



Getting Started with BentoBox Reservations + Waitlist



Turn more tables, stop
paying fees and make
returning guests feel like
regulars.

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Getting Started with Reservations

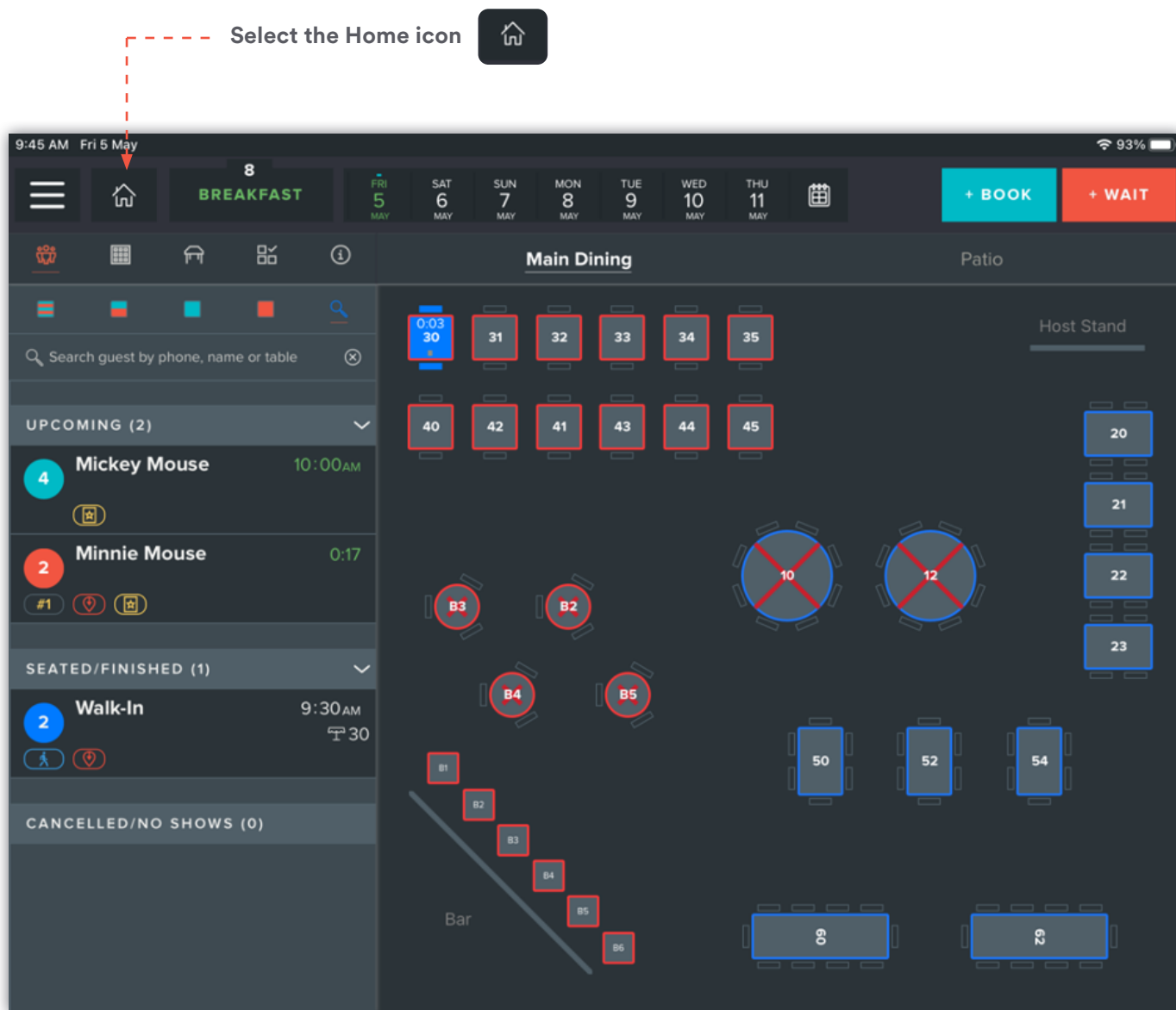
Welcome to BentoBox Reservations & Waitlist! Follow these simple steps to get started:

- 1 Download the BentoBook app, available for download at the following links:
 - Bento Book: [\[iPad\]](#)
 - Bento Book Lite (mobile): [\[iOS\]](#) and [\[Android\]](#)
- 2 Sign in to the app using your login credentials, which can be found in the email we sent you after you signed up. Can't find the email? Reach out to support@getbento.com.
- 3 Review your settings (Main Menu > Settings > Basic Settings) to ensure that they are up-to-date and accurate. If you need to make any changes, please contact our support team at support@getbento.com or refer to our [help center](#) for more assistance.
- 4 [Update your website](#) with your booking link so that your customers can easily make bookings. Include your booking link in your welcome email to customers to promote your new service.
- 5 Get started with BentoBook by exploring the app and learning about its features. If you have any questions or need assistance, our support team is always available.

Thank you for choosing BentoBox Reservations & Waitlist! We hope that our platform will help you streamline your reservation process and improve your customers' experience.

Navigate home

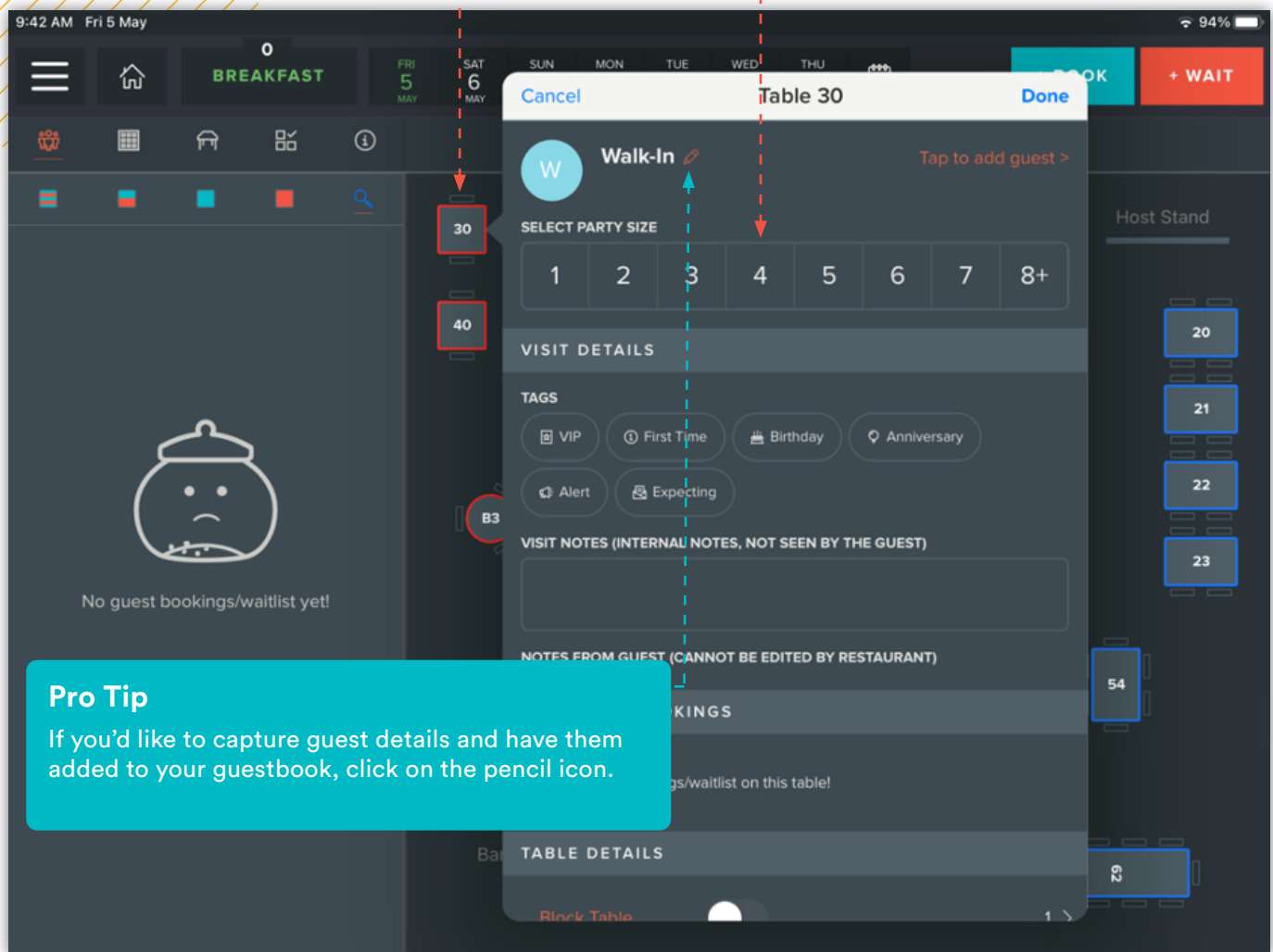
To get back to home screen, which shows the current day and shift, along with the table map:



Add a walk-in party

1 Click on the table you'd like to seat

2 Choose the party size and click Done



Quote a wait time

1 Click +Wait

The screenshot shows the Clover POS interface with the 'ADD WAITLIST' modal open. The modal is titled 'ADD WAITLIST' and has a 'Cancel' button on the left and a 'Done' button on the right. The modal is divided into several sections:

- SELECT PARTY SIZE:** A row of buttons for party sizes 1, 2, 3, 4, 5, 6, 7, and 8+. The '4' button is selected.
- TABLE AVAILABILITY:** A section showing available tables for the selected party size. It lists 'Main Dining (24)' and 'Patio (15)', both with 'SEAT NOW' buttons.
- Or Add To Waitlist:** A section with the heading 'ESTIMATED WAIT TIME'. It shows a list of wait time ranges and their corresponding times:

ESTIMATED WAIT TIME	TIME
0:10 - 0:20	10:00 AM
0:20 - 0:30	10:00 AM
0:30 - 0:40	10:15 AM
0:40 - 0:50	10:30 AM

The '0:10 - 0:20' range is highlighted with a green 'SUGGESTED' label.

- TABLE ASSIGNMENT:** Two buttons: 'ASSIGN TABLE' and 'SUGGEST TABLE'.
- Guest Details:** A section for guest information, including 'PHONE', 'FIRST NAME', 'EMAIL', and 'LAST NAME'. The guest's name is 'Minnie Mouse'.
- GUEST VISIT HISTORY:** A list of previous visits, showing dates, times, and locations.
- TAGS:** A row of buttons for tagging the guest, including 'VIP', 'Birthday', 'Anniversary', 'First Time', 'Booth', 'First Available', 'Patio', and 'Call Ahead'.
- VISIT NOTES (INTERNAL NOTES, NOT SEEN BY THE GUEST):** A text area for internal notes.
- TAKEN BY (INITIALS), PAGER NUMBER, OPT-IN SMS, OPT-IN EMAIL:** Fields for guest contact and preferences.

2 Choose party size and the system will recommend a wait time

Add a guest to the waitlist

1 Click +Wait

9:45 AM Fri 5 May

8 BREAKFAST

FRI 5 MAY SAT 6 MAY SUN 7 MAY MON 8 MAY TUE 9 MAY WED 10 MAY THU 11 MAY

+ BOOK + WAIT

Main Dining Patio

TABLE AVAILABILITY

PARTY SIZE	WAIT TIME
1	0:03
2	30
3	31
4	32
5	33
6	34
7	35
8	
9	
10	

Host Stand

9:43 AM Fri 5 May

Cancel ADD WAITLIST Done

SELECT PARTY SIZE

1 2 3 4 5 6 7 8+

TABLE AVAILABILITY

Main Dining (24)
54, 52, 50, B3, B4, 40, 21 +17 more SEAT NOW

Patio (15)
P10, P14, P12, P15, P11, P3, P1 +8 more SEAT NOW

Or Add To Waitlist

ESTIMATED WAIT TIME

0:10 - 0:20	SUGGESTED	10:00 AM
0:20 - 0:30		10:00 AM
0:30 - 0:40		10:15 AM
0:40 - 0:50		10:30 AM

TABLE ASSIGNMENT

ASSIGN TABLE SUGGEST TABLE

Guest Details

View Guest Profile >

PHONE +1 7209651111

FIRST NAME Minnie

EMAIL minnie@mouse.com

LAST NAME Mouse

GUEST VISIT HISTORY

Wed, May 03 - 12:00 PM	Not Seated	Copenhagen Bistro Cafe
Thu, Mar 09 - 3:30 PM	Not Seated	Copenhagen Bistro Cafe

TAGS

VIP Birthday Anniversary First Time

Booth First Available Patio Call Ahead

VISIT NOTES (INTERNAL NOTES, NOT SEEN BY THE GUEST)

TAKEN BY (INITIALS) PAGER NUMBER OPT-IN SMS OPT-IN EMAIL

2 Choose party size, wait time, assign/suggest table, and insert guest details

Pro Tip

If the guest has dined with you before and is in the guest book, their information will populate with phone number or email.

Add a reservation

Click +Book

1

9:45 AM Fri 5 May

8 BREAKFAST

FRI 5 MAY SAT 6 MAY SUN 7 MAY MON 8 MAY TUE 9 MAY WED 10 MAY THU 11 MAY

+ BOOK + WAIT

Main Dining Patio

TABLE AVAILABILITY

PARTY SIZE WAIT TIME

0:03 30 31 32 33 34 35

Host Stand

9:42 AM Fri 5 May

Cancel ADD BOOKING Done

SELECT PARTY SIZE

1 2 3 4 5 6 7 8+

SELECT DATE MAY, 2023

FRI 5 SAT 6 SUN 7 MON 8 TUE 9 WED 10 THU 11

TIME SLOTS AVAILABLE

9:45 AM 10:00 AM 10:15 AM 10:30 AM

10:45 AM 11:00 AM 11:15 AM 11:30 AM

11:45 AM 12:00 PM 12:15 PM 12:30 PM

12:45 PM 1:00 PM 1:15 PM 1:30 PM

Open Full

TABLE ASSIGNMENT

ASSIGN TABLE SUGGEST TABLE

Guest Details View Guest Profile >

PHONE +1 7209650184

FIRST NAME Mickey

EMAIL Email

LAST NAME Mouse

GUEST VISIT HISTORY

Wed, May 03 - 12:00 PM Seated Copenhagen Bistro Cafe

Tue, May 02 - 4:00 PM Not Seated Copenhagen Bistro Cafe

TAGS

VIP Birthday Anniversary Private Dining

First Time Booth First Available Patio

VISIT NOTES (INTERNAL NOTES, NOT SEEN BY THE GUEST)

TAKEN BY (INITIALS) PAGER NUMBER OPT-IN SMS OPT-IN EMAIL

2

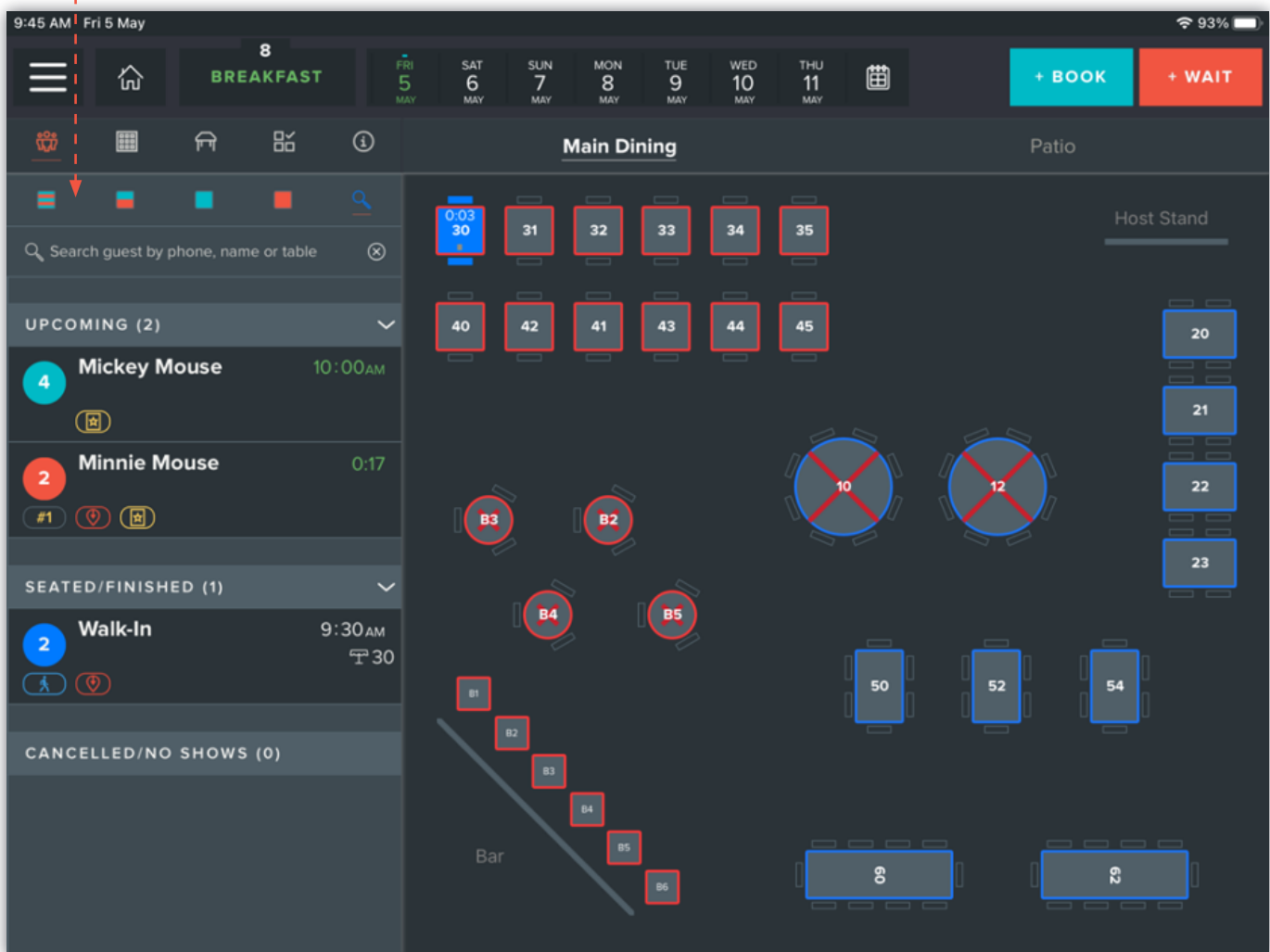
Choose party size, assign/suggest table, and insert guest details

Pro Tip

The VIP tag is the only tag that will stay on the guest profile. All other tags are visit-specific and will only appear on that booking.

View your upcoming party list

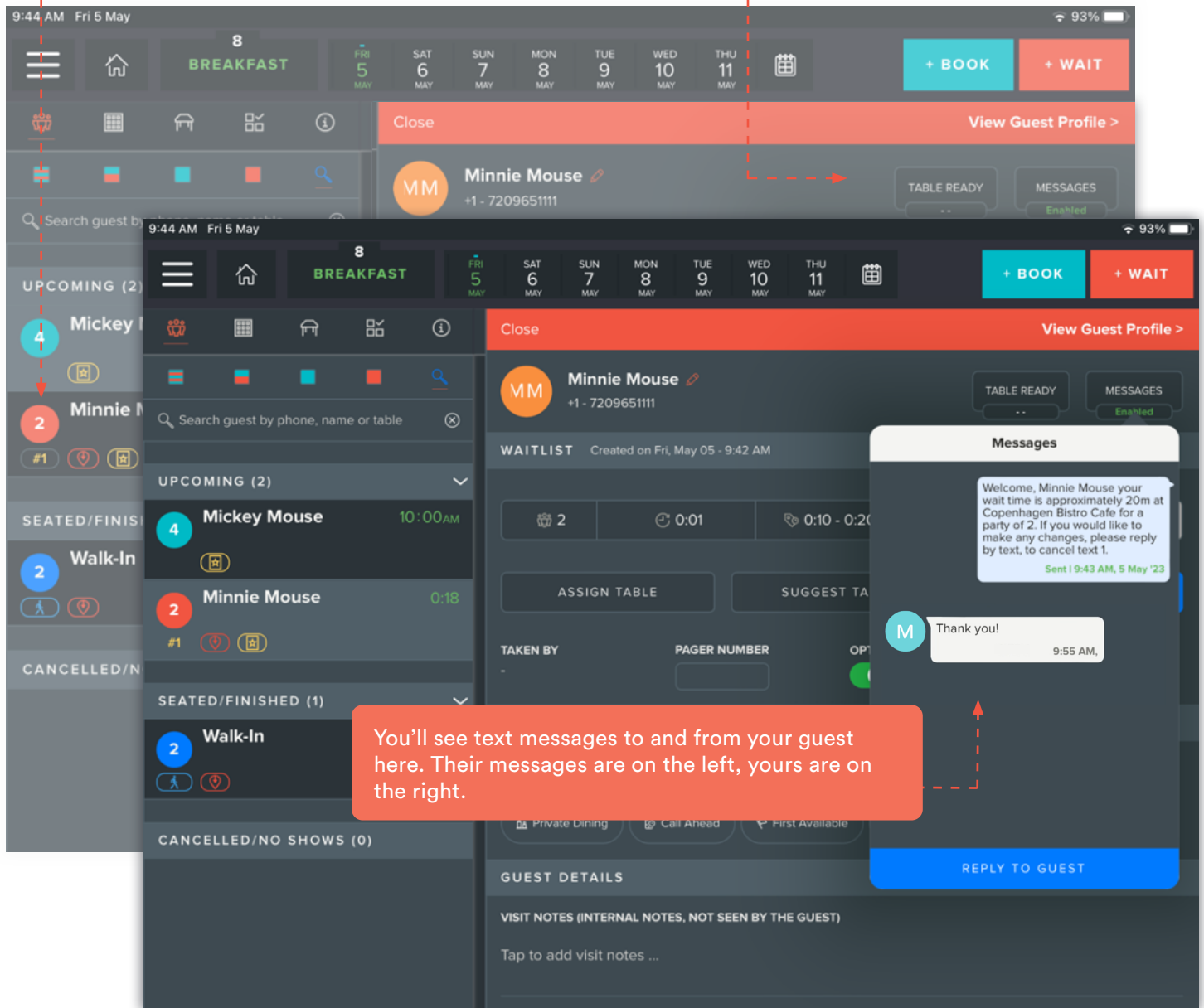
- 1 Click on the icons to change the view: View both **reservations** and **waitlist** parties, or view them separately by clicking the corresponding color buttons.



Communicate directly with guests

1 Select guest

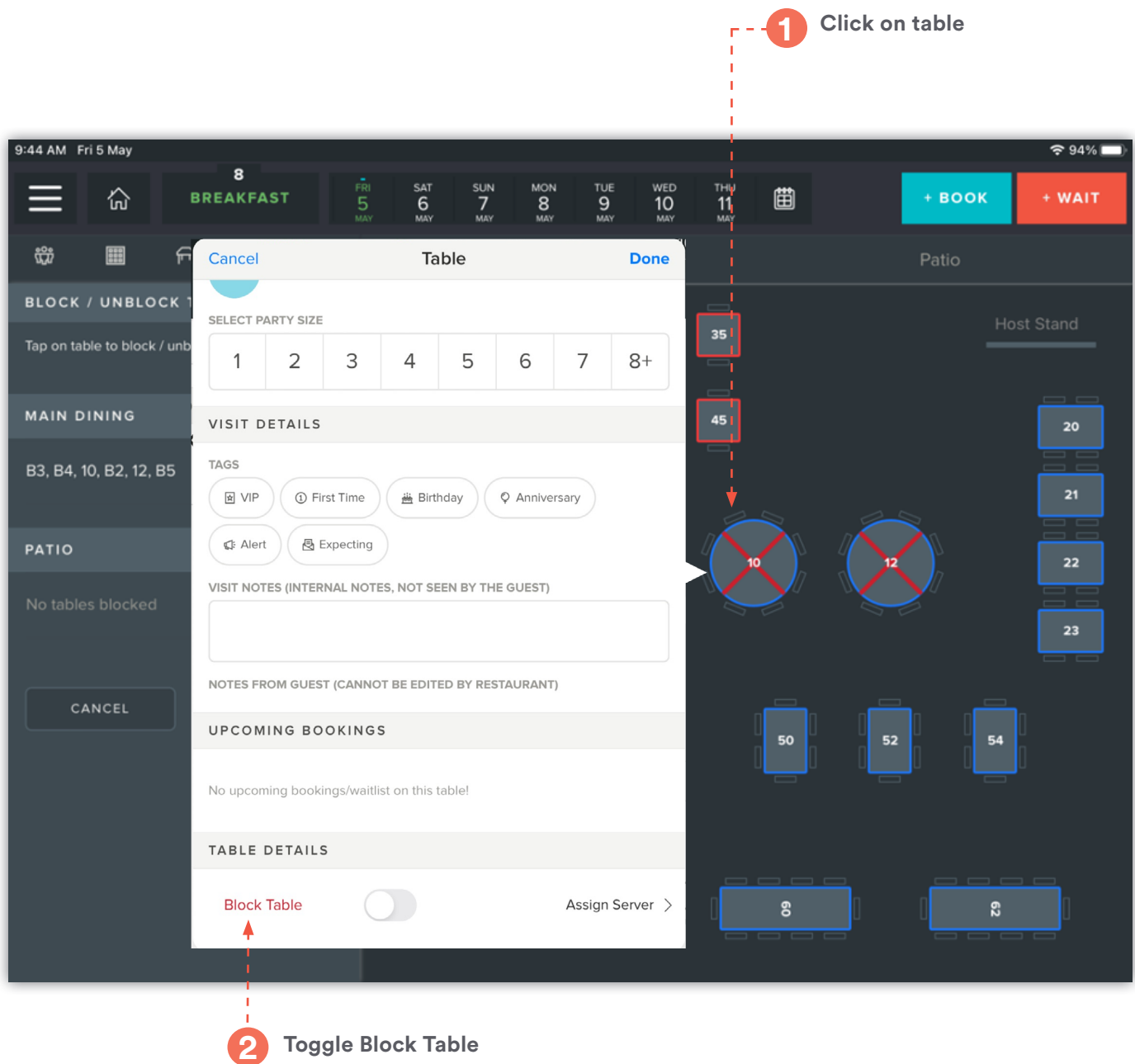
2 Click on Messages to open dialogue box, or Table Ready to send a quick message



Pro Tip

You can customize the 10 pre-set text messages within settings.

Block tables for shifts



Update Sections & Servers

1 Click on the sections icon 

2 Select section template 

3 Once a template is selected, it will reflect color coded on the floor layout, and you can easily touch each section to assign a server.



Best Practices

Share your URL

Your link to make a reservations is your website's URL followed by "/make-a-reservation"

Utilize Email Marketing

Send an email blast to your email list to inform your customers about the new reservation service. Make sure to include a clear call-to-action (CTA) that encourages customers to try the service. Make sure to include a button that links to your new reservations page.

Use Social Media

Use social media: Announce your new reservation service on your social media channels, such as Facebook, Twitter, and Instagram. You can also create a social media ad campaign to reach a wider audience. Add a link to reservations in your bio, and make the reservations link the swipe up action on stories.

Update Your Website

[Update your website](#): Make sure your website is updated with information about the new reservation service. Add a prominent link or button that directs customers to the reservation system (ie - Book a Table).

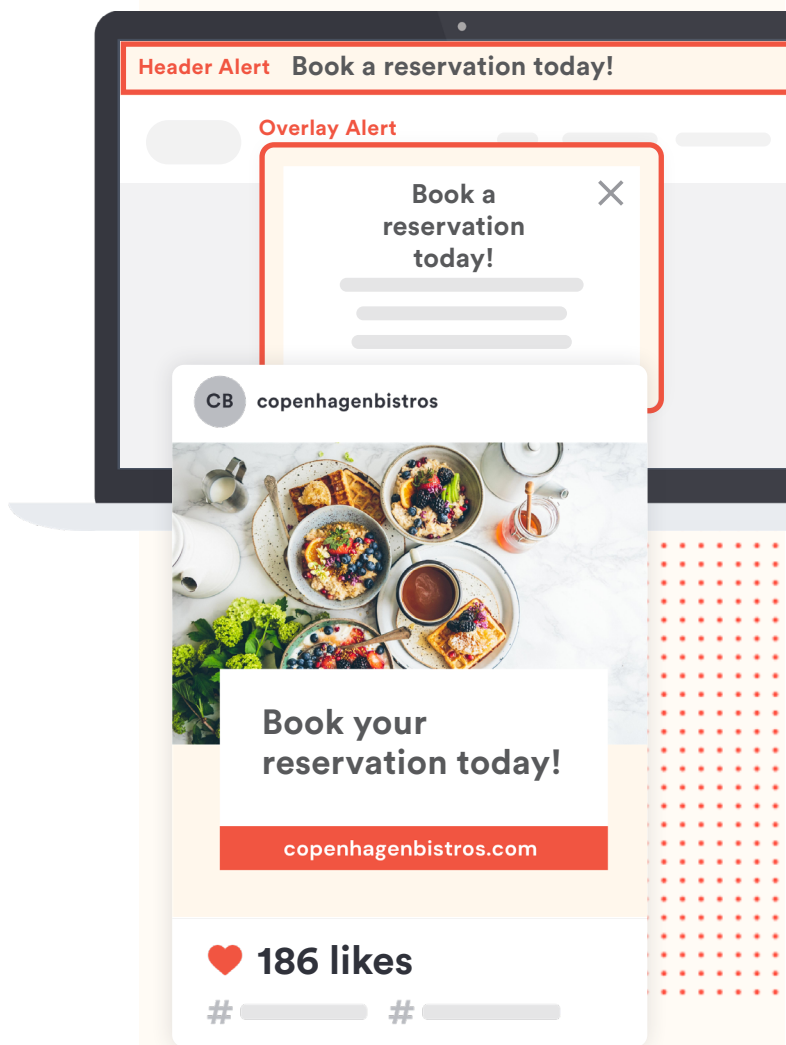
Google

Ensure [Reserve with Google](#) is available through Google My Business, to help increase your visibility and help your customers find and book reservations. Make sure your [Google My Business page is setup](#) and ready to use.

Train Your Staff

Make sure your staff is trained to promote the new reservation service to customers. Encourage them to mention the service when customers call or visit your restaurant. Utilize the [BentoBox Help Center](#).

By following these best practices, you can effectively promote your new reservation service and encourage customers to use it.



Still need help? Reach out to our customer success rep or support for help.



Checklist for going live

1

iPad with BentoBook app downloaded

2

BentoBook login credentials received and shared with team members as needed

3

Review BentoBook settings and shifts

4

Add Reservations link to your website and review best practices to increase reservations