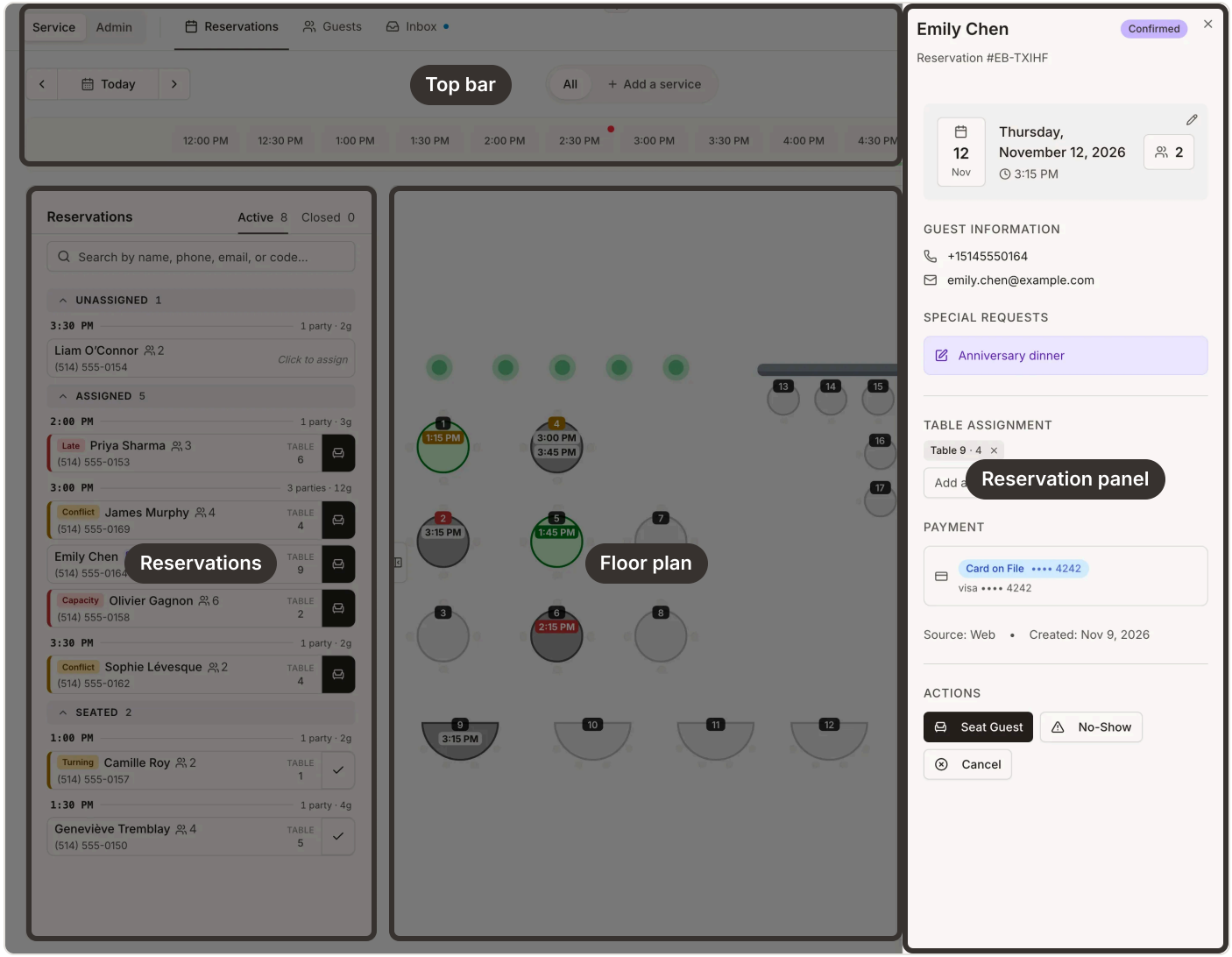
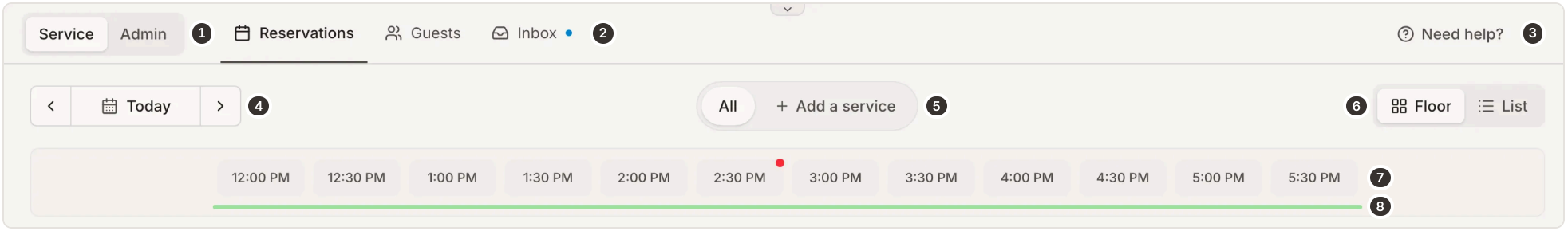
Dashboard key

The Service view has four areas. Each one has its own section below, with every button, badge and colour you will see there.



Top bar

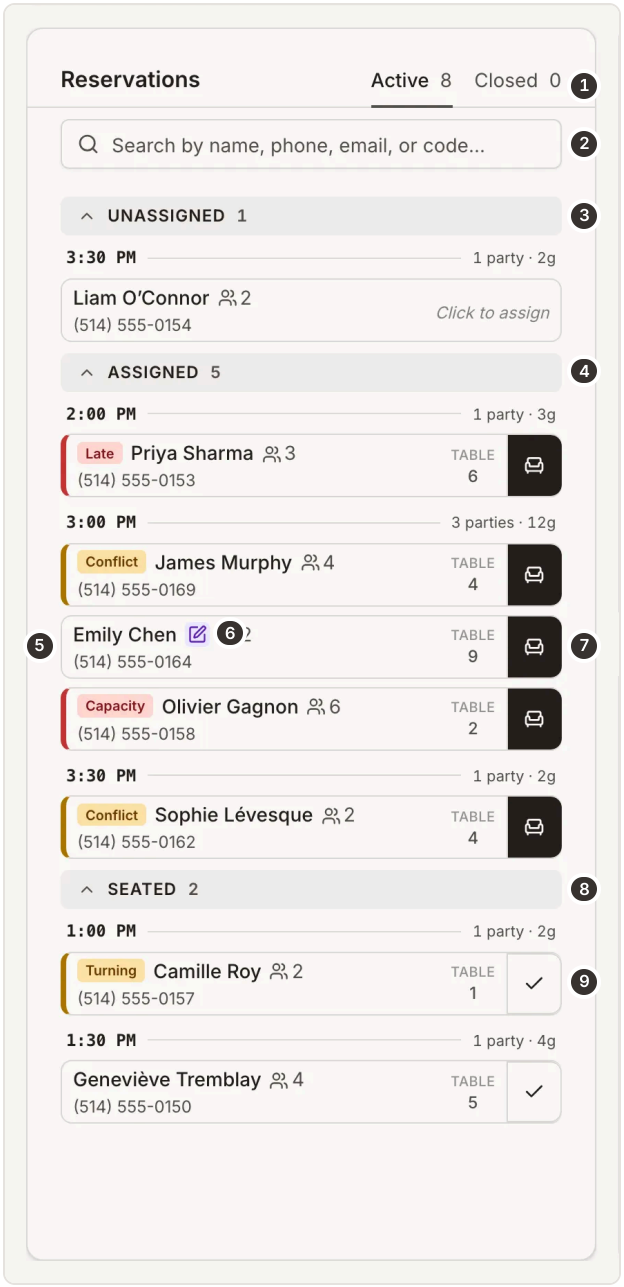


1. **Service / Admin.** Service runs the day. Admin holds your settings, behind your PIN if you set one.
2. **Reservations, Guests, Inbox.** Today's reservations, your guest list, and the online bookings and cancellations as they come in. A dot on Inbox means something new.
3. **Need help?** Opens these help articles, or texts us.
4. **Date.** The arrows change the day. Tap the date for a calendar.
5. **Services.** All shows the whole day. With services set up, pick your custom service configuration here.
6. **Floor / List.** The floor plan beside the reservations, or the day as one list.
7. **Time bar.** Tap a time to see which tables are free then; the rest fade. Then tap a free table: 30 minutes or more ahead starts a reservation, the current time starts a walk-in. The red dot is the time now.
8. **How full.** The line under the times shows how full each time is. Point at a time (tap on a tablet) for the exact percentage.

Colours of the line

- Under 75% full
- 75 to 99% full
- Full, or over

Reservations



1. **Active / Closed.** Still to come or seated, versus completed, cancelled and no-shows.
2. **Search.** Name, phone, email or reservation code.
3. **Unassigned.** No table yet. Tap the reservation, then a table on the floor.
4. **Assigned.** Has a table, not seated yet. Grouped by time.
5. **A reservation.** Tap once to pick it for a table move, twice to open it.
6. **Special request.** The guest wrote something when booking. Open the reservation to read it.
7. **Seat.** Seats the party.
8. **Seated.** At the table now.
9. **Complete.** The party has left: the reservation is done.

Colours on a reservation

- **Late** — More than 15 minutes past its time, not seated
- **Turning** — Seated, 15 minutes or less left, or past its time
- **Capacity** — Party bigger than its table
- **Conflict** — Overlaps another reservation on the same table

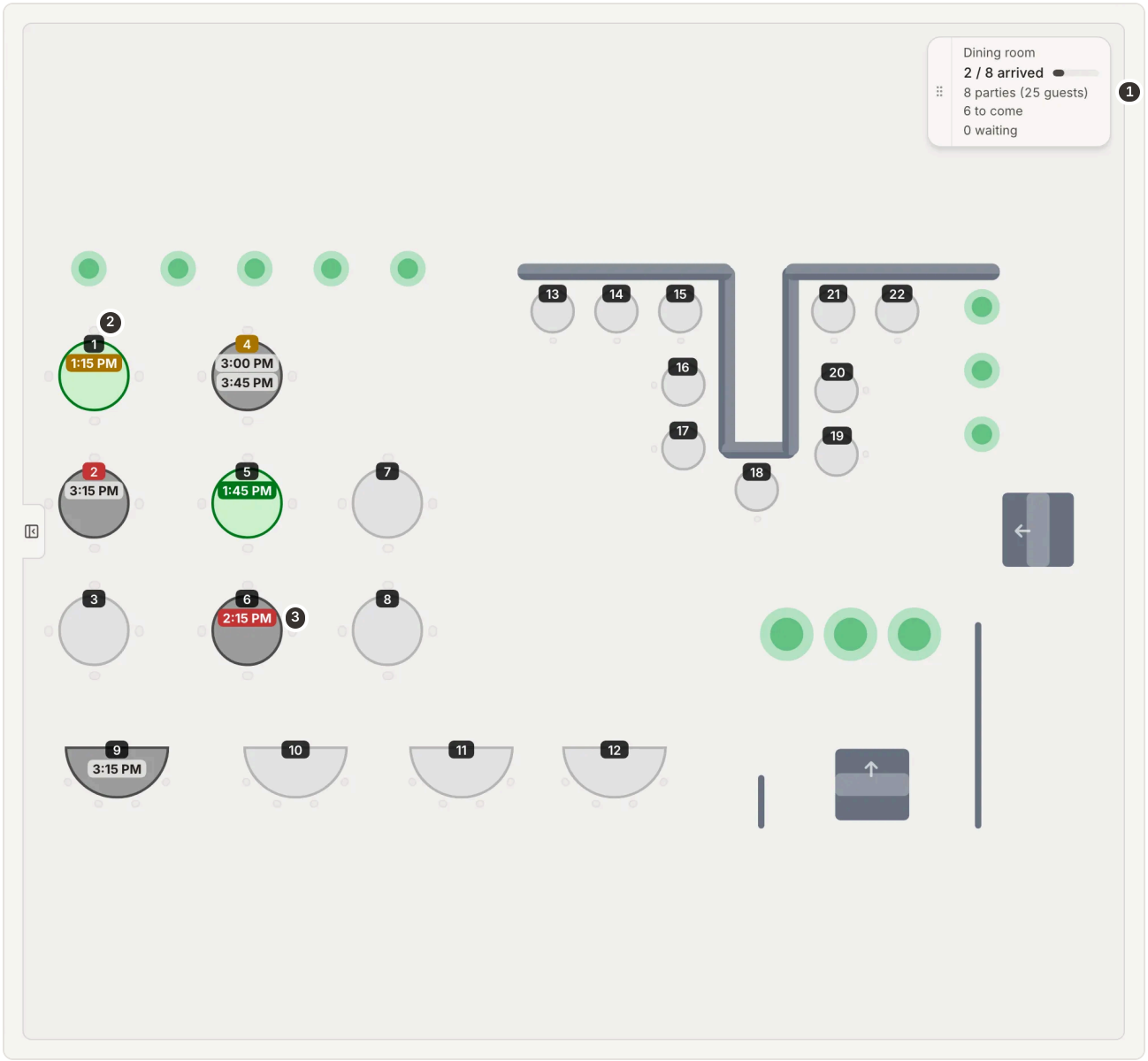
Buttons and tags

- Seat the party
- Mark it completed
- A later date: it can't be seated yet
- *Click to assign* — Needs a table before it can be seated
- The guest claimed a perk
- **Awaiting** — Card asked for, not added yet
- ~~Waitlist~~ — Came off the waitlist, now confirmed
- **#1** — On the waitlist: place in line
- On the waitlist for later: joins the line at its time

In the Closed tab

- **35m before** — Cancelled this long before its time. Red under 2 hours, amber under 24.
- *Click for details* — Open it to restore it or fix a mistake

Floor plan



1. **Arrivals.** Who has arrived, how many are still to come, walk-ins, no-shows and who is waiting. Tap to open or close it, drag it by its grip.
2. **A table.** Tap it to see its reservations. Its colour says what is happening there.
3. **Times on a table.** Each reservation still to come or seated there, in order.

Colours on the floor

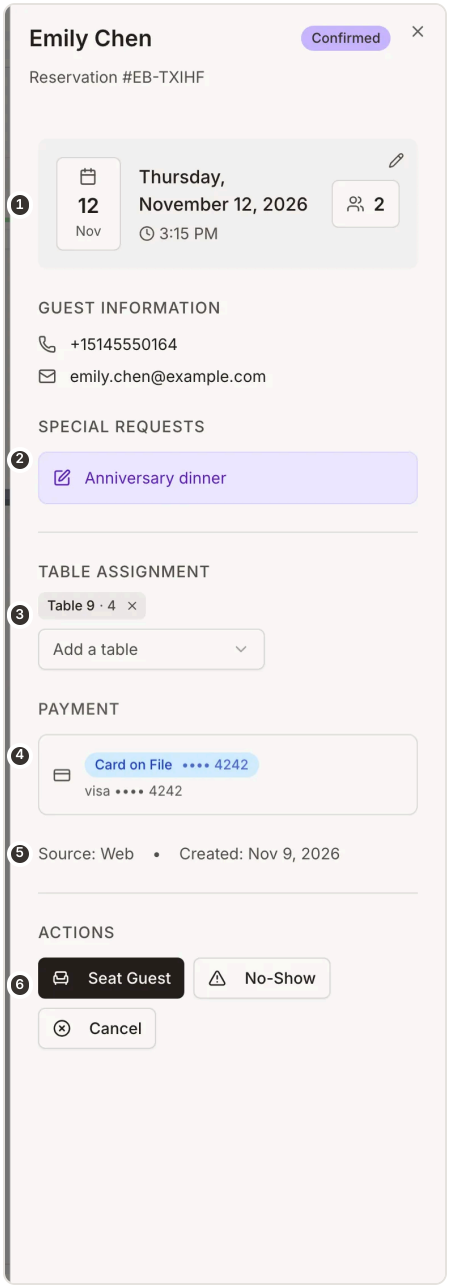
- `5` `7:30 PM` — Seated: guests at the table
- `5` `8:00 PM` — To come: a reservation not seated yet
- `5` — Free: nothing still to come
- `5` `7:00 PM` — Late: more than 15 minutes past its time
- `5` `6:15 PM` — Turning: 15 minutes or less left, or past its time
- `5` `8:00 PM` — Capacity: the party is bigger than the table
- `5` `8:00 PM` `8:45 PM` — Conflict: two reservations overlap, counting the reset time

Other table states

- `5` — Online only or staff only
- `5` `8:00 PM` — Busy at the time you tapped on the time bar
- `5` `6:00 PM` `+2` — More reservations than fit on the table

Reservation panel

Opens when you tap a reservation twice (once in the List view).



1. **Date, time, party.** Tap the pencil to change them. You choose whether the guest gets an email.
2. **Special request.** What the guest wrote when booking.
3. **Table.** Remove a table with its x, or add one. A red or amber note here explains a Capacity or Conflict.
4. **Payment.** The card on file and what happened to it. Cards are only asked for when Stripe is connected and no-show protection is on (Admin, Widget). A reservation with no card has no Payment section.
5. **Source.** Where the reservation came from, and when it was made.
6. **Actions.** What you can do next. The buttons change with the status.

Status

Pending	Booked, waiting for you to confirm
Confirmed	Booked, not here yet
Seated	At the table
Completed	Left, all done
Cancelled	Cancelled
No Show	Never came
Waitlist	Waiting for a table

Payment

Awaiting Card	Card asked for, not added yet
Card on File •••• 4242	Saved. Nothing is charged.
Charged	No-show fee charged
Cleared	Card removed, never charged

Actions by status

Confirm	Pending: confirm it
Seat Guest, No-Show, Cancel	Confirmed. No-Show appears once the service has started.
Assign table	No table yet: add one under Table assignment first
Complete	Seated
Restore to Confirmed, Mark Completed	Completed, cancelled or no-show: fix a mistake