

# SEATME EXERCISES SHEET

The following excercises are designed to follow the twelve step SeatMe training you completed online, to test your knowledge, and to provide practice where needed.

## OVER THE PHONE RESERVATION CREATION

- ☐ With the BOOK page opened, click on "Capacity" so you can see the the tables available in green.
- ☐ Batman called and wants a table for 6 for tomorrow at 6pm. "TAG" as Repeat Customer.
- ☐ Batman calls back and changed it to 12 people. What rule just kicked in? (credit card hold for large parties). Chose a new table for 12 (before hanging up with customer, in case table not available) and unclick old table.
- ☐ Add a reservation note, (for example) "WonderWoman's 50th Birthday"
- ☐

## SEATING A WALK-IN

- ☐ From the "FLOOR" page, click on number of people to be seated and drag across tables to find a "Green Check" on available table and drop them.

## CHECK SEATING CHART BEFORE SHIFT

- ☐ Open BOOK and scan the right side for orange colored tables. This means you have a conflict and must change seating.
- ☐ Open each reservation to determine which party to move and view notes for any special requests
- ☐ Always follow the seating assignment as planned. If a customer has a special need and you need to change the seat, then resolve the conflict that you have now created.
- ☐ Always make sure that the name on the reservation matches the seat where you sat the customer. This is very important so the staff can walk over to that specific table, with confidence, to wish someone a happy birthday (or anniversary, etc.).

## CREDIT CARD RESERVATION HOLDS FOR SPECIAL HOLIDAYS/PARTIES

- ☐ Management will inform you if we are requiring a CC hold. A hold is simply a hold and not a charge.
- ☐ CC holds - Open a reservation and scroll down to "Add Credit Card"
- ☐ When you receive a call for a large party, please refer them to our management team. Get the customer's contact info.

**RESERVATION DEPOSITS ARE NOT THE SAME AS A CREDIT CARD HOLD. REFER CUSTOMER TO MANAGER TO COLLECT A DEPOSIT ON A LARGE PARTY.**