



# **The Ultimate Guide** *to the* **Best Restaurant** **Reservation Software**

Restaurant reservation systems have become essential to running a successful restaurant.

### **While walk-ins once dominated**

on-premise dining, the rise of reservations technology has gradually shifted the restaurant landscape. Now, diners are no longer content to wait in line for a table when they could simply make a reservation that would guarantee their spot – especially during peak business hours.

At the same time, reservation systems have allowed restaurants to offer an elevated level of customer service, ensuring more customers leave with a positive dining experience and servers end up with healthy tips.

But while it's clear that there are many benefits to using a reservation system in your restaurant, finding the right system can be a major challenge. Not only are there dozens of different platforms to choose from, but each one comes with a unique set of features, tools, and services. And if you're running a busy restaurant, you don't have time to sift through dozens of online reviews or sit through lengthy demos just to get the information you need.

That's where this guide comes in. Our guide helps you cut through the noise and find the best restaurant reservation system for your specific business. With reviews of each of the top reservation systems (including our own), we'll highlight all the need-to-know information.

#### **In each review, you'll find:**

- A basic overview of each of the top restaurant reservation systems
- Each system's strengths and weaknesses
- Software pricing and other fees
- The ideal reservations solution for each type of restaurant

#### **In addition to reviews of each reservation system, we've also included:**

- A comparison chart featuring all the top reservation platforms
- A buyer's guide that highlights key purchasing considerations

We know that every restaurant is unique, and this guide is designed to help you narrow down your options and find the best restaurant reservation software for your specific venue.









**The Ultimate Guide**  
to the Best Restaurant  
Reservation Systems

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# TouchBistro Reservations

## Overview

### **TouchBistro Reservations**

is a complete reservation and guest management platform designed to help restaurateurs tailor every guest experience, while managing operations with ease.

TouchBistro Reservations is available to venues in the U.S. and Canada, and integrates directly with the TouchBistro POS for seamless operations.

## Strengths

**Though TouchBistro Reservations** is one of the newer booking platforms available, the system is already a standout option due to its extensive suite of features. For instance, TouchBistro Reservations features comprehensive floor plan management tools and dedicated server sections so staff can easily keep an eye on the status of each table and ensure they're seating guests according to the correct sequence and priority. Some of TouchBistro Reservations' other key features include two-way SMS and email communication with guests, digital waitlist management through Google Waitlist, automated booking confirmations, post-dining feedback surveys, and customizable reservation notes that allow staff to keep track of essential information such as allergies or dining preferences – tools that do not come standard with many other reservation platforms. Not to mention, all of this information is synced directly with POS thanks to the seamless integration with the TouchBistro POS.

Another benefit of TouchBistro Reservations is that you're able to offer guests multiple booking touchpoints. If you use TouchBistro Reservations, guests can book a table with you through your restaurant's website, various public discovery platforms, and even directly





through Google. TouchBistro's own discovery network, TouchBistro Dine, is an especially valuable booking platform because you can customize your restaurant's profile page with a description of your venue, photos, and other crucial information such as parking and accessibility.

While TouchBistro Reservations' features and booking tools are impressive, perhaps the biggest strength of this platform is that restaurants get access to all of these features for one all-inclusive flat rate. Unlike many other reservations platforms,

TouchBistro offers a subscription-only pricing model with no per cover fees. This means that you pay the same price each month, regardless of how many reservations are booked and which platforms they're booked on. This means that you don't have to pay extra for important features such as POS integration, waitlist management, or post-dining surveys, and you don't have to worry about per-cover fees causing your costs to fluctuate wildly from month to month. For many restaurants – especially independent venues – this predictable, all-inclusive pricing model is a huge plus.



## Weaknesses

**Of course, TouchBistro Reservations** isn't the right fit for every restaurant. In particular, major restaurant groups and chains may be limited by the system's lack of multi-unit management features. For instance, TouchBistro Reservations' reporting system does not allow restaurateurs to compare reservations data from multi-units on one report. While this likely won't be an issue for restaurants with just a few locations, this could be a drawback if you run multiple different concepts.

For restaurants primarily focused on driving brand awareness, another potential drawback to TouchBistro Reservations is that it's still a relatively new booking platform with fewer restaurants listed on its discovery platform than bigger, more established brands like OpenTable and Yelp. This may be seen as a drawback by some restaurants because it means that your venue won't enjoy access to an extensive built-in diner network. Though it's worth noting that some restaurants may actually benefit from using a less saturated discovery app because it means diners aren't sorting through hundreds of restaurant listings in their city, ultimately making it easier for them to find your specific venue.







## Pricing

**TouchBistro Reservations'** pricing model is best described as subscription-only with full features. This means that you pay one all-inclusive flat rate, regardless of how many reservations are booked or which platforms they're booked on. In other words, you can expect to pay the same price every single month, so you don't need to budget for pricey per-cover charges, which can fluctuate dramatically.

When compared to other restaurant reservation systems with comparable features, TouchBistro Reservations' monthly pricing is on the lower end. For just \$229 per month, you get access to TouchBistro's full suite of features. This differs from many other reservation systems, which may charge a bit less per month, but lack access to crucial features such as waitlist management, POS integration, or automated feedback surveys. When you take into account these crucial features, TouchBistro Reservations offers the most bang for your buck of virtually all the reservation platforms.



## Key Takeaways TouchBistro

- All-inclusive flat rate for the full set of reservations management features with no per-cover booking fees
- Comprehensive features for both booking management and enhanced customer experience
- Multiple booking touchpoints for diners, including your restaurant's website, online discovery platforms, and Google
- Direct integration with the TouchBistro POS
- Best for independent restaurants both big and small

## The Best Reservation System For: Independent Restaurants

While TouchBistro Reservations may not have the same brand recognition as OpenTable or Yelp, it provides independent restaurants with everything they need to take reservations, streamline operations, and enhance the guest experience. This includes important features such as waitlist management, two-way communication with guests, floor plan management, post-dining feedback surveys, optional no-show fees, and more.

And unlike some of the bigger players in the reservation space, TouchBistro Reservations is an incredibly easy-to-use, straightforward system that comes at a predictable and affordable price. With TouchBistro Reservations, you pay one flat monthly fee, which means you don't have to worry about fluctuating per cover fees that can eat into your bottom line. Ultimately, its ease of use and value make TouchBistro Reservations the ideal solution for independent restaurants big and small.

## Ready to get started with TouchBistro?

[Book a Demo](#)







# Resy

## Overview

**Resy** is a complete reservations platform best known for its customizable features, which let restaurateurs personalize all aspects of the reservation process. Resy is also well known among consumers and boasts a popular discovery platform.

## Strengths

**Though Resy** offers a lot of great features, the platform's biggest strength is the fact that you can customize nearly every aspect of the reservation process. For instance, with Resy, restaurants can offer custom table types like the bar or patio, and exclusive options for VIPs such as the ability to book during specific time frames. Resy also gives diners the option to pre-pay for their meal via contactless payments, and even add special extras to their purchase, such as wine bottles or cookbooks – features that are especially useful for different venue types like wineries and breweries.

Beyond its customizable features, Resy also stands out due to its extensive discovery features. Resy integrates directly with Facebook, Airbnb, and other channels, to help get your restaurant in front of new audiences. This is a particularly valuable feature for restaurants in popular tourist destinations where the restaurant space is heavily saturated and competition is fierce.







## Weaknesses

**Though Resy** offers many unique features and customization options, the drawback is that you end up paying a lot more for all these bells and whistles. When compared to other reservations systems with comparable features, Resy's pricing is definitely on the higher end. The Basic package starts at \$249 and this only gives you access to a limited set of features. This means that if you need additional features like POS integration or post-dining feedback surveys, you're looking at a bill of \$399 per month for Resy's Pro package, or \$899 per month for the Enterprise package.

And even if you can afford Resy's full suite of features, it's important to note that more is not always better. While many restaurants will appreciate the option to customize the reservations

process, all these extra features can make the platform more complicated to set up and more difficult for new staff to learn. For some restaurants, it may not be worth the extra time and expense of training staff to use this kind of comprehensive booking platform.

Lastly, Resy falls a bit short when it comes to POS integration options. Resy's Basic plan does not include POS integration, which means you won't be able to directly sync your booking data with your POS system. While this may not be a dealbreaker for every restaurant, keep in mind that manual transfer of data from Resy to your POS will take up more of your staff's time and increase the likelihood of errors – both of which can negatively impact the customer experience and the flow of operations in your restaurant.



## Pricing

**As mentioned,** Resy offers what's known as tiered pricing with limited features. This means that all of Resy's packages start with a basic set of reservation management features for one set price. You can then build on this core product by adding (and paying for) additional features.

These packages break down as follows:

- **Basic:** \$249 per month for reservations, table management, waitlist, and 24/7 support.
- **Pro:** \$399 per month for everything in the Basic plan, plus 1:1 onboarding and training, customizable guest messaging, customizable post-meal guest surveys, and POS integration.
- **Enterprise:** \$899 per month for everything in the Pro plan, plus unlimited custom reports, API access, and custom reporting.

The benefit to Resy's pricing model is you don't need to pay extra for features you might not use. However, the downside is that if you want a specific feature like direct POS integration or post-meal surveys, you're going to need to go up a pricing tier and pay nearly double the price of the Basic package – a cost that can be out of reach for many restaurants.





## Key Takeaways Resy

- Extensive opportunities for customization, including customized table types and exclusive access for VIPs
- Integrates directly with Facebook, Tripadvisor, Airbnb, and other channels for enhanced diner discovery
- Packages are relatively expensive for limited features
- No POS integration available with the most basic pricing package
- Best for restaurant groups with multiple concepts that are interested in customizing the booking experience

## The Best Reservation System For: **Restaurant Groups**

With its robust features and endless opportunities for customization, there's no doubt that Resy is a perfect option for restaurant groups with multiple locations. Restaurant groups with various concepts and venue types will particularly benefit from the in-depth reporting that Resy offers, as well as the ability to customize different aspects of the guest experience, which may vary from one concept to the next.

While Resy does offer more affordable pricing packages for smaller venues, the monthly cost is still relatively high and venues won't have access to Resy's full suite of features (including POS integration). For many independent restaurants with thin profit margins, paying extra to get the features they need may not be a financially sustainable solution.



# Eat App

## Overview

**Eat App** is a cross-platform restaurant reservation system based out of the United Arab Emirates. Though Eat App is already well established in Europe and the Middle East, the platform is gaining popularity in North America as a simple and straightforward reservations solution.

## Strengths

**Eat App** is best known for its partnerships with Google and Tripadvisor. The reservations platform integrates directly with both these platforms, which gives diners multiple booking touchpoints and makes it easy for more people to discover your restaurant. These integrations also allow consumers to make their reservations directly through Google or Tripadvisor without navigating away from those platforms, which can make for a more seamless user experience.

Eat App's other major strength is that it's an extremely versatile system. Unlike some of the other reservations systems on the market that can only be used on iOS or Android devices, Eat App offers both iOS and Android manager apps. Eat App can also be managed in a web browser as well. This means you can fully manage all your bookings from whatever internet-connected device you already have on hand – whether that's a laptop, an iPad, or something else entirely. This not only makes the system easy to set up, but it also allows restaurants to save on the cost of purchasing proprietary hardware.







## Weaknesses

**Though Eat App** has many strengths, one of the biggest drawbacks is that the platform can be somewhat limiting. For instance, if you opt for the Starter plan, you only get 100 guest confirmations via text per month. While this may seem like a lot, it breaks down to a maximum of about three reservations per day. This means that if you're booking more than 100 reservations in a month, you won't be able to send confirmation texts and you may end up with a significant number of no-shows.

Another drawback to Eat App is its pricing model. Though its base pricing seems relatively reasonable compared to some of the other reservations systems on the market, Eat App charges extra for some very valuable features like POS integration and phone integration. Even if you upgrade from the Starter package to a more expensive pricing tier, you still need to pay extra for each of these integrations. These costs can very quickly add up, ultimately making

Eat App a more expensive reservation solution than it may initially appear to be.

Finally, there is one last drawback that may be an issue for some restaurants and that is the availability of customer support. As mentioned, Eat App is based out of the United Arab Emirates, which means that all its support teams are currently located in Europe and the Middle East. Though the restaurant does offer 24/7 support at all times, restaurants in North America will likely have trouble getting phone assistance during typical business hours due to time zone differences. Though not this may not be a problem day to day, it does mean that when something goes wrong, you may end up waiting longer to get the issue resolved.

## Pricing

**Eat App** is a bit unique in that it is one of the few dining reservation management platforms to consistently offer a free plan. For restaurants that may have never used an online booking system before, this free plan can be a valuable way to





gauge your need for reservations software. However, it's worth noting that the free plan is extremely limited and comes with a 30 cover per month limit.

Beyond the very basic free plan, Eat App offers four different pricing packages:

- **Starter:** \$69/month (or \$49 per month billed annually) for limited features, a 300 cover limit, and just 100 guest confirmations via text per month.
- **Essential:** \$149/month (or \$129/month billed annually) for limited features and 250 guest confirmations via text per month.
- **Pro:** \$249/month (or \$229/month billed annually) for all features and 1,000 guest confirmations via text per month.
- **Enterprise:** Bigger restaurant brands can speak directly with the Eat App sales team to secure a custom quote.

While Eat App's Starter and Essential plans are in line with the cost of most of the other restaurant reservation systems on the market, it's important to note that neither of those plans includes POS integration or phone integration. If you want to add POS integration it will cost you an extra \$89 per month, while adding a phone integration costs an additional \$25 per month. You'll also need to pay an extra \$19 per month to accept prepayments and reservation deposits, and an additional \$19 per month for online waitlist features.



## Key Takeaways Eat App

- Operates via a mobile or web app, meaning restaurants do not need to purchase proprietary hardware to use the system
- Direct integrations with Google and Tripadvisor, making it easy for diners to discover new restaurants and book tables instantly
- POS, phone integrations, online waitlisting, and many other features are all extra monthly charges on top of the base subscription fees
- Support teams are based out of the Middle East and Europe, meaning phone support for North American restaurants is limited during regular business hours
- Best for small restaurants that only accept a handful of reservations each day

## The Best Reservation System For: Small Restaurants

Though Eat App may have less brand recognition in North America, the restaurant software is very popular among small restaurants in Europe and the Middle East. Part of the app's popularity is due to its partnership with Google and Tripadvisor, which can help to give small restaurants greater visibility, especially in popular tourist destinations. Eat App is also popular among small venues that still rely heavily on phone reservations. With Eat App's phone integration, the customer's profile is displayed on the reservation screen when they call, so staff can see exactly who is calling along with any special diner notes.

If your restaurant only handles a small volume of reservations, Eat App's software should be more than sufficient. However, as soon as you need extra features, such as POS integration or the ability to send more than 100 guest confirmation texts per month, your costs can quickly add up. For restaurants that generally see a higher volume of reservations and are interested in text confirmations, Eat App may be limiting.







# Tock

## Overview

**Tock** is a complete reservations system that was originally launched to help restaurants reduce no-shows. Tock's standout feature is a ticketing system that allows venues to take reservation deposits and prepayments. Tock has also expanded its platform to include to-go orders and events management to its platform as well.

## Strengths

**Tock was the first** reservations system to offer pre-payment features, and it continues to set the standard for what a pay-to-book model can look like. With Tock, restaurants have the option to take reservation deposits upfront or even sell tickets to special events like a pop-up or private party. The option to add reservation deposits is a particularly valuable feature for fine dining venues because it can help to dramatically reduce no-shows, or at least lessen the financial burden of no-shows.

Tock's other major strength is that it can support the needs of a wide variety of food and beverage venues – not just restaurants. For instance, wineries can use Tock to display everyday reservations, alongside premium tastings, private estate tours, and even special dinners. Other concepts that may benefit from Tock's extensive features and its built-in ticketing system include breweries, distilleries, music venues, and more.





## Weaknesses

**While Tock** has some of the most extensive features of any reservation system, this isn't always a plus for restaurateurs. Tock's robust system is more than most restaurants will need, especially if you don't plan to set up prepaid reservations or sell tickets for special events. As a result, you may end up spending a lot of time training staff to use complicated features, when you could get away with a much more straightforward system. Not to mention, you could end up paying for features you don't even use.

If you are using Tock for prepaid reservations, there is another drawback to consider. Though Tock is reasonably priced for the number of features you get, you do have to pay a 2% fee on

all prepaid reservations. Though this may seem like a small fee, this can add up quickly and you could find your bill fluctuating pretty significantly from month-to-month – fluctuations that not every restaurant is able to manage. And while Tock does offer a plan with a 0% fee on prepaid reservations, it will cost you \$699 per month.

One last consideration with Tock is that its user network is significantly smaller than some of the big reservations players like Resy and OpenTable. While this may not be an issue for some restaurants, if you plan to frequently sell tickets to special events or pop-ups, you may not get as much reach as you would with some of the bigger reservations apps.





## Pricing

**Tock's pricing** is a little bit unique in that the plans revolve around the cost of prepaid reservations.

If you go with Tock, you can choose from one of three pricing models:

- **Plus:** \$249/month for the full reservations software, plus a 2% fee on all prepaid reservations.

- **Pro:** \$749/month for the full reservations software, with no fees on prepaid reservations.

- **Enterprise:** Pricing is only available upon request for a custom package complete with integrations, live product training, a dedicated account manager, advanced administrative tools, and world-class security.

Though Tock's base pricing is reasonable for the features you get, the fees on prepaid reservations can quickly add up and your monthly cost could end up significantly higher than anticipated.

It's also worth noting that if you plan to use Tock To Go for pickup orders, the company charges a 3% fee on all takeout orders. This is another added cost to consider, especially when there are commission-free online ordering alternatives readily available.



## Key Takeaways Tock

- Allows you to set up prepaid reservations and ticket sales
- Built to support different types of food and beverage businesses, including wineries, distilleries, breweries, and more
- The base pricing model includes a 2% fee on all prepaid reservations, which may cause monthly costs to fluctuate
- Many of the features are more robust and complex than most restaurants need
- Best for high-end restaurants or wineries that want to implement prepaid reservations or sell tickets to special events

## The Best Reservation System For: **High-End Restaurants and Wineries**

If your restaurant is interested in prepaid reservations or selling tickets to special events, there's no question that Tock is the right software for your venue. This feature is particularly valuable for high-end restaurants, due to the high food and labor costs associated with no-shows or last-minute cancellations. As a result, it's no surprise that Tock customers include big-name wineries and some of the finest restaurants in North America, including Per Se, Eleven Madison Park, and Aloette.

Of course, prepaid reservations are not the right fit for every restaurant and may even deter some potential customers from making a reservation with you. Depending on the type of restaurant you run, a reservation system with more straightforward features and a more user-friendly interface may be a better fit for both your staff and customers.







# OpenTable

## Overview

**Founded in the** late 1990s, OpenTable is one of the largest and most recognizable restaurant reservation systems on the market. Not only does OpenTable offer robust reservation management features, but it also boasts extensive marketing and reputation management tools.

## Strengths

**Without a doubt,** OpenTable's biggest strength is its diner network and discovery platform, [opentable.com](https://opentable.com). According to the company's website, the platform boasts 31 million diners who book through the platform on a regular basis. This means that if you list your restaurant on [opentable.com](https://opentable.com), you'll increase your exposure and likely attract new diners.

While OpenTable's biggest asset is its diner network, the platform also boasts a robust set of reservations management features. With OpenTable, you get access to everything you need to seamlessly manage restaurant bookings, including table management, guest profiles, waitlist capabilities, comprehensive reports, and more. The platform can also be accessed via iOS, an Android app, or a web-based dashboard, making it easy for restaurant staff to manage bookings on the device of their choice.







## Weaknesses

**While OpenTable** was once a pioneer in the digital reservations space, the company's per-cover pricing model is beginning to fall out of favor. Unlike newer reservations platforms, OpenTable charges a network cover fee on any reservation made through OpenTable's discovery platform. This means that restaurants have to pay an extra charge on every person who books through the OpenTable app or opentable.com – costs that can very quickly add up.

The cost of OpenTable is also an issue when you look at what's actually included in each plan. Though OpenTable's Basic plan is very reasonably priced, this package lacks table management, POS integration, waitlist management, dynamic availability controls, and more. In order to get access to a more complete set of features, you have to upgrade to the next pricing tier. And when you add in the additional cost of all those network cover charges, this can make OpenTable a very expensive reservations solution.

And while you might think that the cost is worth it to get access to OpenTable's

extensive diner network, it's worth considering that there are also drawbacks to listing your restaurant on such a popular discovery platform. OpenTable is very heavily populated with restaurants, which, ironically, can make it harder for diners to discover your restaurant among a sea of choices. And while OpenTable does offer various marketing tools to ensure your restaurant is seen, this will cost you extra.

## Pricing

**OpenTable has generally** positioned itself as more of a marketing channel for restaurants, which is why its pricing structure is slightly different than that of other restaurant reservation systems. To use OpenTable, you need to pay a monthly subscription fee and a network cover fee. The network cover fee is a charge on each person who makes a booking through OpenTable's diner network or app.

These subscription and cover fees break down as follows:

■ **Basic:** \$39/month, plus a \$1.50/network cover fee for bookings made through



OpenTable and \$0.25/cover for bookings made through your website (or \$49 flat fee for website covers). This package only includes OpenTable's basic features and is only available to U.S. restaurants.

■ **Core:** \$249/month, plus a \$1/network cover fee for all of OpenTable's basic features, POS integration, and table management features.

■ **Pro:** \$449/month, plus a \$1/network cover fee for all the Basic and Core features, as well as advanced relationship management and marketing tools.

As OpenTable's pricing notes, the network cover fee is lower if a person makes a reservation through an OpenTable widget directly on your restaurant's website. However, OpenTable has been known to buy Google's ads using keywords for individual restaurants, thereby diverting diner traffic to opentable.com, instead of a restaurant's own website. This is a process known as "ad arbitrage" and the result is that you may end up paying higher cover fees because the diners searching for your restaurant are more likely to make their booking through OpenTable's website because it's the first result they see.

It's also worth noting that if you want to use OpenTable's online ordering features, you'll have to pay a 2% service fee on all orders – regardless of what plan you're on.





## Key Takeaways OpenTable

- Extensive diner network and popular discovery platforms make it easier to reach new diners
- Robust features, including POS integration for multiple different providers
- Lowest tier pricing package only includes limited features
- All pricing packages include a per network cover fee, which means restaurants pay extra fees for each booking made through OpenTable's discovery platforms
- Best for high-volume restaurants that are looking for exposure to new audiences and can handle fluctuating monthly costs

## The Best Reservation System For: **High-Volume Restaurants**

With one of the oldest and most popular restaurant reservation apps, there's no question that OpenTable provides a great platform to help get your restaurant noticed. However, all this exposure comes at a cost of high per cover fees. As a result, OpenTable is a great choice for restaurants that process an extremely high volume of customers and won't be impacted by fluctuating per cover charges.

High-volume restaurants can also benefit from OpenTable's robust features, including its extensive POS integrations, robust guest profiles, and digital marketing solutions. Of course, not every restaurant will need or use all these extensive management features, which is why the cost of OpenTable might not be worth it if you're looking for a more straightforward restaurant reservations system.





# Yelp Reservations

## Overview

**Yelp Reservations – now known as Yelp Guest**

**Manager** – is a highly-rated mobile booking system with a customer-centric focus. Yelp enjoys strong brand recognition and its booking system features a number of customer-friendly features that make it a popular option among diners.

## Strengths

**Yelp is a well-established brand** that's helped hundreds of millions of people find tables, order food, or browse reviews. Unlike some other reservations platforms, Yelp puts the customer front and center with a user-friendly interface that makes the booking process not just easy, but also enjoyable. For instance, when diner's book through Yelp Reservations they can see reviews of the restaurant from other Yelp users, helping them gain more insight as to what they can expect from their experience.

Another customer-friendly feature that makes Yelp Reservations a standout booking platform is its digital waitlist. With Yelp Reservations, guests can add themselves to a digital queue at any time. AI-driven algorithms will then predict their wait times and even give guests real time updates about their position in line. Guests can also sign up for a reminder that will notify them as soon as their table is ready – features that can ultimately help to reduce no-shows from waitlist guests.





## Weaknesses

**While Yelp's** customer-centric design is one of its biggest strengths, this setup also means that you have to keep a close eye on what your customers are seeing. For instance, if a couple of negative Yelp reviews pop-up, this could dramatically impact the people's perception of your restaurant and their willingness to make a booking.

Another drawback to Yelp Reservations is the difficulty of making your restaurant stand out on its discovery platform. Because of its popularity, the Yelp Reservations platform is bloated with thousands of restaurants in each city, all competing for the same set of eyes. As a result, you may end up

needing to pay nearly \$200 extra per month for the company's suite of marketing and promotional tools (Yelp Connect and Yelp Ads) just to make your restaurant stand out.

Lastly, Yelp Reservations is a relatively expensive option when you consider what you're getting for the monthly subscription fee. Unlike other reservations systems, Yelp offers no phone or payment integrations. Yelp also lacks any access to partner reservations like Google, Facebook, Instagram, and Tripadvisor, which means a lot of your exposure is limited to Yelp's own discovery platform. Lastly, some of Yelp's plans even lack basic features like automated feedback surveys.





## Pricing

**Yelp Reservations** is priced according to a tiered pricing model. The least expensive package is the Yelp Guest Manager Basic package and this will set you back \$99 per month. However, the Basic package is limited to 500 booked covers per month and only comes with limited features, which means you won't have access to things like direct POS integration or more advanced reservation management features. To get access to the majority of Yelp Reservations' features, you'll need to pay \$299 per month – a price that is on the high end compared to other reservation systems.

Yelp also offers a more budget-friendly software option for venues with small teams, specifically those suffering from staffing shortages. Yelp Kiosk is essentially a basic waitlist tool that captures the contact info of each diner, and then provides guests with waitlist estimations and text notifications. Though this pared-down platform is less expensive than Yelp Reservations, restaurants will have to contact Yelp directly for exact pricing details.



## Key Takeaways Yelp Reservations

- Access to one of the biggest and most popular diner networks
- Robust waitlist capabilities equipped with AI-driven algorithms that can accurately predict wait times
- Lowest tier pricing package only includes limited features
- High competition on the discovery platform can make it difficult for your restaurant to stand out without paying extra for paid promotions
- Best for restaurants that primarily serve walk-ins and need a powerful waitlist management solution

## The Best Reservation System For: **Restaurants With Mostly Walk-Ins**

With its extensive diner network, Yelp Reservations is certainly a popular option among both restaurants and diners. Of course, this popularity quite literally comes at a cost, as many restaurants may need to purchase additional marketing and promotional packages just to make their venue stand out among the competition.

When you consider the high competition on Yelp's discovery platform and its more basic set of restaurant management features, it's clear that Yelp's strength really lies in its waitlist management features. Ironically, Yelp Reservations is a platform best suited to restaurants that mostly take walk-ins (rather than advanced reservations) due to its AI-backed waitlist features, which help to keep diners informed at all times.







A white, rectangular sign with the word "RESERVED" in bold, dark blue, serif capital letters is propped up on a dark wooden table. In the background, a wine glass filled with a light-colored liquid is visible, along with a blurred interior of a restaurant featuring warm lighting and wooden paneling.

**RESERVED**



When it comes to choosing a reservations system, **ease of use, affordability, and return on investment** are the top 3 considerations for today's restaurateurs.

# Compare Your Options

Features	TouchBistro Reservations	Resy	Eat App	Tock	OpenTable	Yelp Reservations
Online Reservations	✓	✓	✓	✓	✓	✓
Table Management	✓	✓	✓	✓	✓ (only with Core and Pro packages)	✓
Customizable Floor Plan	✓	✓	✓	✓	✓	✓ (only with Plus and Enterprise packages)
Digital Waitlist Management	✓	✓	✓ (additional \$19 / month)	✓	✓ (only with Core and Pro packages)	✓
Discovery Apps	✓	✓	✓ (limited reach outside of the Middle East)	✓	✓	✓
Google Integration	✓	✓	✓	✓	✓	✗
Tripadvisor integration	✗	✗	✓	✗	✓	✗
Social Media Integrations	✓ (indirect)	✗	✓	✓	✓	✗
Guest Profiles	✓	✓	✓ (additional \$39 / month)	✓	✓	✓ (only with Plus and Enterprise packages)
Reservation Notes	✓	✓	✓	✓	✓	✓
Post-Dining Surveys	✓	✓ (only with Pro and Enterprise packages)	✓	✓	✓	✗
Two-Way Guest Communication	✓	✓ (only with Pro and Enterprise packages)	✓ (limited to 100 SMS confirmations per month with Starter plan)	✓	✓	✓
Prepaid Reservations or No-Show Fees	✓	✓ (only with Pro and Enterprise packages)	✓ (additional \$19 / month)	✓	✓	✓ (only with Plus and Enterprise packages)
POS Integration	✓	✓ (only with Pro and Enterprise packages)	✓ (additional \$89 / month)	✓	✓ (only with Core and Pro packages)	✗
Reporting	✓	✓ (2 reports year with Pro; unlimited with Enterprise)	✓ (Full reporting only with Pro packages)	✓	✓	✓



	<b>TouchBistro Reservations</b>	<b>Resy</b>	<b>Eat App</b>	<b>Tock</b>	<b>OpenTable</b>	<b>Yelp Reservations</b>
<b>Hardware</b>	Any internet-enabled device	iPad	Any internet-enabled device	Google, Android, or iPad tablet	Any internet-enabled device	iPad
<b>Support</b>	24/7 live support	24/7 live support	24/7 live chat support	24/7 live support	24/7 virtual support	N/A Phone or email (8 am and 6 pm PST)
<b>Pricing Structure</b>	Flat rate, all-inclusive	Tiered pricing	Tiered pricing	Tiered pricing, plus prepaid reservations fees	Tiered pricing, plus per cover fees	Tiered pricing
<b>Software Pricing</b>	\$229 / month for all features	<b>Basic:</b> \$249 / month for limited features  <b>Pro:</b> \$399 / month for most features  <b>Enterprise:</b> \$899 / month for all features	<b>Free:</b> \$0 / month for limited features (30 covers limit)  <b>Starter:</b> \$69 / month (or \$49 per month billed annually) for limited features  <b>Essential:</b> \$149 / month (or \$129 / month billed annually) for limited features  <b>Pro:</b> \$249 / month (or \$229 / month billed annually) for all features  <b>Enterprise:</b> Price available upon request for a custom package	<b>Plus:</b> \$249 / month for all features, plus a 2% fee on all prepaid reservations  <b>Pro:</b> \$749 / month for all features and no fees on prepaid reservations  <b>Enterprise:</b> Pricing available upon request for a custom package	<b>Basic:</b> \$39 / month for limited features, plus a \$1.50 / network cover fee (only available in the U.S.)  <b>Core:</b> \$249 / month for all features, plus a \$1 / network cover fee  <b>Pro:</b> \$449 / month for all features and marketing tools, plus a \$1 / network cover fee	<b>Basic:</b> \$99 / month for limited features (500 covers limit)  <b>Plus:</b> \$299 / month for most features  <b>Enterprise:</b> Price available upon request for a custom package

# Buyer's Guide

To ensure you end up with the perfect reservations system for your restaurant, make sure you take the following into consideration:



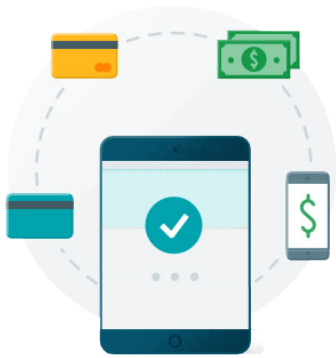
## What's your budget?

When it comes to reservation systems, don't just budget for monthly software fees. Pay attention to each provider's pricing structure and make sure you factor in the cost of hardware, additional features like POS integration, and network cover fees or prepaid reservation fees.

## What type of restaurant do you run?

Different reservation systems work better for different types of full service restaurants. For instance, fine dining restaurants may look for a system that allows them to implement reservation deposits, while a very casual restaurant may need strong waitlist management features.





### **What kinds of booking touchpoints are available?**

Some reservations systems limit bookings to their own discovery platforms, while others offer multiple booking touchpoints, including website widgets and Google integrations. Think about where you want diners to find your restaurant and how easy it will be for them to make a reservation.



### **What can you expect in terms of implementation, technical support, and ROI?**

Find out what you can expect in terms of implementation assistance and ongoing technical support. Your ROI (return on investment) is also important because you should be thinking of your reservations system as a way to bring in more customers, streamline operations, and ultimately boost your restaurant's bottom line.



### **What are your long-term business goals?**

Your reservations system should not only support your current needs, but also your future goals. Consider your long-term business plans and make sure you choose a reservations platform that will be able to scale with you as you grow.

# Why Choose TouchBistro Reservations?

TouchBistro Reservations is a product of TouchBistro – the all-in-one POS and restaurant management system built just for restaurants.

TouchBistro Reservations is a complete reservation and guest management platform that helps restaurants tailor every guest experience while managing operations with ease. Simplify reservations, control capacity, and give every guest the star treatment with TouchBistro Reservations.

## **Maximize Capacity With Multiple Online Booking Touchpoints**

Fill your tables by accepting bookings through your website, various discovery apps like [TouchBistro Dine](#), and Google.

## **Manage Guest Expectations with Table Status Tracking**

Our reservations software lets you easily keep an eye on table status so you can manage your restaurant's capacity and keep waitlist guests happy.

## **Reduce No-Shows with Two-Way Guest Communication**

Two-way SMS and email communication automatically remind guests of upcoming reservations and lets them notify you if plans change so you can make sure every table is booked.

## **Give Every Guest the Star Treatment With Reservation Notes**

Convert first-time guests into lucrative regulars with customized reservation notes for allergies, dining preferences, and special occasions.

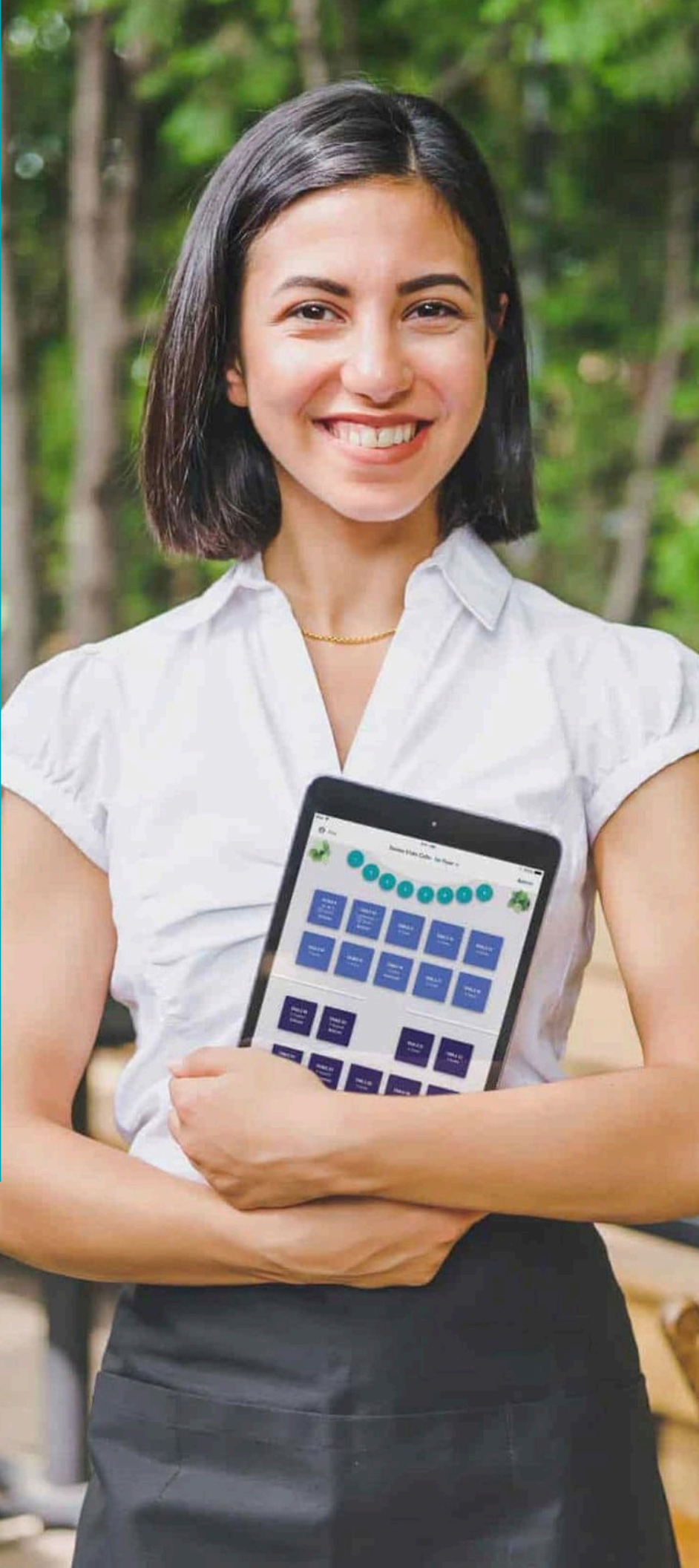
## **Streamline Operations with TouchBistro's POS Integration**

Your front-of-house and back-of-house teams will be in sync when your POS and booking system work together seamlessly.

## **Make Smarter Business Decisions with Advanced Reporting**

Access critical business data in the TouchBistro Dine portal, so you can manage your business from anywhere, at any time.





“Before TouchBistro Reservations, we were using pen and paper – it was pretty painful. Now, I love being able to have two-way communication with customers. Reservations is an invaluable tool and the insights it provides has helped us adjust our seating times so we’re providing the best customer experience while filling and turning tables as efficiently as possible.”

**Alex MacDougall**  
Pearl Diver, Toronto, ON

**Want to see  
TouchBistro  
in action?**

**Book a Demo**

