



RESTAURANT RESERVATIONS

THE BASICS

Set up a remote service

Set up greetings including “Service Mode”

Start up meetings to establish restaurant reservation rules and table configurations “The Manual”

Answer all incoming calls

Address every voicemail

Call back any missed calls from the night before

Communicate and coordinate any unusual bookings with management

SERVICE MODE

After 5pm the phone will be switched to ‘Service Mode’.

When a guest calls after 5pm they will hear this message: “Thank you for calling (Your Restaurant Name), if your call is in regards to a reservation for tonight or an urgent enquiry please press 1, for all future reservations and matters please press 2 and we will return your call within our reservation hours of 10am-5pm Tuesday to Saturday.”

There is also a digital voicemail box to catch calls that may be missed during service. Messages left here will be checked by Phone Bookings Service and called back during reservation hours.

The restaurant will be provided with a free-of-charge mobile phone which “Service Mode” calls will be diverted to. It will be the restaurant’s responsibility to keep this phone nearby and charged. The restaurant will be provided with the mobile number, this mobile number can be given out to suppliers etc. who would like to speak with the restaurant directly and not go through the reservation system.

THE MANUAL

This is just as important to us, as it is to you. When we have our initial set up meeting we will ask a whole bunch of questions that will go in our manual. This is a living breathing document that grows with every question a guest asks. We hate not knowing the answer to questions, so all our staff share this live manual to ensure once we know the answer it is clearly communicated. Our aim is for your guests to feel as though they have called your head office. Sure, occasionally there is a new question, and then the answer is found and communicated back to the guest. But otherwise, we want to know everything we can to give your guest the best possible first impression.

ADD ON'S

Complete reservation confirmations

Answer all reservation enquiry emails

Assess all email enquiries and forward to relevant parties

Coordinate set menus with guests and restaurant, including dietary requirements

Take deposits or credit card details

Provide function enquires all the necessary information they require

Update customer details in database

By entrusting your reservation in the hands of hospitality and customer service experts you will take the pressure off your floor and management staff and allow them to do what they do best. Phone Bookings Service creates a professional and personable experience for your guests from the minute they first enquire, ensuring they are well informed and that their needs are met before they even walk into the venue.

Automatic Greeting Service
Maintained Digital Voicemail Box
Restaurant Service Mode
Professional, Knowledgeable Customer Service
No Phone Call Is Missed
Maximise Reservations
Reservation Administration
Potential To Increase Profit
No More Non-urgent Phone Calls

MAKING OUTGOING CALLS FROM THE RESTAURANT

The phone, which is currently in the restaurant, can still be used to make outgoing calls.

DIVERTING CALLS FROM YOUR RESTAURANT TO PHONE BOOKINGS SERVICE

If your current phone plan includes unlimited local calls, this will not incur any additional expense. If not, then your standard call charges as agreed upon with your supplier will apply. We will set up a call divert from the restaurant landline to a landline number provided by Phone Bookings



COSTS

Administration costs (flat rate) from \$10-\$30 per day (approx), this is dependent on the level of administrative work requested by your venue.

Incoming call costs \$1 per min of incoming calls only.

How much is it going to cost your business? Here are some examples of other clients as a guide...

POPULAR CASUAL EATERY IN COLLINGWOOD

This restaurant has approximately 35% walk-in trade.

*Information based on August-September 2016 figures exported from the reservation system available.

Average covers dined per day (By reservation only): 24

Average takings per day (By reservation only): \$576 approx

Average cost per shift: \$37

BUSY ONE HAT MELBOURNE CBD RESTAURANT

This restaurant has very little walk-in trade.

*Information based on May-August 2016 figures exported from the reservation system available.

Average covers dined per day: 72

Average takings per day: \$7,900 approx

Average cost per shift: \$80

CAPTURE EVERY POTENTIAL BOOKING