



ORACLE

SilverWhere

SilverWhere is the Dining Room Management System within the Oracle Hospitality Cruise product suite. Cruise operators can efficiently handle dining room operations onboard through traditional dining, reservation dining, and group management while integrating fully into Oracle Hospitality's Shipboard Property Management System.

Traditional Dining

Traditional Dining manages dining rooms based on the length of the cruise. Data such as guests, dining reservations, and seating information for the selected cruise will be visible to the user. Depending on your operational needs, SilverWhere offers different modes to cover rotational dining or one-day cruises.

Main functionalities:

- Dining assignment for main dining rooms
- Waitlist handling for seatings
- Management and display of guest information including:
 - Special requests: allergies, special needs, amenities
 - Loyalty status
 - VIP and DVIP status
 - Packages

Reservation Dining

Reservation Dining manages dining rooms on day-to-day basis. Data such as guests, dining reservations, and seating information for the selected date or date range will be visible to the user. SilverWhere provides real-time visibility into inventory and table availability, waitlists, and guest preferences or special needs, and even detects dining reservation conflicts and multiple dining reservations per meal period all to ensure a smooth operation.

Main functionalities:

- Inventory management
- Dining reservation management
- Check In and Walk In dining reservations, including recognizing RFID board cards
- Waitlist handling
- Management and display of guest information including:
 - Special requests: allergies, special needs, amenities
 - Loyalty status
 - VIP and DVIP status
 - Packages

Group Management

SilverWhere retrieves all group information from the Shipboard Property Management System to allow you to create and modify dining reservations and assignments for your groups or travel with parties. SilverWhere offers the option to create virtual groups that are visible within SilverWhere which can be used, for example, for people that meet during their stay and always want to dine together.

SWMobile

SWMobile is the mobile solution for your crew members in front of the restaurant. It helps you create dining reservations or quickly check in passengers. All data synchronizes between clients and is available in mobile.

Integration to the Shipboard Property Management System (SPMS)

SilverWhere integrates fully into SPMS allowing constant exchange of passenger data, such as loyalty, special needs, group, and crew information. It also updates SPMS with any special needs and dining assignments created in SilverWhere and enables you to recognize your guests by their VIP, loyalty, and suite status.

Shoreside -shipline synchronization

All SilverWhere records are transferred between shore- and ship-side instances in real time eliminating the need to manually send files. This setup allows your headquarters staff to make pre-cruise bookings and dining assignments. Once the cruise is finished, these records can be used for analysis and reporting.

SWReservation dining reservation booking web service

The SWReservation web service allows your passengers to book or edit their dining reservations through the website before the cruise or via the onboard app, TV, or hallway screens during the cruise.

SWDisplay

The SWDisplay allows you to create an XML that third-party applications can retrieve to show restaurant occupancy on, for example, hallway screens, TVs, or apps.

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Call +1.800.ORACLE1 or visit oracle.com/hospitality.

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