

ProHost32™

FOR WINDOWS®



PROHOST
Table Service Management

Table Service Management Software

ProHost table service management new and improved for Windows 32-bit systems, is a powerful tool that will help coordinate and streamline every facet of your operation to get more customers seated, served and satisfied. You'll not only please your guests, you'll be able to please a greater number of them. ProHost helps you turn more tables, more often, which means turning higher profits.

Determine the status of a table on your floorplan . . . at a glance.



View server assignments instantly by selecting the SERVER button. Server names and lines to their table assignments will appear on the floorplan. When finished, simply select this button again to hide the assignment lines.

SELECT THE RIGHT TABLE



Available



Seated



Timer



Paged



Dirty



Closed



Preassigned



Printed Check



Check Cashed

- Block tables for large parties.**
 Automatically notify the hostess that a large party or reservation requires tables to be blocked for seating. Block occupied tables to prevent being seated by other parties as they open up for seating. Display table occupied times in order to make the best decision. Reduce large party errors and time required for management by the hostess.
- Notify the hostess immediately of open tables.**
 Eliminate time required for table checks by seaters, increasing time to seat guests. Eliminate the time required for the seaters to communicate open tables to the hostess, giving more time with guests to seaters and the job of seating guests to the hostess. Multiple options are available for open table notification.
- Match a waiting party with an open table automatically.**
 Eliminate the time required to pick a party with the right size and smoking preference from the paper list to seat at an open table. ProHost automatically selects the best party from the wait list, maximizing seat utilization, and notifies the hostess with flashing table numbers. This allows more time for the hostess to concentrate on greeting and seating guests.
- View multiple areas in the restaurant.**
 You can segment your restaurant into areas. For example, if you have a patio, or upstairs, or a private dining room, you can separate the areas. You can have multiple terminals running simultaneously on different floors, separate entrances, and different restaurants in the same facility, etc.
- Know immediately when the party receives their check.**
 ProHost32 is interfaced to Aloha POS. The interface offers the following features:
 - When a guest check opens on the POS, it occupies a table in ProHost
 - When the guest check is printed, the seated icon turns blue
 - When the guest check is cashed out, the seated icon turns green
 - From the POS you can clear, bus, or close a table



Greet

Add a party to the wait list using the Greetings window. You can immediately indicate the party size and preferences, plus provide an accurate wait time quote . . . in one place.



MANAGE THE WAIT LIST

- **Automate the wait list.**

When the greeter enters the customer's name and pager number into the computer wait list, ProHost immediately passes the information to the hostess stand. Wait times are accurate because they're based on the status of the dining room, the actual speed of service, and the number of names already on the wait list. Guests appreciate fact-based estimates instead of guesswork.

- **Display waiting party names.**

Through use of a TV monitor or LED device, you can display the ProHost wait list to let the guests see their status. Displaying the wait list assures your guests that the wait process is fair and reduces the "How much longer" questions that tie up your hostesses.

- **Pass names automatically from the greeter to the hostess.**

Pass names and pager numbers automatically from the greeter to the hostess. Eliminate paper passing, reducing the time required to manage the wait list. Let your greeter and hostess spend time talking with customers, not each other.

The screenshot shows the ProHost software interface. At the top, there are tabs for Tables, Customers, Staff, Reservations, and Configuration. Below these are status filters: Waiting, Paged, On Hold, On Call, Seated, Reserved, and All. The main area is a table with the following columns: Name, Size, Arrival Time, Quoted, Timer, Tables, and Notes. The table contains a list of names and their corresponding details. On the right side, there is a vertical sidebar with buttons for Greet, Details, Seat, Transfer, Unassign, Hold, Arrived, Walkout, Call, and Print. At the bottom left, it says 'Welcome to ProHost!' and at the bottom right, it shows the time '12:48pm'.

Name	Size	Arrival Time	Quoted	Timer	Tables	Notes
Foster	2	12:27pm		0:20	604	
Belahendagah	5	12:43pm	1-2 hrs	0:04	225	
Jackson	3	12:35pm		0:12		
Gordon	4	12:36pm		0:12		
COLLIER	4	1:00pm				
Pelusa	2	12:37pm	1-2 hrs	0:10		
Edwards	5	12:33pm		0:14	423	
Ulrich	2	12:33pm		0:14	106	
Nelson	9	12:36pm		0:11	211	
Young	4	12:45pm		0:02		
Newton	2	12:45pm	1-2 hrs	0:02		
Smith	4	12:26pm		0:22	425	
Taylor	4	12:26pm		0:22	426	
Duffy	2	12:26pm		0:21	505	
Bonsall	4	12:27pm		0:20	427	
McDonald	3	12:27pm		0:20	105	
Eckert	2	12:27pm		0:20	102	
Patterson	6	12:28pm		0:20	309	
Franklin	8	12:28pm		0:20	308	
Thompson	4	12:31pm		0:16	303	
Savage	2	12:31pm		0:16	306	
Lopez	4	12:31pm		0:16	420	
Tucker	4	12:41pm		0:06	421	



Focus on all you need to know about one party by selecting the DETAILS button. Party details include name, size, preferences, status, arrival time, and more . . .

FEATURES

- Customized color floorplan display
- Immediate table status information
- Occupied time displayed on table
- Automated table selection with server rotation
- Large party seating management
- Multiple server lists with simple table assignment
- Server assignment display on floorplan
- Wait list management
- Same-day reservations
- Call-ahead guest management
- Accurate wait time quotes
- Waiting guest paging on pagers or message centers
- Seated guest list
- Automated manager paging messages
- Color specials advertising
- Table clearing from each table or bus station
- Aloha POS integration
- Operations data capture and reporting
- Easy setup and modification

Select one specific seating area of the floorplan to "zoom in" on a particular station or table.



BENEFITS

- Better guest service to create repeat business
- Reduced customer walkouts
- Better staff organization and communications
- Elimination of table checks
- Automatic server rotation eliminates station overload
- Increased productivity of staff and reduction of staff turnover
- Management information at your fingertips
- Increased table turns and seat utilization for greater profitability

REQUIREMENTS

Workstation

- 128 MB Ram
- P3 or faster
- 3 – 10,000 rpm hard drive
- 800 x 600 Resolution Touchscreen
- Windows 2000, XP or NT

Server

- 256 MB to 1 GB Ram
- P4 or Faster, Multi Processor Capable
- 3 – 10,000 rpm hard drive
- SQL Anywhere Server or
- MS SQL Server
- Windows 2000, XP or NT

Turn more tables and more profits with help from ProHost. For more details on ProHost, or a free demonstration of how it can impact your business, call JCR Systems at **(904) 296-8200**. Be sure to ask us about RSViP™, a dynamic restaurant reservation system that combines the best way to take and administer reservations with a powerful customer database for pinpoint marketing. RSViP sends daily reservations directly to the ProHost wait list.

JCR Systems

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