



RESTAURANT OPERATIONS

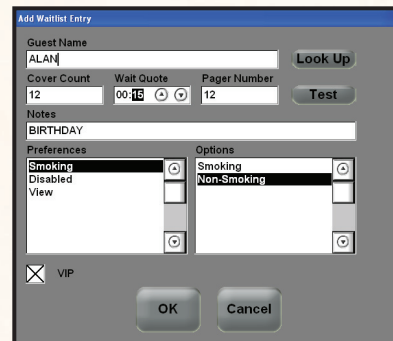
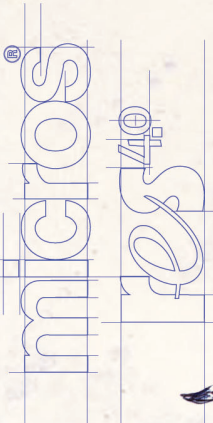
Table Management Solution

RES Table Management is simple, easy-to-use software that seamlessly integrates customer preferences, seating capacity, and available staff, while effortlessly managing the customer's dining experience. When combined with GSS or iCare, a total restaurant solution is now at your fingertips.

Capturing time-sensitive guest demands, RES Table Management puts you in complete control from the moment the guest is greeted until the next diner is seated.

Customer Seating

- Waitlist capabilities
 - ▶ Add a customer to the waitlist manually or through an integrated MICROS GSS (Guest Services Solution) database
 - ▶ Provide and record estimated seating time
 - ▶ Record preferences for table requests such as window view or handicap accessible
 - ▶ Wait time management
 - ▶ Based on preconfigured table turn times
 - ▶ Based on course timing provided by an integrated MICROS Kitchen Display System
 - ▶ Customer preference
 - ▶ Customer viewable waitlist available
- Customer Management
 - ▶ Add customer information in customer database
 - ▶ Link customer name to guest check when seated
 - ▶ Page customer when table is ready via JTECH GuestAlert Pager



Intuitive screens make Table Management easy to use.

Table Management

- ▶ Page server when customer is seated
- ▶ Support multiple table layouts
- ▶ Large party management (combine tables)
- ▶ Manage next available table based on server sections and wait times

Reservations

- ▶ Manage table inventory by time period
- ▶ Create guest record in customer database when reservation is made
- ▶ Attach special requests to a reservation
- ▶ API integration for 3rd party web reservations
- ▶ User-friendly interface

Reporting

- ▶ Wait times by customer
- ▶ Abandonment rate, how long between seated and greeted by server, and order time
- ▶ Combined with KDS for end-to-end guest experience reporting
 - ▶ Capture greet time and promise time
 - ▶ Capture check closed to table ready time
- ▶ Roll-up to mymicros.net
- ▶ Table reporting – determine optimum table seating, should you have more tables of a certain size

Arrive	Wait	Guest	Cnt	Pref	Estimate	Notes
		ALAN	2			
12:11	01:06	LARRY	2	00:00		
12:26	00:51	ED	4	00:00		
12:26	00:51	MICHELE	4	00:00		
		TIM	5			
01:16	00:01	MARIA	3	00:04		BOOSTER SEAT
01:11	00:06	SARAH	4	00:09		BIRTHDAY
01:12	00:05	BRIAN	4	00:12		
01:10	00:07	ROB	3	00:14		
01:16	00:01	DANNY	4	00:20		

Detail waitlist view with notes.

Guest	Cnt
ALAN	2
LARRY	2
MARIA	3
ED	4
MICHELE	4
TIM	5
SARAH	4
BRIAN	4
ROB	3
DANNY	4

Summary waitlist view displaying guest name and number in party.



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