



# XMART BOOKING – RESTAURANT OPERATIONS & AI RESERVATION PLATFORM

From booking to seating, Xmart helps restaurants use every table more intelligently.

## Executive Summary

Xmart Booking connects reservation channels, live table status, floor intelligence, guest history, reminders, packages, and AI voice booking into one practical system for restaurant owners and hosts.

## Product Modules

- Smart Table Engine
- Virtual Zone Technology
- Dynamic Turn Time Engine
- Smart Availability Finder
- Live Floor Intelligence
- Real-Time Operations Dashboard
- Omnichannel Booking
- AI Voice Concierge
- Smart Guest Reminders
- Guest Experience Packages
- Guest Relationship Hub
- Analytics & Business Insights

## Smart Table Engine

Manage every table as a real operational asset, not just a number on a floor plan. Includes:

- Min & Max Party Size per table
- Capacity and stretch seats
- Standalone or zone-based tables
- Reservable online / active / manual controls
- Live timer and visual status
- Manual open / close table

## Virtual Zone Technology

Flexible seating for real dining rooms. Includes:

- Combine adjacent and non-adjacent tables
- Unlimited zones

- Nested zones / zone within zone
- Independent min & max party size per zone
- Private rooms, patios, booth areas, and special seating layouts

## Dynamic Turn Time Engine

Dining duration adapts to party size and rush hours. Includes:

- Turn time by party size range
- Rules by day of week
- Rush-hour layer
- Combined party size + rush hour logic
- Large party call rule
- Early seat window

## Smart Availability Finder

Xmart shows not only which table is available, but how long it is *truly* available for the selected party size.

- Filter by party size
- Suggest best tables and zones
- Show real free duration
- Supports reservations, walk-ins, and manual seating
- Protects future reservations
- Reduces host decision time

*Example: Party of 2 — Table 1: 11h 30m free; Patio 2: 11h 30m free; Private 2: 11h 30m free.*

## Live Floor Intelligence

Three operational views for hosts and managers: list view, timeline view, table/floor view. Includes 15-minute availability intervals, area filters, available/short-window/booked indicators, and zone chips with party-size ranges.

## Real-Time Operations Dashboard

Live KPIs:

- Pending approvals
- Last 30 days bookings
- Seated now
- No-shows
- Closed today
- Average party size
- Table utilization
- Service timeline
- Status distribution
- Source mix
- Demand heatmap

## Omnichannel Booking + AI Voice Concierge

Accept bookings from website, host, walk-ins, and AI phone calls. Includes online booking form, manual host reservations, walk-in seated now mode, AI voice booking, source tracking, and unified reservation timeline.

AI Voice Concierge helps capture phone bookings when staff are busy, supports multilingual calls, and reduces missed calls.

## Smart Guest Reminders

Automated confirmations and reminders to reduce no-shows and improve guest clarity.

## Guest Experience Packages

Owners can define packages by party size, occasion tags, perks, and deposit rules. When a booking matches the criteria, the package can be shown to the guest automatically in the booking form and confirmation email.

*Examples: Birthday cake, anniversary wine package, business event setup, celebration package.*

*Note: This is an operational guest-experience feature, not a marketing module.*

## Guest Relationship Hub

Guest history at the point of service. Includes:

- Total guests
- Total covers
- Source segmentation
- Search by name/email/phone
- Profile/history access
- Visit count

- Cover history
- Last visit
- Since date

## Analytics & Business Insights

Reservation history, source intelligence, demand heatmap, utilization view, no-show tracking, and booking trends.

## Why Xmart

Traditional reservation systems manage bookings. Xmart Booking helps restaurants manage reservations, tables, walk-ins, guest experience, and AI phone bookings as one connected operation.

Benefits:

- Increase utilization
- Reduce missed calls
- Improve host decisions
- Protect future reservations
- Create better guest experiences
- Understand operations

Smarter bookings. Better table utilization. More confident service.

Website: [xmartbooking.ca](https://xmartbooking.ca)