

16 Resolution





01. The Client

SonSo Ltd is a UAE based company that is focusing on providing innovative software products and consulting services to help businesses with shaping their own space in the market and maintaining it easily and affordably. Their team comprises of technology veterans and business consultants who have decades of experience in software services and solutions.



02. The Requirement

SonSo wanted to introduce a new solution in the restaurant industry that can handle table reservation, online reservation and walk-in management effortlessly and efficiently.



03. The Solution

AlignMinds developed a comprehensive desktop restaurant solution using .NET to streamline and automate the day to day business process of small and medium restaurants with additional features like guest management, campaign manager and analytics and reports.



04. Features

Restaurant Setup

Restaurants of any size and type can set up the system, according to their need, using this module. This module comes with a set of features such as,

- Restaurant creation: This feature helps authorised users to add different restaurants under one hotel. For example, 24 x 7 Cafeteria, Multi-Cuisine Restaurant and Bar Room.
- Floor & Table Plans: This feature allows system users to create and design a floor plan and set up tables (2-seater or 4-seater). Creating a table design is very simple since users can easily move tables across the floor by drag & drop.
- Special date setup: System users have the privilege to set up special days like Christmas eve, Valentine's day with special rates and other conditions.



04. Features

- Guest rating setup: System user can setup loyalty points for the customers.
- VIP notification: When a VIP guest makes a reservation for a table, notifications such as Booking Notification, Reminders, and Arrival Notification are sent automatically at the right time to concerned departments.
- No Show: If a table was booked but no one has showed-up, the table will be categorised as No Show for further restaurant formalities.
- Message templates: A well-designed email can elevate subscriber engagement and generate more sales. By using pre-designed templates, the system will send various emails and messages to contacts in the list.



04. Features

Restaurant Operations

'Restaurant Operations' module in 'Resolution' primarily provides a platform for restaurateurs to manage table reservations in a hassle-free and seamless manner. In order to make a reservation, the system in-charge has to login to the system and go to the related section and make a reservation by simply selecting the date & time, selecting/adding customer details, selecting a table and few more necessary details. The system is developed in such a way that a user who is not having much technical knowledge can easily operate the system without any assistance.

Guest Management

In addition to the basic profile management of the customers, the system manager can view and manage their preferences, transaction history, visit details, special days etc.

Analytics & Reports

Resolution table reservation management system allows managers and the authorised users to make various reports such as reservation summary, reservation details, staff reservations, VIP reservations, guest list and top paid report.



04. Features

Campaign Manager

Email marketing is still one of the most powerful tools used by restaurants to attract and retain clients. 'Resolution' has a dedicated module for managing all such marketing campaigns. Restaurant managers can send personalised emails, created with the help of predesigned templates, to customers on special occasions like birthdays.



05. Sample Screens

11:31 PM - 02:00 AM

Allocate Seat Change Table Vacate & Clear Find

Table Number : 77, Guest Name : Mr Vishnu Babu, Party Size : 2 (1A, 1C) <1

AVAILABILITY CHARTS ADD NEW GUEST WALK-IN RESERVATIONS

Find Me GO Clear

Party

11:31 PM - 02:00 AM

Word or Phrase Search

Title : Select Title

First Name :

Last Name :

Mobile : +971

E-mail :


Forget Me (GDPR)

TIME	AV	RW	CAP	TR
11:31 PM	48	2	50	1

Time Party Size Adult Child TurnOver



05. Sample Screens

Welcome Superuser 

Title : Nationality :

First Name : Mobile :

Last Name : E-mail :

Age Range


18-30 31-40 41-50 51-60 60+

Other comments/observation

Where do you first hear about Beach Rotana Abudhabi?

Would you recommend Beach Rotana Abudhabi to a friend?

Yes No



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