

liveRES Tables

Overview

liveRES Tables, our cloud-based, feature-rich table management system enables you to manage walk-ins, online bookings, telephone reservations and waitlists all in one central location.

Smart capacity management, deposits and reservation confirmation features will help you reduce no-shows and eliminate errors such as double bookings, whilst valuable insights into average turn times will ensure that you're maximising bookings during busy periods.

Trusted by over 6,000 UK hospitality businesses including some of the industry's most recognisable brands, liveRES Tables is available for a predictable, flat monthly fee, with no commission charged per booking.

Features

- » **Fully customisable online booking journey**
The liveRES Tables online booking widget and all reservation confirmations are fully customisable to your brand, with no confusing third-party logos or names.
- » **You own your customer data** Data collected from your bookings is owned by you alone and never shared with any third parties.
- » **Real-time bookings** Table bookings are made and received in real time, reducing errors and double bookings, and giving customers confidence that their booking will be honoured.
- » **Email and SMS confirmations** Minimise no-shows which account for 20% of restaurant bookings by sending confirmation and reminder emails and text messages, freeing up tables to be re-booked in the event of a cancellation.

- » **Create bespoke table plans** Build a plan of bookable tables to mirror the layout of your restaurant.
- » **Create multiple bookable menus and special offers** Whether it's Mother's Day or Christmas Day, you can create unlimited bookable menus, each with their own bespoke availability settings.
- » **Floor management** Allocate team members to sections of your venue's floor and get full insight into bookings, allowing you to schedule according to how busy you are.
- » **Real-time in-session views** Complete in-session visibility of your customers' meal stages, allowing you to manage waitlists and walk-ins effectively.
- » **Redistribute pre-assigned tables** Redistribute pre-assigned tables mid-session, allowing you to maximise covers and profitability.



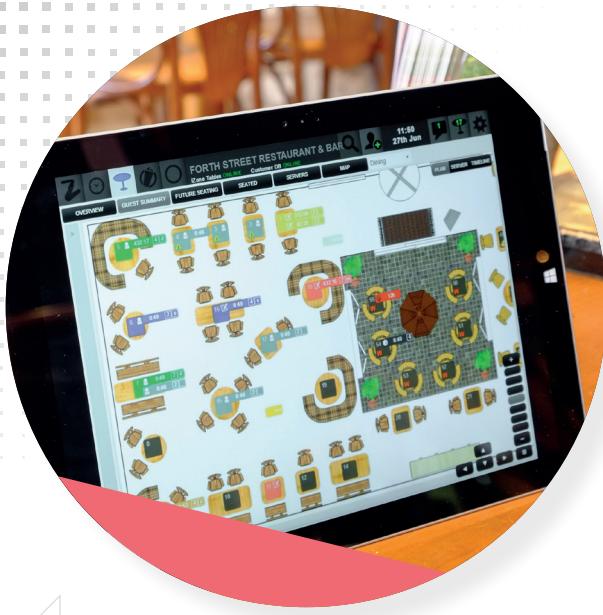
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Having a table management system allows us to plan and turn tables more effectively, so we can offer customers the very best experience whilst maximising the number of covers we do each day.

Arpita Anstey
Head of Marketing, Bistrot Pierre.

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- » **Deposits** Accept PCI-compliant payments for reservations made, reducing the likelihood of no-shows and late cancellations.
- » **EPoS-integration** Fully integrated with Zonal's EPoS solution, enabling you to connect spend data with bookings data to build a detailed picture of your customers.
- » **Commission-free** liveRES Tables is available for a flat monthly fee, with zero commission charged per booking.
- » **Bookable areas** Bookable areas give your customers the ability to choose where they are seated. This can be based on a number of factors including access requirements (i.e accessible via a wheelchair), proximity to amenities and even weather conditions.



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With the old pen and paper system, we had to increase everyone's turn time to two hours or more. But now we just let the table management system do what it's supposed to do.

Carolyn Jordan

General Manager, Jolly Farmers, McMullen



Benefits

- A cloud-based system for easy access from any device
- Provide real-time table availability for the 83% of customers who demand it
- Synchronise all your table bookings from all channels in one central place
- Build a GDPR-compliant customer database for use in future marketing activities
- Easily and accurately manage waitlists and walk-ins with live in-session views

- Minimise no-shows with email and SMS booking confirmations and reminders and deposits functionality
- Powerful insights and analytics to improve performance and streamline operations
- Fully integrated with Zonal's EPoS system to build a detailed picture of every customer
- Available for a flat, monthly fee – no commission for any table bookings made and no nasty surprises at the end of the month

£20,000 a year saved by a Regional Restaurant Group after switching to liveRES Tables

Why Zonal?

Zonal is the trusted supplier of innovative, integrated technology solutions to over 16,000 hospitality and leisure businesses. Our award-winning, UK-based training, project management and customer success teams will support you every step of the way; from project initiation right through to go live, you're always in safe hands.

Further Resources

Case Study:
Butcher & Catch hooks up with Zonal

Blog:
6 Ways to Reduce No-shows



Contact us today

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Zonal