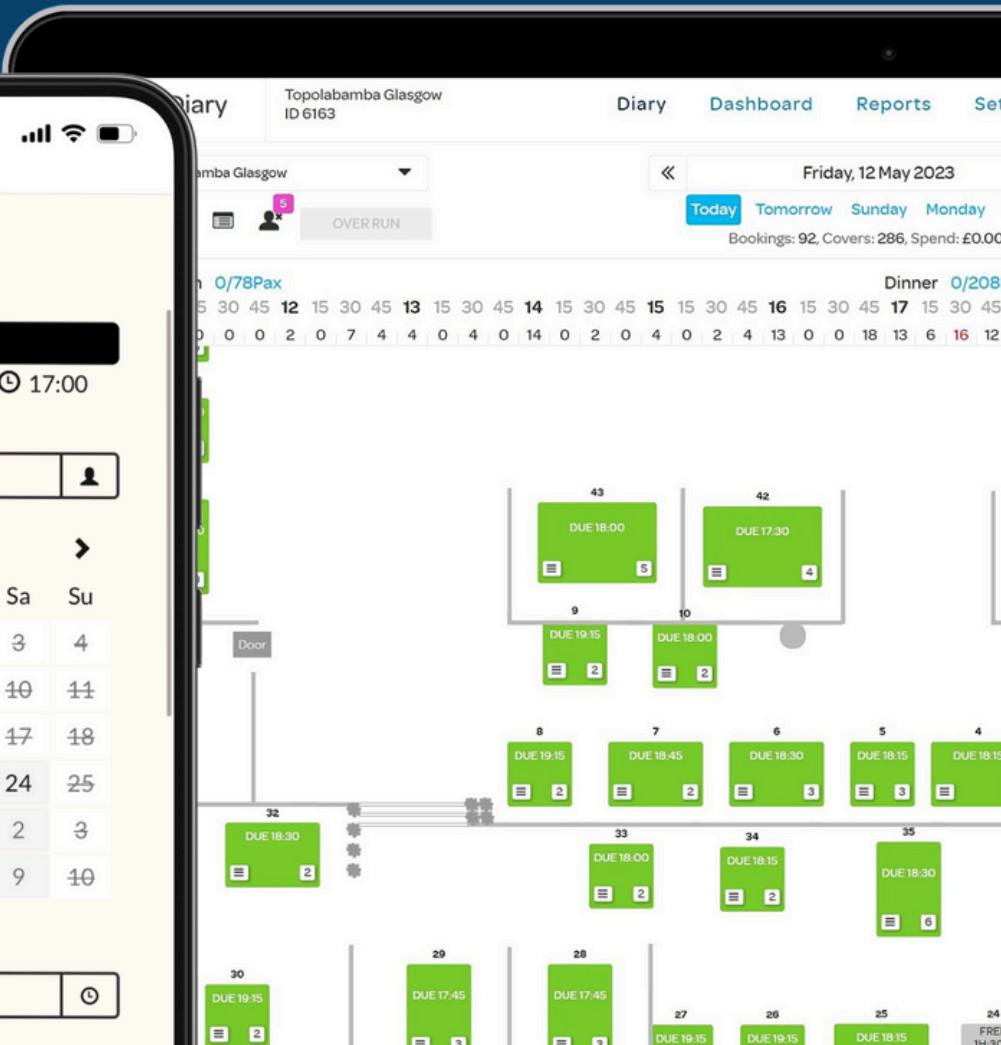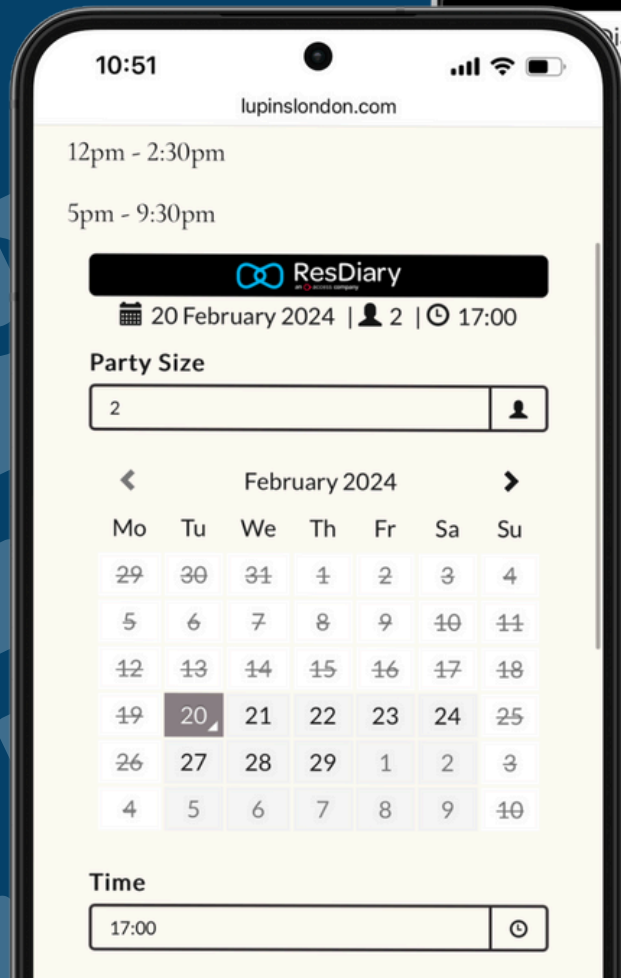# ResDiary
an access company

Meet the ResDiary Booking System

Let us help your business grow

Make every booking and service count

ResDiary venues can amplify their online presence and attract more diners, while paying ZERO commission on all bookings.

But that's not all, venues can also benefit from market-leading table management software that helps to reduce no-shows and optimise operations in and out of service.

- **Attract bookings 24/7**
  With your own fully branded website booking widget. All bookings are commission-free!

- **Manage reservations from multiple channels**
  With commission-free bookings, directly from Google, Facebook, Instagram, and Dish Cult too.

- **Eliminate no-shows**
  Stop losing money with deposits, payments, and ticketing.

- **Control every service**
  With smart table planning and yield management to manage availability by covers and time-slots.

- **Deliver great service**
  With certified EPOS, PMS, and CRM system integrations.

- **Access your diary anywhere**
  Our system is cloud-based and syncs with our iOS and Android app.

10,000+
ResDiary customers

75m
Bookings per year

255m
Covers per year

Helping hospitality venues thrive

ResDiary was built by hospitality experts to help all venues grow.

Restaurants

Ensure a smooth service and exceed diners' expectations with ResDiary. Take bookings online and offline, and manage your reservation diary with ease and in one place.

Pubs and Bars

Boost your profit, staff performance and marketing with ResDiary. Fill your bar stools at the times you want with online bookings from Facebook, Google, Instagram and DishCult.

Hotels

Maximise your hotel restaurant's operations, manage events enquiries, and integrate your PMS system to create a smooth service every time.

Groups and Chains

Use our smart, cloud-based tools to manage bookings and events enquiries across your group. Harness guest data, track trends and optimise with CRM and reporting.
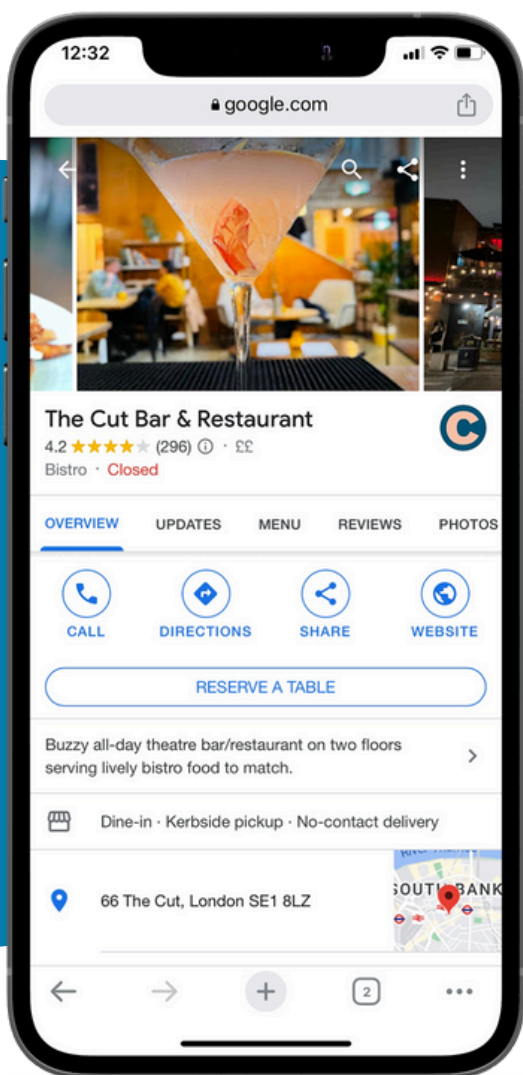
Attract online bookings 24/7

Easily take bookings on your own website, social, Google, and Dish Cult!

Whether it is connecting with new diners, or driving return visits, ResDiary's tools can help you take online bookings 24/7. ResDiary is partnered with Reserve with Google, Facebook and Instagram. So, you can take commission-free table bookings directly from those channels and easily manage everything in one place.

Gain increased visibility

for your venue on the world's most popular search engine.

Get more bookings

and control them from your diary.

Gain an edge

and stand out with your own custom booking widget.

Pay no fees
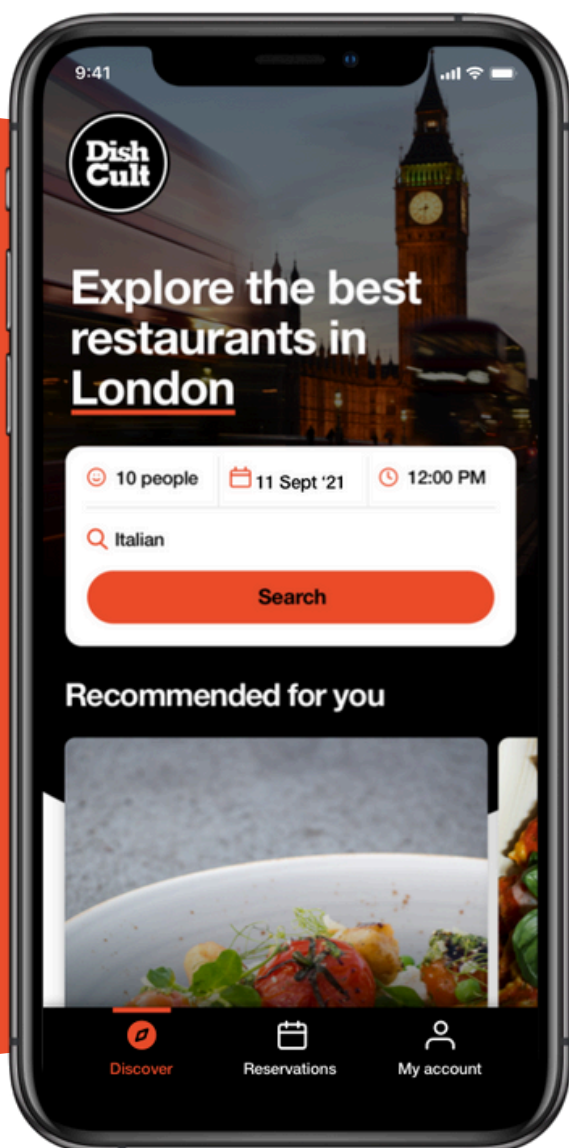
Bookings are free for ResDiary venues.

Did you know?

56% of UK diners prefer to book online.*

Data from ResDiary's Beyond the Booking UK Hospitality Industry Report 2023 Q1

Get Listed on Dish Cult with ResDiary

Dish Cult is the online booking platform powered by ResDiary where you can showcase your venue and get discovered online. It offers spotlights, guides, and news articles on the best dining experiences, and provides real-time availability directly from your table management system.

Dish Cult is ResDiary's dedicated table booking platform and comes free with your subscription. So, you'll get exclusive access to your own Dish Cult page and enjoy commission-free bookings. Upload your best pictures, share your latest menus, and sell vouchers all in one place!

7m hungry Dish Cult diners
discovering new places to eat online.

1.5m bookings
made on Dish Cult online and in the app.

320k email subscribers
receiving great recommendations regularly.

Get a free Dish Cult page with ResDiary!
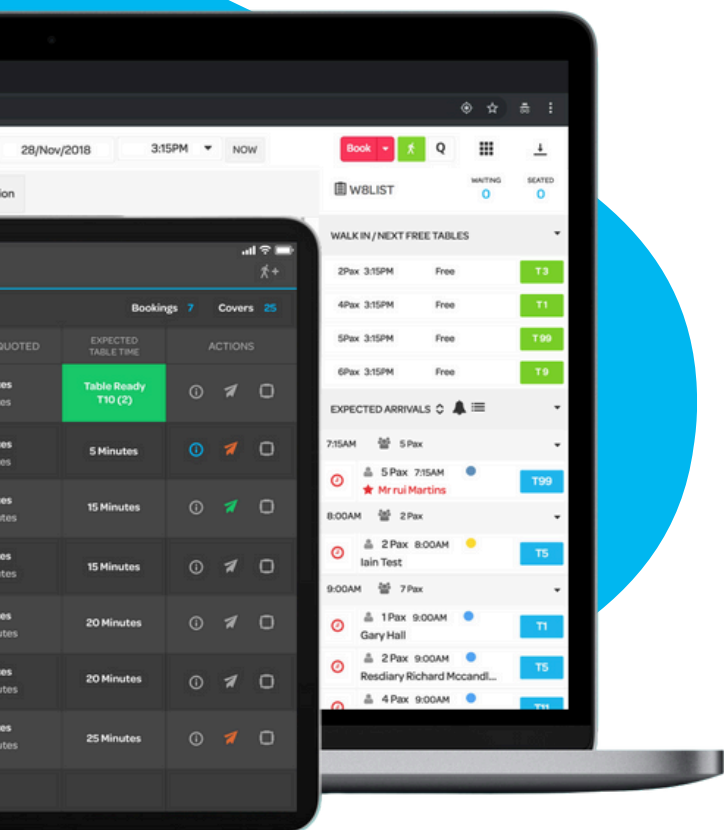Boost your online presence and get discovered by foodies in your area.

No more missed calls or messy waiting lists

ResDiary doesn't just handle online reservations, it can take care of your telephone enquiries and your waiting list for bookings too.

Try our ResPhone feature to save rushing to the phone or missing calls when you're closed. Plus, there's W8list™, an effective waiting list system - balancing waiting and seated diners efficiently; dealing with cancellations, walk-ins, and filling tables when guests leave faster than expected, maximising your turns and your sales.

The results? You never miss an opportunity to fill your empty tables, just leave it to ResDiary!

Increase your revenue

Customers are added to W8List and the opportunity to seat a walk-in table isn't lost, it's easily managed!

Improve customer service

Guests are seated efficiently, VIPs can be prioritised, and key information held for future events.

Reduce mistakes

W8List™ ensures your tables are never double booked and new customers are never overlooked.

Grow your database

W8List customers can be opted into your database and encouraged to book in future through marketing campaigns.

Table management made simple

Table allocation, rankings, joins... these things used to be such a burden for managers running a busy shift. Not with ResDiary.

Our system helps this all to happen automatically while bringing your table plan and availability together in one place. This helps to take that burden away, while still working to your own rules and logic.

Get an overview
View in grid, table plan, or list, and see all your bookings in one place.

Rule the roost
Add rules to stop tables or times being sold incorrectly when diners book.
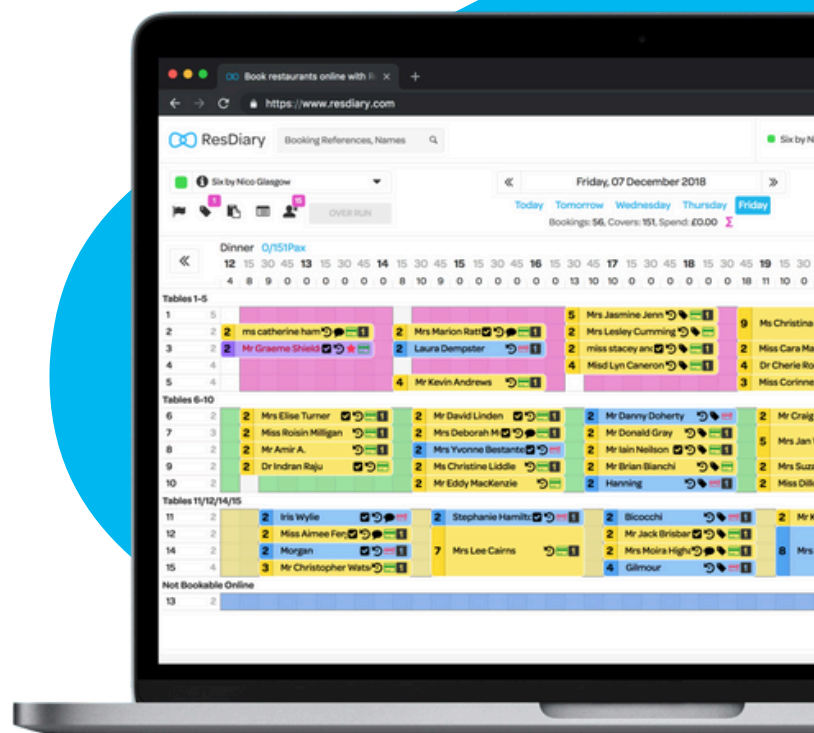
Save admin time
Tables are automatically sold in their preferred order, set by you.

Control your service
Allocate sections to staff members and track performances, keeping you in the know.

See ResDiary in action!
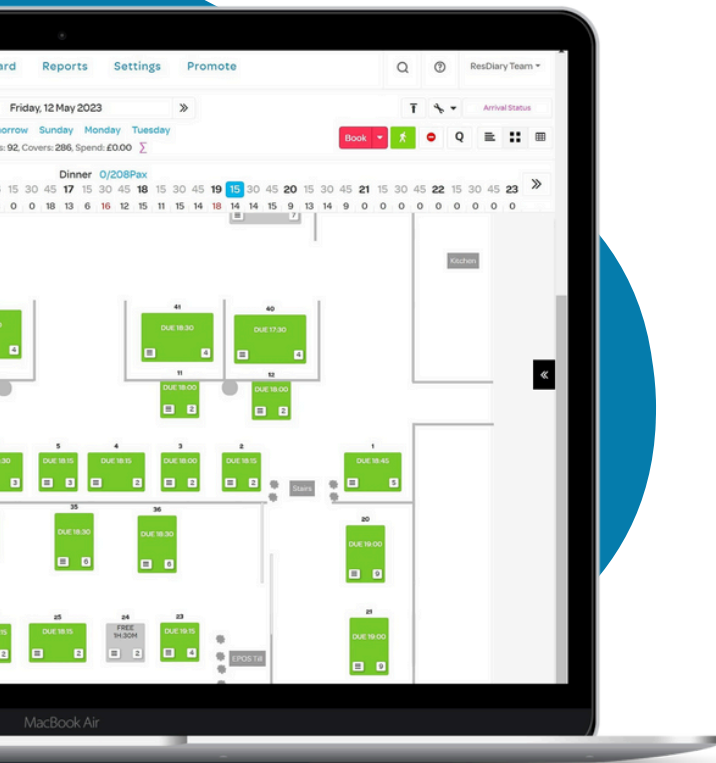Book a demo today to discover what's possible for your venue.

Run a smooth service

ResDiary doesn't just create seamless booking experiences for diners, its smart tools make booking and table management more simple.

Nothing riles your chefs more than every table being booked at 19.30, while nothing annoys diners more than waiting hours for food. This is where ResDiary's Yield Management feature comes in.

Set custom sitting and party size durations

Bookings are placed on a table for a duration of time, based on your own rules.

Prioritise tables

Tables are ranked in the order you would like them seated; turning tables is optimised.

Share the burden

Rules are set so you don't under or over utilise a table at peak times.

Control the flow of diners

Time-slot restrictions are put in place so you never receive more bookings than your floor or kitchen staff can handle.

> *It [ResDiary] was a lifesaver for us in the beginning and now I can't see how we could possibly operate without it.*
>
> **- Maria Archer, Dede at Customs House**

Reduce no-shows

Reduce no-shows and save precious revenue with deposits that can slip seamlessly into the online booking process.

Deposits and payments

ResDiary allows you to securely store credit card details, apply no-show charges, accept a deposit, or take full payment up-front to protect your revenue and discourage no-show diners.

ResDiary processes all transactions via Stripe, which is fully PCI compliant with the flexibility to cater for all your payment needs.

Automatic reminders and booking confirmations

Gives diners a friendly nudge to attend or cancel well in advance, so you can resell their table. You can create standard emails and SMS notifications for your customers. Plus, you can also set rules to allow them to edit or cancel their reservation.

SMS and email marketing

Keep in touch with effective communications and targeted campaigns.

ResDiary can help you build your database of customers and encourage repeat visits through email automation and SMS campaigns, all managed within your ResDiary account.*

You own all the data in your diary, so you can choose who to communicate with and how often. You can even integrate a CRM system to do more with your booking data!
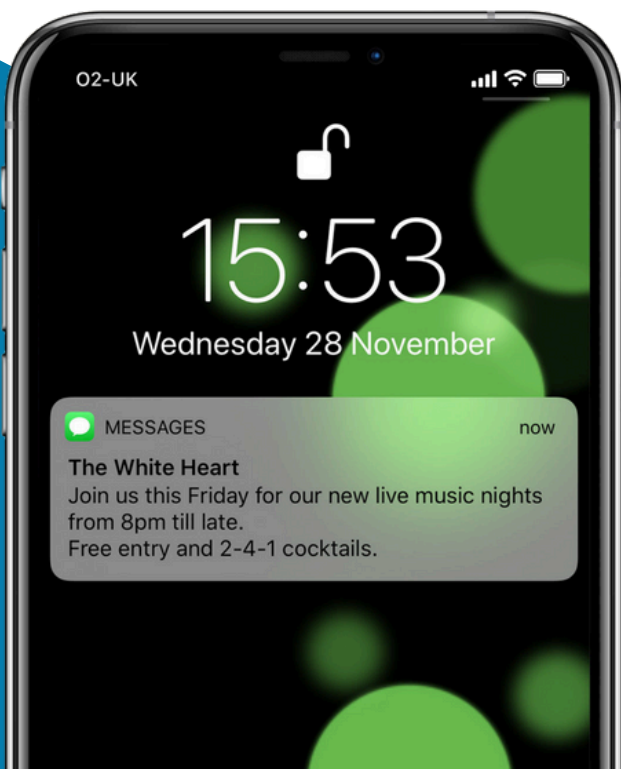
Save admin time

Your database is automatically updated whenever a customer opts in when a reservation is made online or internally.

Get a complete overview

Manage your customer database, create segments, send emails, and track results - all through your ResDiary account.

Encourage repeat business

Send special offers, promotions, and other emails to your customers, to build relationships and drive repeat reservations.

GDPR
ResDiary delivers tools to enable you to be fully compliant with requirements for GDPR.

SMS is not included in diary but is available via a Silverstreet subscription / integration.

Promotions and events

A sea of unsold seats? Not at your restaurant.

You can use ResDiary to create an enhanced booking experience for diners, with our intuitive and easy-to-manage promotions and events tools, and integrations.

Flexible rules

Create promotions, and take full control over their availability, areas of your restaurant that can be booked for it, set service times, and variable pricing .

Secure your revenue

Take deposits or full payment up front for any booking promotion.

Get a complete overview

Use channel reports to see which marketing channels are selling the most promotions.

> *Creating promotions and ticketed events can be a great way to offer diners something new and secure new customers. With ResDiary, you get one system that handles your events, enquiries, bookings, and pre-orders from one place.*
>
> **- Jill Massey, Sales Team Lead for ResDiary**

Gift vouchers

With ResDiary, it's easy to create, promote, sell, redeem, and report on vouchers.

Showcase your offer by adding text, images, menus, links to your website and social media. You can offer digital vouchers and physical gift cards (with an optional fee to the buyer for shipment). ResDiary's vouchers are sold via Stripe, and all proceeds go directly to your account.
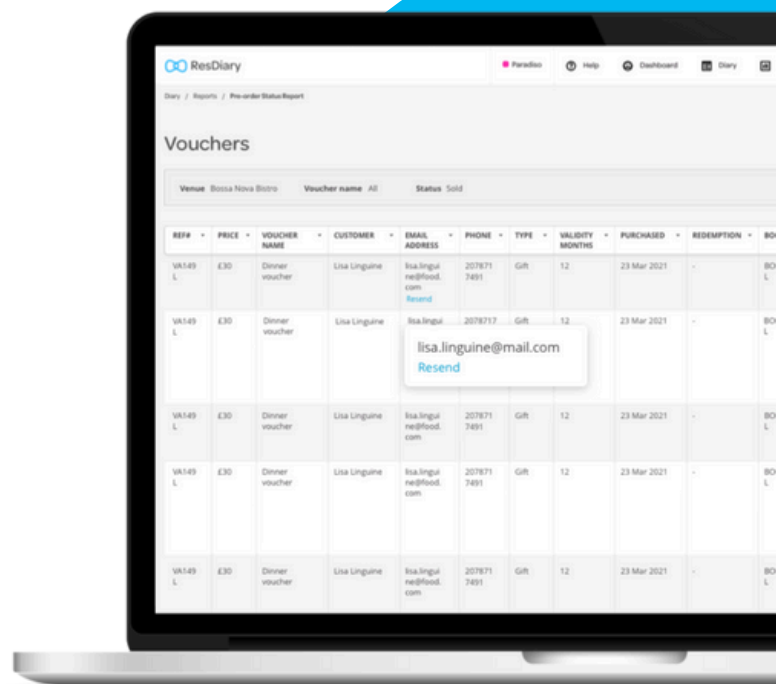
Additional revenue streams

Gain extra reservations for holidays and special occasions by selling gift vouchers.

Stay in control

Create and edit vouchers, set validity periods, process redemptions on bookings all in one system.

Advanced reporting

Check what sold, how certain vouchers are doing, and what has been redeemed from within your ResDiary system.

Knowledge is power

ResDiary can offer a wealth of knowledge about your customers with analytics on your key business data, especially when integrated with other systems.

Use our analytics suite to assess booking trends and other patterns to create more personalised experiences and promotions.
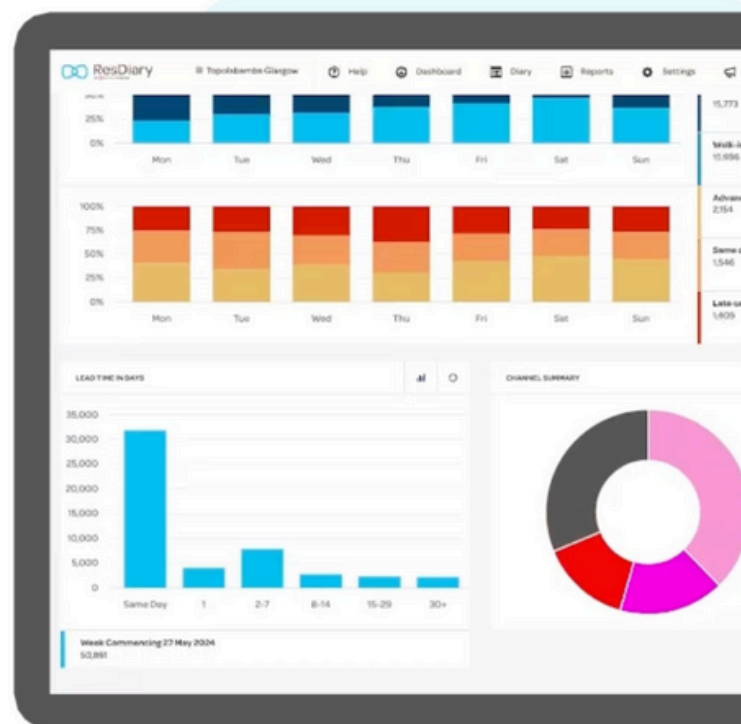
Gain valuable insights

Over 30 detailed reports ranging from booking reports, to marketing and revenue reports.

Run a tight ship

Reports can be tailored to provide information that can be easily shared with your team to help manage your venue.

Access anywhere

All you need is an internet connection, which is helpful if you're managing multiple venues or working remotely.

> *ResDiary captures diner information, and if they've agreed to hear from us, it allows us to go back to them with targeted marketing. We've converted quite a few bookings that way.*
>
> **- Kathryn Knox, The DRG Group**

Bring your major systems together

We know that there's great value to be found in bringing disparate systems together so you can work smarter and harder on delighting your customers.

That's why our software integrates with other hospitality systems for EPoS, PMS, Marketing, and Staff Management.

60+ certified EPOS and PMS integrations

to ensure the smooth flow of data between your booking, till, and ordering systems.

Gain valuable operation data

like customer spend and compare with your booking data in seconds.

Improve stock control

optimise your processes with more accurate forecasting.

Supercharge your marketing

and harness your guest data with a range of powerful integrated solutions.

access EPoS   sumup®   Guestline an access company   triniteq

stripe   access Acteol   silverstreet*   ORACLE HOSPITALITY

You can have your diary set up in as little as one week

When you sign up to ResDiary, you'll be helped by our awesome customer success and support team to ensure you're taking table bookings as quickly as possible.
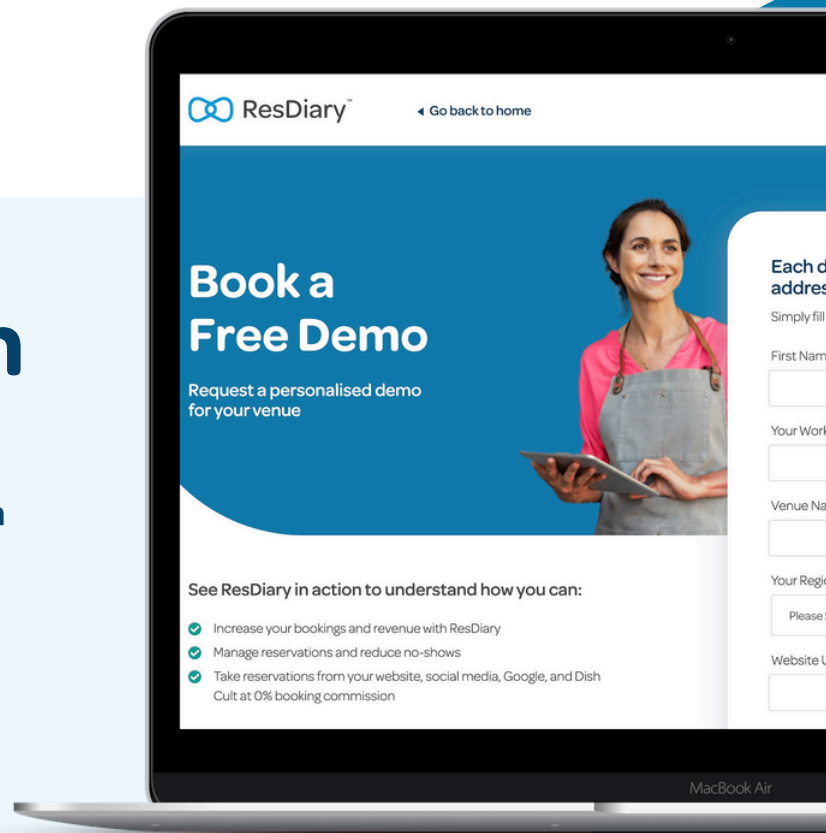
Your ResDiary support team comes from a range of hospitality backgrounds, so service is in our DNA. We've also seen it all, whether you're an independent restaurant switching from pen and paper, or even a large chain or group looking to scale up.

We'll guide you through ResDiary onboarding every step of the way, during initial training we will ensure that your diary aligns with your venue's operating model and provide ongoing support.

See it in action

Discuss your business priorities with a ResDiary expert and receive a personalised demo of how the software can be tailored for your venue or your multi-site business.

Book a demo

∞ ResDiary™   ◀ Go back to home

Book a Free Demo

Request a personalised demo for your venue

See ResDiary in action to understand how you can:

- Increase your bookings and revenue with ResDiary
- Manage reservations and reduce no-shows
- Take reservations from your website, social media, Google, and Dish Cult at 0% booking commission

Each d
address

Simply fill

First Nam

Your Work

Venue Na

Your Regio

Please

Website U

MacBook Air

ResDiary
an access company

We're ready to help grow your business

Speak to our team to find out more about ResDiary, review our **pricing options**, or **book a demo today**!

Got a question?

You can also email **sales@resdiary.com**