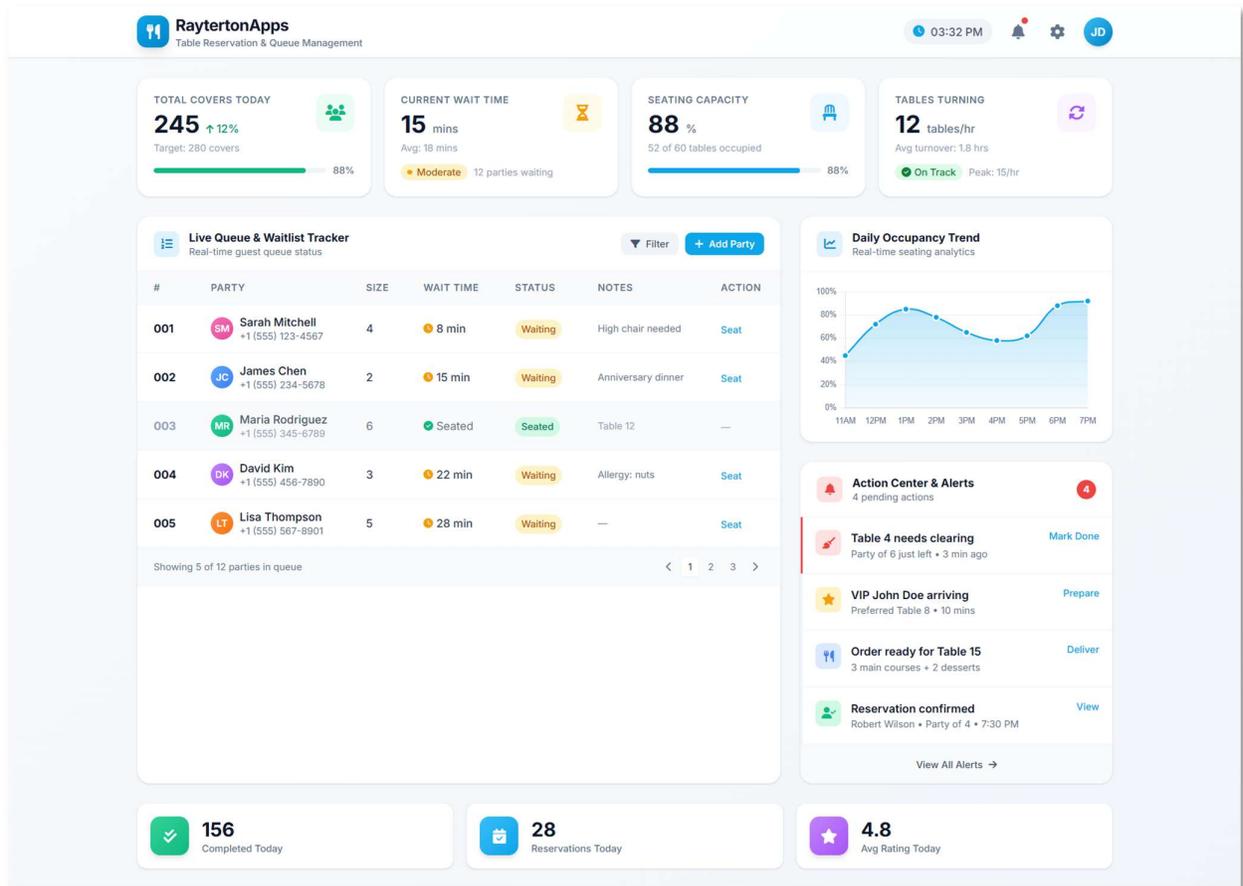




**Core capabilities:**

- Real time floor operations overview.
- Live queue and waitlist tracking.
- Daily occupancy and turnaround key performance indicators.
- Action center with active staff alerts.



**Omnichannel Booking and Reservation Desk**

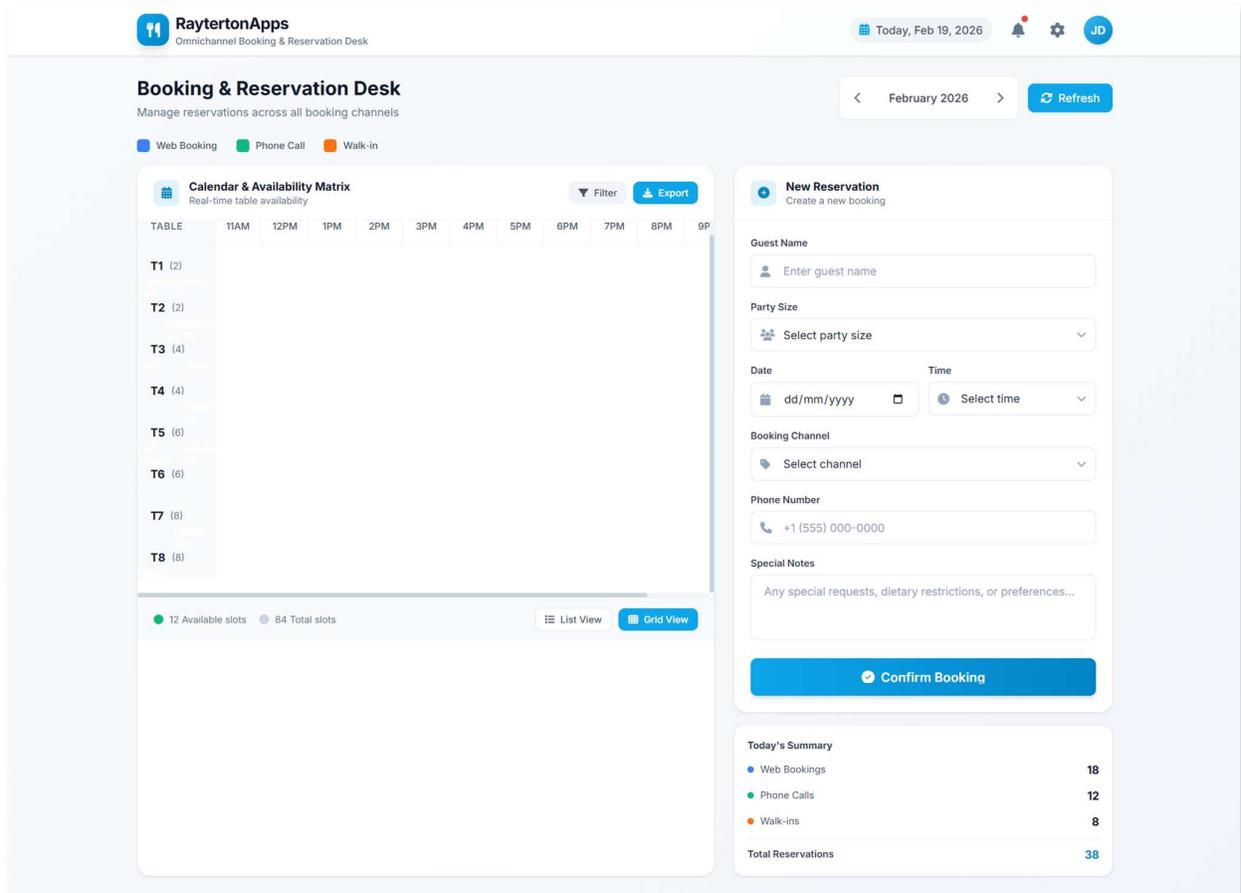
The Omnichannel Booking module acts as a centralized hub for web, phone, and walk in reservations. It features an interactive calendar matrix view positioned alongside the reservation input form.

The system uses color coded timeline blocks to differentiate reservation sources systematically. It automates guest reminders to handle no shows and cancellations effectively.

**Core capabilities:**

- Centralized booking hub for multiple channels.

- Interactive availability and calendar matrix.
- Automated text and messaging guest reminders.
- No show and cancellation handling protocols.



## Capacity and Dynamic Floor Management

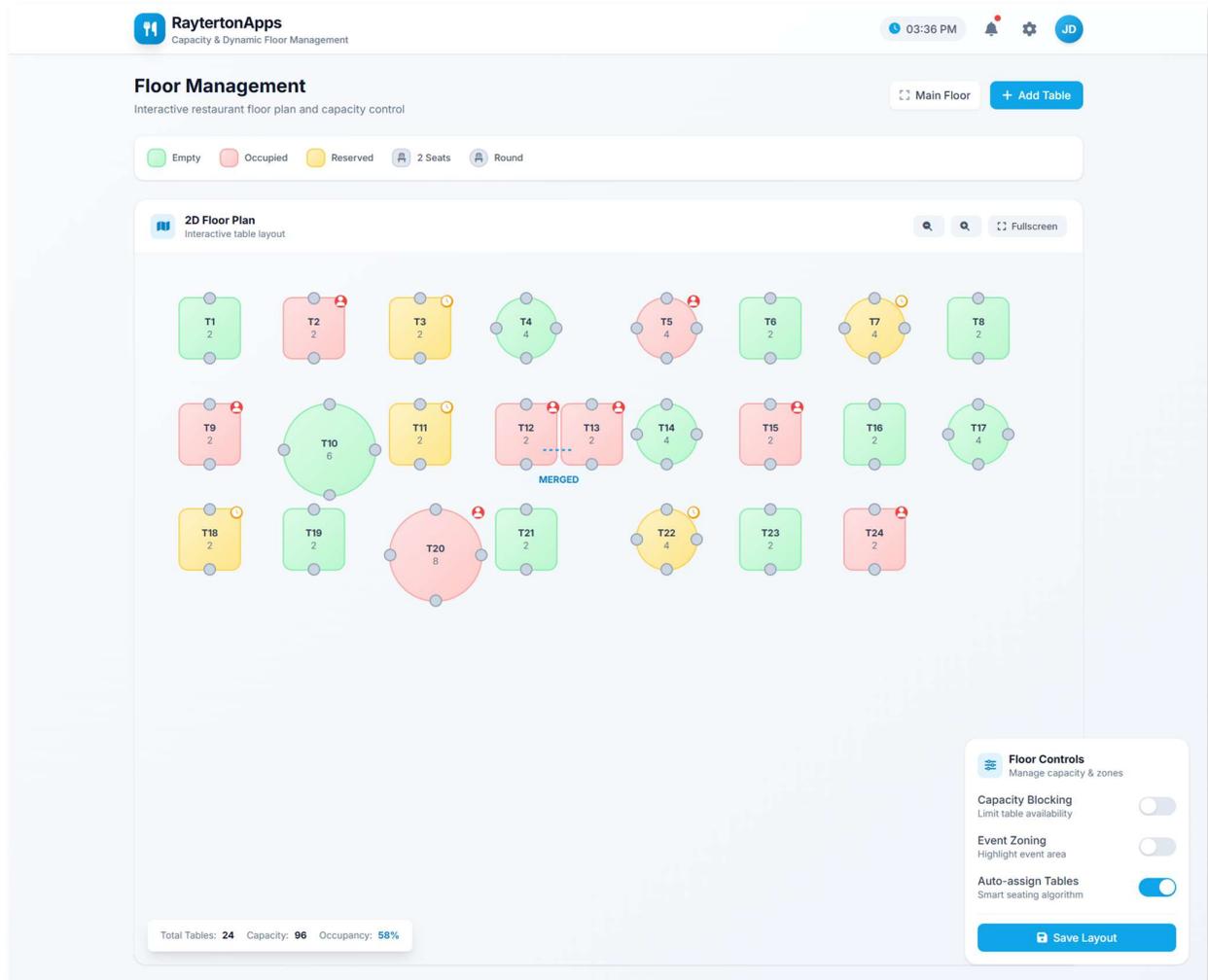
The Floor Management engine calculates optimal table assignments based on custom allocation rules. It features an interactive two dimensional or three dimensional floor map for visual layout control.

The map uses specific color indicators to show empty, occupied, and upcoming table statuses. Users can manage table merging for large groups using visual tooltips directly on the digital map.

### Core capabilities:

- Interactive floor map with real time status.
- Rule based table allocation engine.
- Table merging and splitting management.

- Capacity blocking and event zoning configuration.



## Waitlist and Paging Management

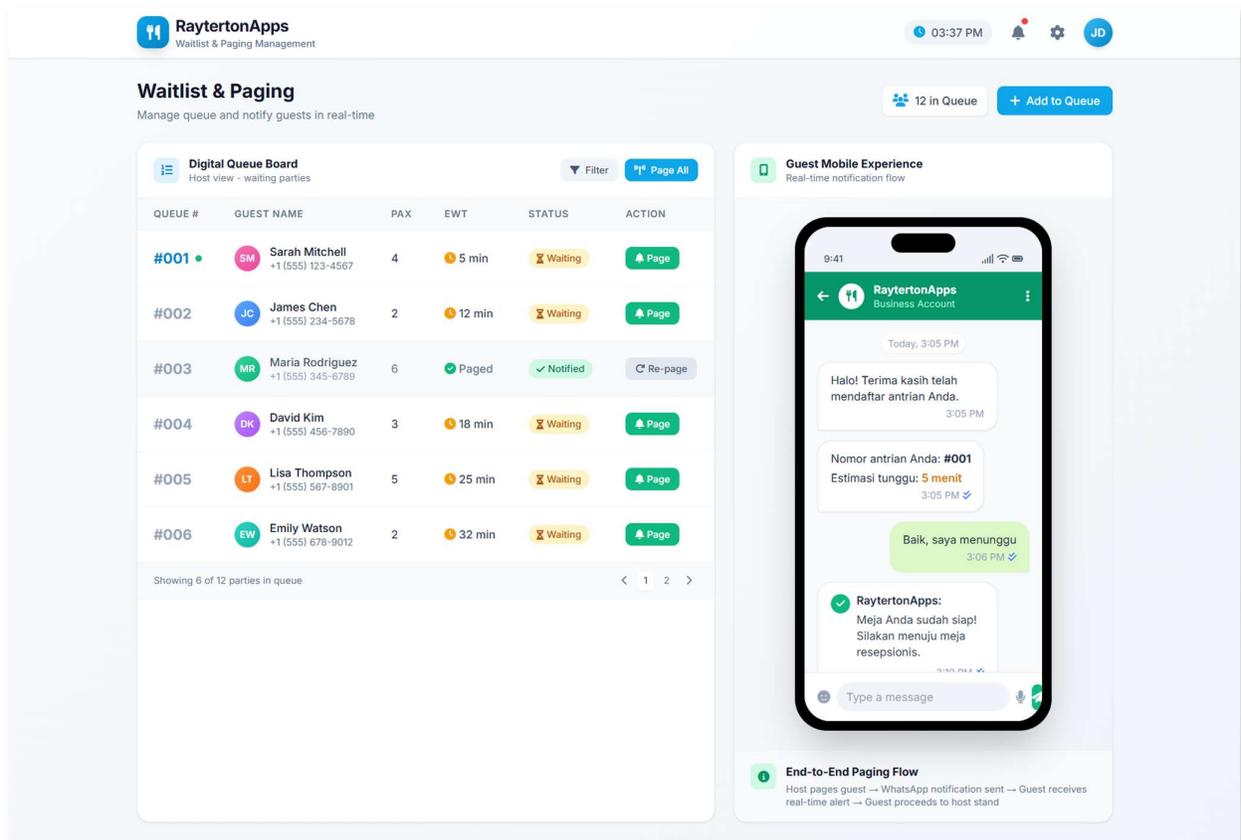
The Waitlist module structures transparent queues utilizing digital board support and mobile paging. It calculates estimated wait times and routes queue priorities systematically.

The system sends automated two way notifications to guest smartphones exactly when their table is ready. This composite setup manages both the restaurant display board and the guest communication simultaneously.

### Core capabilities:

- Digital queue board and kiosk setup.
- Two way automated guest paging.

- Calculated estimated wait time tracking.
- Queue prioritization and structured routing.



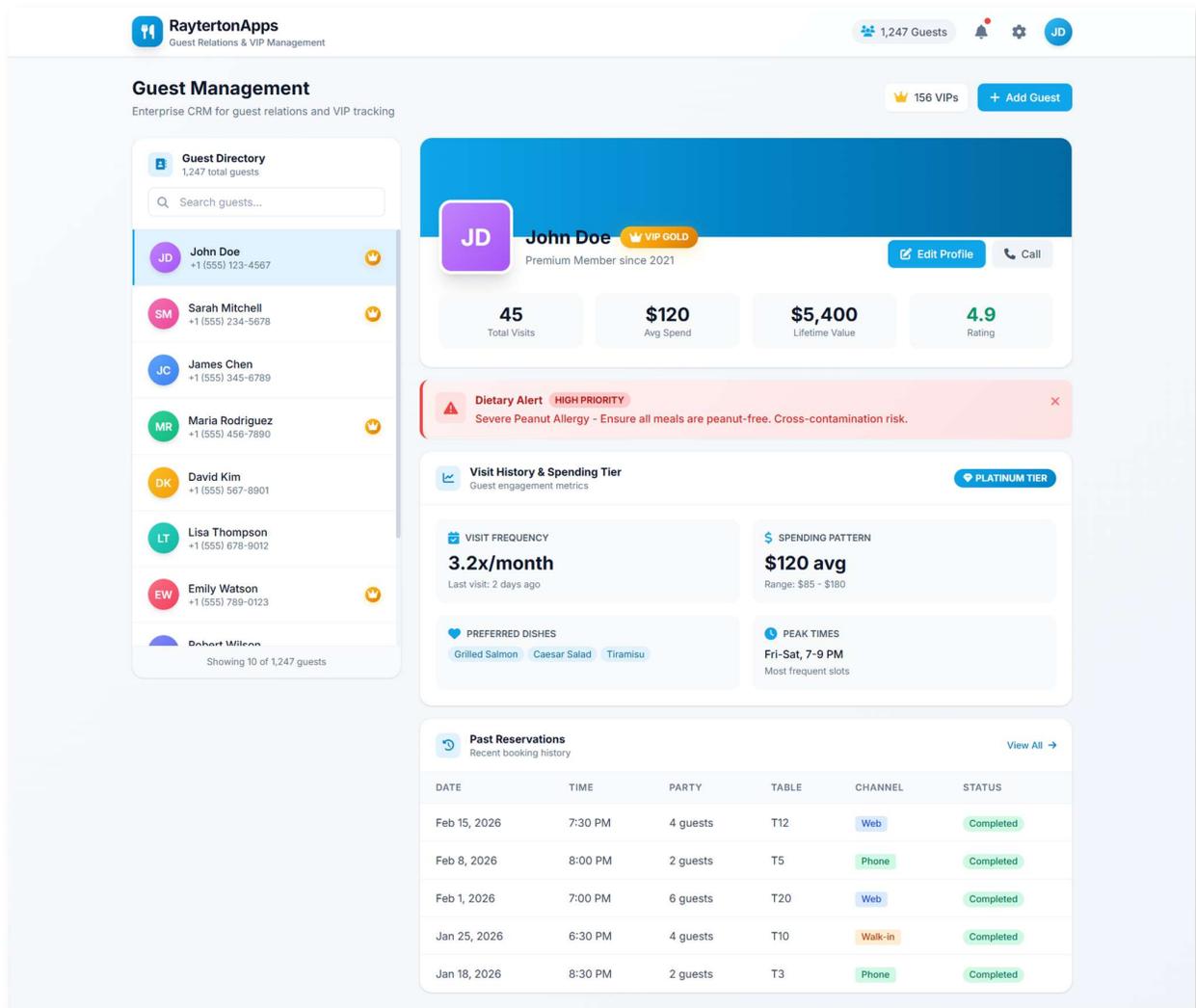
## Guest Relations and VIP Management

The Guest Relations module maintains a centralized master profile for every recorded visitor. It tracks visit history and spending tiers to assign specific VIP recognition status.

The profiles display clear visual indicators such as gold badges and bright red allergy warnings. This centralized data enables priority seating and personalized service based on documented dietary notes.

### Core capabilities:

- Centralized guest master profile database.
- Visit history and spending tier tracking.
- Allergies and special request documentation.
- VIP recognition and priority seating rules.



## Analytics and Performance Reporting

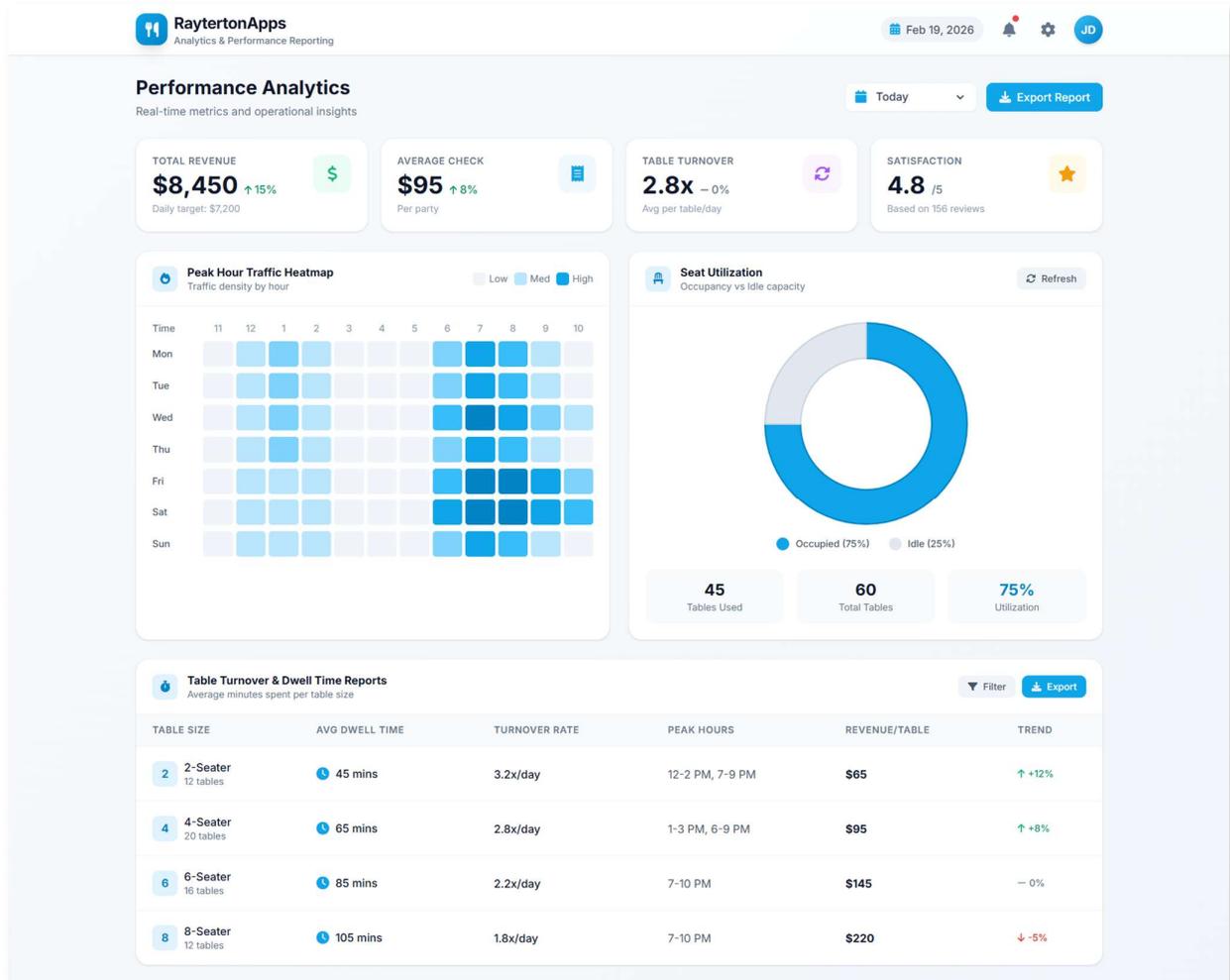
The Analytics module generates data driven insights focused heavily on seating utilization efficiency. It provides clear visual reports including traffic heatmaps to identify peak operational hours.

The system uses visual charts to compare the percentage of filled tables against empty tables. Managers can export this operational data to build comprehensive table turnaround reports.

### Core capabilities:

- Covers and seating utilization analytics.
- Table turnover and dwell time reporting.
- Peak hour traffic visual heatmaps.

- Operational data export builder.



## Ecosystem Integration and Admin Setup

The Administration module configures enterprise grade system integrations securely and efficiently. It manages active connections with point of sale systems, digital signage controllers, and messaging gateways.

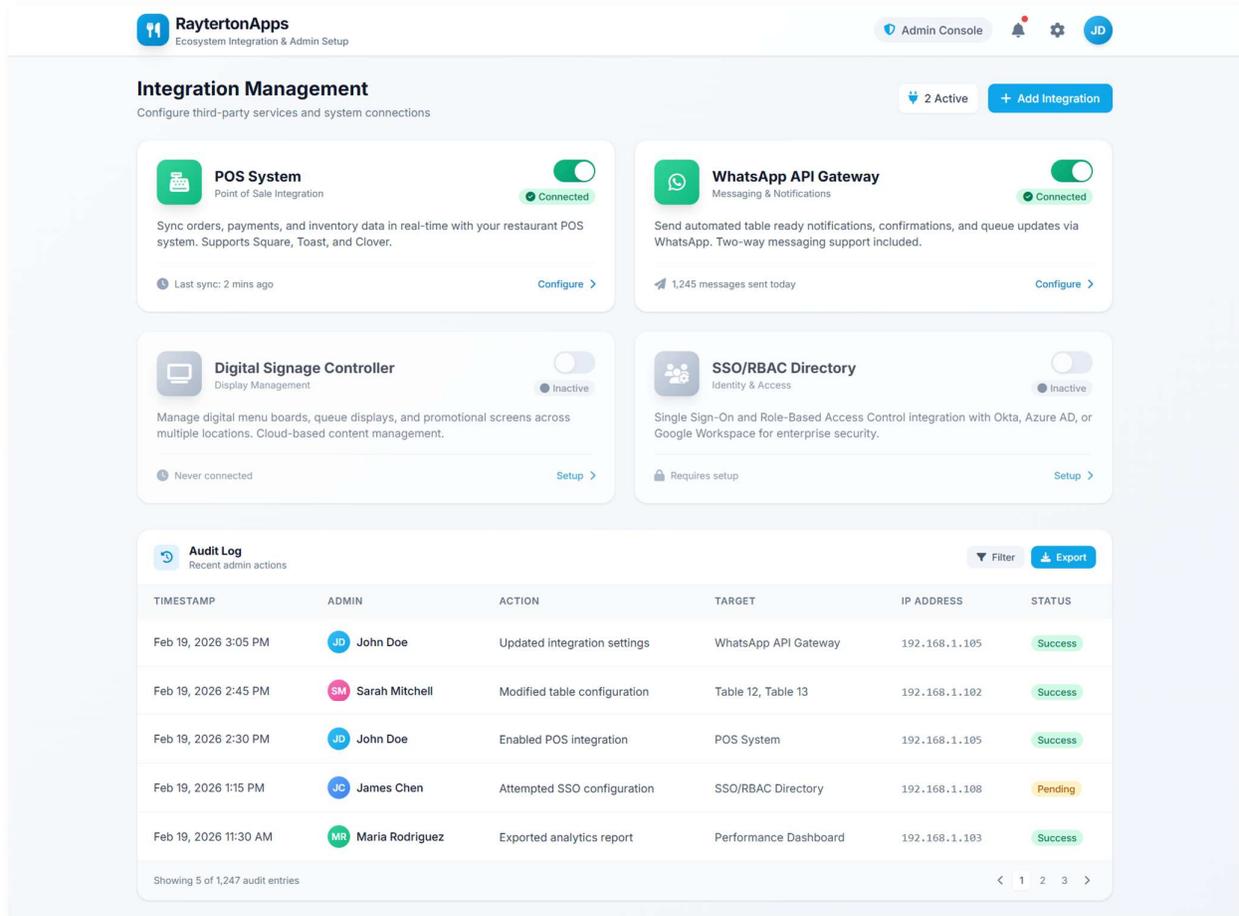
The settings interface displays these third party connections using toggle switches and connection status text.

The system architecture ensures secure user access through role based access control and single sign on verification.

### Core capabilities:

- Point of sale system synchronization.

- Digital signage controller linkage.
- Messaging gateway configuration.
- Role based access control security setup.



## Why Choose This System

This comprehensive operational suite maximizes restaurant capacity and accelerates table turnover rates. It is proven to reduce wait times and eliminate revenue loss generated from idle tables.

The modern scalable architecture utilizes secure application programming interfaces to maintain uninterrupted data flow.

The complete setup package provides customized floor plan templates and direct synchronization with existing hardware.

## Glossary of terms & abbreviations

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- Allocation Rules: Rules that determine how the system assigns reservations to tables based on defined parameters.
- Arrival Trend Graphs: Graphs showing guest arrival patterns over time.
- Automated Notifications: Automatically sent messages such as confirmations and reminders.
- Booking Channels: Reservation sources including web, phone, and walk-in.
- Calendar Matrix View: Matrix-style calendar interface showing availability and reservation schedules.
- Capacity Blocking: Feature used to restrict seating capacity during specific times or zones.
- Covers: Total number of guests served during a specific period.
- Command Center: Main dashboard used for real-time monitoring of floor operations and metrics.
- Dark Mode Interface: User interface with dark theme highlighting key elements.
- Digital Queue Board: Digital display showing the current waitlist or queue.
- Dwell Time: Duration a guest occupies a table from seating to completion.
- Dynamic Floor Engine: System engine that calculates optimal table assignments automatically.
- Estimated Wait Time (EWT): Predicted waiting time before guests are seated.
- Event Zoning: Configuration of floor areas for specific events or purposes.
- Floor Map (2D/3D): Digital layout representation of tables in two or three dimensions.
- Heatmaps: Visual representation of activity density across time periods.
- Idle Tables: Empty tables that are not utilized and may cause revenue loss.
- Integrations: System connections with external platforms such as POS or messaging services.
- Interactive Floor Map: Controllable digital floor layout for managing table status.
- Kiosk Setup: Self-service station used for check-in or waitlist registration.
- Key Performance Indicators (KPI): Primary metrics used to evaluate operational performance.
- Live Queue Tracking: Real-time monitoring of active guest queues.
- Messaging Gateway: Service used to send automated messages to guests.
- Multi-channel: Support for multiple reservation sources within one system.
- No-show: Guests who fail to arrive despite having a reservation.
- Occupancy: Level of seating utilization or table fill rate.
- Omnichannel Booking: Unified reservation management across multiple channels.
- Paging: Process of notifying guests when their table becomes available.
- Point of Sale (POS): Transaction system integrated with table management.
- Post-service Analytics: Data analysis performed after service operations.

- Priority Seating: Seating process that prioritizes specific guests.
- Queue Prioritization: Structured ordering of guests based on priority rules.
- Reservations Hub: Centralized system managing all reservation sources.
- Role-based Access Control (RBAC): Access permissions assigned according to user roles.
- Rule-based Table Allocation: Automatic table assignment driven by predefined rules.
- Seating Capacity: Total available seating within the venue.
- Seating Utilization: Efficiency measurement of seating usage.
- Single Sign-On (SSO): Authentication method allowing single login access to multiple systems.
- Status Indicators: Visual markers showing table states such as empty or occupied.
- Table Merging: Combining tables to accommodate larger groups.
- Table Turnover: Rate at which tables become available for new guests.
- Traffic Heatmaps: Visual charts indicating peak operational periods.
- Two-way Notifications: Messaging allowing communication between guests and the system.
- Very Important Person (VIP): Guest with elevated priority status.
- Waitlist: Queue of guests waiting for available tables.

## Maximize Your Restaurant Operations

Transform your daily restaurant operations to achieve zero idle tables and complete system synchronization. Optimize your seating capacity from end to end using advanced management algorithms.

### Contact Us :



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## About Rayterton

Established in 2003, Rayterton delivers comprehensive Best Fit Software Solutions, server and hardware products, and technology services to a wide range of industries and organizations. Our core expertise lies in Business Process Improvement (BPI), IT Infrastructure, and IT Management.

At Rayterton, we are committed to empowering our clients by enhancing their business operations through tailored IT and management solutions. We combine innovation, experience, and client collaboration to ensure long-term success and digital transformation.

## Our Competitive Strengths

**100% Risk Free**

**Best fit to  
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requirements**

**Easy to  
customize**

**Software  
ownership**

**No Change  
Request (CR)  
fees during  
maintenance**

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