# micros®

## myreservations

# Take control of the way your customers book reservations online

Today's generation of consumers crave the convenience of fulfilling their every desire with the click of a mouse or a tap of a finger. To stay ahead of the curve, elevate the way your guests books reservations with MICROS myreservations. MICROS myreservations is an intuitive, cloud-based reservation system that provides your guests the ability to look-up and book reservations from your website in real time. It also integrates seamlessly into your MICROS Point-of-Sale system. This allows inventory and availability to be configured at the store level from within your MICROS Point-of-Sale solution and then updated to the website instantaneously. Likewise, when your customer books their reservation and receives their confirmation email, the booking will be posted to and maintained within the MICROS Point-of-Sale system. Say goodbye to your reservation books, clunky reservation hardware and expensive transaction fees, and enjoy the benefits of an online reservation solution with MICROS myreservations.

**Features at a Glance:**

- Online reservation booking from the restaurant's existing web site offers convenience and immediacy of bookings
- Simplify and automate the reservation booking process, reducing the likelihood of mistakes
- Integration with MICROS Point-of-Sale allows operators to utilize their existing POS product for reservations management and workflow
- Eliminate the need for dedicated Reservations/ Table Management hardware as all functionality can be delivered through MICROS POS workstations and the existing customer web site
- Put customer relationship back in the hands of the restaurant by providing the opportunity to introduce loyalty programs tailored specifically for your business
- Drive more traffic to existing customer websites-this benefit, coupled with a strategic online marketing program offers increased site visits and brand awareness

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# Seamlessy integrated into your Point-of-Sale Solution — giving you full control of the guest experience

Restaurant customers like reservations for the convenience they offer and often book online as the process is efficient and immediate. Why then would a restaurant want to pay up to a $1 per reservation for each visit from repeat customers? And why would they allow a third party company to insert themselves between their business and the loyal customers? In comes MICROS myreservations, a less expensive, less intrusive and more efficient way to handle restaurant reservations. With myreservations, you define the number of reservations to offer in each time slot, and configure this availability directly from within your MICROS POS system. You also control the complete guest experience, taking reservations from your existing website, managing reservations, seating and table turns from within your MICROS POS system, and optionally offering loyalty programs that are right for your business.

**Simple Deployment** - The product installation process created for myreservations is designed to be simple and effective, eliminating the need for extensive MICROS implementation involvement. The entire process is web and email based and is intuitively designed for non-technical people.

**Multi-Site Configuration** - myreservations is not limited to customers with one restaurant or location. The product can be installed for multiple locations for a single customer. In this case the customer will receive multiple reservation URLs, one for each enabled specific restaurant location. These URLs will be placed on a store locator section of the restaurant's web site. The customer will locate the desired restaurant, and then begin the reservation process.

**Reservation Reports** - The Reservation Report lists all reservations made for a restaurant from the myreservations site within a specific date or date range. This report can be used simply as a way to review or validate exiting upcoming reservation from a web browser. Report date ranges are defined through an intuitive calendar interface, and specific reservations can be retrieved by confirmation number or guest name. All columns of the report results are sortable by a simple mouse click.

**Hosting Center Environment** - Each myreservation deployment is hosted in the MICROS Data Center. This Premium hosted environment is PCI/PADSS certified and employs multiple firewall layers to ensure data integrity and security from external sources and secure segmentation of internal environments. Additional counter measures include appliance based real-time intrusion prevention / intrusion detection systems that monitor all inbound and outbound traffic. This allows us to proactively deny traffic from potential threats and ensure the integrity of the environment.



## Profit From:

- Increasing demand due to the convenience and immediacy of online bookings
- Reducing operating expenses by dramatically reducing the cost of aquiring a reservation
- Automating the reservation booking process and thus reducing the likelihood of mistakes
- An integrated solution that allows you to utilize your existing POS
- Increased website traffic and strategic online marketing opportunities

## Find out more about how MICROS can help you grow

Get in touch with us for more information or to schedule a demo and consultation appointment.

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