



Seamless Reservations & Guest Data

Better Tools. Better Winery.

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Introduction

We are seeing that too many wineries are still managing reservations in one system, POS in another, and guest data somewhere else entirely. The result? Missed insights, manual work, and a guest experience that feels disconnected.

Better tools do more than save time. They protect profit and elevate every guest interaction from the first click to the final pour. We are sharing some tools that help you create seamless experiences for your guests!

Reservations (Fully Integrated)

Guests book directly from your website with real-time availability, deposits, and rules tied to their customer profile and POS history.

What that means for your team:

- No double entry or disconnected records
- Faster, cleaner check-in
- Clear visibility into who's walking through the door

Table Maps & Areas

Visual table maps connect reservations directly to POS tabs.

What that means for operations:

- Real-time floor visibility during busy shifts
- Smarter seating with fewer mix-ups

Account Alerts

Key guest information surfaces automatically before they sit down.

Your staff can:

- Recognize members and perks instantly
- Catch special requests without digging

Notes That Actually Work

Preferences, birthdays, and visit details live inside the customer profile — not on sticky notes.

The result:

- Personalized service in real time
- Stronger club capture and repeat visits

Integration Spotlight - TOCK



Here are 4 things the OrderPort ↔ Tock integration lets you do:

1. Use Tock as the reservations engine so that all bookings are made and managed in Tock but automatically imported into OrderPort for a unified system view.
2. Sync reservation data into OrderPort in real time so tasting room staff can see and act on bookings directly within OrderPort without manual entry.
3. Map products and rooms between systems so Tock reservations with specific experiences or locations import correctly into OrderPort's product and area structure.
4. Configure customer sync and import behavior to control whether customer account changes and reservation details flow automatically between Tock and OrderPort

Instead of toggling between systems and retyping information, you can manage reservations, guest details, and purchases in one connected workflow.

If you are interested in adding our reservation module or TOCK integration, reach out to us! helpdesk@orderport.net