



TABLEPLUS

Close-outs guide


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

Close-outs are blocks that stop bookings either internally, online or both (known as common).

There are two types of close-outs:

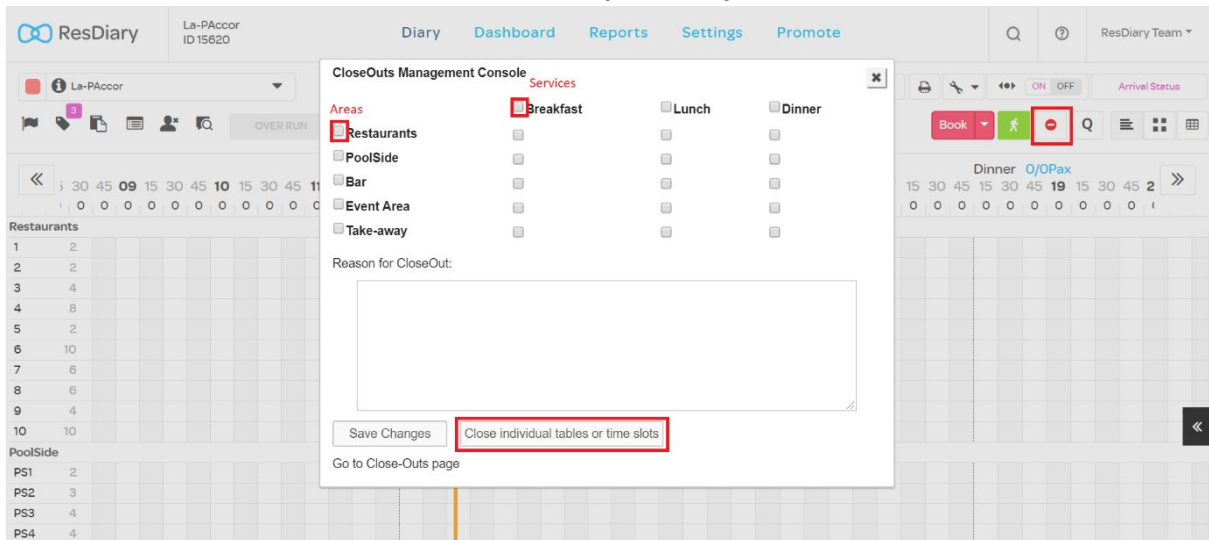
- Manual (on the day)
- Periodic (recurring)

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:

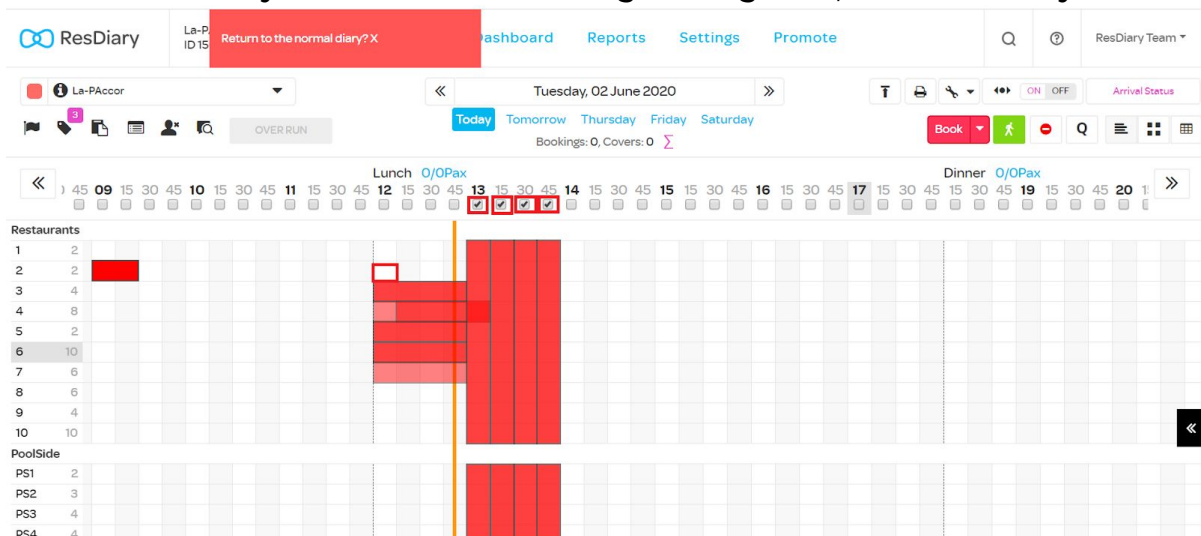
tick the box of the areas and the service periods you wish to close-out.



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

The screenshot shows the ResDiary interface. At the top, there are navigation tabs: Diary, Dashboard, Reports, Settings, and Promote. A search bar and user profile are on the right. The main area displays a calendar for June 2020, with a red box highlighting the date 'Tuesday, 02 June 2020'. Below the calendar, there is a 'CloseOuts Management Console' with a list of close-outs. The list includes columns for Name, Created By, and Created On. The close-outs listed are:

- T 3 closed from 12:00 until 13:00
- T 2 closed from 09:00 until 09:30
- T 2 closed from 09:00 until 09:30
- T 2 closed from 09:00 until 09:30
- T 2 closed from 09:00 until 09:30

 Each row has a red 'X' mark in the rightmost column, indicating that these close-outs are being removed.

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**

The screenshot shows the ResDiary Settings page. The 'Settings' icon in the top navigation bar is highlighted with a red box. Below the navigation bar, there is a search bar. The main content area is titled 'Diary' and includes sections for 'Close-outs', 'User Management', and 'Messages'. The 'Close-outs' section is highlighted with a red box. Below it, there is a 'Legends' section with a table of close-out types and their colors. The 'Add New Period' button is highlighted with a red box. Below the button, there is a table of existing close-out periods.

Name	Description	Mode	Type	Period	
Sunday Close out	Sunday close out	Periodic	Common	Inactive	Edit
Christmas Close out	Christmas Close out	Manual	Common	Inactive	Edit
Christmas Eve	Christmas Eve	Periodic	Common	Inactive	Edit
Christmas Close out	Christmas Close out	Periodic	Common	[12:15 - 19:00]	Edit
Wine Dinner	Wine Dinner	Periodic	Common	[15:00 - 18:30]	Edit
				[18:45 - 23:00]	
Closeout for event	Closeout for event on 14th Feb.	Periodic	Common	[00:00 - 23:55]	Edit

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)

The screenshot shows a configuration form with the following fields and values:

- Name: [Empty]
- Internal Description (Max. 255 symbols): [Empty]
- Message to Customers (Max. 255 symbols): [Empty]
- Mode: Periodic
- From: 1 Jun 2020
- Until: 1 Jun 2020
- Days of week: Mon Tue Wed Thu Fri Sat Sun
- Type: Common
- Color: #08ED00

The screenshot shows the 'Add Time Interval' form with the following fields and values:

- From: 0:00
- Until: 0:00
- Area: All

The dropdown menu for Area is open, showing the following options:

- All
- Restaurants (Normal)
- PoolSide (Normal)
- Bar (Normal)
- Event Area (Normal)
- Take-away (Normal)
- Restaurants (Special Operation- Christmas Day- Board Room)
- Bar (Special Operation- Christmas Day- Board Room)
- Board Room (Special Operation- Christmas Day- Board Room)

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