

If a customer calls up to cancel, simply access your list of new bookings, locate the booking you want and update the status to 'Cancelled'.

Similarly, if a customer doesn't turn up, change the status to "No Show".

All this information is available to you, to help with you understand what is happening with bookings for your restaurant.

Closing your Bookings

Marking your bookings as 'Closed' is important as this is how you trigger a message to your customer asking for their feedback.

If you don't have this set to happen automatically, then use this process to go and manually close off your bookings and send out those all-important emails asking your customer to give a Rating and Review.

Did you know that research shows that a business with 10 or more online Ratings and Reviews will usually see a significant increase online business?

discover more at...

<http://blog.miquando.com>

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No.1 for online booking in the
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QUICK GUIDE TO MANAGING ONLINE BOOKINGS (Restaurants)

Includes ...

- Confirming a booking requests
- Updating the status of a booking
- Closing your bookings

#CLEVERBOOKERS

Firstly go to www.miguando.com and make sure you are signed in.

All your options for setting up and managing your online bookings are accessed from the “Online Booking” menu.

To update an individual booking request, simply click on the current ‘Pending’ status shown in the right hand column and the pop-up menu will be displayed.

Once you have ‘confirmed’ a booking request Miguando® will automatically notify your customers by email and/or SMS depending on the options you have chosen in the “My Booking Messages” page.

New Bookings (6) **Pending Booking(2)** Closed Bookings (204) All Bookings (228)

Resource Name From Date To Date

| Select | Customer | Service | Resource | Booking Date | Booking Time | People | Status |
|--------------------------|------------|--------------------|--------------------|---------------|--------------|--------|---------|
| <input type="checkbox"/> | Phil Smith | Dinner Reservation | Dinner Reservation | Sat 13 Feb 16 | 7:00 PM | 2 | Pending |
| <input type="checkbox"/> | Ash James | Dinner Reservation | Dinner Reservation | Sat 13 Feb 16 | 6:40 PM | 6 | Pending |

Updating a Booking status

The default for the “List View” option shows the New Bookings tab and all your current bookings.

Confirming a Booking Request

Click/Tap the Online Booking menu to show the drop down menu options and then choose “List View” and then the “Pending Bookings” tab.

Here you will see all the customers’ booking requests that are waiting for you to action.

To update multiple requests in one go, use the check boxes on the left hand side and then click the “Change Status” button, to show the pop-up

Reference No : 993068730
Customer Name: Phil Smith
Start Time : 13-02-2016 19:00
End Time : 13-02-2016 19:20

Set Status

Confirmed
 Cancelled
 Rejected
 Closed
 Pending
 No Show

Use this menu to update your bookings.

Choose the ‘Confirmed’ option and then click to Confirm this booking request.

Reference No : 993068730
Customer Name: Phil Smith
Start Time : 13-02-2016 19:00
End Time : 13-02-2016 19:20

Set Status

Confirmed
 Cancelled
 Rejected
 Closed
 Pending
 No Show

You can use the same process to update the status for any active booking, choosing any of the options available