



OpenTable Deepens Integrations with Point-of-Sale Systems

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Partners with Upserve to connect dining habits, preferences and reservations to elevate hospitality

SAN FRANCISCO, June 5, 2019 /PRNewswire/ -- **OpenTable**, the world's leading provider of online restaurant reservations and part of [Booking Holdings Inc.](#) (NASDAQ: [BKNG](#)), today announced an industry-first partnership with [Upserve](#), a full-service Restaurant Management Platform. The partnership allows data and guest insights to flow in real-time both ways between OpenTable's GuestCenter operating system and Upserve's restaurant [point-of-sale system](#), enabling servers to have diner information and preferences at their fingertips to help them personalize service on the fly.



"Our partnership with Upserve is the latest example of how we combine guest, reservation and spend data to help restaurants take hospitality to the next level," said Joseph Essas, Chief Technology Officer at OpenTable. "Real-time data lets restaurants improve every part of service, from the host stand to the kitchen, and create more memorable experiences for their guests."

Through the rich integration between OpenTable and Upserve, restaurants receive unique benefits, including:

- **Easy-to-Access Diner Insights** - Now servers can view diner insights, such as dining preferences and dietary restrictions, while on the floor to deliver enhanced in-service hospitality
- **Improved Shift Preparation** - Guest and reservation details enhance daily shift prep reports from Upserve to help staff better anticipate guest needs
- **Automatic Check Creation** - Checks can automatically be created in POS systems when a guest arrives to the host stand, streamlining the process and communication across restaurant staff.
- **Real-time table status** - Hosts using GuestCenter know the progress of every table in real-time without having to look in the POS or scan tables.

"This combined data resource gives management and staff the ability to retrieve guest details at the POS, providing a VIP experience with every reservation," said Sheryl Hoskins, Chief Executive Officer at Upserve. "OpenTable is the industry leader in the online and mobile reservation space, and we're proud to bring more resources to our customers that help them elevate hospitality with every reservation."

Deeper integrations with POS systems are the next step in OpenTable's strategy to connect guest, reservation and check data to help restaurants create better guest experiences. To date, OpenTable has integrations with 10 point of sale systems and thousands of restaurants are already matching millions of individual checks to reservations monthly.

"We immediately noticed an improved service flow from the front of the house to the back of house. Having valuable guest information right on the POS has helped servers deliver a personalized experience and create a better connection with guests," said Upserve and OpenTable customer Blake Mellgren, Executive Chef at Craft House. "Being able to seamlessly loop in the kitchen has allowed us to provide that extra touch, which has been essential in delivering exceptional service."

To learn more about how OpenTable's GuestCenter integrates with supported POS systems and additional details on today's announcement, please visit the [Open For Business blog](#).

About OpenTable:

[OpenTable](#), part of Booking Holdings, Inc. (NASDAQ: [BKNG](#)), is the world's leading provider of online restaurant reservations, with more than 50,000 restaurants globally using its software to seat over 120 million diners monthly. OpenTable helps diners discover and book the perfect table and helps

restaurants deliver personalized hospitality to keep guests coming back.

About Upserve

Upserve is the magic ingredient that helps restaurateurs become wildly successful, providing everything you need to manage a restaurant in a single hub. Upserve offers the market-leading cloud restaurant POS, actionable insights, transparent processing, automated inventory and ordering, workforce tools, and mobile restaurant management. Over 10,000 restaurants use Upserve to manage relationships with more than 57 million active diners, process over \$9.9 billion in annual sales and serve over 36 million meals per month. Upserve is headquartered in Providence with additional offices in Denver and Tel Aviv. For more information, please visit Upserve.com.



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