

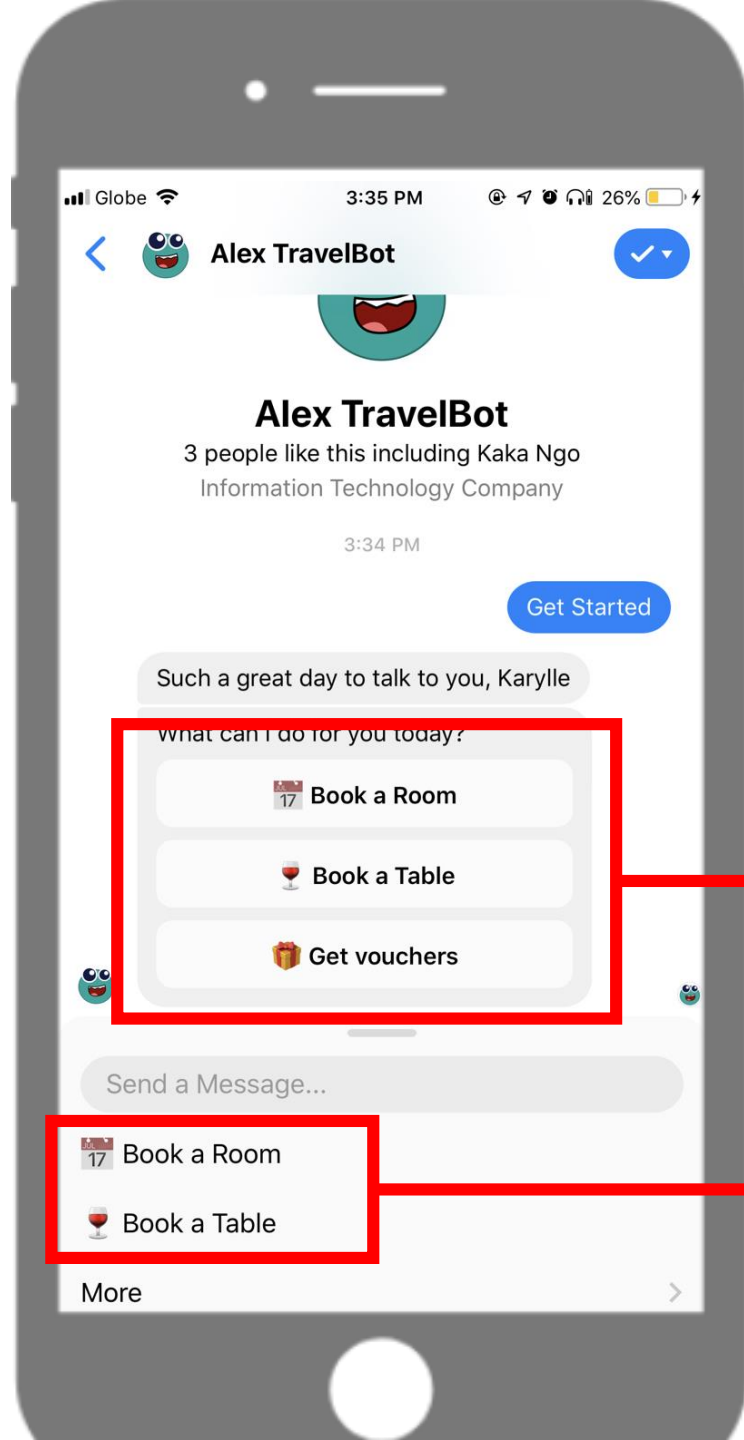


Alex

HELLO THERE,
HUMAN!

Table booking
manual

By: Global Hospitality Solutions

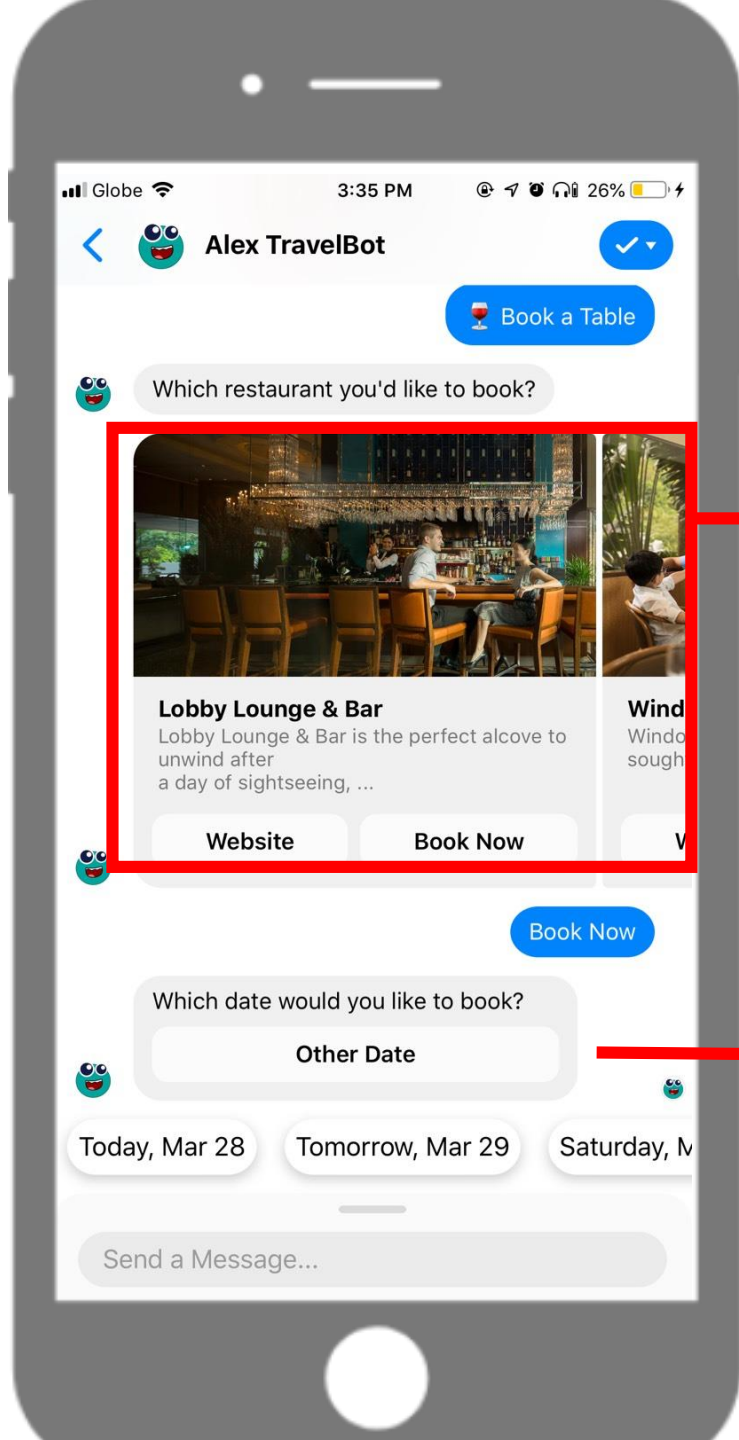


Alex table booking is a restaurant booking system powered by chatbot. With Alex it enable Facebook audience to book a table direct through the hotel's messenger.

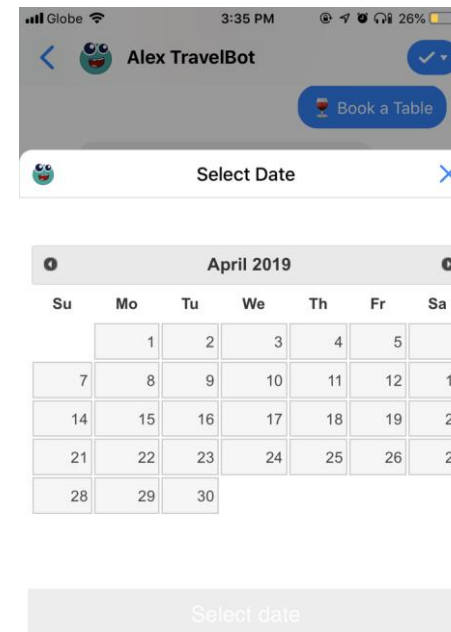
2 ways to create booking

(1) Via conversation

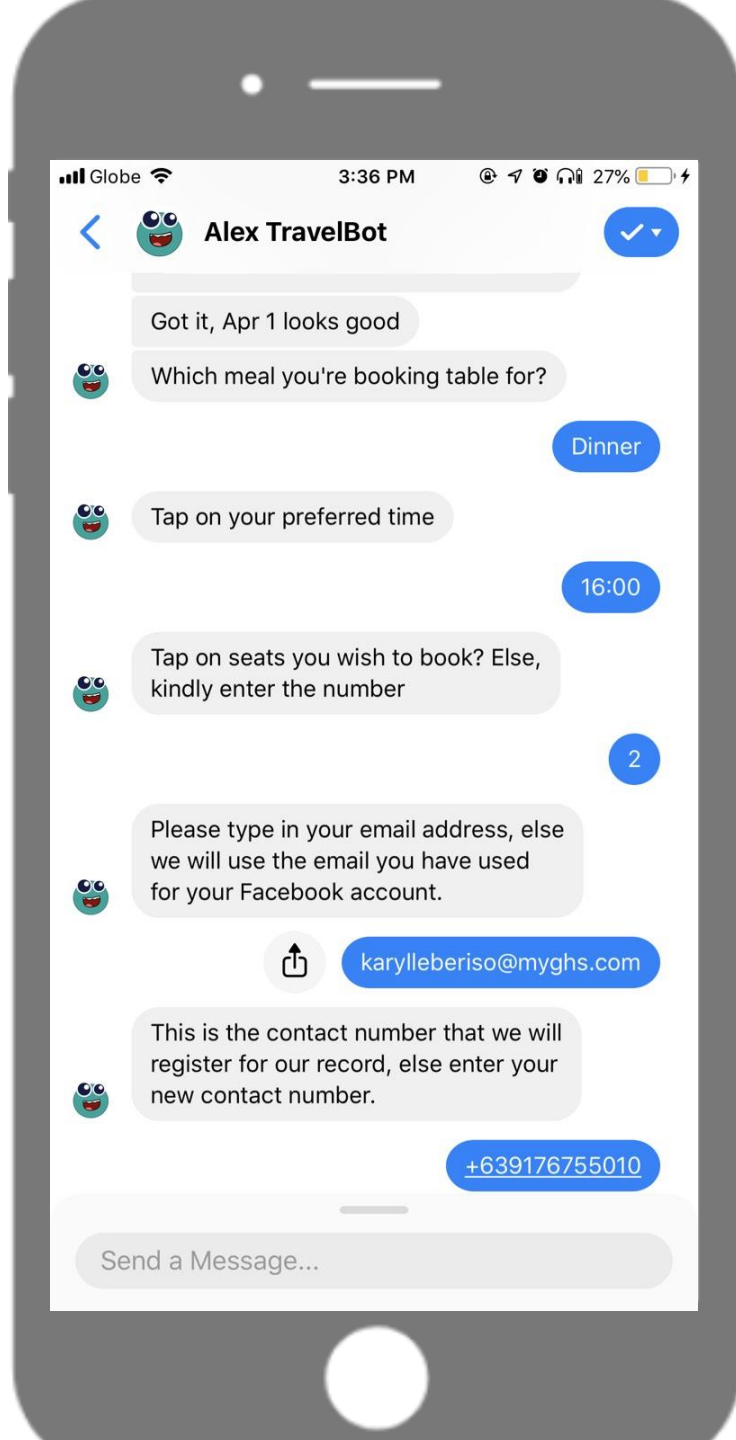
(2) Messenger main menu



List of restaurant

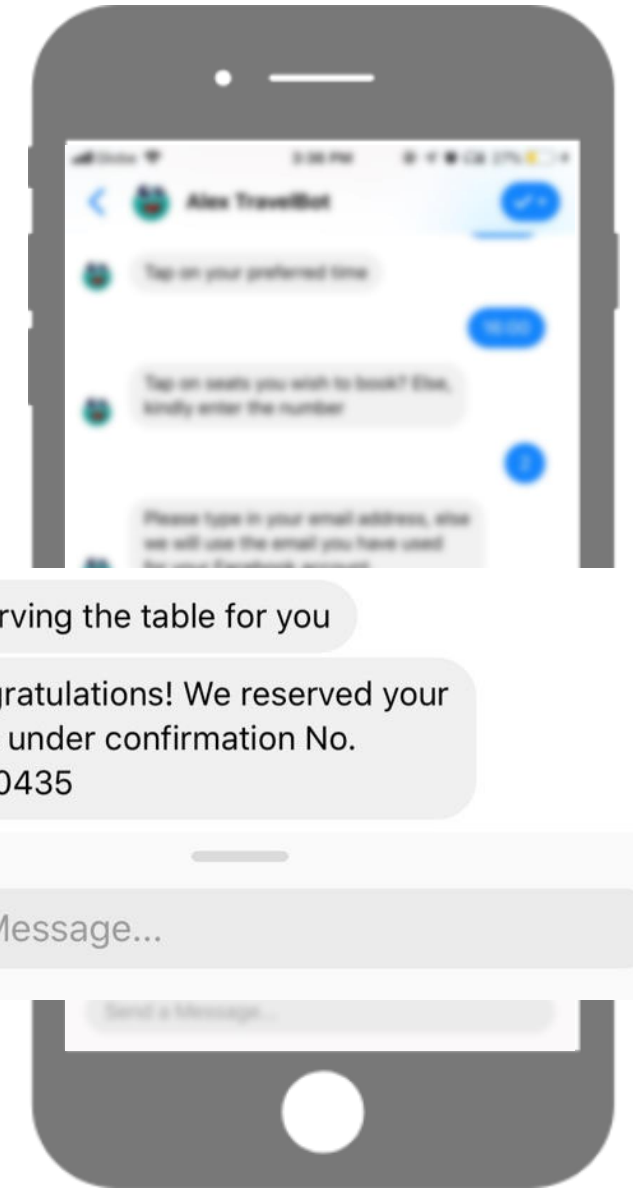


Choose a date



Booking details

Booking confirmation



How to view reservations

(1) Select “Reservations” menu

(2) View list of reservation
- Click list to view/update
other details

Other type of view

The screenshot displays the 'Table Reservation' interface. At the top, there are tabs for 'Reservations', 'Restaurants', and 'Availability'. The 'Reservations' tab is selected and highlighted with a red box. Below the tabs, there are navigation buttons: '<', '>', and 'Today'. To the right of these buttons, the date range 'Mar 31 – Apr 6, 2019' is displayed. Further right, there is an 'Export' button. Below the date range, there are four view options: 'List', 'Day', 'Week', and 'Month'. The 'List' view is selected and highlighted with a red box. The main content area shows a list of reservations for the selected date range. The list is organized by day: Tuesday, Wednesday, Thursday, and Friday. Each day has a header and a list of reservations. The reservations are listed with their time slots, reservation IDs, names, and status. A red box highlights the entire list of reservations.

Table Reservation

Reservations Restaurants Availability

< > Today

Mar 31 – Apr 6, 2019

Export

List Day Week Month

Tuesday April 2, 2019

7:00pm - 8:00pm ● CM0455 · Karylle Elaine H. Beriso (4 pax) · Brasserie on 3 · Cancelled

Wednesday April 3, 2019

7:30pm - 8:30pm ● CM0466 · Greene Yap-Perez (2 pax) · Brasserie on 3 · No show

Thursday April 4, 2019

12:30pm - 1:30pm ● CM0470 · Karylle Elaine H. Beriso (4 pax) · Summer Harvest with Jereme Leung · No show

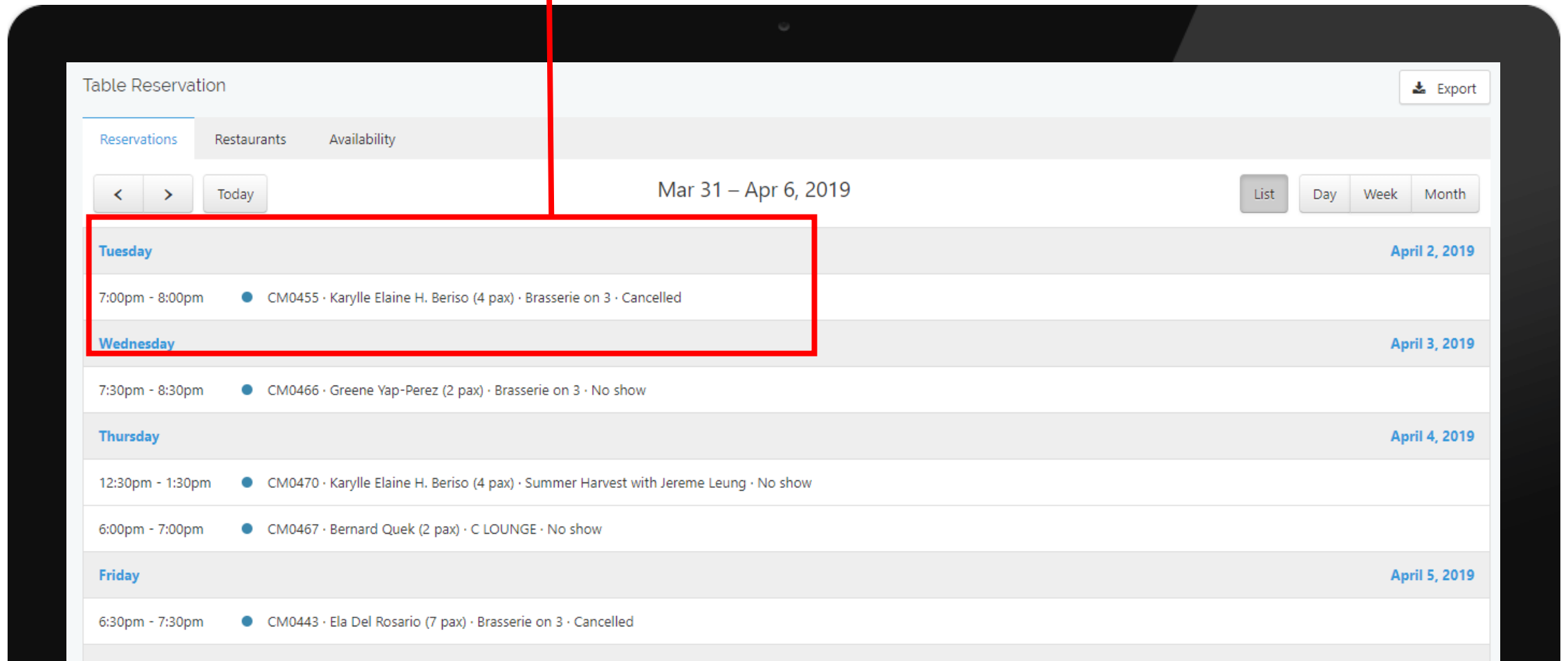
6:00pm - 7:00pm ● CM0467 · Bernard Quek (2 pax) · C LOUNGE · No show

Friday April 5, 2019

6:30pm - 7:30pm ● CM0443 · Ela Del Rosario (7 pax) · Brasserie on 3 · Cancelled

How to update reservation details?

(1) Select reservation



The screenshot shows a 'Table Reservation' interface. At the top, there are tabs for 'Reservations', 'Restaurants', and 'Availability'. Below these are navigation buttons: '<', '>', and 'Today'. The date range 'Mar 31 – Apr 6, 2019' is displayed, along with view options: 'List', 'Day', 'Week', and 'Month'. An 'Export' button is in the top right. The main content area shows a list of reservations grouped by day. A red box highlights the first reservation under 'Tuesday, April 2, 2019': '7:00pm - 8:00pm' with a blue dot icon, reservation ID 'CM0455', guest name 'Karylle Elaine H. Beriso (4 pax)', location 'Brasserie on 3', and status 'Cancelled'. A red arrow points from the text '(1) Select reservation' to this highlighted reservation.

Day	Time	Reservation ID	Guest Name	Party Size	Location	Status
Tuesday	7:00pm - 8:00pm	CM0455	Karylle Elaine H. Beriso	4 pax	Brasserie on 3	Cancelled
Wednesday	7:30pm - 8:30pm	CM0466	Greene Yap-Perez	2 pax	Brasserie on 3	No show
Thursday	12:30pm - 1:30pm	CM0470	Karylle Elaine H. Beriso	4 pax	Summer Harvest with Jereme Leung	No show
Thursday	6:00pm - 7:00pm	CM0467	Bernard Quek	2 pax	C LOUNGE	No show
Friday	6:30pm - 7:30pm	CM0443	Ela Del Rosario	7 pax	Brasserie on 3	Cancelled

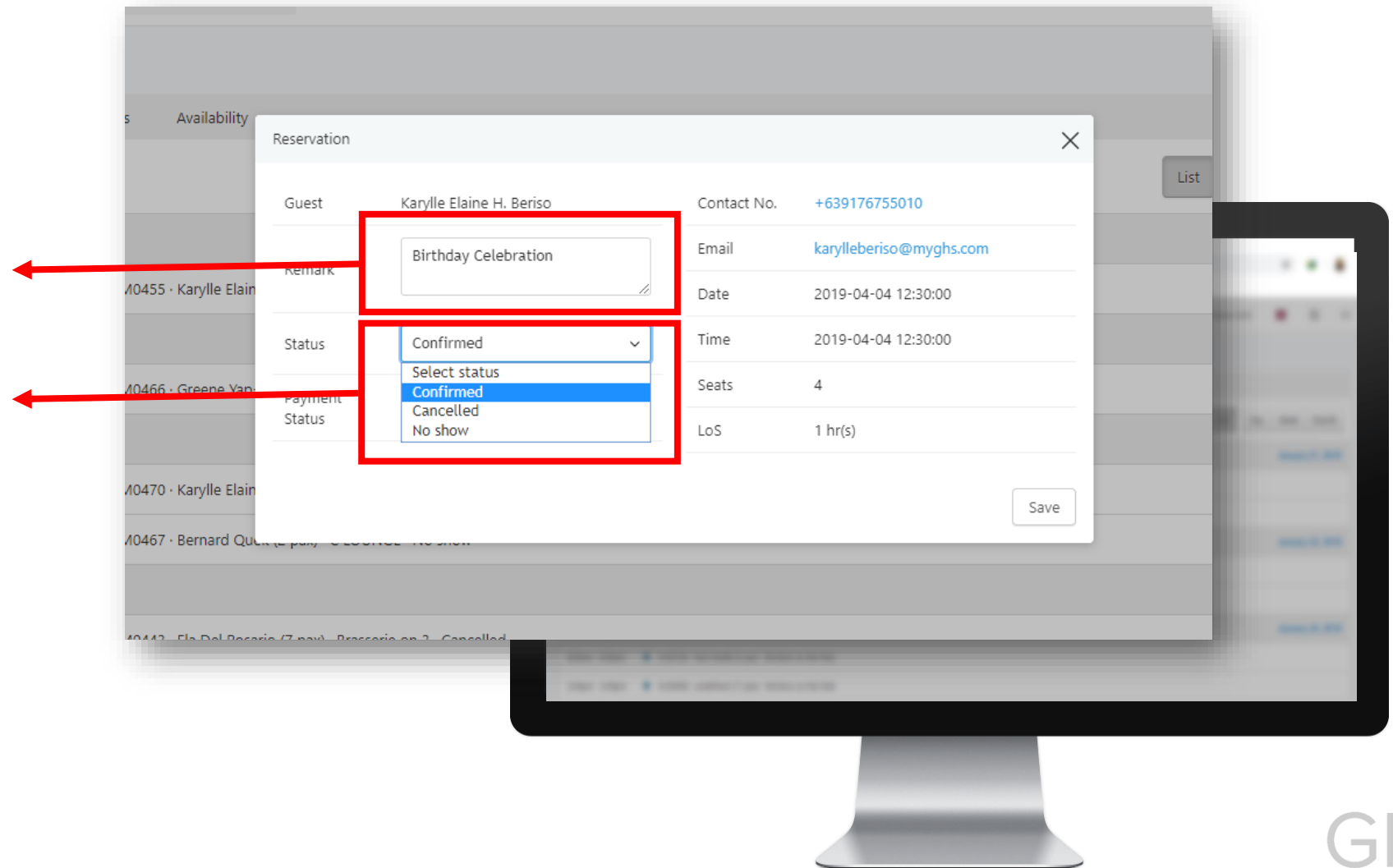
How to update reservation details?

(2) Update following details:

Remark – Hotel comment section

Status

- *Confirmed – Client confirmed reservation.*
No show – If client confirm but did not show up
- *Cancelled – cancelled reservation*

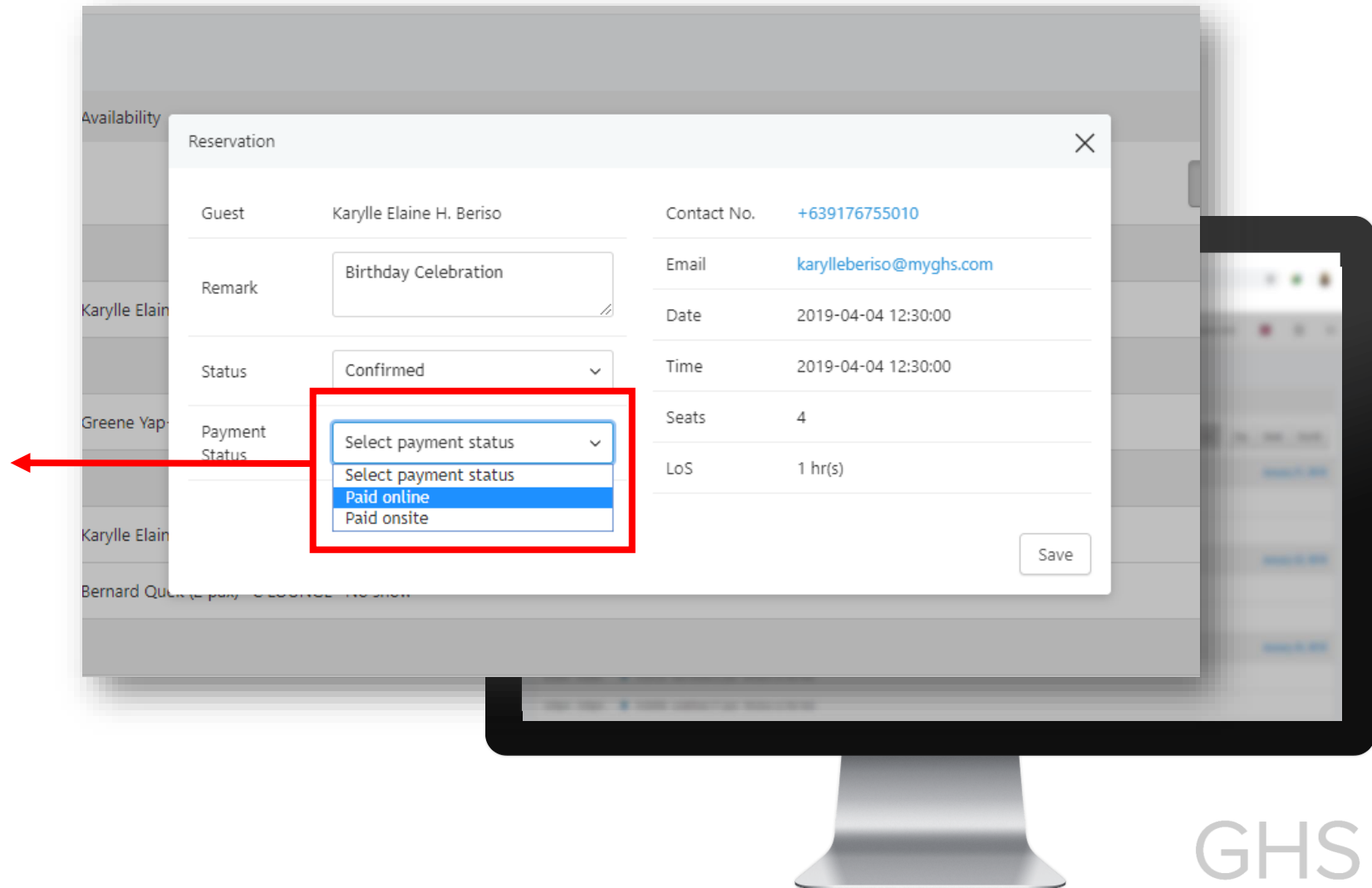


How to update reservation details?

(2) Update following details:

Payment status

- *Paid online – if hotel use GHS payment gateway*
- *Paid onsite – if hotel is not using our payment gateway or guest made a special payment arrangement with hotel*



How to add walk-in, via calls, other bookings to reservation list?

(1) Select reservation date

(2) Add reservation details

The screenshot displays a reservation management interface. At the top, there's a calendar for March 2019 with navigation buttons for previous and next months, and a 'Today' button. The calendar shows various reservations as colored blocks with codes and names. A 'New Reservation' modal form is overlaid on the calendar, outlined with a red border. The form contains fields for Guest, Contact No., Email, Remarks, Restaurant (a dropdown menu), Date (set to 2019-03-01), Time (set to 07:00 AM), and Seats (a dropdown menu). An 'Add' button is located at the bottom right of the modal. A red arrow points from the text '(2) Add reservation details' to the 'Add' button.

March 2019

New Reservation

Guest

Contact No.

Email

Remarks

Restaurant

Date

Time

Seats

Add

How to add new restaurant

(3) Update details

Reservations Restaurants Availability

Name

Display name on booking search result

Caption

Mapping code for channel manager & PMS

Contact Email

Contact Phone No.

Reservation Email

Website Address

Description **B** **I** **U**

Type something

Room Photos

Max Persons Opt

Max Adults Opt

Max Children Opt

Breakfast

Dinner

Lunch

Open/Close

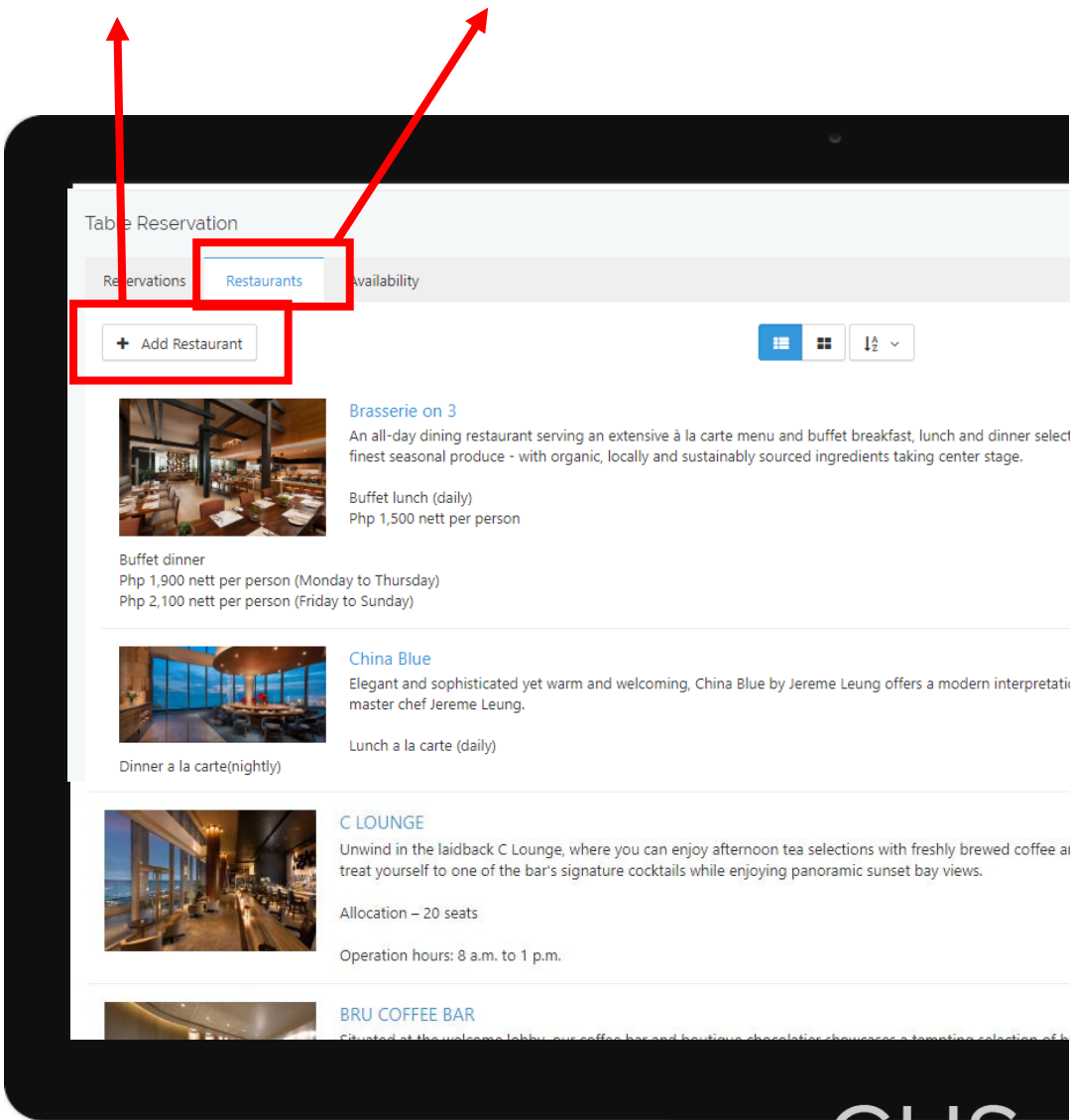
☒ Enabled

Save

(4) Enable

(2) Click + Add Restaurant

(1) Select "Restaurant" menu



How to edit restaurant details

(2) Update details

(1) Select restaurant

The screenshot displays the 'Table Reservation' interface with the 'Restaurants' tab selected. A red box highlights the 'Brasserie on 3' restaurant entry, which includes a photo, a description, and menu items like 'Buffet lunch (daily)' and 'Buffet dinner'. A red arrow points from the '(1) Select restaurant' label to this entry.

Below the screenshot, a detailed form for editing restaurant details is shown. The form includes the following sections:

- Menu Items:** A list of menu items with their prices, such as 'Buffet lunch (daily)' for 'Php 1,500 nett per person' and 'Buffet dinner' for 'Php 1,900 nett per person (Monday to Thursday)' and 'Php 2,100 nett per person (Friday to Sunday)'.
- Room Photos:** A section with a 'Change Photo' button and an 'Add Photo' button.
- Operating Hours:** Fields for 'Max Persons' (5), 'Max Adults' (Opt), and 'Max Children' (Opt). It also includes time selection for 'Breakfast', 'Lunch', 'Dinner', and 'Open/Close'.
- Settings:** A toggle switch for 'Enabled' and a 'Save' button.

How to close availability

(1) Select "Availability" menu

(2) Select date

(3) Click "Set Availability"

The screenshot displays the 'Table Reservation' interface. At the top, there are three tabs: 'Reservations', 'Restaurants', and 'Availability'. The 'Availability' tab is selected and highlighted with a red box. Below the tabs, the 'Availability' section shows a dropdown menu set to 'Brasserie on 3' and a date range 'Apr 15, 2019 - May 15, 2019'. A red box highlights the 'Set Availability' button in the top right corner. Below this, a calendar grid is shown with a red border. The grid displays dates from April 15 to May 11, 2019. The dates are arranged in a 4x7 grid. The first row shows April 15 (Mon) to April 20 (Sat). The second row shows April 21 (Sun) to April 27 (Sat). The third row shows April 28 (Sun) to May 04 (Sat). The fourth row shows May 05 (Sun) to May 11 (Sat). The date May 02 is marked with a 'Close' icon. The GHS logo is visible in the bottom right corner.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	Apr 15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	May 01	02	03	04
05	06	07	08	09	10	11

How to close availability

(4) Update availability setting

The screenshot displays the 'Table Reservation' interface with the 'Availability' tab selected. A red arrow points from the text '(4) Update availability setting' to a 'Set Availability' dialog box. The dialog box contains a toggle switch labeled 'Close Out' and 'Save' and 'Cancel' buttons. The background shows a calendar grid for 'Brasserie on 3' from April 15, 2019, to May 15, 2019. The calendar grid shows dates from Sun to Sat, with some dates highlighted in blue (e.g., 18, 19, 25, 26, 02, 03, 09, 10, 12, 13, 14, 15). A 'Set Availability' button is visible in the top right corner of the calendar area.

Table Reservation

Reservations Restaurants Availability

Availability

Brasserie on 3 Apr 15, 2019 - May 15, 2019

Set Availability

Set Availability

Close Out

Save Cancel

Sun Mon Tue Wed Thu Fri Sat

18 19 20

21 22 23 24 25 26 27

28 29 30 May 01 02 03 04

05 06 07 08 09 10 11

12 13 14 15

GHS

THANK YOU
HUMAN!



Alex