

Libro Onboarding Reference Guide

Do more than fill tables.

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Libro

Libro Reference Guide

This reference guide provides you with information on the basic use of the Libro reservation module.

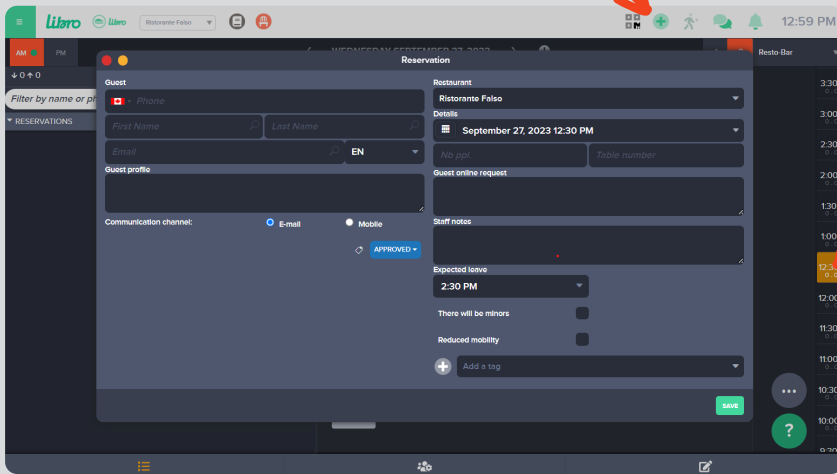
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Add a New Reservation

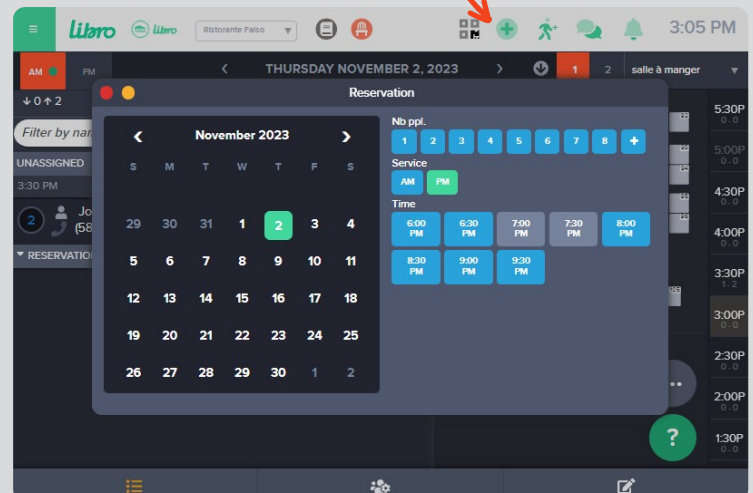
For the same day

1. Select the time on the right side of your floor plan
2. Select a table
3. Click on the plus (+) icon at the top right
4. Enter the booking information and click Save



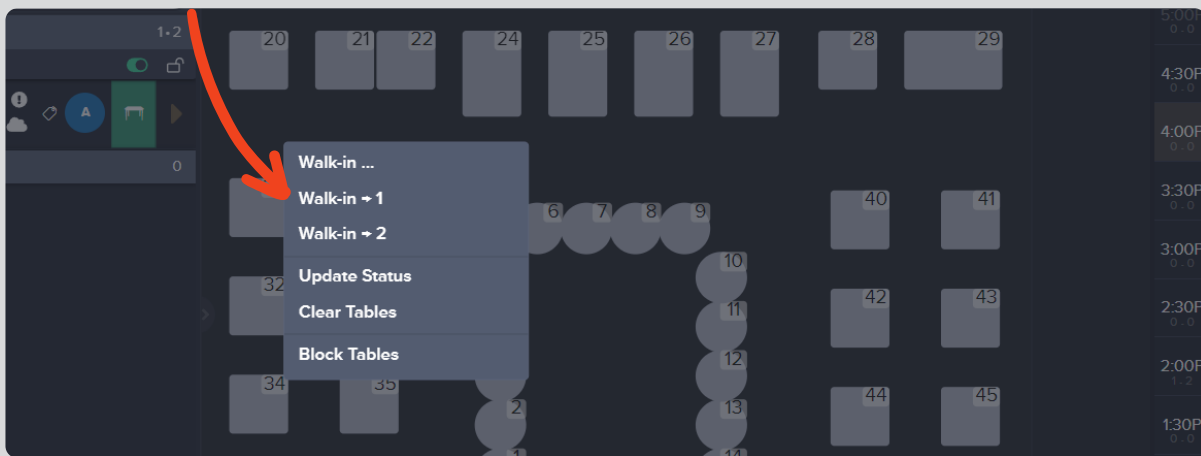
For a future date

1. Click directly on the plus (+) icon at the top right
2. Select the date in the calendar
3. Select the number of people, service, and time
4. Enter the booking information and click Save



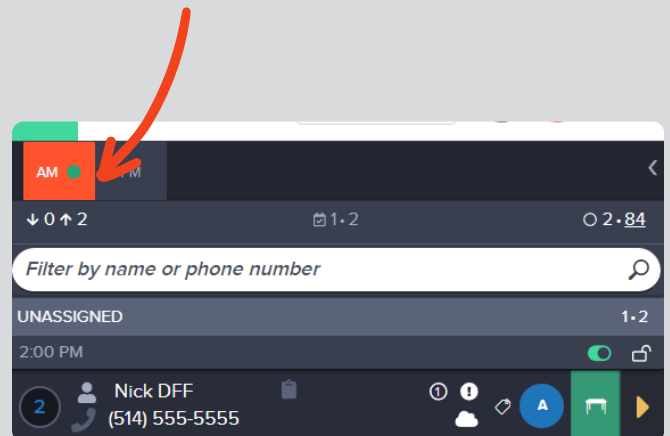
Add a Walk-In

1. The button to add a walk-in is only available when your service has started. A small green dot will indicate when you are in the current service.
2. Right-click on the desired table, then click on **Walk-in → [number of people]**, if the desired number of people is not offered, click on **Walk-in...**



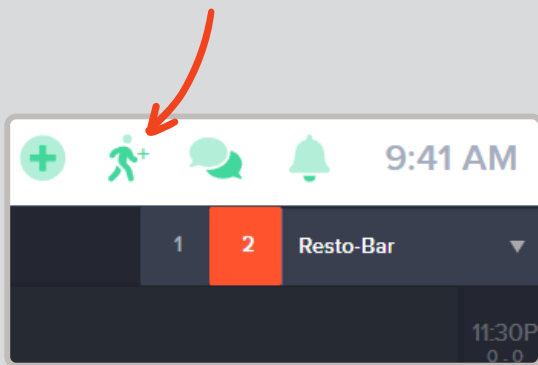
Note

If you are not in real-time, this action will not be possible. You will only be able to add regular reservations.



Add a Walk-In to Waitlist

1. Click on the **walk-in button** at the top right of your dashboard
2. In the pop-up, select the number of people, the experience (only available when the experiences are activated in your system) and enter the client's information
3. Click Save

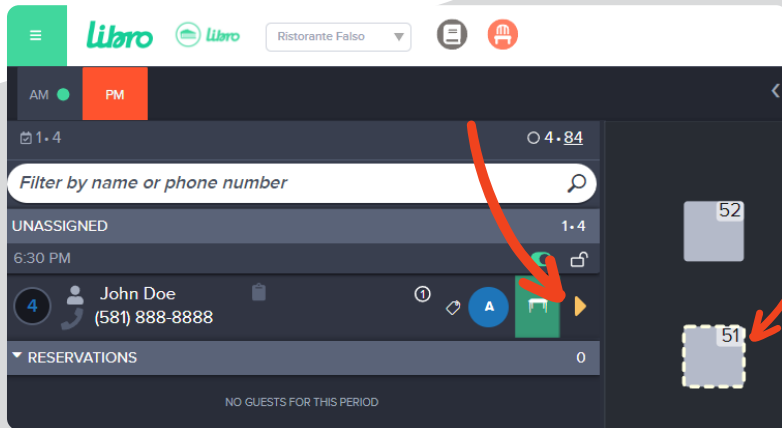
A screenshot of a 'Add walk-in' form. At the top, it says 'Add walk-in'. Below that, 'Estimated wait: 67 min' is displayed with a red box around it and an edit icon. The form has sections for 'Party Size' (with buttons 1, 2, 3, 4, 5, 6, and a plus icon), 'Experience' (with buttons 'None', 'Dining Room', and 'Bar'), 'Phone' (with a dropdown for country code and a text field for the number), 'Language' (with a dropdown menu), 'First Name' and 'Last Name' (with text fields), 'Guest profile' (with a large text area), 'Staff notes' (with a large text area), and 'Add a tag' (with a dropdown menu). A green 'SAVE' button is at the bottom right.

For more information on this feature, [visit our help center here](#).

Allocate a Reservation to a Table

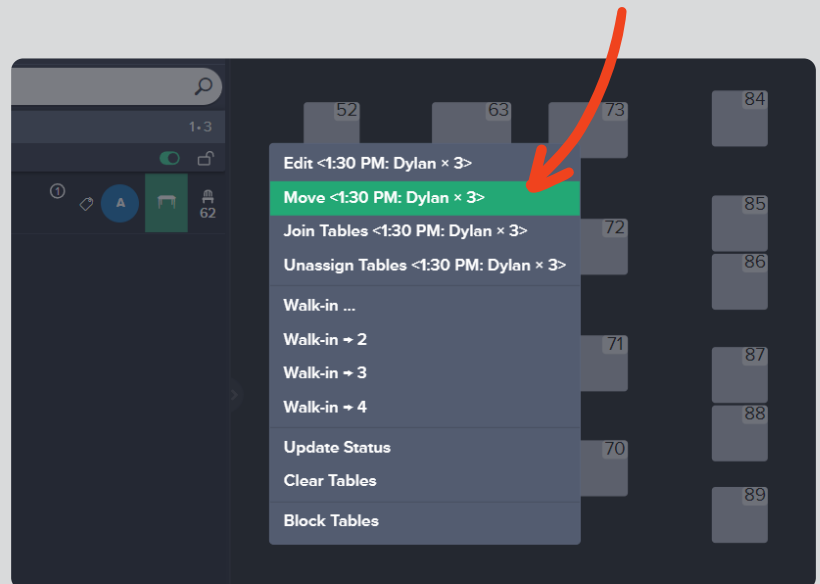
Allocate a reservation

1. Click on the table or select multiple tables
2. Click on the yellow arrow to the right of the reservation



Move from one table to another

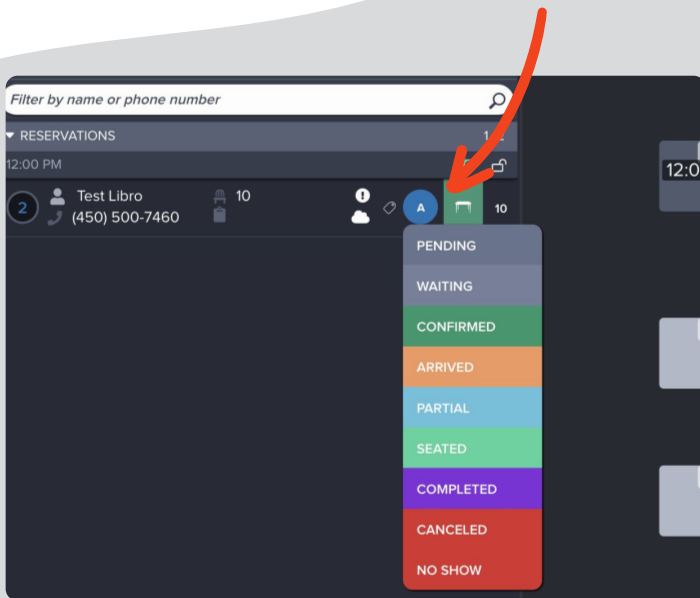
1. Right-click on the table or the reservation in the list. A menu with options will appear.
2. Click on **Move**
3. The number of the table will flash, select a new table.
4. Click on the green button Update.



Update Reservation Status

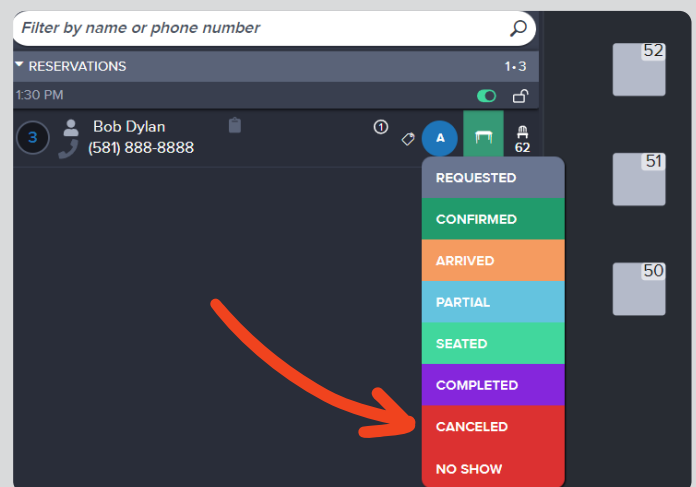
Edit reservation status

1. Click on the status shortcut in the reservation list.
2. Selected the desired status.



Cancel a reservation

Click on the status shortcut in the reservation list and select **Canceled**.



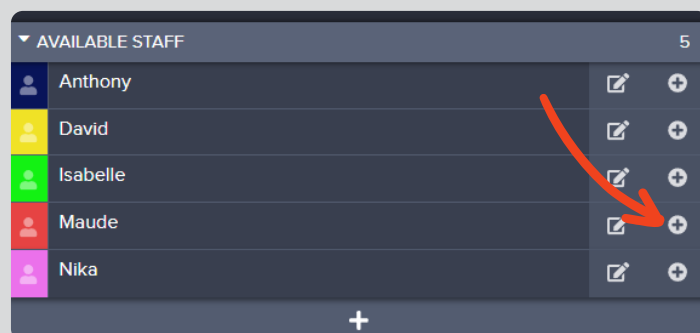
Create Staff Sections

To create sections for each waiter, go to the staff management tab at the bottom of your floor plan:



Add waiters to your service

Click on Available staff and then click on the plus (+) icon to the right of the waiter to add the employee in "Assigned staff".

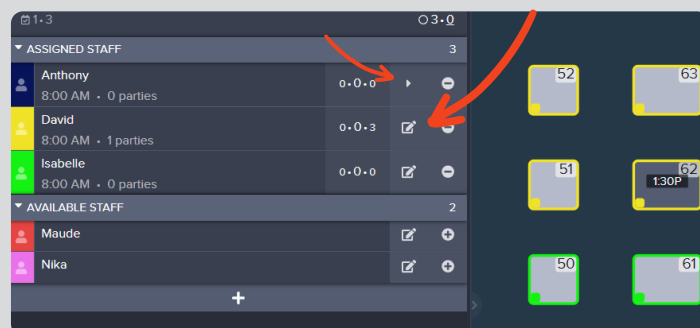


Allocate sections to staff

The same way you allocate tables to reservations, you need to select tables and then click on the arrow on the right of the assigned staff.

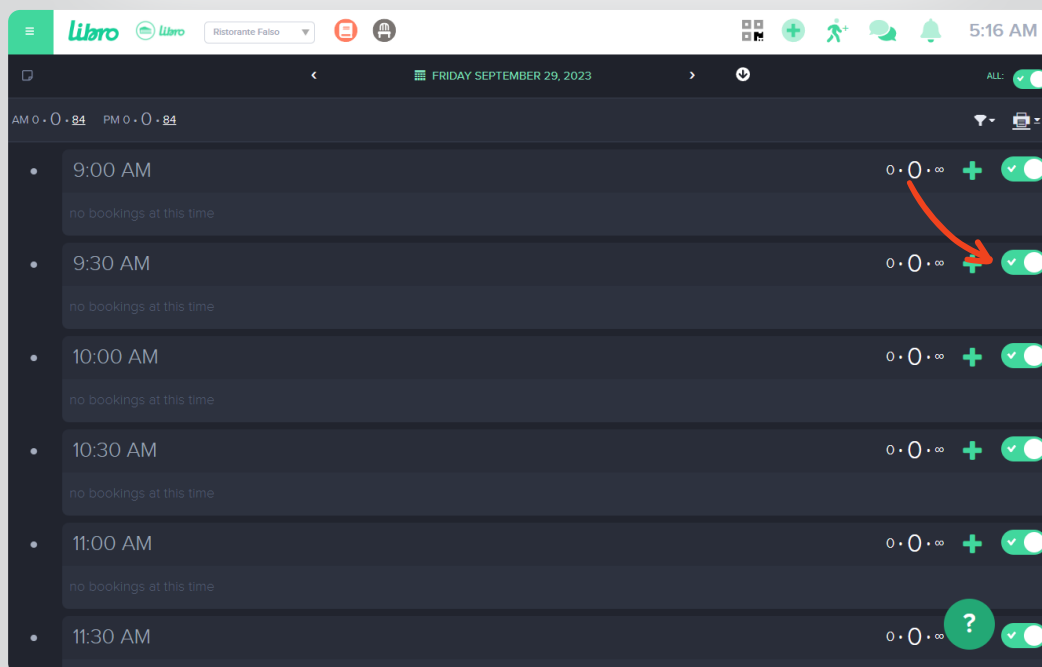
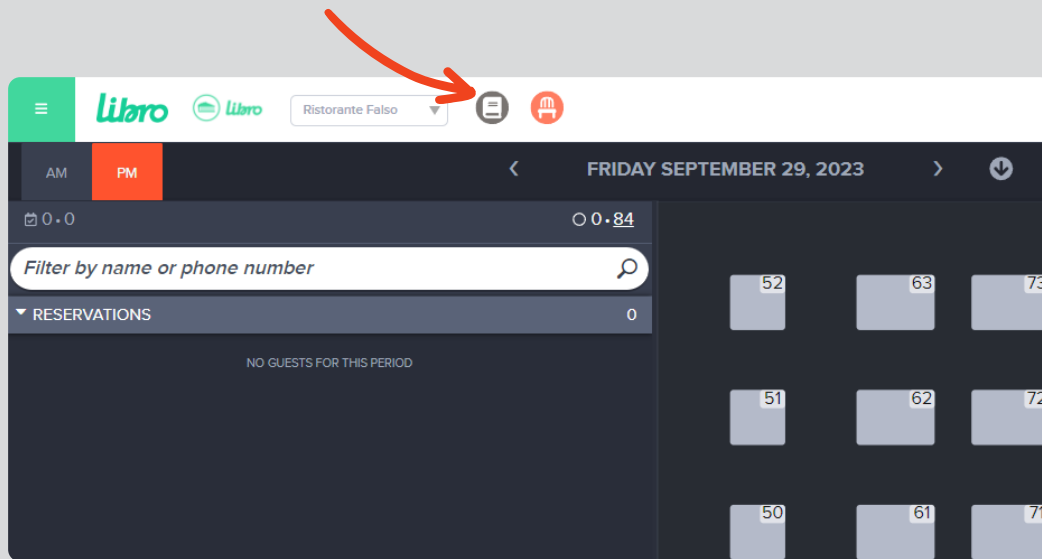
Modify sections

Click on Available staff and then click on the plus (+) icon to the right of the waiter to add the employee in "Assigned staff".



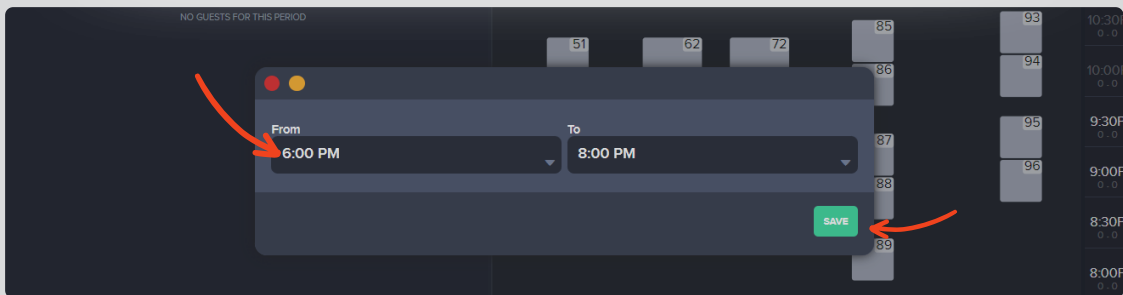
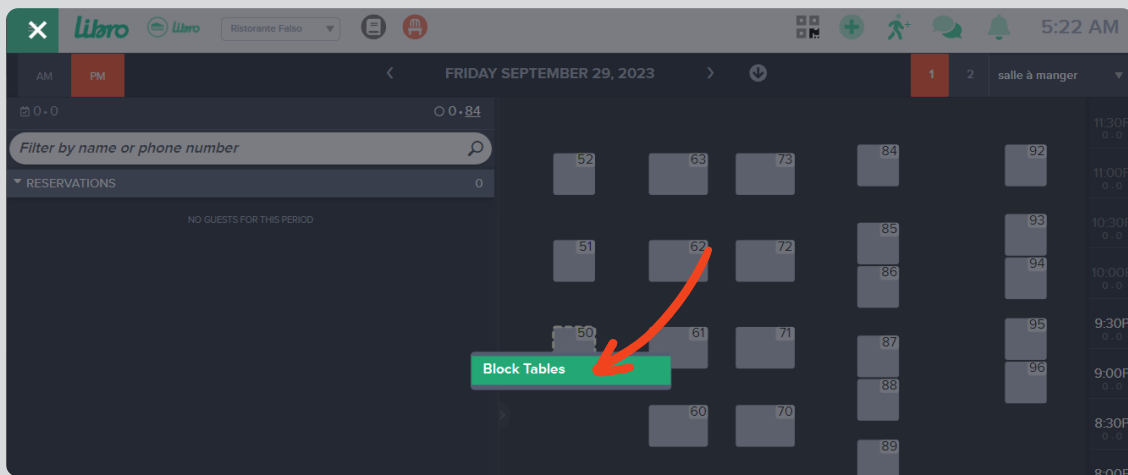
Open or Close Time Slots

1. Go to your list view (the first button next to the name of your restaurant on your dashboard).
2. To close time slots individually, click on the toggles next to the hours that you wish to close. This will block online reservations only for those specific times.
3. Click on the toggle at the top right of your screen next to All. This will close all the time slots for the whole service.



Block a Table for a Date

1. On your floor plan, do a right-click on a table(s)
2. In the pop-up menu, select Block Tables
3. Select the time period for which the tables should be blocked by choosing a start and end time.

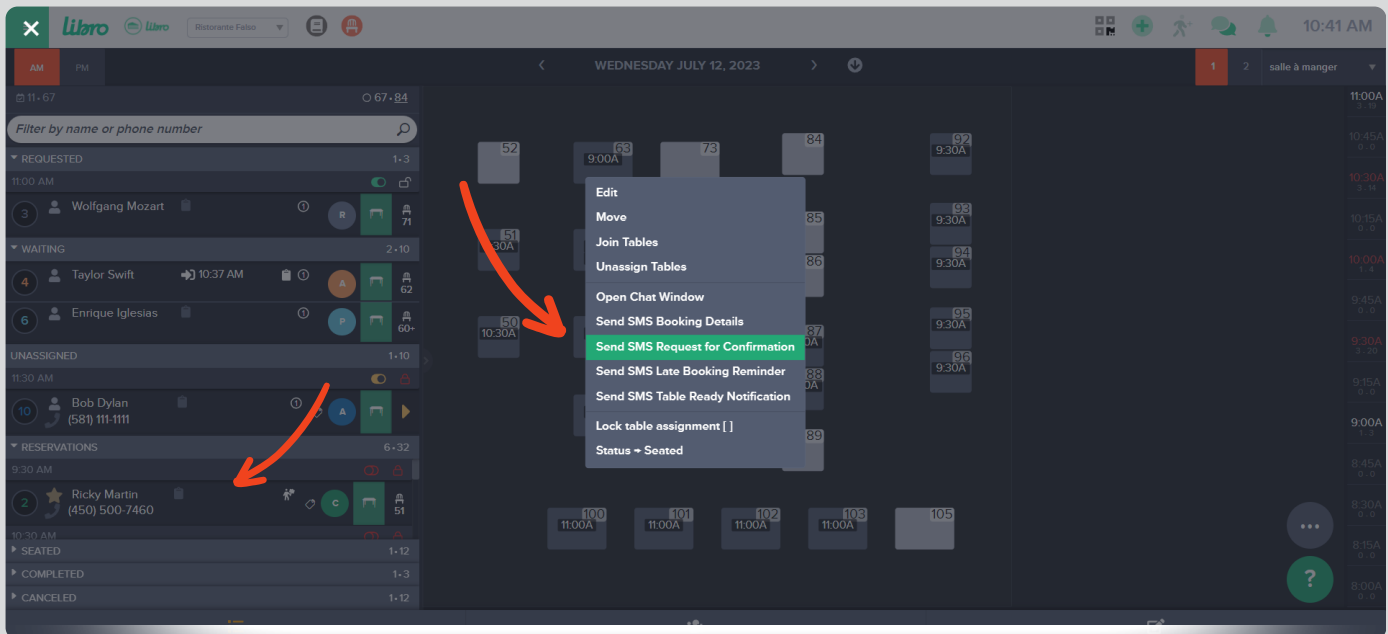


Note

It is possible to block tables for future days, simply go to the date and follow the steps above.

Send a Preset SMS

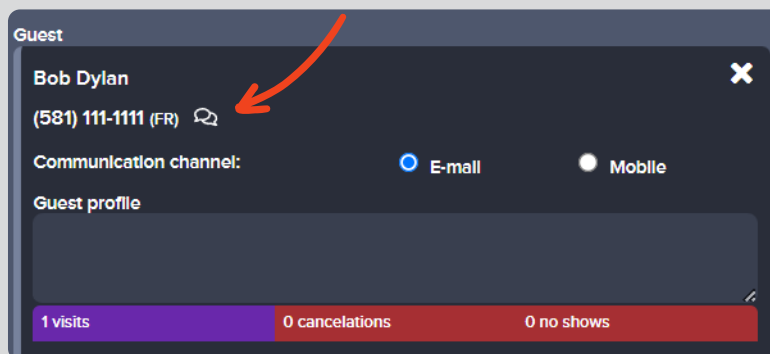
1. Click on floor plan view
2. From your reservation list, do a right-click on the name of the reservation you want to contact
3. Choose one of the four SMS messages.
4. Click to send it.



Note

How to visualised a SMS conversation

1. Double-click on a reservation to open the reservation details window
2. Click on the chat bubbles next to the phone number



We're here to help!

For any questions, our team is available 24/7 to assist you.

Contact us



Chat in app



support@librorez.com



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[Libro Help Center](#)

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