



TABLE PLUS

Table Plus Introduction & on-boarding

Table Plus Team

What is Table Plus?

Table Plus (ResDiary) is the restaurant booking & table management system for Accor restaurants in Asia Pacific.

Table Plus is the front-end online booking widget restaurants can place on online channels to increase bookings - this allows both members and non-members to make reservations. ResDiary is the back-end digital diary that the restaurant team can use to make and manage their bookings and online availability.

→ Here's some benefits of Table Plus:

- ❑ Help maximise revenue from your direct booking channels and minimise your third party booking fees
- ❑ Allows you to promote across multiple direct booking channels at no extra cost through a booking widget
- ❑ Includes a ResDiary Pro Licence
 - ❑ ResDiary is your complete 24/7 back-end table management solution to help manage your bookings, table inventory and capture customer information securely in one place
- ❑ The ability to build your customer database
- ❑ Reports to help you understand your restaurant activity and trends.
- ❑ Dedicated Table Plus support team - support.tableplus@accorplus.com

Table Plus- Features

→ **Table management**

- ☐ See all your bookings in one place with the grid, table plan or list views.
- ☐ Add rules to stop tables or times being sold incorrectly.
- ☐ Sell tables in your preferred order.
- ☐ Allocate sections to staff members and track performances

→ **No commission**

- ☐ Benefit from 0% commission on bookings.
- ☐ Take bookings online via our book buttons and widgets.
- ☐ Take bookings from your social media channels, free of charge.
- ☐ Get more bookings direct from Google search. ResDiary is a Reserve with Google partner.

→ **Cloud-based**

- ☐ Access your diary anywhere with our cloud-based system.
- ☐ ResDiary, iPad app, syncs directly with your main ResDiary platform so you always know what's going on.

Table Plus- Features (cont'd)

→ **Payments**

- ☐ Sell tickets in advance for one-off events.
- ☐ Deter no-shows by taking deposits or securely storing card details.
- ☐ Take full pre-payment for tables at the point of booking.
- ☐ ResDiary processes all transactions via Stripe. The integration is fully PCI compliant with the flexibility to cater for all your payment needs. Stripe is available in select countries.

→ **Channel management**

- ☐ Sell and promote specific deals, events, or menus on selected websites.
- ☐ Complete control over the number of bookings taken from each channel.
- ☐ Track where your bookings are coming from and analyse what partners or marketing activities are working.

→ **Analytics and reports**

- ☐ With the Table Plus reporting, you can view Booking & Customer Feedback detailed reports ranging from booking reports to marketing, and revenue reports.
- ☐ Monthly Activity Reports are provided with the information you need to manage your venue.

Table Plus - On-Boarding Steps

#1 Get Started

Get in contact with us by email to support.tableplus@accorplus.com

#2 Complete Set up form

Complete a form with your restaurant operation details. Self-learning with online videos.

#3 Online Training Session

1/1 online conference call with your Support/Trainer to fine tune your ResDiary and answer your questions.

#4 Get Organised

Take time to implement the changes with your team and get ready to Go Live!

#5 Go live

Promote your restaurant online via your web-platforms and use your digital diary daily.

#1 Get Started

When a new hotel or restaurant(s) joins the Accor Hotels network, they will need to contact the Table Plus support team to get started. The team can be contacted at the following address: support.tableplus@accorplus.com

If the hotel has a number of dining outlets (i.e. restaurants, bars, cafes), they need to think about which outlets they would like on Table Plus. They need to consider the following:

- How will the outlet manage the bookings once they come through?
- Which outlets would it be easier to manage bookings for?
- Which outlets would it not be easy to manage bookings for?

#2 Complete Set up form

Once the hotel is in contact with the Table Plus team, the on-boarding process will begin. Your Support/Trainer will send an email to the Food and Beverage Manager with the set-up procedure.

The set-up procedure includes:

1. set up forms for your restaurant(s)
2. opportunity to book an online training session
3. tutorial videos to watch before the training

The Food and Beverage Manager needs to complete the set-up form as soon as possible. Once the forms are completed, the F&B Manager needs to contact their Support/Trainer to book their online training session. Make sure that the F&B team as well as all relevant staff such as Front Office and Reservations are attending the training as only one training sessions is provided to the hotel.

#3 Online Training Session

Once the hotel has completed the ResDiary Set-up Form(s), they can book their 90 minute online training with their Support/Trainer, to learn how to use ResDiary.

Before the online training session the Food and Beverage Manager, their team, as well as everyone involved in the training, should:

- Watch 3 training videos:
 - Introduction to ResDiary
 - ResDiary Booking management
 - Features of ResDiary
- Ensure you and your team have a computer with microphone and sound for the Training Session. Please make sure you refer to your IT department before and request the right support to attend the training.
- Connect 10 minutes before the start of the training in order to be sure you are on time. During the Training Session:
- Make sure you are coming prepared and you are taking notes. Make sure you don't have a meeting or a service that starts right after as it can take a bit longer than planned. The training goes for 90 minutes and you will receive a lot of information.
- Ask your trainer any questions you may have, even if you think they are not relevant. A lot of questions are better than none, and whilst you are on a 1:1 with your trainer, it is the best time to ask these questions.

#4

Get Organised

The implementation of ResDiary will require the hotel to make some changes and update their Standard Operating Procedures. As you are implementing a digital tool, there will be some new tasks needing to be actioned and some tasks that you were doing before that no longer need to be done.

In order for your restaurant to be Live on Table Plus, there are some items for the F&B Manager to action:

- Create individual usernames for your different team members and departments. These include: Food and Beverage, Front Desk, Reservations, Concierge, Switchboard, Marketing etc.
- Each team member should know how to enter bookings into ResDiary.
- Transfer all your current bookings into ResDiary and get rid of your paper diary.
- Train your staff by making test bookings.
- Use ResDiary live during service by entering Walk Ins.
- Make sure you are also loading promotions in ResDiary and that they are appearing on the online widget in order to maximise your chances to attract guests.

Generally you have two weeks after the training session to organise your operations at the hotel. If you require more time, you should update the Support/Trainer team.

#5

Go live

You should now be ready to receive online booking via the online platforms:

- Your own online widget;
- Restaurant by Accor Hotels;
- ResDiary.com
- Accor Plus website.

Notify your Support/Trainer, and they will provide with the correct process.

You can also integrate the Booking Widget on your Facebook Page and use links on your social media posts.

Use your ResDiary everyday to keep an eye on your online bookings but also to enter your internal bookings (Phone bookings, walk-ins, etc.) and use ResDiary as your only booking engine system.

If you have any further questions from now on, or if you encounter any issues, please contact our support team:
support.tableplus@accorplus.com



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Thank you