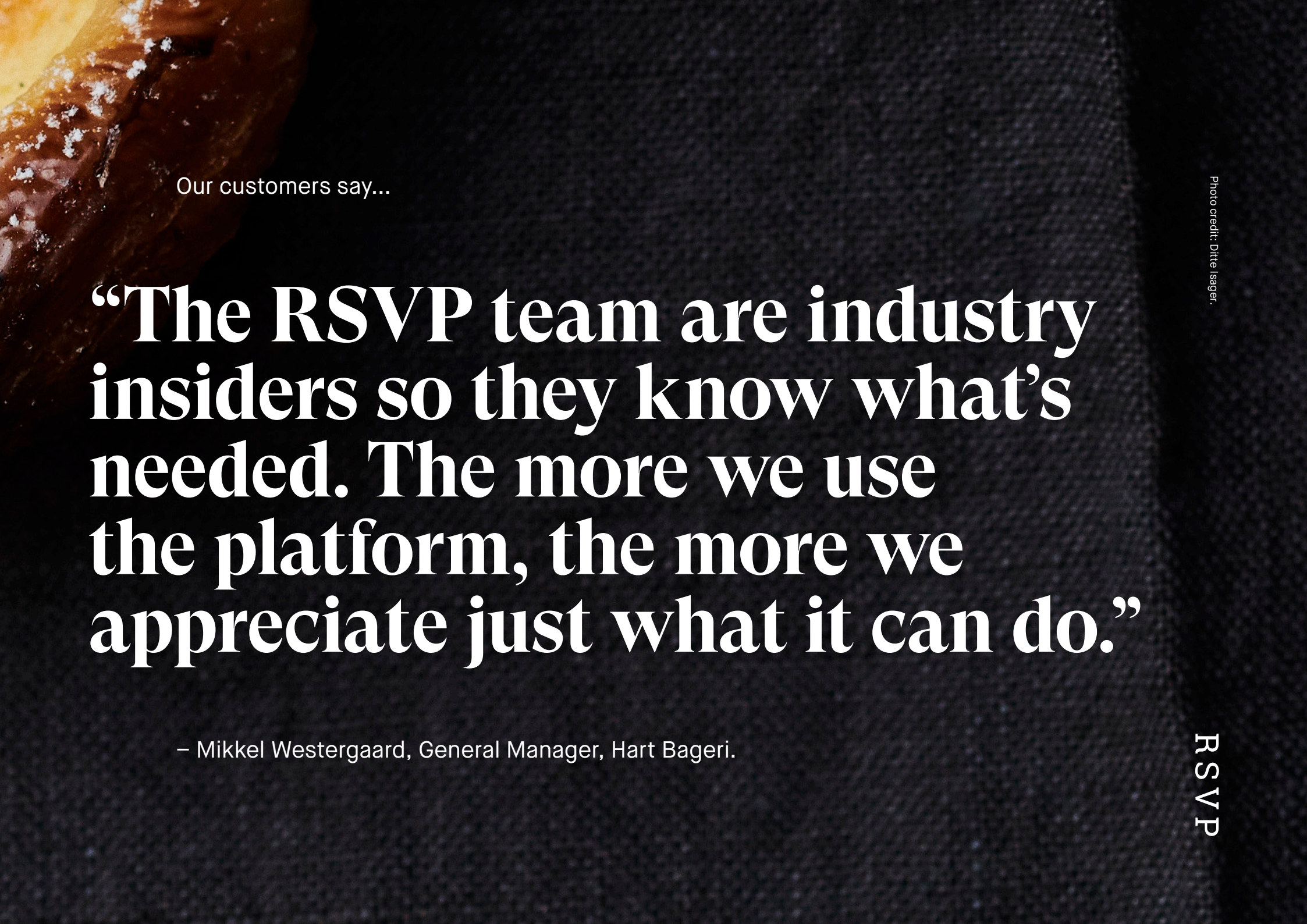# Admin en place.

We ran one of the world's best-known pop-up companies. All the events and restaurant management tools we tried sucked, so we built our own.

White GUIDE

HART BAGERI

OSTERIA FRANCESCANA
❀ ❀ ❀

MAD

THE WORLD RESTAURANT AWARDS

RSVP

Our customers say...

# "The RSVP team are industry insiders so they know what's needed. The more we use the platform, the more we appreciate just what it can do."

– Mikkel Westergaard, General Manager, Hart Bageri.

RSVP

Born of frustration...

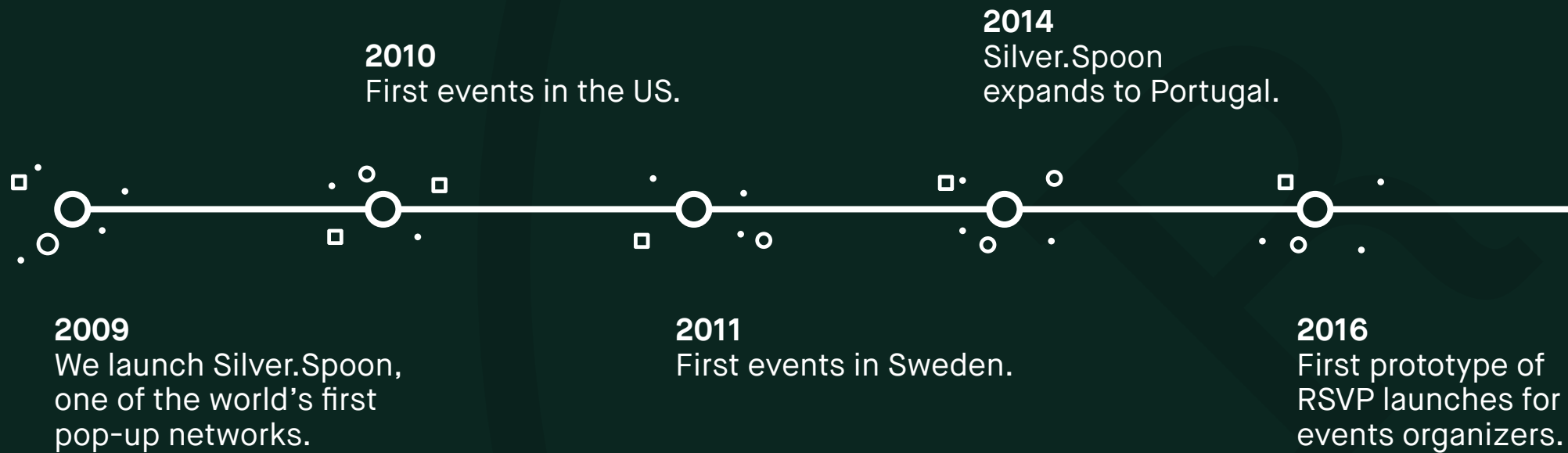# The only admin & bookings platform with industry expertise baked in.

A decade running a pop-up network across three continents with some of the world's best-known chefs has taught us a lot about what goes into making a great experience.

Front of house, the quest for perfection never ceases. But behind the scenes, chaos usually rules. None of the platforms we tried gave us what we needed so that our events just flowed. So we built one ourselves.

The result is RSVP, co-developed with our events partners, and now available for restaurant owners.

RSVP

**2010**
First events in the US.

**2014**
Silver.Spoon
expands to Portugal.

**2009**
We launch Silver.Spoon,
one of the world's first
pop-up networks.

**2011**
First events in Sweden.

**2016**
First prototype of
RSVP launches for
events organizers.

RSVP

**2019**
- World Restaurant Awards joins RSVP.
- RSVP reaches 25 countries.
- White Guide partners with RSVP.

**2018**
MAD begins using RSVP to organize its annual symposium and its MAD Monday events.

**2020**
- We expand to include restaurant bookings.
- The Best Chef Awards partners with RSVP.
- Osteria Francescana joins RSVP.

RSVP

RSVP status, March 2020
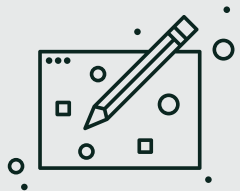
# 90,000+ guests seated via RSVP.

RSVP

# Why RSVP?

Because RSVP is built from the viewpoint of food and beverage professionals, every feature is designed according to three core principles.

**Guest-first.** From booking to post-meal follow-up, RSVP is designed to give you more control of every aspect of a guest's visit.

**Brand-second.** While delivering a great guest experience is the holy grail, making sure your brand is represented consistently is a close second. RSVP makes sure of it.

**Simplicity always.** Admin is a hassle – there's no two ways about it. Our goal is to make sure the nitty gritty of running an event or managing a restaurant is intuitive so you can get what you need to get done – done.
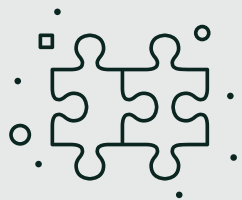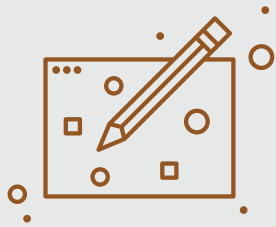
RSVP

## RSVP Key Features

**Customizable Booking Module.** Don't compromise your brand: our booking module can be easily styled to match your visual identity.

**Universal Messaging.** From booking to post-meal feedback, RSVP ensures seamless communication between you and your guests.

**Events & Restaurant Management.** RSVP works equally well for one-off events as it does for day-to-day restaurant admin.
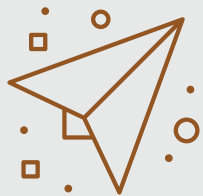
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# Customizable Booking Module.

Buying an event ticket or booking a table is a moment of truth for your guest. Will you delight them? Or will you infuriate them? Our booking module is designed to give you complete control of this critical interaction, from design to functionality.

**Stay on brand.** The booking module can be easily styled to match your visual identity. No logos (other than your own), no pop-ups, no need for the guest to leave your site.

**Cater for any need.** With a range of functionality including waitlist, section-choice and more, you can accommodate even the most demanding guests.

**Grow your business.** RSVP's flexible settings make it easy to cross-sell other restaurants in your group, sell gift vouchers, or promote special events or offers.
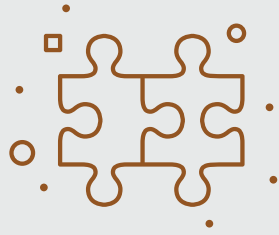
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# Universal Messaging.

RSVP's Universal Messaging streamlines the way you communicate with your guests to save you time and earn you money. Check and respond to all incoming messages from guests – whichever channel they use – from the platform.

**Save 100s of hours a year.** No more switching between email and SMS to communicate with your guests – respond instantly from RSVP.

**Minimize no-shows.** Guests usually call when they want to cancel or rearrange – but most of those calls are missed. RSVP makes it easy for them to message you instead.

**Get your team on the same page.** RSVP is built with collaboration at the core – communicate with your team and share information so the real work gets done, not just the admin.
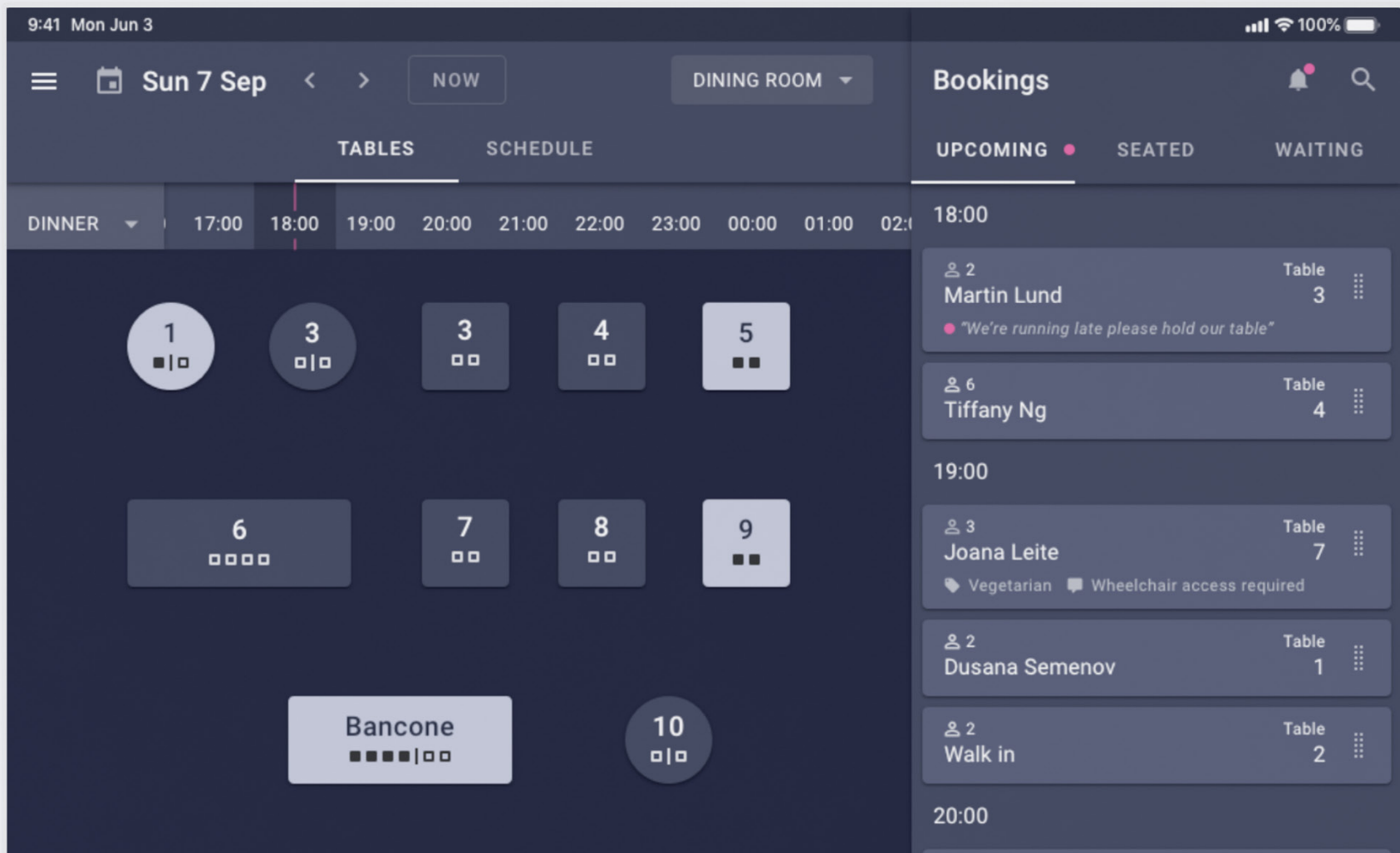
RSVP

# Events & Restaurant Management.

Businesses today operate fluidly – restaurants often host one-off dining experiences, while pop-up planners might have recurring events. Which is why RSVP offers both event and restaurant management, with purpose-built features for each.

**Get work done faster.** Toggle instantly between tailor-made events and restaurant functionality as and when you need.

**Work with external partners.** Think of RSVP as a one-stop-shop for planning and executing all your tasks and invite anyone you're working with into the platform.

**Onboard quickly.** With a unified UX, and a single point of contact for support whether you're running events, restaurants, or both, you and your team will quickly become familiar with the platform.

RSVP

Platform overview



RSVP

# The most comprehensive platform available.

**Communicate**
- Bookings in multiple languages.
- In-platform messaging.
- Universal messaging.
- Online support & comprehensive help center.

**Customize**
- Multiple table management views.
- Customized guest feedback emails.
- Custom tags and guest notes.
- Custom guest comms.

**Capitalize**
- Gift vouchers.
- Waitlist.
- Walk-in management.
- Add-on items.
- Group bookings management.
- Cross-selling group sites.

RSVP

# One price, plenty of possibilities.

**€250 per month**
We believe in keeping things simple and transparent so RSVP is priced at a flat fee of €250 per month. There is a 1% fee on pre-paid tickets, and ten cents per SMS if you send more than 250 a month.

RSVP

Photo credit: Jason Loucas.

# "RSVP is a great platform. The attention to detail makes it a brilliant user experience."

– Santiago Lastra, Chef, Mugaritz, Noma Mexico, Nordic Food Lab.

RSVP

# Let's show you more.

There's a lot more under the hood of RSVP than we've touched on here. Book a demo and we'll give you a virtual tour at a time of your choosing.

**Book demo**

**Questions?**
support@rsvp-popup.com

RSVP