TABLE PLUS

Close-outs guide

An instructional document to show you how to place a manual or periodic close-out in your ResDiary.

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Close-outs are blocks that stop bookings either internally, online or both (known as common).
There are two types of close-outs:
- Manual (on the day)
- Periodic (recurring)

MANUAL CLOSE-OUTS
1. Go to the day in the diary you wish to close-out (e.g. 25 December)
2. To access the close-outs console:
   a. Press the C button on your keyboard

   b. OR hit the button   on the top right
3. Here you can close areas, services, tables and time slots.

Areas and services:
tick the box of the areas and the service periods you wish to close-out.
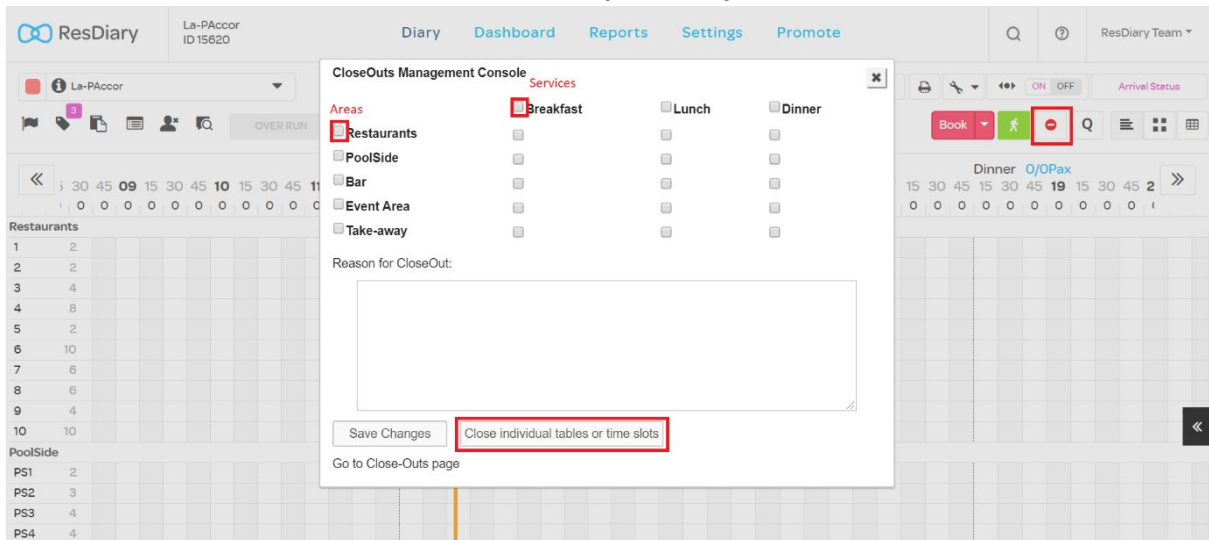
Tables and timeslots:
Once you select 'Close individual tables or time slots' you will see tick boxes appear under the time slots - tick the boxes of the time slots you wish to close.
To close a table click on the table at the time slot.
Note: tables will only close out for the average sitting time, not the full day.
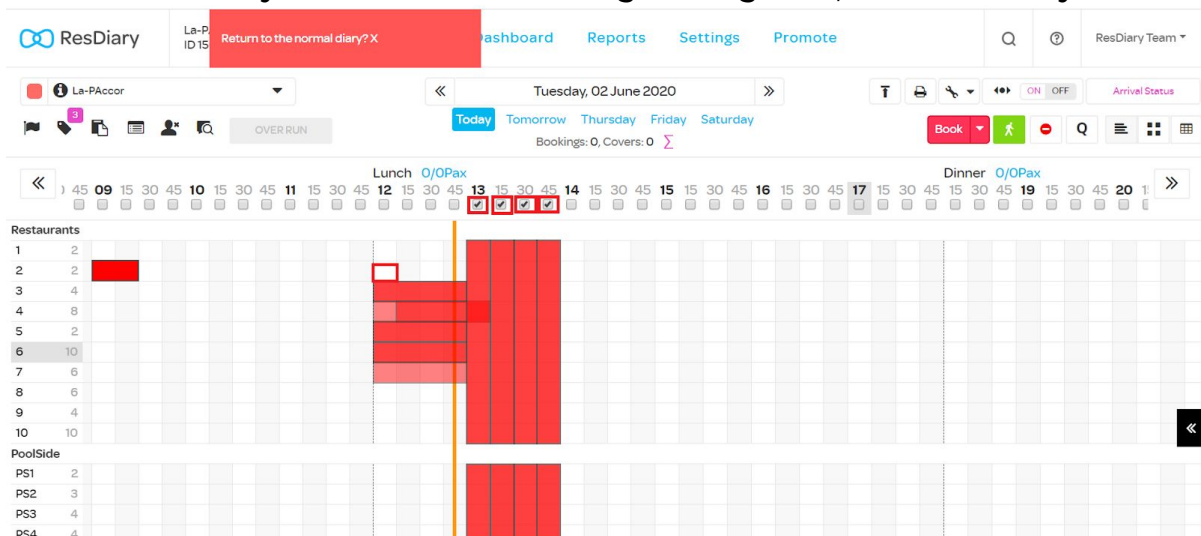
Removing a close out for one day

1. Go to the date you want to remove the close out on (e.g. 25 December)
2. Open the close-out console
3. 'X' the appropriate close out at the bottom that you wish to remove

PERIODIC CLOSE-OUTS
Add a recurring close-out

This is a close-out that happens regularly, either on specific days or at specific times. A good example of this is if you are closed every Monday or you are only open for lunch on weekends.

1. Go to **Settings > Close-outs > Add New Period**

2. Then you need to complete the following information:
    a. **Name** for your reference (e.g. Closed on Mondays)
    b. **Internal description** for your team's reference.
    c. Message to customers not needed, doesn't appear on Table Plus widget.
    d. **Mode** should be: Periodic
    e. **From** is the start date of the close-out
    f. **Until** is the end date of the close-out (e.g. if its ongoing, put in place for 3-4 years)
    g. **Days of week** is where you tick the days of the week you wish to close-out within the above date range (e.g. if closed on Monday, tick Mon)
    h. **Type** is common (both online and internal)
    i. **colour** select the colour for the close-out
    j. Add Time interval
        i. **From** is the start time
        ii. **Until** is the end time
        iii. **Area** is the area you wish to close (e.g. All)

Note: you can close times on a recurring basis by selecting an area for the close-out. For example if your Restaurant is open until 2pm, but your Bar area is open until 4pm for bookings. You can close-out the time interval for that area. Keeping in mind that areas are separated by segments.
If you have more than one area to block you will have to re-edit the close out.

For any assistance please contact the Table Plus Support Team on
support.tableplus@accorplus.com