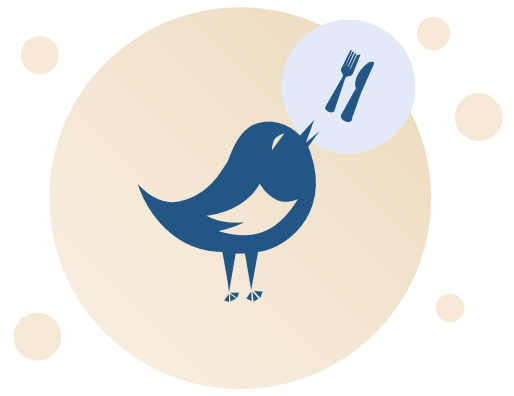


Introducing: First Table's solo and group feature



We're excited to roll out a new way for diners to book on First Table, giving you the flexibility to welcome solo diners and groups of up to five or six. This responds directly to the most common request we hear from both sides of the table: more flexible booking options to suit different group sizes.

By opening up these options, you can drive higher utilisation across your entire floor plan, filling those tricky solo spots or larger tables that might otherwise stay empty.

The best part? It's a low-effort win.

- **Minimal operational change:** If you keep your current weekly schedule the same, the transition is seamless.
- **Full control:** Participation is completely optional. You have full control over whether you accept solo diners, larger groups, or both, and you decide exactly when these bookings are available.
- **High visibility:** We'll be actively promoting this new feature, so venues that opt in early will benefit from increased visibility and more diners searching for these booking options.

We've put together a list of FAQs to help you get started. If you have any other concerns or simply want to share your excitement with us, feel free to reach out to our team at restaurants@firsttable.com.

first table

FAQs for restaurants

1. What is the maximum group size we can accept for First Table bookings?

- You can choose how many tables and group sizes you'd like to offer, between one and up to six diners, depending on your capacity and staffing.

2. Can we accept solo diners on First Table?

- Solo diners are encouraged, but it ultimately depends on your restaurant's preferences. Many venues find solo diners have a high per-head spend and are a great way to maximise underutilised seating, such as bar space. Others may prefer not to accommodate them. If you're unsure, consider trialling solo dining or offering it at specific times to gauge demand.

3. Can we choose specific time slots and group sizes for bookings?

- Yes, many venues prefer flexibility when it comes to time slots and group sizes. You can specify different group sizes for each time slot, such as offering solo diners at one time and larger groups at another. This allows you to maximise your table usage and cater to a variety of customer preferences.

4. What if we don't want to change our current setup?

- If your current setup is working well for you, there's no need to make any changes.

5. How can we test the new group and solo dining options?

- A trial period is a great way to test the new group and solo dining options. Many venues have expressed interest in trying it out first to gather data and assess whether it aligns with their needs. You can run a limited trial period with specific group sizes or solo diners and decide if you want to roll it out more broadly.

6. What if we can't handle larger groups due to staffing or space?

- If you're understaffed or have limited space, you may want to limit group bookings to smaller parties of two to four.

7. What happens if we need to change our offering later?

- We understand that circumstances change. If you're unsure about the new options or feel that they don't work for your restaurant, we can revisit the terms at any time.

8. Can we change our set availability regularly?

- Absolutely, we can easily amend tables at any time. Please just remember your schedule is visible to diners 14 days in advance. If you update your regular schedule, the change will take effect immediately and apply to bookings for the next 14 days.
- If the change is intended for specific dates only, please clearly note this in your communication to the team so the correct adjustments can be made.

9. Do I need to change any settings in my reservation system?

- Please check if you have an internal setting or rule that limits First Table bookings to two-four guests. If so, you will need to amend your accepted group size configuration to allow for solos and tables of up to six. Your integration will continue to pull through your live availability. If you notice anything unexpected, please get in touch, and we'll investigate.

10. How will I know how many people are in each booking?

- The number of diners will be clearly shown in each booking confirmation, either within your reservation system notes or in the confirmation sent via First Table.

11. What should we do if guests contact us to change the number of diners on their booking?

- Guests can update their booking themselves by logging into their First Table account. If they require further assistance, please ask them to contact our support team at support@firsttable.com.