

SCHEDULING+ FOR RESTAURANTS

In this guide, we explore how a restaurant or café might use our appointment booking tool, **Mono Scheduling+**.

Mono Scheduling+ is designed for service industries such as hairdressers, doctors, real estate, and fitness.

However, it can also be adapted to work for **restaurants**.

In this guide, we will explore how a **restaurant** could set up **Scheduling+**.

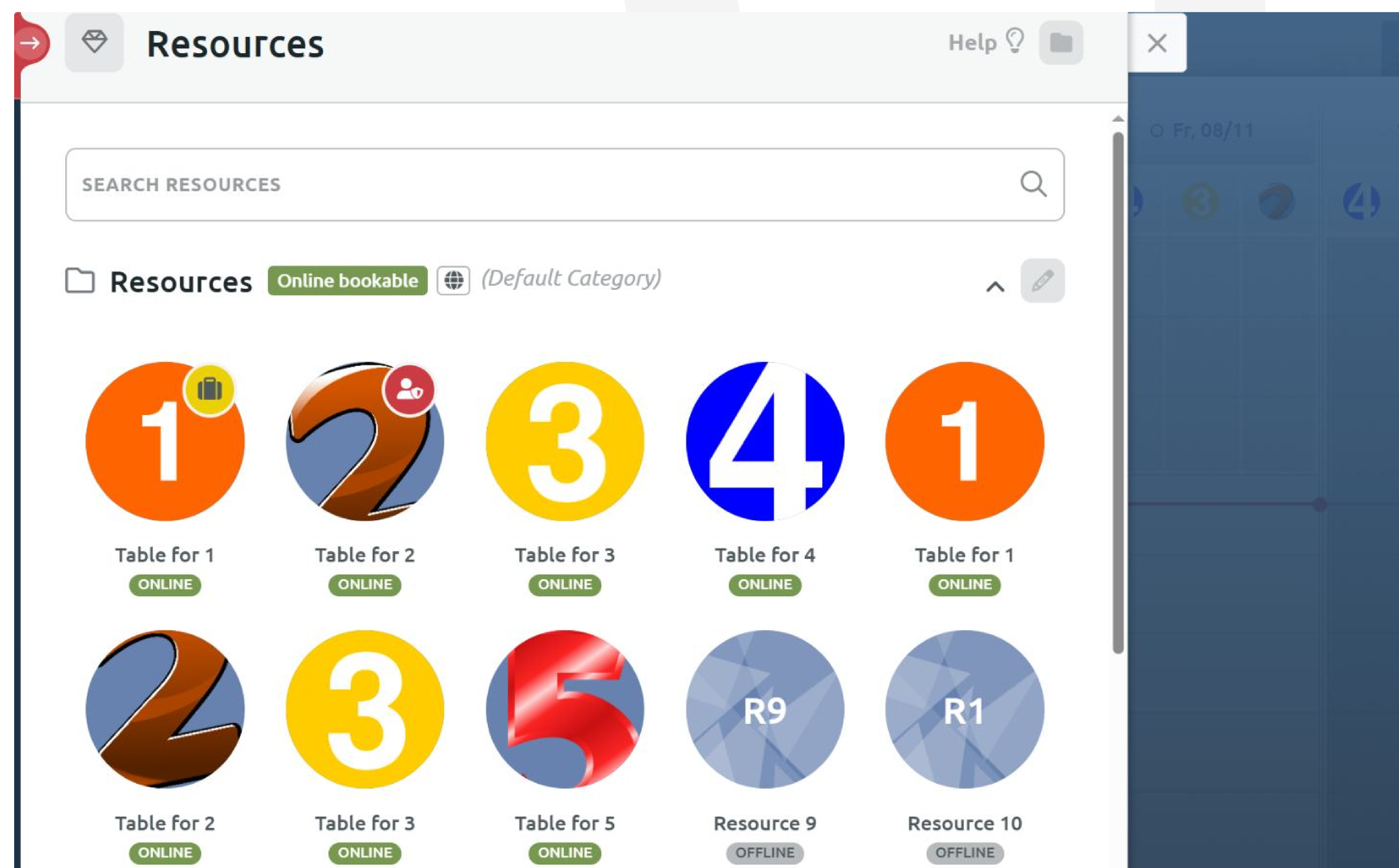
This example is intended to help you identify the best approach for your client. Use it as inspiration to develop a tailored solution that meets their needs.

SETTING UP TABLES AS RESOURCES

What is needed for the reservation?

Resources are items or people needed for the appointment. In this case, each **table** would be a **resource**.

- Navigate to **Management**> **Resources** to set up each resource (table).
- Set the availability to the **opening hours** of the restaurant, for example 10:00 - 22:00.
- Tick the box 'Activate resource for online booking!'
- Optional: you can also add more information, such as abbreviated names and thumbnails.
- Define each table by number of seats. Here are the resources we set up for this example:
 - Table for 1
 - Table for 2
 - Table for 3
 - Table for 4
 - Table for 1
 - Table for 2
 - Table for 3
 - Table for 5
- Note: In this example, there are multiple tables of certain capacities (e.g., two tables for 1 person, two tables for 2 people).



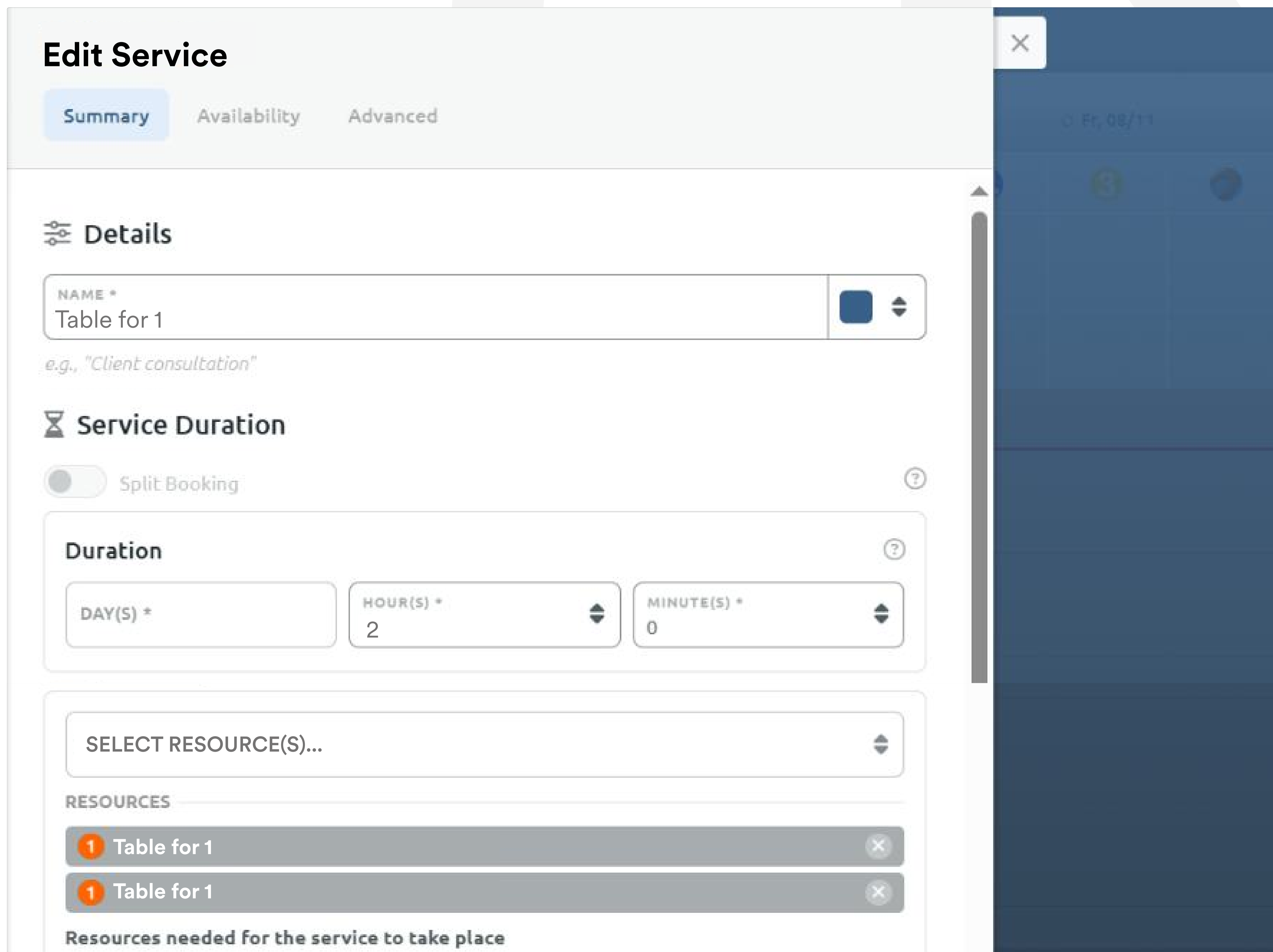
SETTING UP RESERVATIONS AS SERVICES

What table reservations can customers make?

A service is the event or appointment that the visitor can book. In this case, a **service** is a **reservation**.

Service 1: Table for 1

- Navigate to **Management > Services**.
- Click the + icon to add a new service and call it '**Table for 1**'.
- Set the **duration of the service** to how long the table reservation should last for, for example **2 hours**.
- Choose **which resources (tables) should be associated** with the reservation. Let's choose both of our two 'Table for 1' resources.



Edit Service

Summary Availability Advanced

Details

NAME *
Table for 1

e.g., "Client consultation"

Service Duration

Split Booking

Duration

DAY(S) * HOUR(S) * 2 MINUTE(S) * 0

SELECT RESOURCE(S)...

RESOURCES

- 1 Table for 1
- 1 Table for 1

Resources needed for the service to take place

SETTING UP RESERVATIONS AS SERVICES

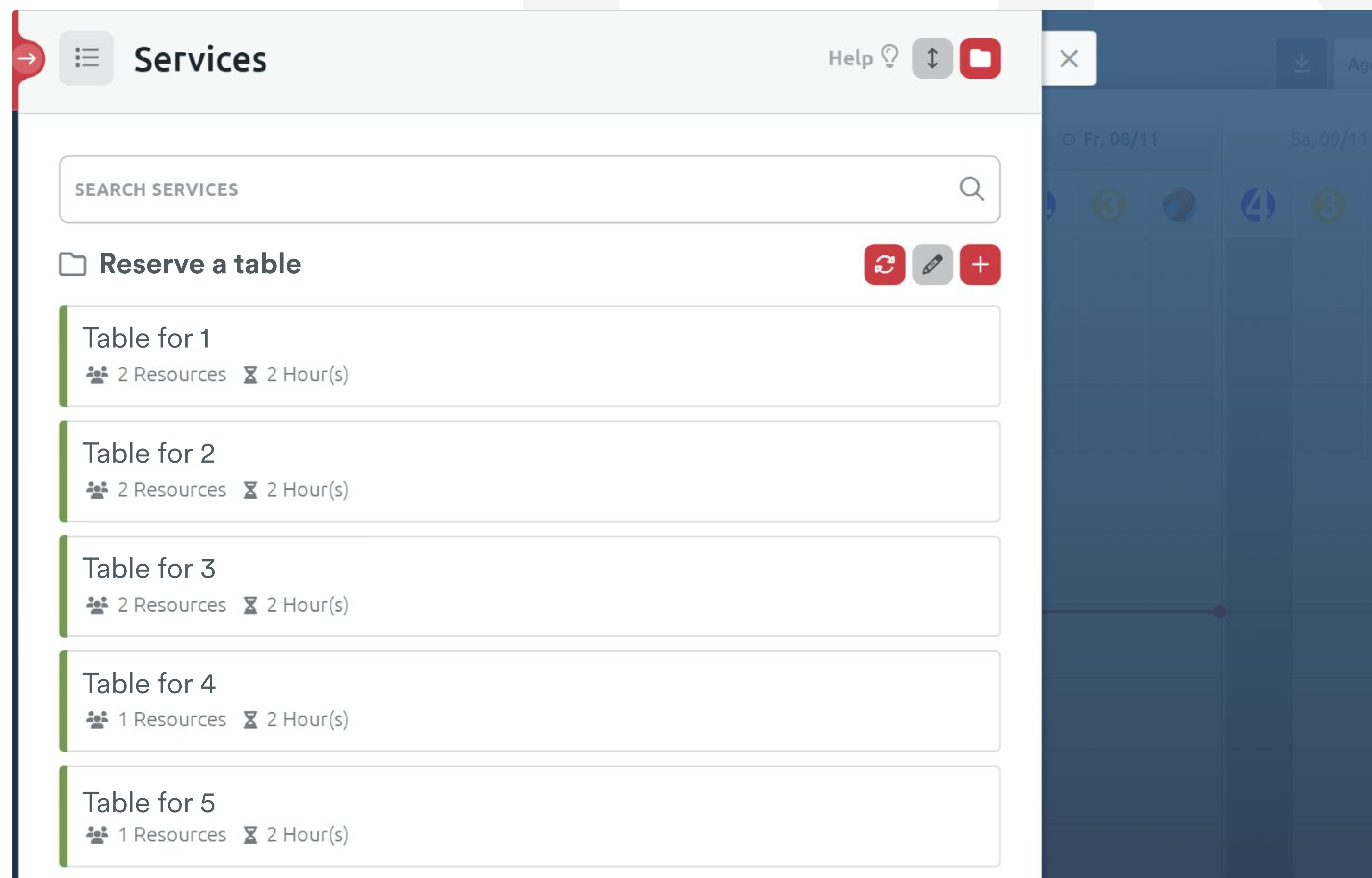
What table reservations can customers make?

A service is the event or appointment that the visitor can book. In this case, a **service** is a **reservation**.

Service 2: Table for 2

- Navigate to **Management > Services**.
- Click the + icon to add a new service and call it '**Table for 2**'.
- Set the **duration of the service** to how long the table reservation should last for, for example **2 hours**.
- Choose **which resources (tables) should be associated** with the reservation. Let's choose both of our two 'Table for 2' resources.

Repeat until you have a service for each available table type.



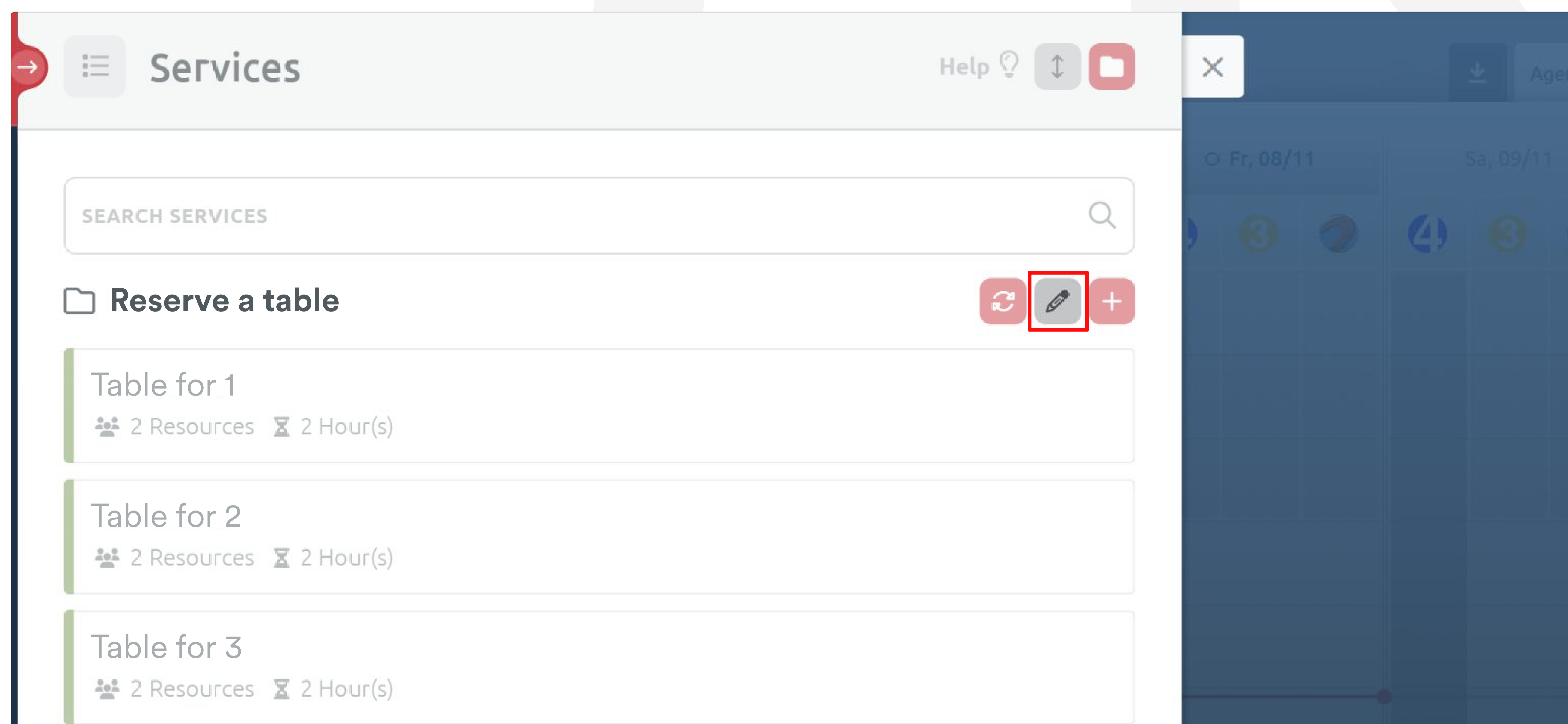
SETTING UP RESERVATIONS AS SERVICES

What table reservations can customers make?

A service is the event or appointment that the visitor can book. In this case, a **service** is a **reservation**.

Rename the Service category

- Navigate to **Management > Services**.
- Click the grey pencil icon to rename the Service Category
- Rename to **'Reserve a table'** or a similar title.
- The category name will be displayed above the services in the widget.



Hide Resource Profile

- Navigate to **Settings > Booking > Booking Widget**.
- Toggle **'Enable'** under **Hide Resource Profile**.
- This setting **hides resources** (the **tables**) from view, showing only the services (reservation options).
 - For example, if a customer selects the service "Table for 1," they will not see a list of all available tables. Instead, the system will automatically assign an available table, allowing for a smoother booking experience.

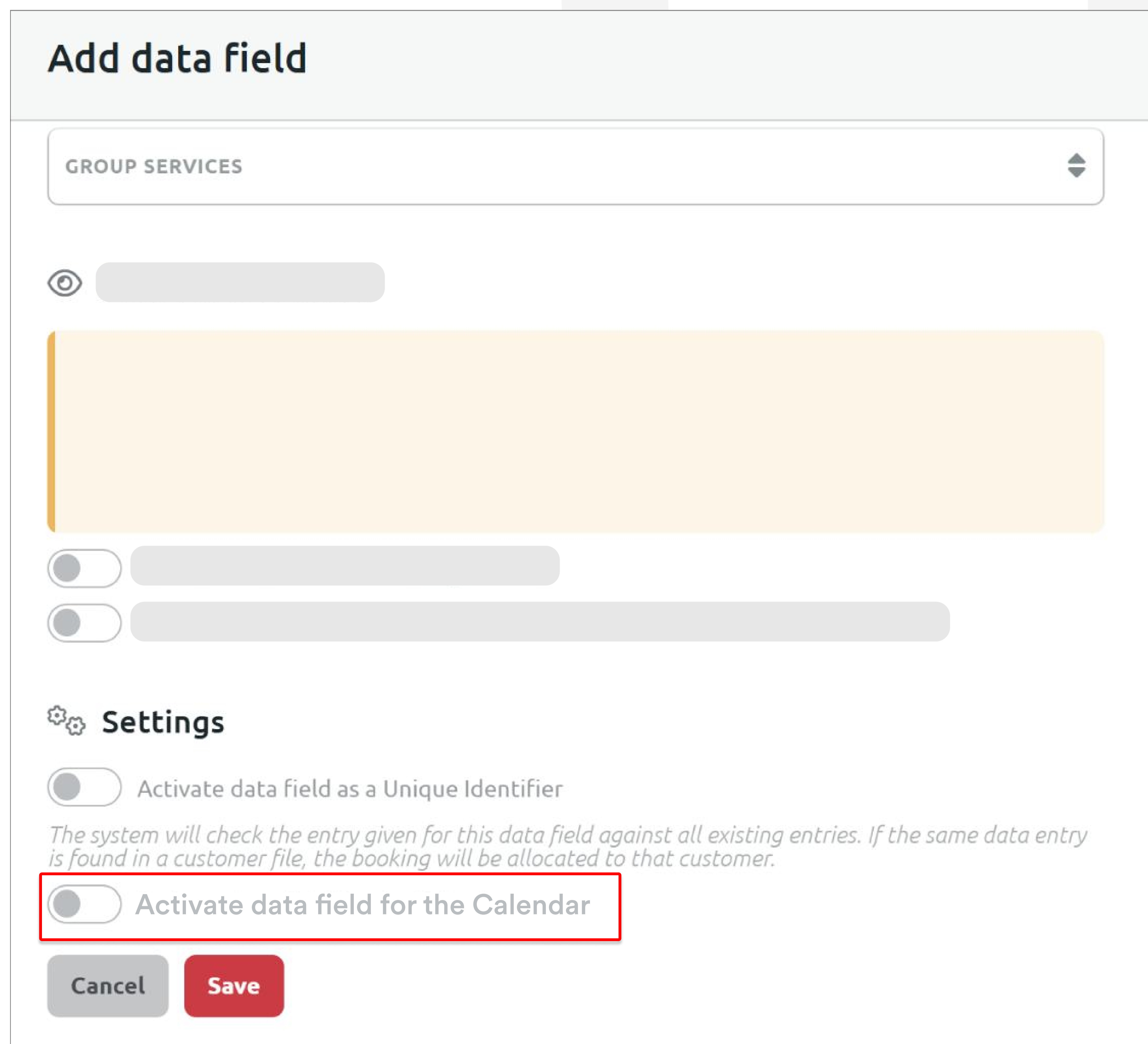
ADD A CUSTOM DATA FIELD

What table reservations can customers make?

Use Customised Data Fields to set up custom data fields in the booking form to collect additional details such as **number of guests**.

- Navigate to **Customers > Data fields**.
- Go to the top of the data fields window and click on the **"new category"** button.
 - Let's name our category **"Reservation preferences"**.
- **Add a new custom data field** under your new category by clicking on the **red "+" button**.
 - Give the data field a name, for example 'Number of guests'
 - Choose the data type you want, for example Text field (single line).
 - Make sure to choose the right data field type. You cannot edit a data field type once you save it. You can only delete the data field, and make a new one with the right data field type.
 - Choose which services this data field should be visible for, for example 'All'

Toggle the **Activate data field for the Calendar** switch at the very bottom. This opens up more settings.



Add data field

GROUP SERVICES

Settings

Activate data field as a Unique Identifier

The system will check the entry given for this data field against all existing entries. If the same data entry is found in a customer file, the booking will be allocated to that customer.

Activate data field for the Calendar

Cancel Save

ADD A CUSTOM DATA FIELD

What table reservations can customers make?

Use Customised Data Fields to set up custom data fields in the booking form to collect additional details such as **number of guests**.

- Once you toggle this switch, more options become available.
- Toggle the **Activate data field for the Booking Widget switch**.
 - This makes the data field appear in the booking flow.
- You also have the option to toggle the **Entry must be given to complete the Calendar Booking**. This makes the entry mandatory

Add data field

Activate data field for Customer Preview (when editing a Calendar Booking).

Settings

Activate data field as a Unique Identifier

The system will check the entry given for this data field against all existing entries. If the same data entry is found in a customer file, the booking will be allocated to that customer.

Activate data field for the Calendar

Entry must be given to complete the Calendar Booking

Activate data field for the Booking Widget

Create as many different data fields as needed, for example you could also add one for the customer's address or dietary preferences.

THE BOOKING EXPERIENCE

How a site visitor will reserve a table

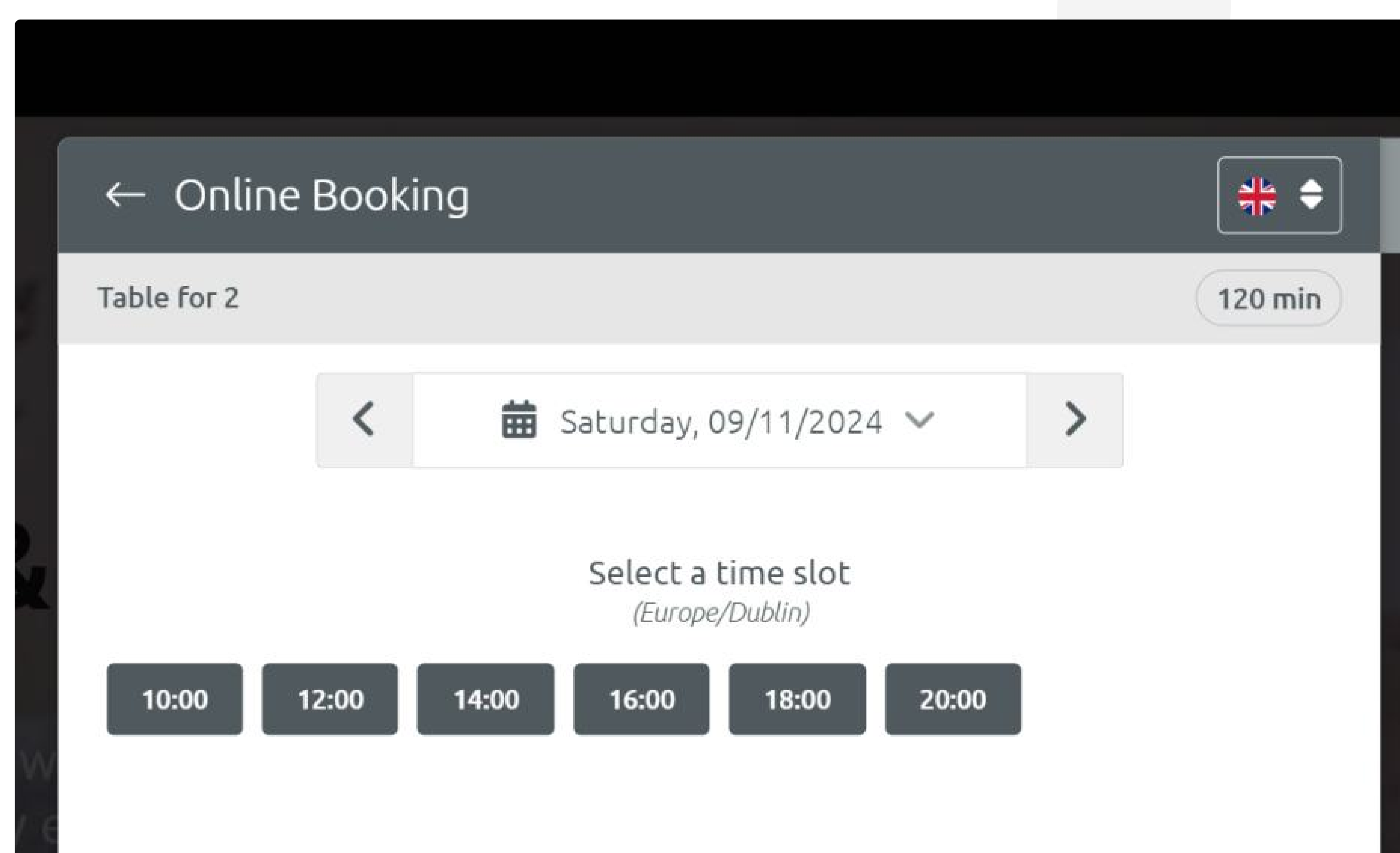
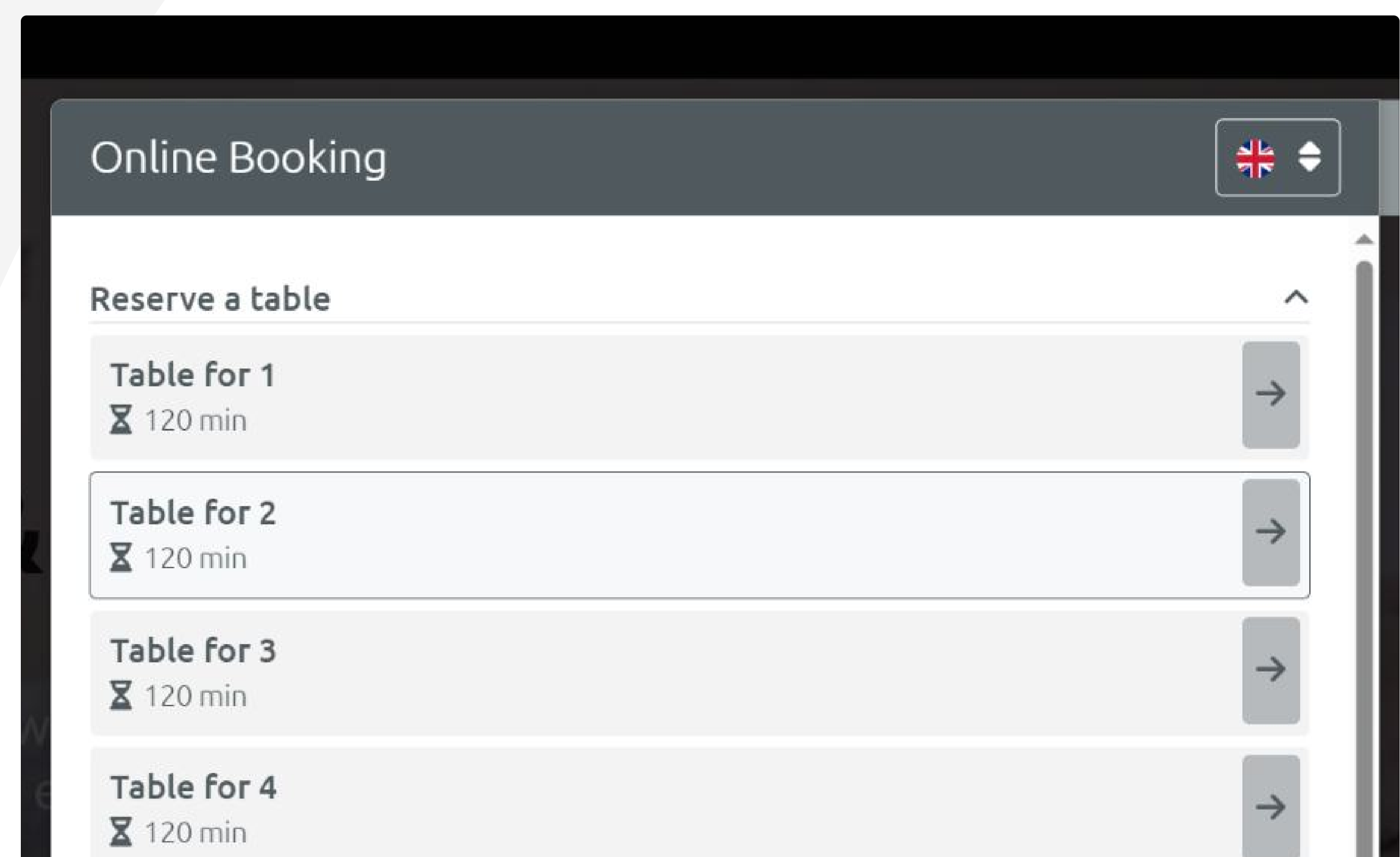
Let's take a look at the booking experience.

Click 'Book Now'

The visitor begins by clicking the 'Book now' button.

Select a reservation type

A pop-up appears, showing a list of reservation options (services). For instance, let's choose Table for 2.



Choose reservation time

The visitor selects their preferred time, depending on the availability of tables.

The visitor does not see specific table options because we have chosen to **hide resources**.

They **only see** that they can book a "Table for 2" **if space is available**.

As long as **any of the 'tables for 2'** resources are free, the visitor can make this reservation.

Enter details

Finally, the visitor enters their details, including number of guests - our custom data field.

After this, they can confirm the booking.

