



# OpenTable® Quick Reference Guide

## I. Making, Moving, Changing, and Cancelling Reservations

### Book View

| Time | Name         | # | Tbl | N |
|------|--------------|---|-----|---|
| 5:00 | Casey, Eliza | 4 |     |   |
| 5:00 |              | 4 |     |   |
| 5:00 |              | 4 |     |   |
| 5:00 |              | 4 |     |   |
| 5:30 |              | 4 |     |   |
| 6:00 |              | 4 |     |   |
| 6:00 | Jones, Bill  | 2 |     |   |
| 6:15 | Rahmatian,   | 3 | 4   |   |
| 6:15 |              | 2 |     |   |
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| 7:15 |              | 2 |     |   |
| 7:15 |              | 2 |     |   |
| 7:30 | Li, Serena   | 2 |     |   |
| 7:30 | Gordon, Jof  | 3 |     |   |
| 7:30 |              | 2 |     |   |

**A. Sheet:** Display the Sheet View.

**B. Book:** Display the Book View.

**C. Floor:** Display the Floor View.

**D. Shift:** Change shift (lunch, dinner, etc.).

**E. #:** Max party size for this slot.

**F. Date:** Change the date.

**G. Change:** [Reservation] Move or cancel a highlighted reservation, view the Change Log. [Empty Slot] Change slot (for this shift only).

**H. Status:** Change the reservation status.

**I. Empty Slot:** Available for a new reservation.

### Making New Reservations

1. Tap **Sheet** (A) or **Book** (B) on the Side Navigation Bar to go to one of those views.
2. Tap **Date** (F) and **Shift** (D) to select the desired date and shift for the reservation.
3. Look for empty slots that match the requested time and party size. The **#** (E) column (Book View only) shows the slot's max party size.
4. Double-tap an empty reservation slot (I).
5. Enter information to search for the guest.
6. If a returning guest appears in the list, tap the name and then tap **Select Guest**. For new guests, tap **New Guest**.
7. Tap **Save** to book the reservation.

### Moving Existing Reservations

1. Tap **Sheet** (A) or **Book** (B) on the Side Navigation Bar to go to one of those views.
2. Find and tap the reservation to be moved.
3. Tap **Change** (G), then tap **Move Entry**.
4. Tap **Date** (F) and **Shift** (D) to select the desired date and shift of the new slot.
5. Tap the empty reservation slot where you want to move the reservation.
6. Tap **Move** at the bottom of the view. The reservation is moved to the new slot.

### Cancelling Reservations / Changing Status

1. Tap **Sheet** (A) or **Book** (B) on the Side Navigation Bar to go to one of those views.
2. Find and tap the desired reservation.
3. Tap **Status** (H) and then tap **Cancelled** to cancel the reservation. The reservation is cancelled and removed from all views.
4. Or instead of **Cancelled**, you can tap one of the other status values. The background color is changed to reflect the new status.



You can change the time here as well, but it is better to move the party to a new slot to stay close to the original schedule.



Cancellations are recorded in the guest's history. Some status changes are not allowed, depending on the current status and date.

# Quick Reference Guide 6941

**Camilla Rothe**



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