



In this tutorial we are going to show you how to enter walk-in guest to your reservation. **Note: There are two ways to enter walk-in guest.**

The screenshot displays the DISH RESERVATION interface. At the top, there is a navigation bar with the text "DISH RESERVATION" on the left and "Test Bistro Training" on the right. Below the navigation bar is a sidebar menu with options: Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Help. The main content area features a teal banner with the text "Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!" and two buttons: "WALK-IN" and "ADD RESERVATION". Below the banner is a date selector showing "Mon, 20 Jun - Mon, 20 Jun". Underneath the date selector are radio buttons for "All", "Completed", and "Upcoming", along with icons for a calendar (2), a group of people (11), and a table (2/50). The main reservation list shows two entries for "Mon, 20/06/2022":

Time	Guest Name	Guest Count	Location	Status
02:00 PM	Müller, Paul	3 guest(s)	G3 (Garten)	Confirmed
04:00 PM	Mustermann, Max	8 guest(s)	8 (Restaurant)	Confirmed

A "Print" button is located below the reservation list. At the bottom of the interface, there is a footer with the text "Designed by Hospitality Digital GmbH. All rights reserved." and a list of links: FAQ, Terms of use, Imprint, Data privacy, and Privacy Settings. A notification at the bottom left reads "Too many guests in house? Pause online reservations" with a pause icon.



The first way is to click on the **WALK-IN** button to add walk-in guests to your reservation.

The screenshot shows the DISH Reservation management interface. At the top, there is a header with the logo and the text "DISH RESERVATION". On the right side of the header, it says "Test Bistro Training" and includes a flag icon and a refresh icon. Below the header, there is a teal banner with the text: "Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!". To the right of this banner are two buttons: "WALK-IN" (highlighted with an orange border) and "ADD RESERVATION". Below the banner is a date range selector showing "Mon, 20 Jun - Mon, 20 Jun". Underneath, there are filter options: "All" (selected), "Completed", and "Upcoming". To the right of these filters are icons for a calendar (2), a group of people (11), and a table (2/50). The main content area shows a list of reservations for "Mon, 20/06/2022". The first reservation is at 02:00 PM for Müller, Paul, with 3 guest(s) at G3 (Garten), and its status is "Confirmed". The second reservation is at 04:00 PM for Mustermann, Max, with 8 guest(s) at 8 (Restaurant), and its status is "Confirmed". Below the second reservation, there is a note: "50% discount on cocktails". At the bottom left of the reservation list, there is a "Print" button. In the bottom left corner of the interface, there is a notification: "Too many guests in house? Pause online reservations" with a pause icon. At the bottom right, there are links for "FAQ", "Terms of use", "Imprint", "Data privacy", and "Privacy Settings".



A window will appear. Here you can enter the **Walking information** as well as **Requests & notes** of your guest. **Note: The date and time are preset. As well the source is also preset.**

DISH RESERVATION
Test Bistro Training ▼

▼

Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book! Back

Walkin information

#' Guests *

Date

Time

Duration

Table(s)

Source

Requests & notes

Internal note

Allergies

Gluten Sesame Nuts Crustacean Eggs Fish

Mustard Lactose Celery Peanuts Shellfish Soy

Lupins Sulphite

Diet

Gluten-free Halal Kosher Lactose-free Vegan

Vegetarian

SAVE

- Reservations
- Table plan
- Menu
- Guests
- Feedback
- Reports
- Settings ▼
- Help

Too many guests in house?
Pause online reservations

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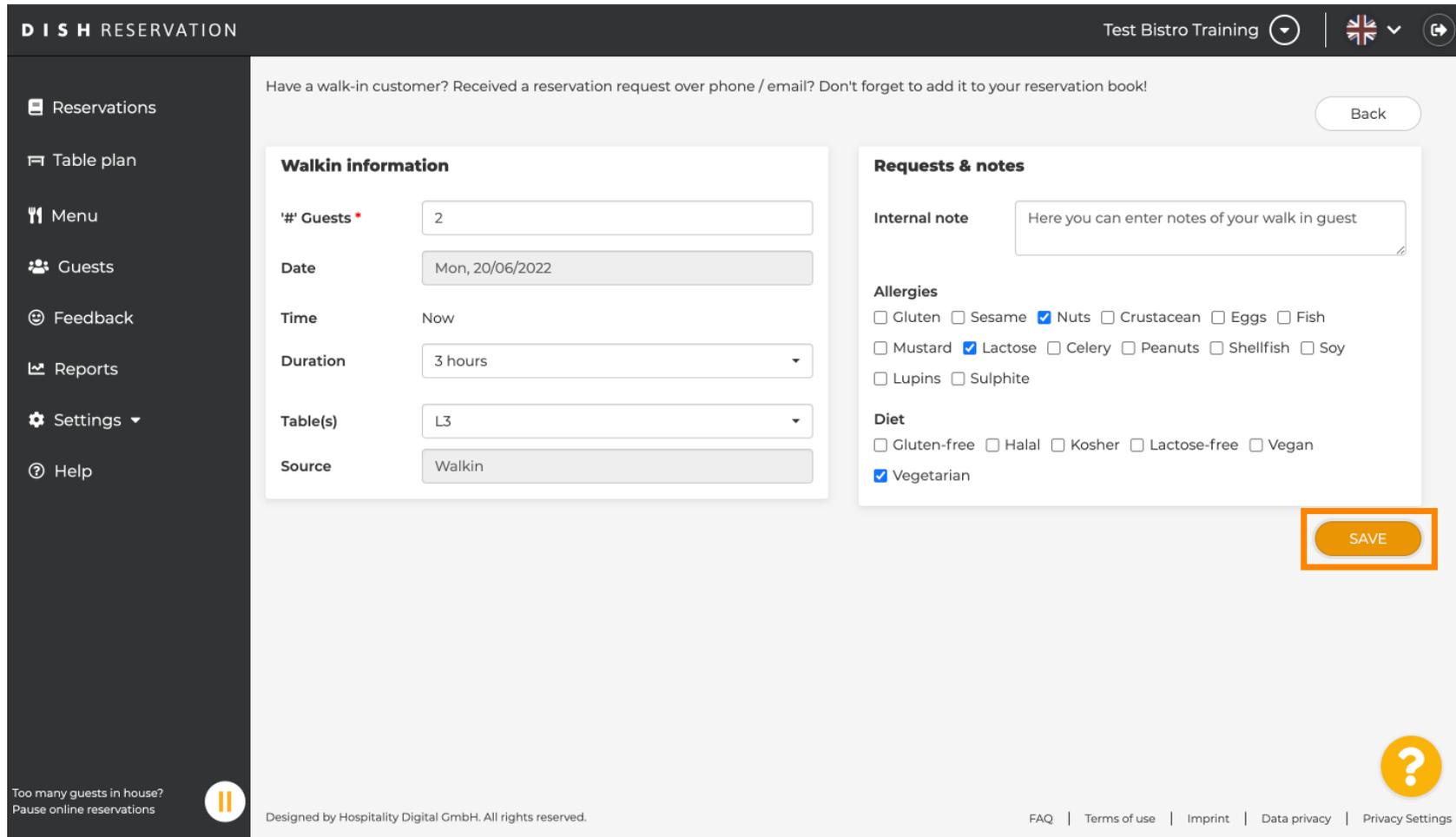


Under **Requests & notes** you can enter and select information such as **allergies** and **diets** of your guest.

The screenshot shows the DISH Reservation system interface. The top navigation bar includes 'DISH RESERVATION', 'Test Bistro Training', and a user profile icon. The left sidebar contains menu items: Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Help. The main content area has a header: 'Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!' with a 'Back' button. Below this are two main sections: 'Walkin information' and 'Requests & notes'. The 'Walkin information' section includes fields for '# Guests' (2), 'Date' (Mon, 20/06/2022), 'Time' (Now), 'Duration' (3 hours), 'Table(s)' (L3), and 'Source' (Walkin). The 'Requests & notes' section, highlighted with an orange border, includes an 'Internal note' text area, 'Allergies' (checkboxes for Gluten, Sesame, Nuts, Crustacean, Eggs, Fish, Mustard, Lactose, Celery, Peanuts, Shellfish, Soy, Lupins, Sulphite), and 'Diet' (checkboxes for Gluten-free, Halal, Kosher, Lactose-free, Vegan, Vegetarian). A 'SAVE' button is located at the bottom right of the 'Requests & notes' section. At the bottom of the page, there is a footer with 'Designed by Hospitality Digital GmbH. All rights reserved.', a help icon, and links for 'FAQ', 'Terms of use', 'Imprint', 'Data privacy', and 'Privacy Settings'.



Click on the **SAVE** button to add the information to your reservation book.



DISH RESERVATION Test Bistro Training

Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book! [Back](#)

Walkin information

#' Guests *

Date

Time

Duration

Table(s)

Source

Requests & notes

Internal note

Allergies

Gluten Sesame Nuts Crustacean Eggs Fish

Mustard Lactose Celery Peanuts Shellfish Soy

Lupins Sulphite

Diet

Gluten-free Halal Kosher Lactose-free Vegan

Vegetarian

SAVE

Too many guests in house? Pause online reservations 

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You will receive a notification, that your reservation has been created.

The screenshot shows the DISH RESERVATION interface. On the left is a dark sidebar with navigation options: Reservations, Table plan, Menu, Guests, Feedback, Reports, Settings, and Help. The main content area is titled 'DISH RESERVATION' and includes a user profile 'Test Bistro Training'. A teal banner at the top reads: 'Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!' with a 'WALK-IN' button. A green notification box in the top right corner states: 'Reservation has been created.' Below this is a calendar for 'Mon, 20 Jun - Mon, 20 Jun'. A filter bar shows 'All' selected, with 'Completed' and 'Upcoming' options. Summary statistics show 3 confirmed reservations, 13 guests, and 3/50 tables. The reservation list for 'Mon, 20/06/2022' contains three entries:

Time	Guest Name	Guests	Location	Status
09:25 AM	Walkin	2 guest(s)	L3 (Lounge)	Done
02:00 PM	Müller, Paul	3 guest(s)	G3 (Garten)	Confirmed
04:00 PM	Mustermann, Max	8 guest(s)	8 (Restaurant)	Confirmed

Additional details for the 04:00 PM reservation include '50% discount on cocktails'. A 'Print' button is located at the bottom left of the reservation list. A footer contains the text 'Designed by Hospitality Digital GmbH. All rights reserved.' and a list of links: FAQ, Terms of use, Imprint, Data privacy, and Privacy Settings.



Your walk in guests will be listed to your reservations.

DISH RESERVATION
Test Bistro Training ▼ ▼

Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book! WALK-IN ✔ Reservation has been created. ✕

◀
Mon, 20 Jun - Mon, 20 Jun
🗓
▶

All
 Completed
 Upcoming
📅 3
👤 13
🍽 3/50

Mon, 20/06/2022

09:25 AM	Walkin	2 guest(s)	L3 (Lounge)	🔗	Done ▼
<i>👤 "Here you can enter notes of your walk in guest" (Note)</i>					
Diet: Vegetarian					
Allergies: Nuts, Lactose					
02:00 PM	Müller, Paul	3 guest(s)	G3 (Garten)		Confirmed ▼
04:00 PM	Mustermann, Max	8 guest(s)	8 (Restaurant)	🗓	Confirmed ▼
50% discount on cocktails					

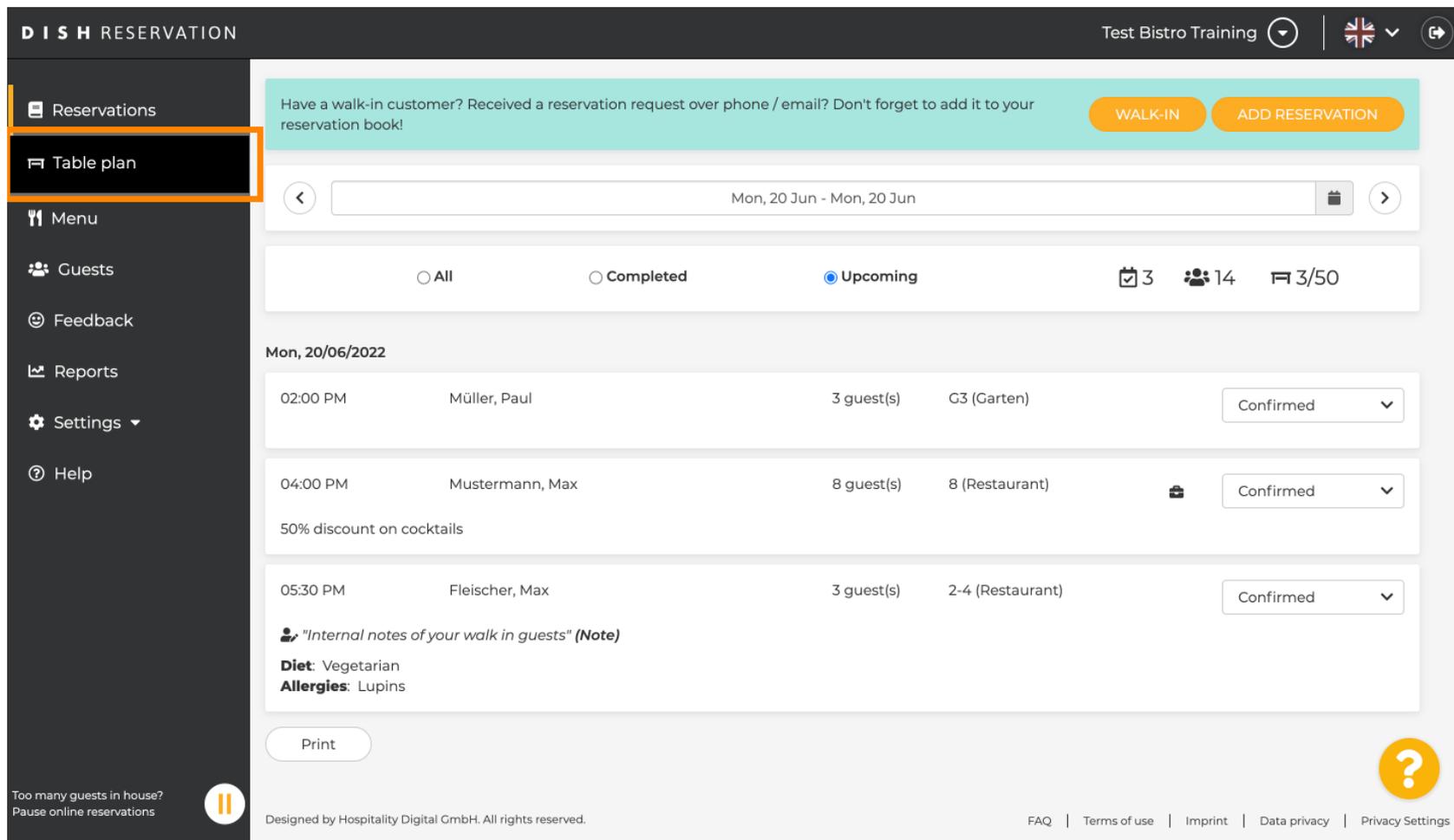
Print
?

Too many guests in house?
 Pause online reservations ||
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Now we are going to show you a second way to add walk-in guests to your reservations. Click on **Table plan** to continue.



DISH RESERVATION Test Bistro Training

Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book! [WALK-IN](#) [ADD RESERVATION](#)

Mon, 20 Jun - Mon, 20 Jun

All Completed Upcoming 📅 3 👤 14 🍴 3/50

Mon, 20/06/2022

02:00 PM	Müller, Paul	3 guest(s)	G3 (Garten)	Confirmed
04:00 PM	Mustermann, Max	8 guest(s)	8 (Restaurant)	Confirmed
50% discount on cocktails				
05:30 PM	Fleischer, Max	3 guest(s)	2-4 (Restaurant)	Confirmed

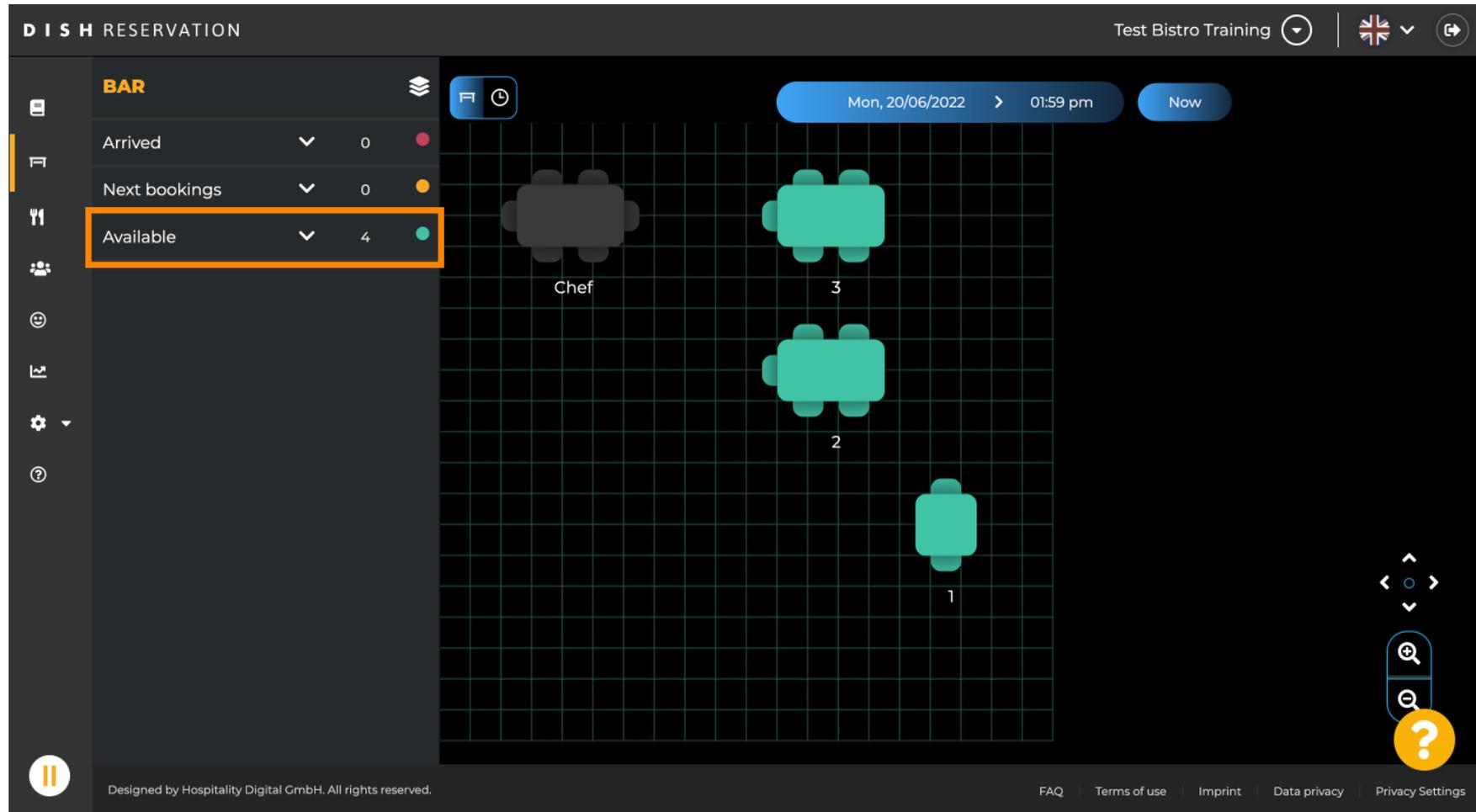
"Internal notes of your walk in guests" (Note)
Diet: Vegetarian
Allergies: Lupins

Print

Too many guests in house? Pause online reservations

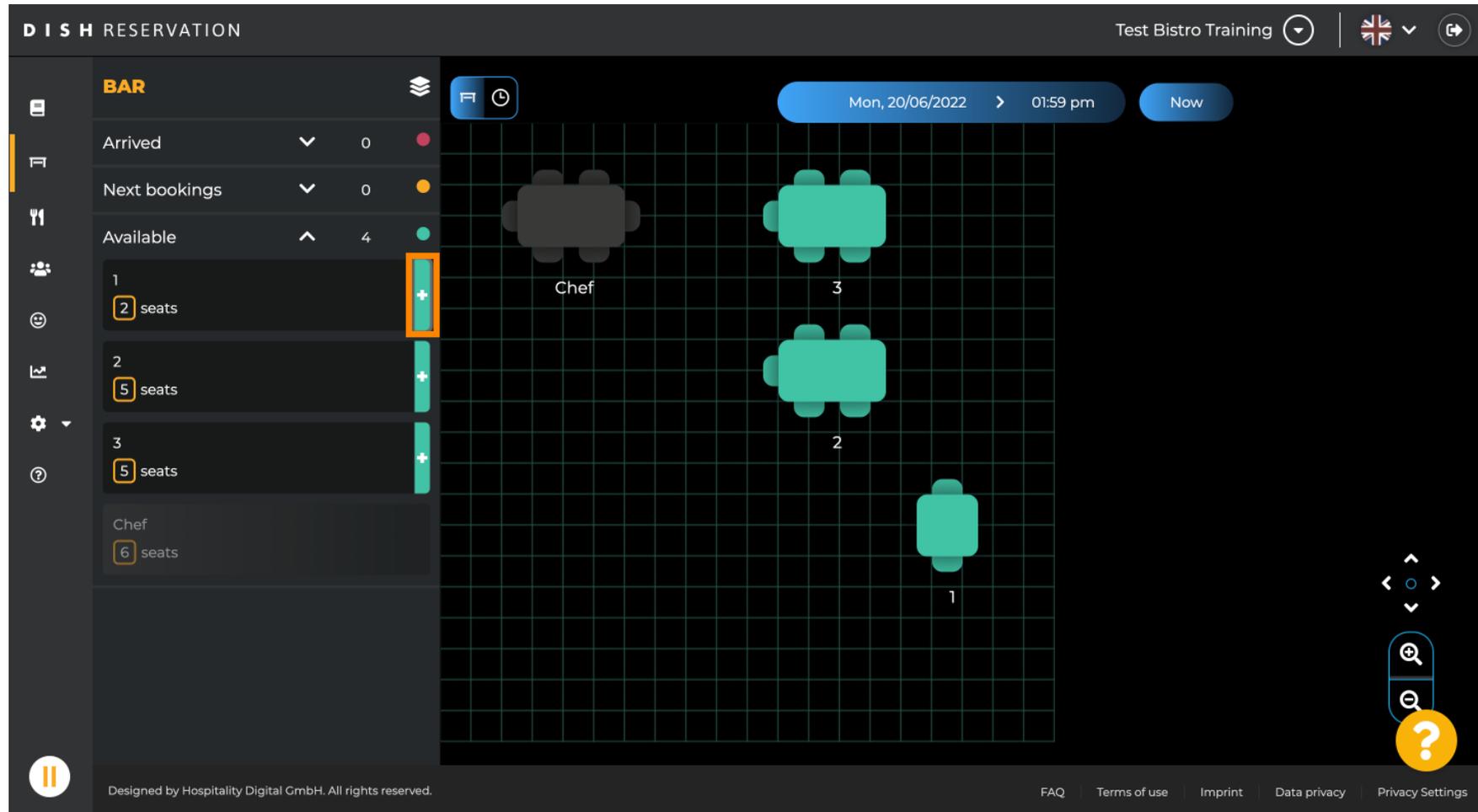
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Now click on **Available** to add a walk-in reservation.



The screenshot displays the DISH Reservation interface. The top bar shows "DISH RESERVATION" on the left, "Test Bistro Training" with a dropdown arrow in the center, and a UK flag with a dropdown arrow and a refresh icon on the right. Below the top bar, there is a date and time selector showing "Mon, 20/06/2022" and "01:59 pm", and a "Now" button. The main area is a reservation grid with a dark background and a light grid. A "Chef" icon is visible on the left side of the grid. Three tables are represented by teal icons with numbers 1, 2, and 3 below them. The "Available" status in the sidebar menu is highlighted with an orange border. The sidebar menu includes icons for a calendar, a list, a fork and knife, a group of people, a smiley face, a list with a checkmark, a gear, and a question mark. The bottom of the interface features a footer with "Designed by Hospitality Digital GmbH. All rights reserved." on the left, and "FAQ", "Terms of use", "Imprint", "Data privacy", and "Privacy Settings" on the right. A yellow question mark icon is located in the bottom right corner of the grid area.

 All available tables will shown to you here. Now select the preferred seats by clicking on **plus icon**.



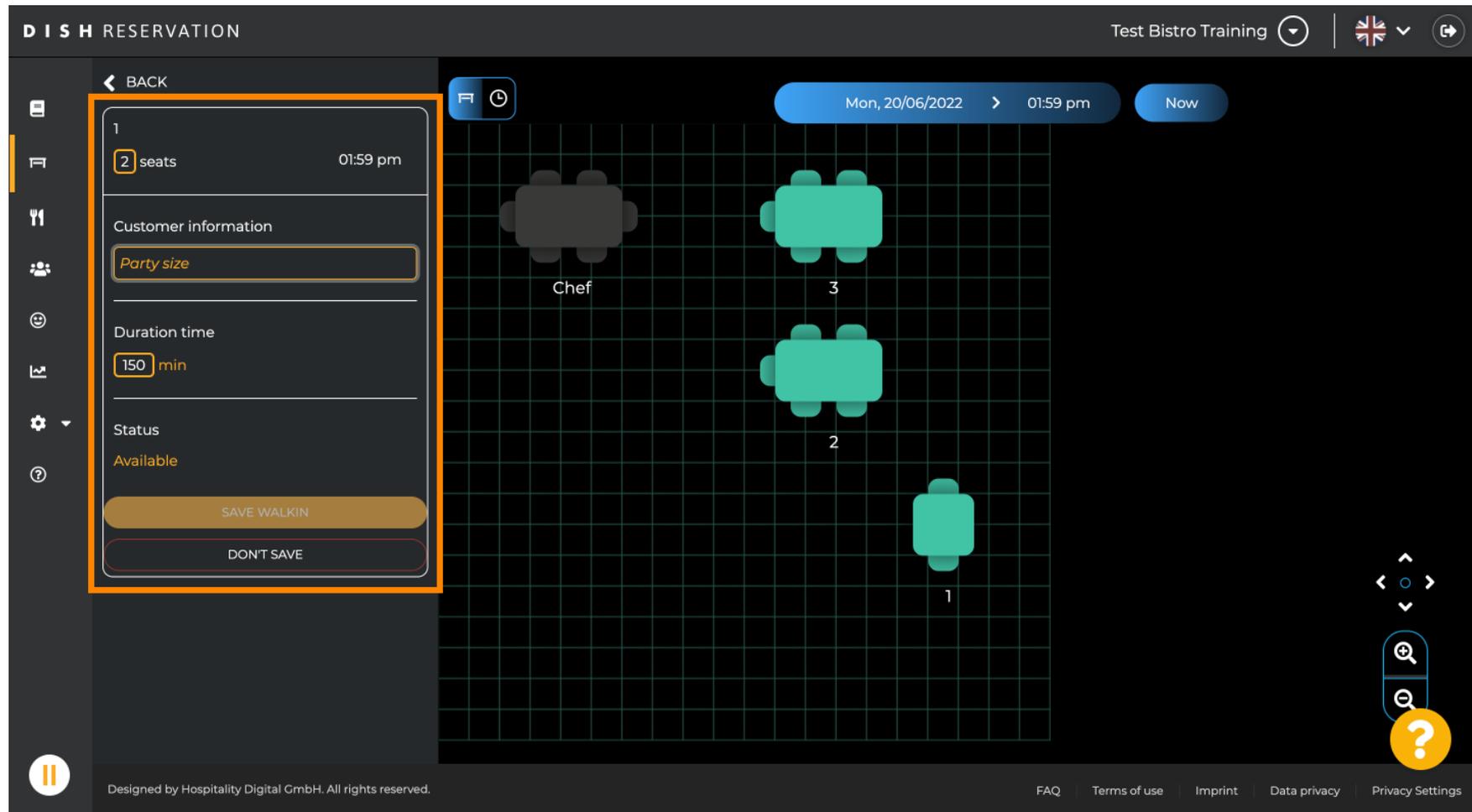
The screenshot displays the DISH Reservation interface. On the left, a sidebar lists available tables under the heading "BAR". The list includes:

- Arrived: 0
- Next bookings: 0
- Available: 4
- 1: 2 seats (plus icon highlighted with an orange box)
- 2: 5 seats
- 3: 5 seats
- Chef: 6 seats

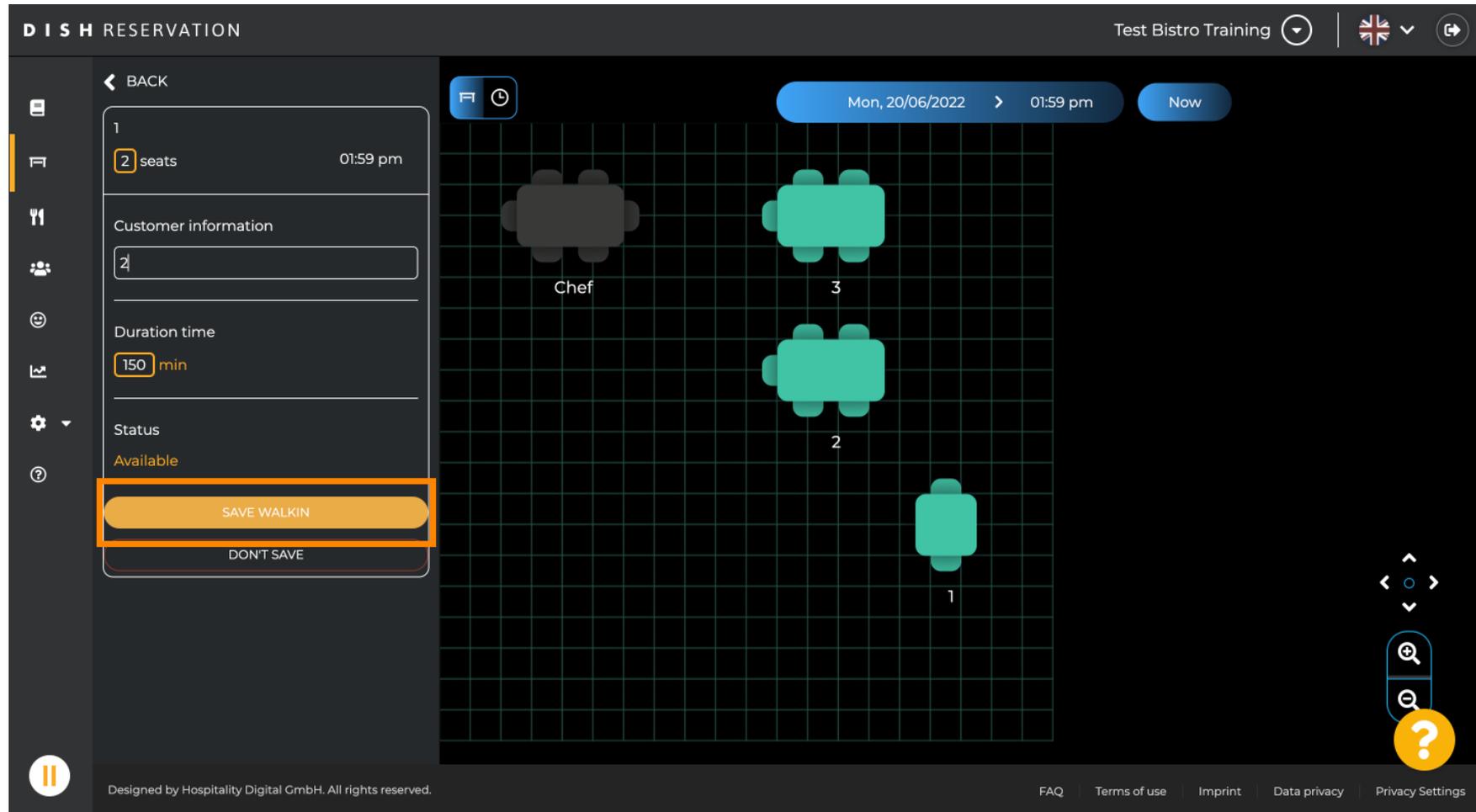
The main area shows a grid-based table layout with several tables represented by icons and numbers: a grey "Chef" table, a teal "3" table, a teal "2" table, and a teal "1" table. The top right corner shows the date "Mon, 20/06/2022" and time "01:59 pm". The bottom right corner contains navigation icons and a help icon.



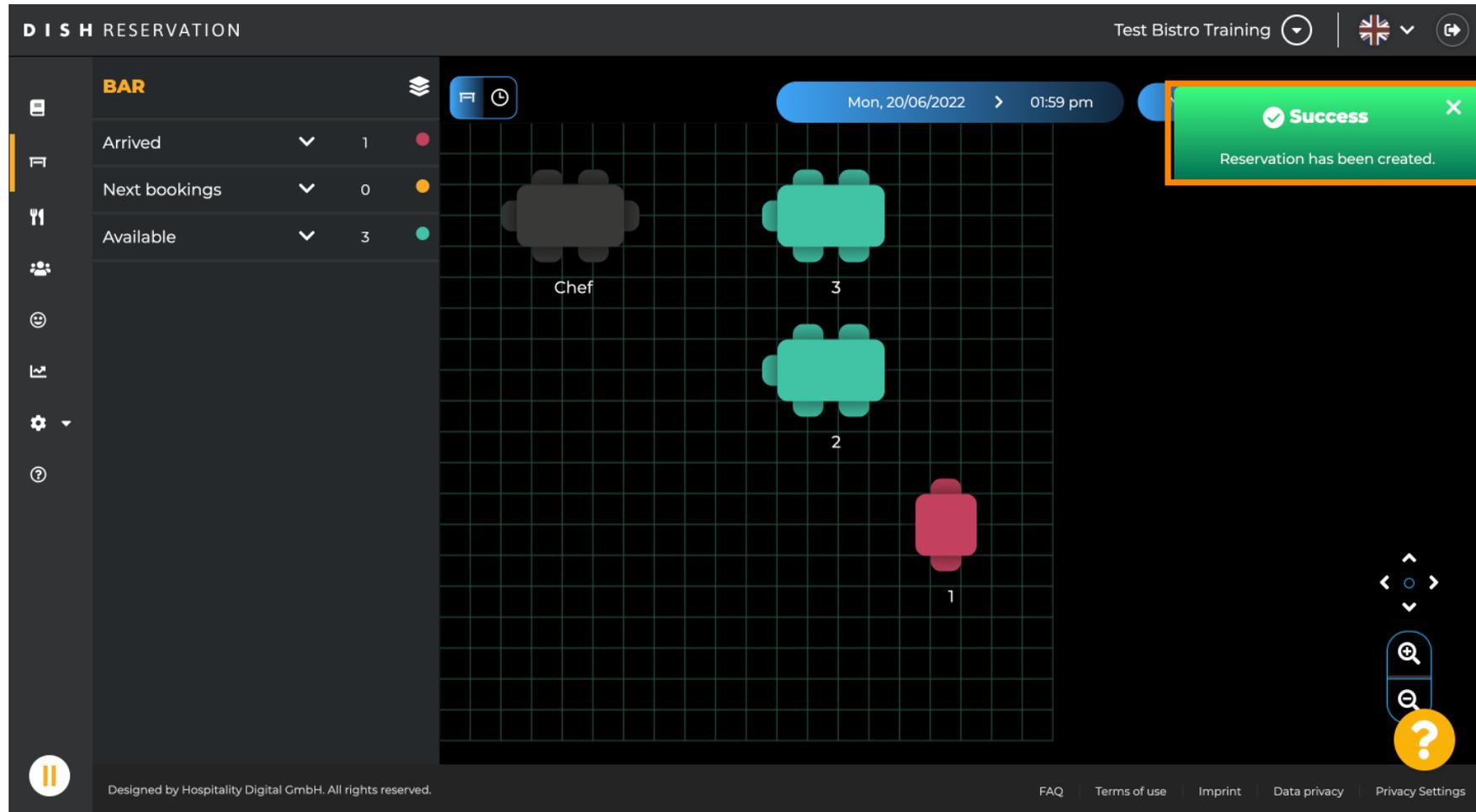
A window will appear in which you have to enter the required information as well as **party size** and **duration time**.



To finish the walk-in reservation click on **SAFE WALKIN**.



 You will receive a notification, that your reservation has been created successfully.





The walk in reservation will be listed to the reservation book of the selected area of the restaurant. As well as at on the table plan.

The screenshot displays the DISH Reservation interface. At the top, it shows 'DISH RESERVATION' and 'Test Bistro Training'. The main area is divided into a reservation book on the left and a table plan on the right. The reservation book shows a 'Walkin' reservation for 2 seats at 01:59 PM. The table plan shows a grid with several tables, including a 'Chef' table and a table with 3 seats. A walk-in reservation is highlighted in red on the table plan. The interface includes a sidebar with navigation icons, a top bar with date and time, and a bottom bar with legal links.

Reservation Book:

- Arrived: 1
- Walkin: 2 seats, 01:59 PM
- Customer information:
 - Walkin
 - 2 people
- Status: Arrived
- CHANGE TABLE
- SEE RESERVATION DETAILS
- Next bookings: 0
- Available: 3

Table Plan:

- Tables: Chef, 3, 2, 1
- Walk-in reservation highlighted in red

Footer:

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Scan to go to the interactive player