

Web-based Dining Reservations Do It All

Treasure Island Hotel & Casino turns to ReServe Interactive for Streamlined Reservations across Three Restaurants

Treasure Island Hotel & Casino on the Las Vegas Strip offers its guests luxurious accommodations, amazing entertainment and an array of dining options. With an ownership change in 2008, the company's legacy dining reservation software system was phased out and ReServe Anywhere®, ReServe Interactive's web-based Dining Reservation & Table Management software, was implemented to centrally manage individual and large group restaurant reservations, as well as dining room activity for three of the hotel's fine dining restaurants. Treasure Island also deployed ReServeIT, ReServe Interactive's online dining reservation system, allowing customers to easily check availability and make reservations online to any one of their restaurants.

ReServe Anywhere allows Treasure Island to: centralize the dining reservation process, making data accessible to the individual restaurants, its call center and the F&B sales staff; take reservations through the company's website; and communicate more effectively within and across each location.

"We evaluated several software options and only ReServe met all of our needs in one system," explains Paul Pace, Director of Food & Beverage. "We can manage our dining rooms, take individual and call center reservations, and accept reservations through our website using a single system that's easy for everyone to use."

The Challenge

Treasure Island used a legacy software solution to manage dining reservations. When the property was sold, management needed one system that would meet all of their needs, including taking reservations from a call center, individual restaurants and the hotel's website. They also needed to manage dining room activity. Due to the transition process, they also required software that could be implemented quickly and easily, allowing workers to become proficient in a short amount of time.

The Solution

To replace the company's legacy software, Treasure Island implemented ReServe Anywhere®, ReServe's web-based Dining Reservation & Table Management software at three of its fine dining restaurants. They also selected ReServeIT, ReServe's online reservation system, for guests wanting to book dining reservations via the hotel's website.

During implementation, ReServe conducted a three day on-site training, including classroom sessions and advanced training for call center, restaurant and F&B staff. Once live, ReServe shadowed staff, answered questions and ensured that everything went smoothly.



Treasure Island Hotel & Casino, Las Vegas

Other Hotel/Resort/Casino Customers Include:

- Atlantis Casino • Gaylord Entertainment
- Hilton Waikoloa Village • Hyatt Regency
- Grand Cypress • Lansdowne Resort
- The Homestead Resort • Westin Rio Mar Resort

"From customizing the software through installation and training, the ReServe team was on property supporting the process from start to finish. This was one of the most efficient business implementations I have experienced," says Monica Dorsey, VP of F&B.

With ReServe Anywhere, the hotel's call center books individual and group dining reservations across all three locations. Walk-in reservations are taken at each restaurant and are also booked through the hotel's website. All reservations are submitted to a centralized database and cross referenced with real-time reservation information eliminating double bookings, thus streamlining the reservation process. The software also allows staff to send confirmations, move or cancel reservations, and easily access reservation and guest data.

"I came on board after implementation," says Pace. "And because the system is so user friendly and easy to use, I logged in and taught myself how to use it. I was able to take single and group reservations, make changes to floor plans and update menus within a couple of days." ■



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