

Frequently Asked Questions

Key points:

- Innovative new technology – a first in the Australian market
- Dining patrons can search time and table availability for a specific restaurant directly or alternatively can search by cuisine or suburb location
- Bookings are fast, easy, free and instantly confirmed – no need to wait for a call back!
- Bookings are made in real-time and are available 24 hours a day, 7 days a week.
- Access special offers and last minute table availability

What is bookarestaurant.com?

bookarestaurant.com is the most advanced restaurant booking website available in Australia, providing the ability to search for available tables in real-time.

A fast and efficient way of booking a table at your favourite restaurant, **bookarestaurant.com** can also find available tables at restaurants which match specific criteria, including by cuisine and by location.

Bookings are free to the dining public and can be made online any time of the day, any day of the week.

Nearly 2500 restaurants across Australia are listed with **bookarestaurant.com** - ranging from fine dining establishments, restaurant and hotel groups to more casual restaurants.

What restaurants can I find on bookarestaurant.com?

Two of *S. Pellegrino World's Top 100 Restaurants* are already on board – Quay Restaurant in Sydney and Attica in Melbourne. Other notable Australian restaurants include: MoMo Restaurant, Grossi Fiorentino, Red Spice Road, Otto Ristorante, Aria, Sydney, Auge Ristorante, Fifteen Melbourne, Money Order Office, Bretts Wharf, Manta Restaurant, Mirka at Tolarno Hotel, Frasers Restaurant, Mezzo Bar and Grill, Becco, Stokehouse, Nuevo 37, Chilli Padi, Nobu, Aria Brisbane, Restaurant Two, Sorrento Restaurant, Summit Restaurant, and Wildfire Restaurant.

How does it work?

Type in the name of the restaurant you want to go to - or type in your booking criteria such as day/time, location and cuisine type - and a list of restaurants with available tables will appear on screen.

Select a restaurant and preferred timeslot and your booking is instantly recorded in the restaurant's reservation management system.

bookarestaurant.com also features restaurant profiles, reviews, map locators and social media links so you can share the information about your preferred restaurants with your friends.

Who is behind bookarestaurant.com?

bookarestaurant.com is a division of Analytical Systems Pty Ltd which is based in Melbourne, Australia.

Analytical Systems Pty Ltd is a world leader in providing reservation, table and guest management software solutions to the hospitality and entertainment markets around the globe.

It's acclaimed Restaurant Management Program, ResPAK, was first installed over 15 years ago, and is now licensed by more than 2500 restaurants spanning nearly 40 countries throughout North America, Europe, the Middle East and the Asia-Pacific region, including Australia.

Where did the bookarestaurant.com idea come from?

People are increasingly turning to the internet as a time saver – everything from concerts to accommodation can be booked online, so why not a table at a restaurant?

bookarestaurant.com acts as a simple and effective medium between the restaurant/hospitality industry and an increasingly internet savvy public.

It provides a vehicle for restaurants to promote special offers to entice diners to their door - reducing the risk of an unused table. This is a concept adopted by the airline and hotel industries in Australia (i.e. Webjet.com/ Wotif.com) but never before by our restaurant industry.

Similar innovations have been available in the US and Europe for several years with outstanding results – in the US alone, nearly 100,000 restaurant reservations are made every day through the internet.

bookarestaurant.com has been developed specifically for the Australian market, in collaboration with a number of restaurateurs, to ensure it achieves the robust functionality and search capabilities required by our local restaurant industry and dining public.

How is bookarestaurant.com different from other on-line booking services?

What sets **bookarestaurant.com** apart is that it allows you to search for available tables across multiple restaurants in real-time and book them on the spot - a first for the Australian market.

The site also offers the opportunity for the dining public to view last minute availability, view special offers, as well as provide user generated dining reviews to guide your decision on your next dining out experience.

Unlike other "Online Restaurant Reservation" services which rely on offline table allocations, **bookarestaurant.com** has an immediate connection into the restaurants themselves so you can see the real-time availability of tables.

How do I use the site?

bookarestaurant.com is easy to use; you have the ability to make a booking as a guest user of **bookarestaurant.com** or you have the option to become a registered user by setting up a free user profile.

Setting up a free user profile allows you to speed up the booking process, easily manage your bookings and save a list of your favourite restaurants.

Once you've made your booking, an email will be sent to you confirming your booking. You can also choose to receive your confirmation via SMS to your mobile telephone.

What happens when I arrive at the restaurant?

The detail of your booking, including the name your reservation is under, is instantly recorded in the restaurant's electronic booking diary when you make your booking.

When you, or other members of your dining party, arrive at the restaurant, simply mention the name that the booking is under, and enjoy the rest of your evening.

The process is exactly the same whether you book online or book over the phone with the restaurant directly.

Will there be restaurant reviews on bookarestaurant.com?

Yes. After a dining patron has honoured their booking they will receive a feedback email from **bookarestaurant.com** that includes instructions on how to rate your dining experience. This information will then be posted online, anonymously, for others to review when making their decision on where to dine in the future. Please note: this feature is currently in development and won't be available until late 2010.

Can I cancel a booking?

Yes. Bookings can be cancelled via your **bookarestaurant.com** user profile or by contacting the restaurant directly. It is highly recommended that if you are not going to be able to make your confirmed booking, you contact the restaurant directly to advise them of your change of plans, especially if you are cancelling at the last minute.

What does it cost to use bookarestaurant.com?

Nothing – making restaurant bookings with **bookarestaurant.com** is absolutely free. All you need to do is pay the restaurant at the conclusion of your meal!