere user. The Locked column for that group will be updated accordingly.
3. Click **Unlock Assignment** to allow changes.

#### Resetting a Reservation

With this function, you can cancel any blocking, seating, or confirmation of a group dining assignment.

1. Select Group **Management**
2. Select the Group name and click **Reset Reservation**
3. Confirm the reset

#### Updating Comments

You can update the comments for a group with this function.

1. Select Group **Management**
2. Select the Group name and click **Update Comments**
3. Click **Update**

## Automatic Group Dining Assignment

You can only perform the next steps if:

- Rotation code has been assigned or saved
- Estimated Seats value has been determined

#### Table Block/ Seat Options

##### Actual Count > Allocation Count

The application performs a Block or Seat for the selected group using the Actual Count value instead of the Allocation Count value.

### Start Blocking/Seat within Embarkation

The application performs a Block/ Seat for the selected group using the embarking and debarking dates.

### Block/Seat Same Table for Same Dining Room

The application tries to Block or Seat the same table for the same dining room with the available inventory for the entire stay.

After the tables are blocked for the first occurred restaurant, the same restaurant subsequently follows the first restaurant's blocked tables:

- If the inventory is available for the same set of tables, the system blocks the tables.
- If no inventory is available for the same tables, it continues to block the available inventory table.
- If the inventory is available for the same set of tables, you can review the log as shown below:

Looking at same table option,

Table 765, 759 found on previous blocked reservation

```
Trying to block same table 765 [Max = 2, Station = 2]...Remaining guest count 4
successfully block same table 765 [Max = 2, Station = 2]...Remaining guest count 2
Trying to block same table 759 [Max = 2, Station = 2]...Remaining guest count 2
successfully block same table 759 [Max = 2, Station = 2]...Remaining guest count 0
```

- If no inventory is available, you can review the log as shown below:  
No inventory was found for table [Table Number]. Skipping the same table option

### Blocking Tables

You can automatically block the dining room tables for a group with this function. The dining room tables will be blocked based on the selected [Table Block/Seat Options](#).

1. Select **Group Management**
2. Select the Group name and click **Tables Block**
3. View the Activity Log for any error messages.

#### Note:

Dining reservations will be created with Status = AutoBlock and Passenger Count = Tablesize. The Member List Status will be updated to AutoBlock and Tbl Number will be updated with 0.

### Seating Tables

You can automatically seat the passengers of a group to the previously blocked tables with this function.

1. Select **Group Management**
2. Select the Group name and click **Tables Seat**
3. View the Activity Log for any error messages

 **Note:**

Dining reservations status remains as AutoBlock and Passenger Count is updated to the number of Seated Guests on the blocked table. The **Tbl Number** column will be updated accordingly.

### Confirming Tables

You can automatically confirm the dining assignments of a group with this function:

1. Select **Group Management**
2. Select the Group name and click **Tables Confirm**
3. View the Activity Log for any error messages

 **Note:**

Dining reservations status is updated to Expected. In this status, no changes can be made to the groups' reservation.

## Manual Group Dining Assignment

You can only perform the next steps if:

- Rotation code has been assigned or saved
- Estimated Seats value has been determined.

The Group Overview tab for a selected group provides you with additional functionality buttons:

- **Zoom In/ Zoom Out:** You can increase or decrease the layout size.
- **Blink Tables:** You can blink the table for the selected passenger.
- **Reallocate TBA:** See [Reallocating TBA](#).
- **Close Tab:** You can close the Group Overview tab for the selected group.

### Table Block/Seat Options

#### Start Blocking/Seat within Embarkation

The application performs a Block/ Seat for the selected group using the embarking and debarking dates.

#### Block/Seat Same Table for Same Dining Room

The application tries to Block/ Seat the same table for the same dining room with the available inventory for the entire stay.

#### Auto Unblock Table when table's guest unseated

The application is releasing the blocked table for the passenger when unseating them.



### Blocking/ Unblocking Tables

With these functions, you can block/ unblock the dining room tables for a group. The dining room tables will be blocked/ unblocked based on the selected [Table Block/ Seat Options](#).

1. Select **Group Management**
2. Double-click the Group Name or click **Assignment Info** to open the Group Overview tab
3. Select the day from the **Rotation List** panel and click **View Layout** to display the restaurant layout
4. Select the passengers from the Member List panel, click the table in the layout and click **Tables Block**. To unblock the table, perform the same steps and click **Unblock Tables**

### Assigning Passengers

You can assign the passengers to the dining room tables with this function.

1. Select **Group Management**
2. Double-click the Group Name or click **Assignment Info** to open the Group Overview tab
3. Select the day from the **Rotation List** panel and click **View Layout** to display the restaurant layout
4. Select the table(s) on the layout and click **Seat Guest** to assign the passengers to the dining room table.

### Unassigning Passengers

You can unassign the passengers from the dining room tables with this function.

1. Repeat steps 1 to 3 of Assigning Passengers.
2. There are two options to unassign the passengers from the dining room tables:
  - Select the passengers in the **Member List** panel and click **UnSeat Selected Guest from List**
  - Select the table(s) on the layout and click **UnSeat All Guest from Table**

### Confirming Tables

See [Confirming Tables](#).

## FIT Management Module

The FIT Management module allows you to create passenger dining reservations based on the Dining Rotation Setup configuration. The passenger data displayed in this module is based on the date selected on the Overview screen in the Date Selection section.

### Seating FIT Guests

With this function, you can create dining reservations for the entire stay of the passengers.

1. Select **FIT Management**
2. Select the passengers for which you want to create dining reservations
3. Click **Seat FIT Guests** and confirm the process with **Yes**
4. Select the dates for which dining reservations should be created,

- **Add Remaining Days:** All days for which no dining reservation is present will be added
- **Add All Selected Days:** All days of the passenger stay will be added
- **Clear Selection:** All days will be removed from the selection

5. Click **OK**

### Filters

You can filter the passenger data based on dates and existing or non-existing dining reservations with the below criteria:

- **Single Day Selection:** Possibility to filter by a single day from a drop-down list
- **Guest With Reservation:** Enable to display the passengers with existing dining reservations
- **Guest Without Reservation:** Enable to display the passengers without existing dining reservations
- **Show All Days:** Click this button to display the passengers for all days

### Assignment Options

Enabling the below options allows you to define the type(s) of passengers to exclude when creating dining reservations for the same cabin or group. You can also limit the number of passengers allowed in the same dining reservation

- **Exclude Shared Cabin:** Creates dining reservations for the selected passenger but not the passengers in the same cabin
- **Exclude Same Group ID:** Creates dining reservations for the selected passenger but not the passengers with the same group ID
- **Exclude Same Party:** Creates dining reservations for the selected passenger but not the passengers in the same party
- **Associated Guest List Warning:** Enter the number of passengers for which a warning message should be displayed

## Dining Rotation Setup Module

You can create dining rotation codes for the Group and FIT Management modules in the Dining Rotation Setup module. These Rotations are used to automatically create dining reservations in a single or multiple restaurants.

### Adding a Rotation

1. Select **Dining Rotation Setup**
2. Click **Add Rotation** and enter the following information in the **New Alternative Rotation Code** pop-up window:
  - **Rotation Code:** Enter the code of the Rotation
  - **Rotation Time:** Enter the time of the Rotation
  - **Product:** Select the product for the Rotation
3. Click **Add**
4. Double-click the Rotation to open the Rotation Detail Setup tab:
  - **Status:** Select the status of the Rotation

- **ACTIVE:** Rotation is available for selection.
  - **DISABLED:** Rotation is disabled for selection.
  - **Type:** Select the type of the Rotation:
    - **REGULAR:** Rotation to be used in the Group Management module
    - **FIT USE:** Rotation to be used in the FIT Management module
  - **Restaurant:** Select the restaurants for the Rotation, the order of them can be adjusted by selecting the restaurant and clicking the **Move Up/ Move Down** buttons.
5. To remove a restaurant from the Rotation click **Delete**.
  6. Click **Save Changes**

 **Note:**

For Type = REGULAR: Only products set up as Book by Reservation is displayed and can be used for configuration of a Rotation.

For Type = FIT USE: All products set up as Book by Reservation and Book By Guest are displayed and can be used for configuration of a Rotation.

#### Editing a Rotation

1. Select **Dining Rotation Setup**
2. Double-click the **Rotation** to open the Rotation Detail Setup tab
3. Make the required change
4. Click **Save Changes**

#### Deleting a Rotation

1. Select **Dining Rotation Setup**
2. Select the **Rotation name** and click **Delete Rotation**

 **Note:**

You can only delete a Rotation if was not used already in Group or FIT Management.

3. Confirm the deletion