

Restaurant Reservation System & POS



Client Background: Company provides different solutions to Restaurant industry - Looking to develop table reservation software with integrated POS system.

Background/ Business Drivers:

- Online Restaurant Reservation System, Floor planner and backend POS for Restaurants which can be used to enhance restaurant productivity and to provide better customer services.
- The aim is to facilitate services for restaurants so that people can easily search for local restaurants in their areas and make table reservations.
- Web based system that can sync with backend POS so that availability can be viewed near to real time. This saves a lot of efforts for restaurants as they don't have to enter table availability manually. So once customer visits restaurant it can be entered in the backend POS for table is busy which is automatically displayed on the online platform.

smartData Solution: We have developed the solution which is actually combination of three services:

- ≠ Online reservations - Web platform caters online customers where they can view availability and make reservations.
 - ≠ Floor plan designer - It includes Interactive Floor Planner Designer which can be used to Design Floors, Tables and Other restaurant items as per actual structure of the Restaurants
 - ≠ POS system - Restaurants can use the POS system to manage all restaurant activities & operations.
- A single solution is developed to cater all needs of restaurants. Latest technologies & tools are used to develop custom solution so that each user whether it is a front staff member, kitchen staff, restaurant admin, accounts or any other person can use the application.
 - It allows restaurants to build robust diner databases for superior guest recognition and targeted e-mail marketing.
 - The reservation system is a centralized booking system to manage all reservations received through website, phone or walk-in customers.

- Floor planner adds values into the system which allows restaurants to define various floors, seating plans as per actual floors/ tables and other location specific features so that users can easily see them while processing reservations.
- Feedback & survey is one of the most important part of any service industry. Application includes survey system which facilitates restaurants to generate feedback questionnaires and get customer feedbacks. So it completes entire lifecycle of the restaurant industry.