

Why We've Partnered with First Table – Staff Guide

We're now working with First Table to increase bookings during quieter periods and bring in new customers. Please see below for key points to communicate to guests:

1. What is First Table?

First Table allows diners to book a table at our restaurant at **50% off food**. It's only for early dining slots or quieter periods, so it helps us fill tables that might otherwise go empty. Drinks are **always** full-price.

2. How does it benefit the restaurant?

No commission: the restaurant keeps 100% of the revenue.

New customers: people who book via First Table are often first-time visitors who could become regulars.

Better table management: helps us optimise seating during quieter shifts.

3. What should staff know when a First Table guest arrives?

Treat them like any other guest – excellent service is key.

They will have a booking confirmation on the app. The discount will need to be added to the bill via your till system.

Common FAQs

Q: Will this affect our regular diners?

A: Not at all. First Table bookings are usually during quieter times.

Q: Do we lose money on these bookings?

A: No. The restaurant keeps all the revenue. The goal is to attract new customers and fill tables that would otherwise be empty.

Q: What if something goes wrong with the booking?

A: Speak to the manager who can contact the First Table support team (support@firsttable.com) – they're very responsive.

Q: Can diners combine tables?

A: No. First Table bookings cannot be combined (maximum one table of up to 4 diners per booking)

Q: What happens when they are late?

A: If the diner is more than 15 minutes late, you do not need to honour the First Table deal. Bookings cannot be amended to a later time or date.

💡 Remember: First Table only works if our staff love it too. Friendly, knowledgeable service ensures first-time guests leave impressed and are more likely to return without the discount next time.

**Empty tables
don't make
you money**

**Have an issue?
Contact Support:
support@firsttable.com**



first table