

Wine Fan**🍴 Gluten Free****Booth Requested**

Growing Reservationships

15 product tips and tricks for unlocking guest insights and transforming the hospitality experience.



Set the table

Fill your seats from Social

Make your drool-worthy food photos even more enticing by allowing guests to book reservations through Instagram, Google and Facebook.

Welcome first timers

Make a great first impression by stopping by the table to check in on First Time Diners. Profile tags will show you who is enjoying their first meal with you.

Waitlists, easy as pie

Let your guests join the waitlist without having to physically be at your venue with the Mobile Waitlist feature.

Surprise and delight

Seeing the same name on the Notify list night after night? Send them the text they've been waiting for and let them know you'll save them a spot.

Sharing is caring

Provide a seamless experience at every location by sharing guest notes and tags across all other restaurants in your group.

Allergy awareness

Help guests feel looked after by having servers verbally make note of known allergies and dietary restrictions when sharing specials or answering questions about the menu.



The more the merrier

Encourage guests to invite members of their party to reservations so you can gather intel on the whole party including dietary restrictions, table preference, and any special celebrations.

Keep in touch

Message guests on your waitlist with automated texts to confirm when they are added to the waitlist, if their wait time is updated, and when their table is ready.

86 the duplicates

Keep your books clean and your guests happy. Every Resy guest uses their phone number as a unique identifier to book a reservation, so you get accurate data and avoid duplicate accounts. If someone changes their phone number, you can merge two guest profiles into one.

Wine & dine

Know your guests better than their dates do

Ensure guests feel welcomed and known with preference tags on Resy. Use existing tags, or create your own, to capture detailed information about your guests including their dining and seating preferences, allergies, and celebrations. If someone changes their phone number, you can merge two guest profiles into one.

Make them feel special

Tagging guests as VIPs will make sure everyone on your staff knows to make their experience a memorable one. Champagne on ice or a nice table by the window, perhaps?



Remember the regulars

Make every regular guest feel like a VIP by knowing who takes their martini with gin and who prefers theirs with french fries.

Give a sincere send-off

Leave guests smiling with a handwritten note from the server on their check. We'll even [send you free sharpies](#) to get started.

Digest feedback

They rate, you iterate

Hear about the dining experience with closed loop feedback and star ratings straight from the guests themselves. Then, stay informed with reports by server and party size.

Server hall of fame

Share verified reviews with your team at line up and praise the career servers who are consistently getting five stars.

Our suggestions are not a substitute for professional advice received from an industry consultant who is familiar with your business and clientele.