

M E N S A

The Mensa Restaurant Manager Guide

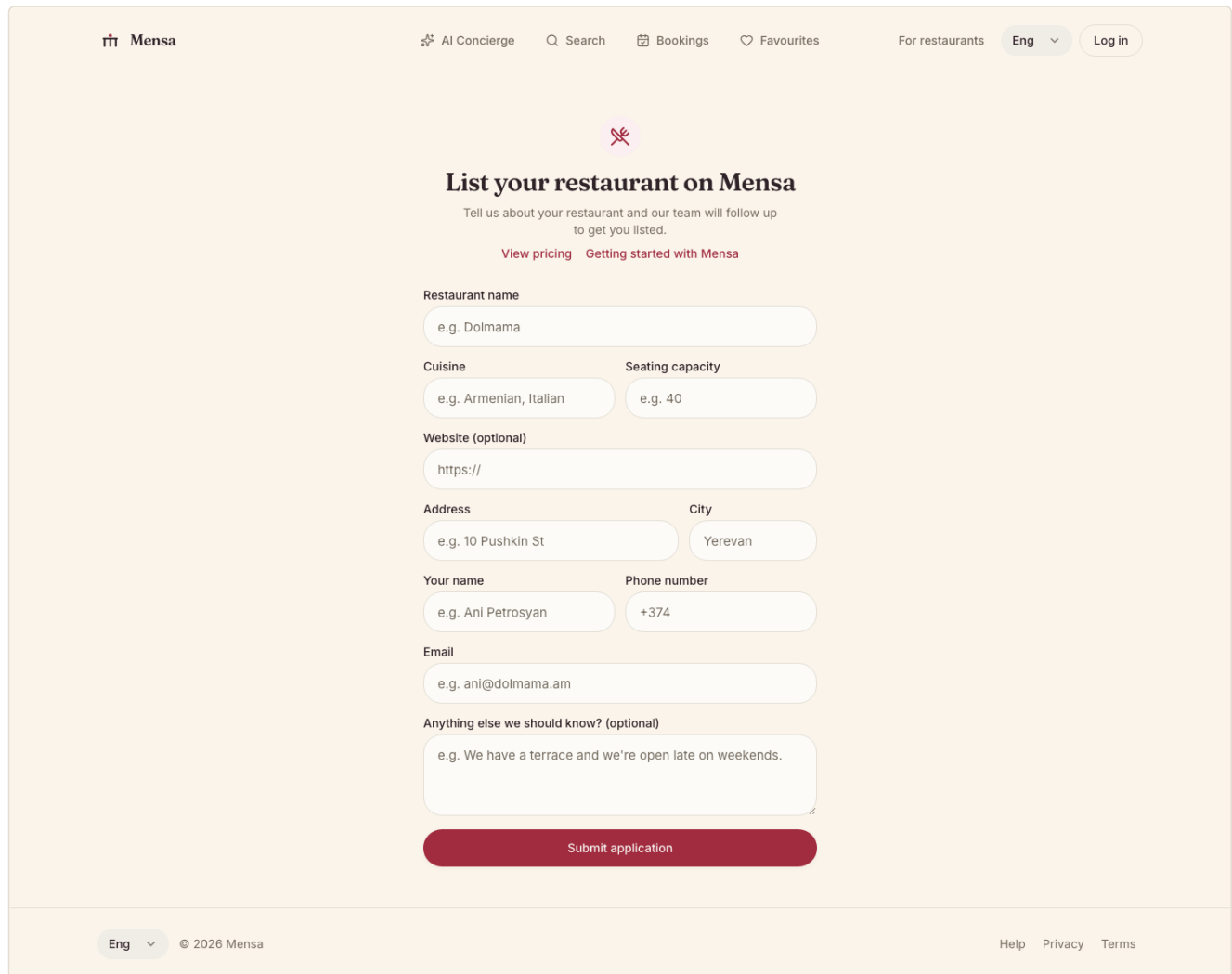
From your first application through to running a normal evening service. Written for restaurant owners and managers, with no technical background needed.

Version 1.0 · August 2026

Part 1: Joining Mensa

1. Apply to Mensa

Your first step is the application form at mensa.am/for-restaurants. You do not need a Mensa account to fill it in.



The screenshot shows the 'List your restaurant on Mensa' application form. The header includes the Mensa logo, navigation links for AI Concierge, Search, Bookings, and Favourites, and a 'For restaurants' section with a language dropdown (Eng) and a 'Log in' button. The main heading is 'List your restaurant on Mensa' with a subtext: 'Tell us about your restaurant and our team will follow up to get you listed.' Below this are links for 'View pricing' and 'Getting started with Mensa'. The form fields are: 'Restaurant name' (e.g. Dolmama), 'Cuisine' (e.g. Armenian, Italian) and 'Seating capacity' (e.g. 40), 'Website (optional)' (https://), 'Address' (e.g. 10 Pushkin St) and 'City' (Yerevan), 'Your name' (e.g. Ani Petrosyan) and 'Phone number' (+374), 'Email' (e.g. ani@dolmama.am), and 'Anything else we should know? (optional)' (e.g. We have a terrace and we're open late on weekends.). A red 'Submit application' button is at the bottom. The footer shows 'Eng', '© 2026 Mensa', and links for 'Help', 'Privacy', and 'Terms'.

The public application form. No account needed.

Have these ready before you start:

- **Restaurant name**
- **Address and city:** where diners will find you
- **Contact name, email and phone:** the person Mensa should talk to
- **What you serve:** a short description of your cuisine, in your own

words. You don't need to match any particular list.

- **Seating capacity:** roughly how many guests you can seat
- **Website** *(optional)*
- **Anything else you'd like us to know** *(optional)*

What happens next Mensa reads every application. If it's a fit, we approve it and get in touch to start onboarding. Approval is not the same as going live; your restaurant will not appear to diners until you've completed setup and we've reviewed it with you.

Part 2: Getting access

2. From application to onboarding

The path looks like this:

You apply → Mensa reviews → Approved → Onboarding starts → You set up
→ You submit for review → Mensa approves → Published

Two things are worth knowing early:

1. Approval doesn't publish you. An approved application means Mensa is ready to work with you. Your listing is created and handed to you to complete.

1. A person at Mensa sets up your restaurant and your access. We verify your details and place your map pin before you get the keys. If anything in your application was wrong or unclear, this is when we'll ask.

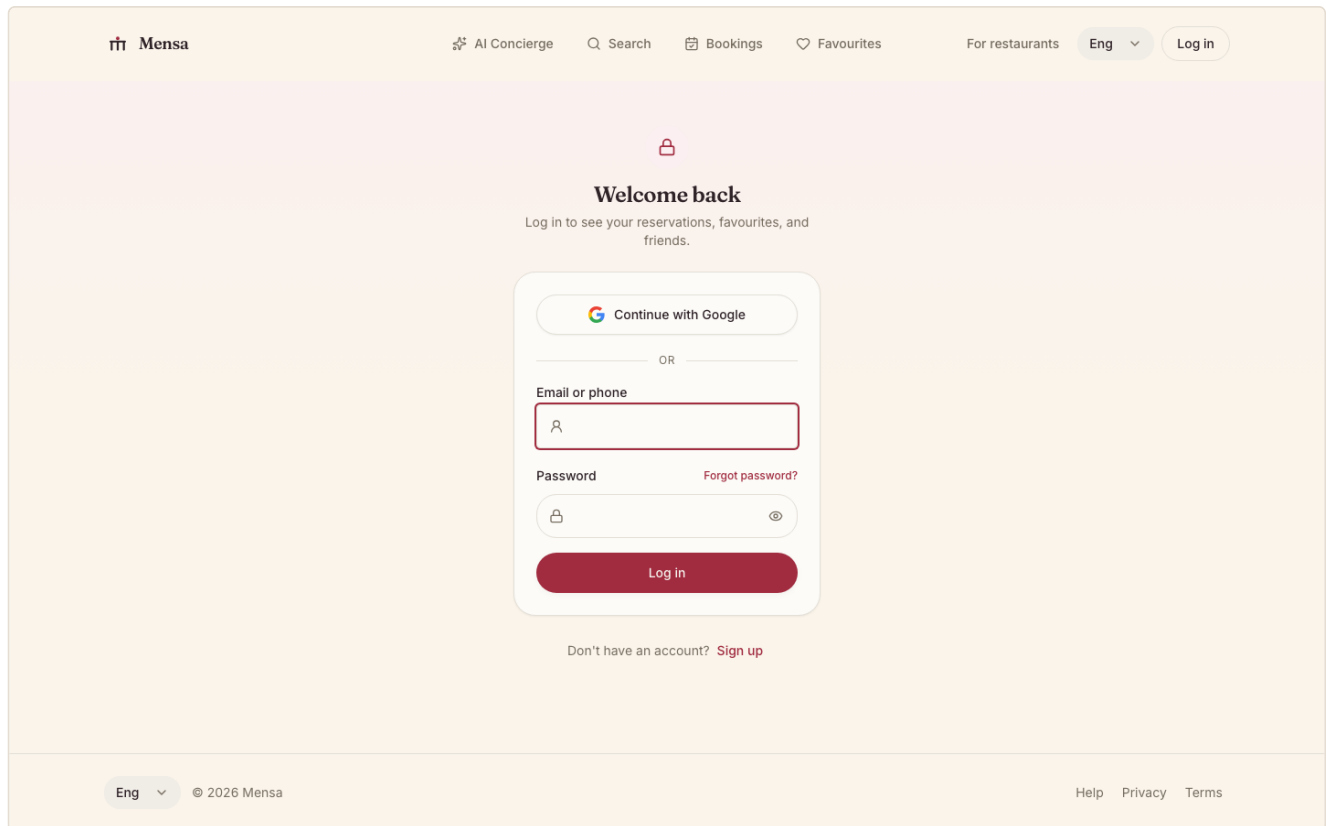
3. Your invitation

Once onboarding starts, Mensa creates your restaurant and your manager account, and sends you an email invitation with a link to set your password.

The first account created for your restaurant is its **Owner**. The Owner has full control, including adding staff and managing your plan. Keep this account for yourself, give your team their own accounts (see [Part 7](#)).

4. Logging in

Go to mensa.am and choose **Log in**.

The image shows the login screen of the Mensa app. At the top, there is a navigation bar with the Mensa logo, an AI Concierge icon, a search icon, a bookings icon, a favourites icon, and links for restaurants, language (Eng), and a login button. The main content area has a light pink background. In the center, there is a white login card. The card starts with a lock icon and the text 'Welcome back', followed by 'Log in to see your reservations, favourites, and friends.' Below this is a 'Continue with Google' button. An 'OR' separator follows. Then, there is a field for 'Email or phone' with a person icon. Below that is a 'Password' field with a lock icon and a 'Forgot password?' link. A red 'Log in' button is at the bottom of the card. Below the card, there is a link for 'Don't have an account? Sign up'. The footer contains a language dropdown (Eng), copyright information (© 2026 Mensa), and links for Help, Privacy, and Terms.

The login screen. Your email or your phone number both work.

1. Enter the **email or phone number** you gave us
2. Enter your **password**
3. Choose **Log in**

If you can't get in:

- Use **Forgot password?** on the login screen to reset it by email.
- If the reset email doesn't arrive, check your spam folder first.
- If you're still locked out, reply to your Mensa invitation email; the

same person who onboarded you can help.

Once you're in, open your restaurant from your profile menu.

Part 3: Setting up your restaurant

Before your restaurant appears to diners, Mensa walks you through the information needed to build your listing and take reservations.

The setup checklist

Your dashboard opens on **Setup overview**.

Manager dashboard

Setup overview

Restaurant details

Photos

Menu

Restaurant Profile

Availability

Capacity & Tables

Back to site

Main

Set up your restaurant

Finish these steps, then submit for review. Nothing is visible to diners until you publish.

1 of 9 required steps done11%

Complete your restaurant story

Diners choose from your description — tell them what makes your restaurant worth visiting. You can write it yourself or have Mensa draft one from a few notes.

Write description

REQUIRED

☐ Name and cuisine

What your restaurant is called and what you serve.

Open

☐ Address

Where diners will find you.

Open

☐ Map location

Place your pin so you appear on the map and in nearby searches.

Open

☒ Phone number

So diners and Mensa can reach you.

Open

☐ Opening hours

No open days set.

Open

☐ Tables or capacity

Without this we can't offer a single bookable time.

Open

☐ Menu

No sections with dishes yet.

Open

☐ Photos

No photos yet.

Open

☐ Booking settings

How far ahead diners can book and how long tables are held.

Open

RECOMMENDED

☐ Description

A short intro helps diners choose you. Reviewed by Mensa before it goes live.

Open

☐ More photos

Restaurants with 3 or more photos get noticeably more bookings.

Open

☐ Signature dishes

Marked dishes get featured on your card and by the AI concierge.

Open

Eng

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HelpPrivacyTerms

Setup overview. The bar tracks the nine required steps.

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The checklist has two groups:

Required: nine steps. You cannot submit for review until all nine are done. Mensa can't operate without them: without tables we cannot offer a single bookable time; without hours we don't know when you're open.

STEP	WHAT IT MEANS
Name and cuisine	What you're called and what you serve
Address	Where diners will find you
Map location	Your pin on the map
Phone number	So diners and Mensa can reach you
Opening hours	Which days and times you're open
Tables or capacity	What you can seat
Menu	At least one section with dishes
Photos	At least one photo
Booking settings	How far ahead diners book, how long you hold a table

Recommended: three steps. These make a real difference to how your listing performs:

- **Description:** a short introduction for diners
- **More photos:** three or more
- **Signature dishes:** the dishes you want featured

A step shows a tick when it's complete. Choose **Open** on any row to jump straight to it. You can work through them in any order.

Nothing is public yet. While you're in setup, no diner can see your restaurant or book a table. You can change anything as many times as you like.

5. Restaurant details

Restaurant details holds the basics diners see first.

Manager dashboard

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Complete your setup before Mensa can publish your restaurant. Nothing here is visible to diners yet.

[Set up your restaurant](#)

Restaurant details

Your name, cuisine, contact details and where you are.

Restaurant name

Nalri Kitchen

Cuisine

Pick up to 5. A restaurant that claims everything ranks for nothing.

☐ American

☐ Armenian

☐ Asian

☐ Bakery

☐ Bar & Grill

☐ Brunch

☐ Cafe

☐ Caucasian

☐ Chinese

☐ Dessert

☐ European

☐ Fast Casual

☐ Fine Dining

☐ French

☐ Fusion

☐ Gastropub

☐ Georgian

☐ Grill

☐ Indian

☐ International

☐ Italian

☐ Japanese

☐ Korean

☐ Lebanese

☐ Mediterranean

☐ Mexican

☐ Middle Eastern

☐ Persian

☐ Pizza

☐ Seafood

☐ Steakhouse

☐ Sushi

☐ Thai

☐ Vegan

☐ Vegetarian

☐ Wine Bar

Price range

☐ Budget

☒ Moderate

☐ Upscale

Average spend per person (AMD)

Optional. Shown to diners as a guide.

Phone number

+374 10 000010

Total seats

Used to offer bookings until you build a floor plan.

Address

Street address

City

Neighbourhood

"Kentron" tells a diner more than "Yerevan" does.

Map location

We don't guess your coordinates from your address — a wrong pin puts you on the wrong corner.

Type your address, e.g. 10 Pushkin St, Yerevan

Find my address

Use my current location

Yerevan

Երևան

Drag the pin to your exact entrance. This is where diners will be sent.

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No pin placed yet.

Description
Your description is reviewed by Mensa before it goes live.

Edit description

Save changes

Eng ▼ © 2026 Mensa Help Privacy Terms

Restaurant details: name, cuisines, price level and contact information.

Here you set:

FIELD	NOTES
Restaurant name	As diners should see it
Cuisine	Pick up to five
Price range	Budget, Moderate or Upscale
Average spend per person	Optional. In AMD, a guide for diners
Phone number	So diners and Mensa can reach you
Total seats	Used to offer bookings until you've built a floor plan
Address	Street, city and neighbourhood

Choosing cuisines well

Mensa lets you pick up to five, and puts the reason on the page itself:

"A restaurant that claims everything ranks for nothing."

Choose cuisines that describe what a guest will find on your menu. Adding extra ones to appear in more searches works against you: diners arrive expecting something you don't serve, and that ends up in your reviews. Two or three accurate cuisines serve you better than five approximate ones.

Neighbourhood is worth filling in. "Kentron" tells a diner far more than a street address does.

6. Your description

Your description is the paragraph that tells a diner why to choose you. It lives under **Restaurant Profile**.

Write it yourself or have Mensa draft one. Either way it goes to review.

You have two options:

- **Generate with AI:** give Mensa a few notes (your cuisine, your atmosphere, what makes you different) and it drafts a description
- **Write manually:** write your own

You can work in **English, Русский and Հայերեն** using the language tabs.

Every description is reviewed by Mensa before it publishes, including ones you write yourself. Nothing goes live automatically. You'll see your submissions and their status on the same page.

What makes a good description

Say what a guest will experience. Be specific and concrete.

A good example "A twelve-table neighbourhood bistro in Kentron, cooking Armenian dishes with a French hand. The menu changes with what the Sunday market has; the wine list stays stubbornly local."

That tells a diner the size, the neighbourhood, the cooking and the sensibility in three lines. Compare it with "We offer delicious food and excellent service in a pleasant atmosphere", which could be any restaurant anywhere.

If you use AI, read it before you submit. The draft is a starting point. It may guess something about your restaurant that isn't true. You know your restaurant; the AI doesn't.

7. Address and map location

Your address is typed; your map pin is placed by hand on a map. You don't need coordinates.

Map location

We don't guess your coordinates from your address — a wrong pin puts you on the wrong corner.

☒ Use my current location



Map location, on the Restaurant details page.

Mensa does not guess your coordinates from your address. As the page says, "*a wrong pin puts you on the wrong corner.*" You place it yourself:

1. Type your address and choose **Find my address**, or choose ****Use my**

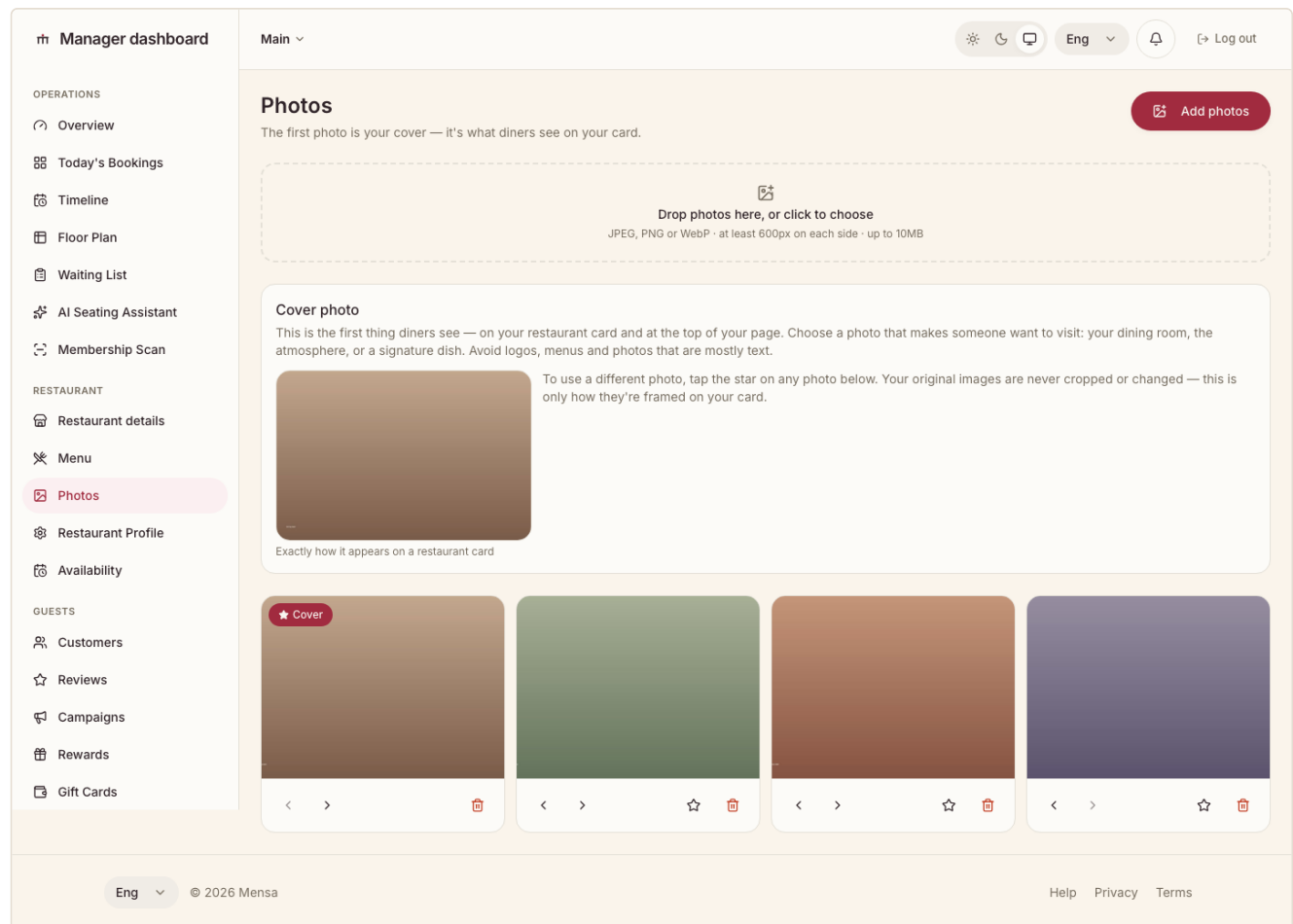
current location** if you're standing in the restaurant

1. **Drag the pin** until it sits on your door
2. Save

Put the pin on your front door, not on the middle of the building or the far side of the block. Mensa uses your location for search, for the map and for directions. A pin in the wrong place sends guests to the wrong door, a bad first impression before they've even sat down.

8. Photos

Photos do more for your bookings than any other single thing on this list.



The cover photo panel shows exactly how your card will look to diners.

Your cover photo

The first photo in your gallery is your cover. It appears on your restaurant card in search, on discovery, and at the top of your page. For most diners it is the entire first impression.

The page shows you a live preview labelled "*Exactly how it appears on a restaurant card*", so there are no surprises.

Choose:

- Your dining room, showing the atmosphere
- A signature dish, well lit
- Your exterior, if it's distinctive and inviting

Avoid:

- Your logo as the cover
- Photographs of your printed menu
- Posters, flyers or promotional graphics
- Anything that's mostly text

- Dark, blurry or badly lit shots

Your originals are never cropped or altered. The preview only shows how the image is framed on a card. The file you uploaded stays as it is.

Managing your gallery

TO DO THIS	USE THIS
Add photos	Add photos , or drag files onto the drop area
Make a photo the cover	The star on that photo
Change the order	The ‹ and › arrows on each photo
Remove a photo	The bin icon

Photo requirements: JPEG, PNG or WebP · at least 600px on each side · up to 10MB per file.

Your photos appear straight away. They don't wait for approval. Mensa can remove a photo later if there's a problem with it, but normal upkeep (a new season's dish, a redecorated room) never waits on us.

9. Your menu

In Mensa, a **menu section** is a heading a diner sees: *Starters*, *Main Courses*, *Desserts*, *Drinks*. Each section holds dishes.

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Menu

Sections and dishes, in the order diners see them.

Upload menu

Add section

Starters

3 dishes

^

v

👁

✎

🗑

Aveluk soup

Sorrel, cracked wheat, sour cream

1,800 ₺

^

v

👁

✎

🗑

Ttu lavash plate

Cured plum leather, walnuts, aged cheese

2,400 ₺

^

v

👁

✎

🗑

Grilled eggplant

Smoked pepper, garlic yoghurt, herbs

2,200 ₺

^

v

👁

✎

🗑

+ Add dish

Main Courses

3 dishes

^

v

👁

✎

🗑

Lamb ishkhan

Slow-cooked shoulder, apricot, bulgur

6,800 ₺

^

v

👁

✎

🗑

Trout from Sevan

Brown butter, capers, new potatoes

7,200 ₺

^

v

👁

✎

🗑

Ghapama

Pumpkin, rice, dried fruit — serves two

5,400 ₺

^

v

👁

✎

🗑

+ Add dish

Desserts

2 dishes

^

v

👁

✎

🗑

Gata

Warm, with cardamom cream

1,600 ₺

^

v

👁

✎

🗑

Sour cherry tart

Almond frangipane, crème fraîche

1,900 ₺

^

v

👁

✎

🗑

+ Add dish

Drinks

2 dishes

^

v

👁

✎

🗑

Areni red, glass

Vayots Dzor, 2021

2,100 ₺

^

v

👁

✎

🗑

Tan

House-made, salted

700 ₺

^

v

👁

✎

🗑

+ Add dish

Eng

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Sections and dishes, in the order diners see them.

Building your menu

1. Choose **Add section** and name it (for example, *Starters*)
2. Choose **Add dish** inside that section
3. Give the dish a **name**, a short **description**, and a **price**
4. Repeat

The controls on every row

ICON	WHAT IT DOES
	Move this section or dish up or down
	Hide it from diners without deleting it
	Edit it
	Delete it permanently

Use **hide** rather than **delete** for something seasonal you'll bring back. Ordering is done with the arrows. There's no dragging to worry about on a tablet mid-service.

Importing a menu from a photo

Upload menu reads a photograph of your printed menu and fills in the sections, dishes and prices for you.

1. Choose **Upload menu**
2. Take or select a clear, straight photograph of your menu
3. Wait while Mensa reads it
4. **Check everything before you save**

Always review an imported menu. Check every **price**, every **dish name**, and every **description**. Reading a photograph is very good but not perfect, and a wrong price is your problem once a guest has seen it.

Photographs work best when the menu is flat, evenly lit and fills the frame. If a section comes out wrong, fix it by hand. The import is a head start, not a final answer.

10. Opening hours and booking rules

Both live on the **Availability** page.

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Slot interval (minutes)

30

Default seating duration (minutes)

90

Buffer between seatings (minutes)

15

Minimum party size

1

Maximum party size

12

How far ahead guests can book (days)

60

Minimum notice required (minutes)

60

Auto-confirm bookings

When off, new bookings stay pending until you confirm them.

Require a card on file

Guests must add a card to book online. A deposit is charged immediately at booking; a cancellation/no-show fee is only charged if they cancel late or don't show.

Save

Weekly hours

Monday

Open

11:00

–

23:00

Tuesday

Open

11:00

–

23:00

Wednesday

Open

11:00

–

23:00

Thursday

Open

11:00

–

23:00

Friday

Open

11:00

–

23:00

Saturday

Open

11:00

–

23:00

Sunday

Open

11:00

–

23:00

Save

Date overrides

Different hours or fully closed on a specific date — holidays, special events.

Date

dd/mm/yyyy

Closed

Reason (optional)

+ Add

Blocked times

Block a specific window without changing your regular hours — a private event, maintenance, etc.

Date

dd/mm/yyyy

18:00

–

20:00

Reason (optional)

+ Add

Eng

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One page: your booking rules, your weekly hours, and your exceptions.

Booking policy

SETTING	WHAT IT CONTROLS
Slot interval (minutes)	How far apart bookable times are; 30 gives 19:00, 19:30, 20:00
Default seating duration (minutes)	How long you hold a table for a booking
Buffer between seatings (minutes)	Turnaround time between one party leaving and the next arriving
Minimum party size	The smallest booking you'll take online
Maximum party size	The largest booking you'll take online; bigger parties must call
How far ahead guests can book (days)	Your booking window
Minimum notice required (minutes)	How close to the sitting a diner can still book
Auto-confirm bookings	On: bookings confirm instantly. Off: they stay pending until you confirm each one.

An example. A 90-minute duration with a 15-minute buffer means a table booked at 19:00 is free again at 20:45. If you turn tables in two hours, set 120; otherwise Mensa will offer a 21:00 booking you can't seat.

Weekly hours

Set each day **Open** or **Closed**, with an opening and closing time.

Mensa only offers bookable times inside your opening hours. If your hours are wrong, your availability is wrong. This is the single most common cause of "why am I not getting bookings?"

Date overrides

For a specific date that's different from your normal week, a public holiday, a private event, a day you're closed. Set the date, mark it **Closed** or give it different hours, and add a reason if you'd like.

Blocked times

To block part of a day without touching your regular hours, a private function from 18:00 to 20:00, a maintenance window. Set the date, the time range, and an optional reason.

11. Capacity and tables

Mensa needs to know your **individual tables**, not just your total capacity.

A restaurant that seats 40 might still have no table for 8. Once Mensa knows your tables, it only offers times you can seat, which means far fewer awkward phone calls.

Open **Capacity & Tables** in the sidebar. For each table you set:

FIELD	MEANING
Label	What your team calls it: "4", "T2", "Window"
Minimum capacity	The smallest party you'd seat there
Maximum capacity	The largest party it takes
Active	Turn off a table that's out of service without deleting it
Zone	Which area it's in: Main Room, Terrace

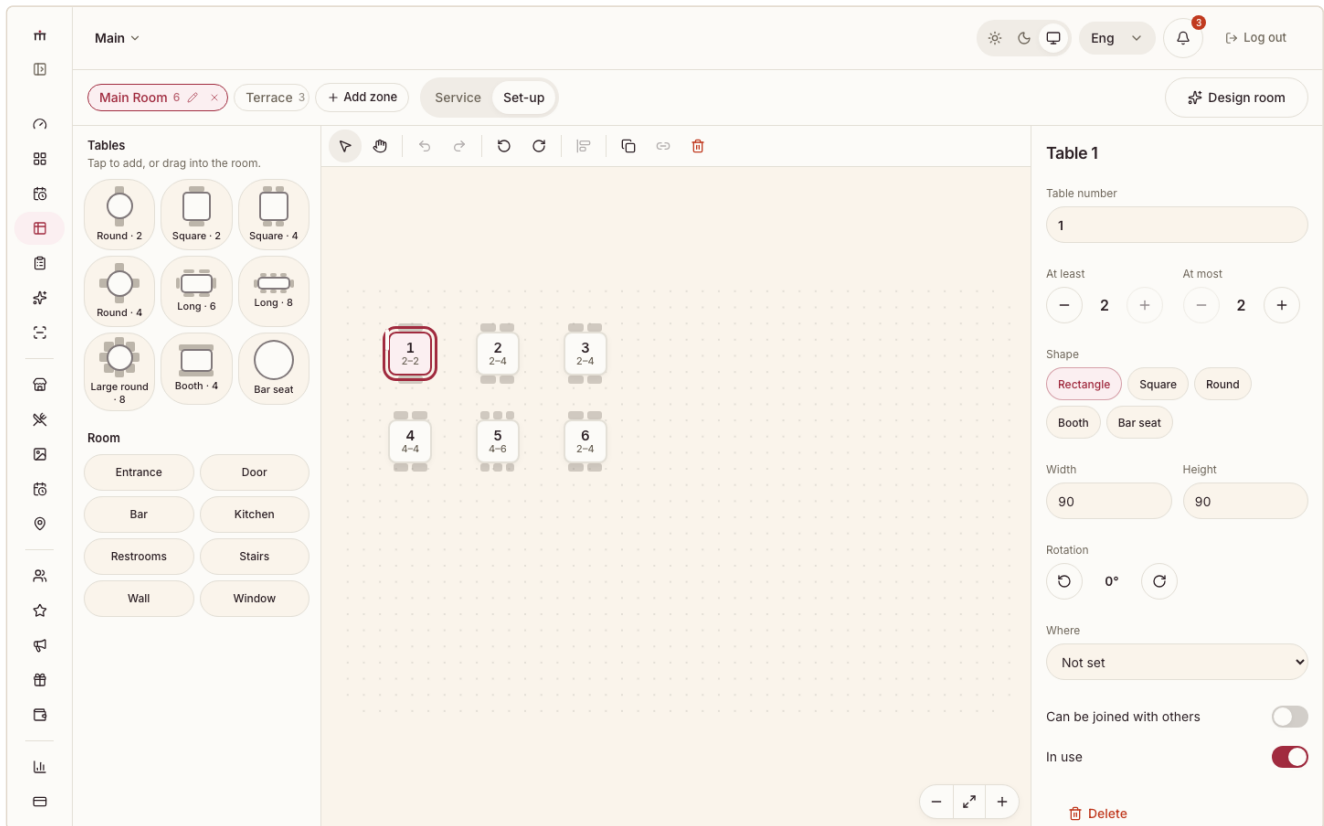
An example. *Table 4 seats 4 guests, minimum 2.* A party of 2 can sit there; a party of 6 cannot. Setting a minimum stops Mensa from seating a couple at your only large table at 19:00 and leaving you unable to take a party of six at 19:30.

Getting this right prevents impossible bookings before they happen.

12. Your floor plan

The floor plan has **two modes**: **Service** for running the room, and **Set-up** for changing it. Switch between them with the **Service / Set-up** toggle at the top.

Set-up mode: changing your layout



Set-up mode. Shapes on the left, your room in the middle, the selected table on the right.

In **Set-up** mode you can:

- **Add a table:** tap a shape on the left (a round or square two-top, a four-top, a long table, a large round, a booth or a bar seat), or drag it into the room. It lands in free space with the next table number.
- **Move tables:** drag them into the shape of your actual room. To move several at once, **Shift**-click them or drag a box around them.
- **Line them up:** with several selected, the toolbar aligns them and spaces them evenly.
- **Edit a table:** select it to change its number, seats, shape, size, rotation, where it is (*indoor*, *terrace*, *bar* or *private*), and whether it can be joined with others.
- **Join tables:** select two or more and choose **Join tables**, so a large party can be seated across them.
- **Add the room itself:** the entrance, bar, kitchen, restrooms, stairs, walls and windows, so the plan reads like the room.
- **Set up servers:** add your servers under **Servers**, then give each

one their tables. That's their section.

- **Add a room:** choose **Add zone** for an area such as *Terrace*;

rename or remove it with the pencil and ✕ on its chip.

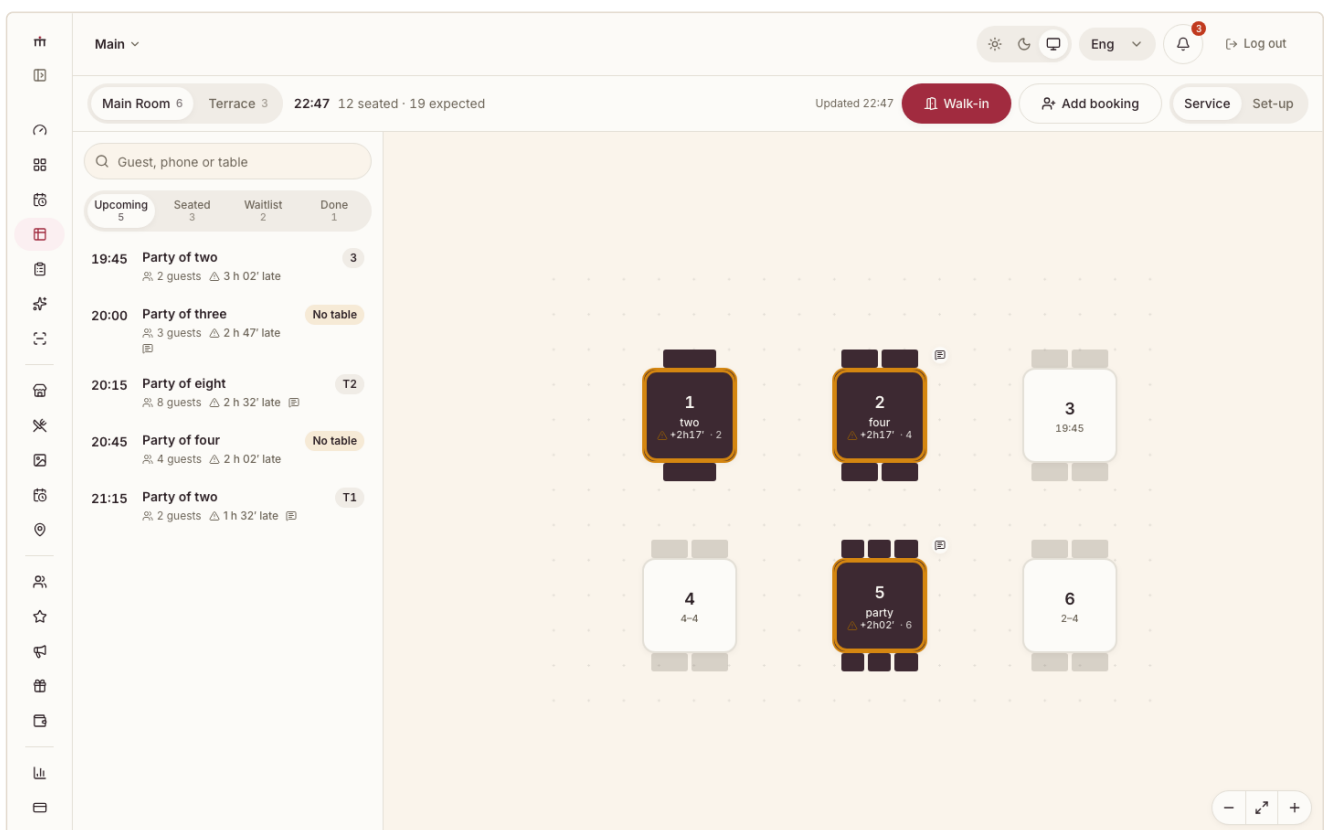
Every change saves as you make it. **Undo** (**Ctrl+Z**, or **⌘Z** on a Mac) takes back the last one, as many times as you need.

A table with bookings can't be deleted. Mensa offers **Take out of use** instead, which keeps its bookings and stops new ones.

On a tablet held upright, or a phone, the shapes open from **Add** on the toolbar, and a selected table's details open under the room.

Arrange the plan so it looks like your room. Your team will read it at a glance during service, and a plan that matches reality is read faster than one that doesn't.

Service mode: running the room



Service mode: tap a table or a booking to act on it. The layout can't be changed here.

Service mode cannot change your layout. That's deliberate: nobody should be able to drag a table across the room by accident at 20:00 on a Saturday. Section 20 covers running a service.

13. Preview before you submit

Look at your restaurant the way a diner will. Before you submit, check:

- ☐ The **cover photo** is the one you want leading
- ☐ Your **cuisines** are accurate
- ☐ Your **description** reads well and is true
- ☐ Your **menu and prices** are current
- ☐ Your **opening hours** are right for every day
- ☐ Your **address** is correct
- ☐ Your **map pin** is on your entrance
- ☐ You can see **bookable times** on your page

Read your page as a stranger. Would you know what kind of restaurant this is, and why you'd want to go? If not, the description and the cover photo are the two things to fix.

Part 4: Review and going live

14. Submitting for review

When all nine required steps are done, **Submit for review** becomes available on your Setup overview.

Mensa then checks your listing and either:

- **Approves and publishes it, or**
- **Asks for changes**

15. If changes are requested

You'll see a note from Mensa explaining what needs attention. This is a normal part of onboarding; most restaurants get at least one note.

1. Read the note
2. Open the section it refers to
3. Make the change
4. Submit again

16. Published

Once approved, your restaurant is live. It now appears in:

- Mensa discovery and search
- The map
- The AI concierge, which recommends restaurants to diners

And it can take real reservations.

Your dashboard changes at this point. The setup checklist steps out of the way, and your operational tools (Overview, Today's Bookings, Floor Plan) become the main navigation. Everything from setup is still there, grouped under **Restaurant**.

Part 5: Running your restaurant

17. Overview

Manager dashboard

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Overview

What's happening right now.

1 large party arriving

1 guest waiting

COVERS TODAY

33

BOOKINGS

9

SEATED NOW

3

TABLES FREE

6/9

WAITING

1

Next arrivals

Open bookings

16:00

Party of two

in 995 min

2

1

16:00

Party of four

in 995 min

4 Requests

2

16:15

Birthday party

in 1010 min

6 Requests

5

16:45

Party of two

in 1040 min

2

3

17:00

Party of three

in 1055 min

3 Requests

No table

17:15

Party of eight

in 1070 min

8 Large party Requests

T2

17:45

Party of four

in 1100 min

4

No table

18:15

Party of two

in 1130 min

2 Requests

T1

Eng

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Overview: what's happening right now.

Open this screen before service, and keep it open during service.

The counts across the top:

TILE	WHAT IT TELLS YOU
Covers today	Total guests booked today
Bookings	Number of reservations today
Seated now	Parties currently in the room
Tables free	Free tables out of your total
Waiting	Guests on your waiting list

Alerts appear above the counts when something needs you:

- **"1 arrival has no table yet"**: a booking is coming with no table

assigned. Assign one before the guest walks in.

- **"1 large party arriving"**: a big party is booked. Worth a look at

where you'll put them.

Next arrivals lists who's coming, soonest first, with the time, the countdown, the party size, and either the assigned table or an amber **No table** badge. Tags such as **Requests** and **Large party** flag bookings that need a moment's thought.

18. Today's Bookings

Manager dashboard

OPERATIONS

Overview

Today's Bookings

Timeline

Floor Plan

Waiting List

AI Seating Assistant

Membership Scan

RESTAURANT

Restaurant details

Menu

Photos

Restaurant Profile

Availability

GUESTS

Customers

Reviews

Campaigns

Rewards

Gift Cards

Main

Today's reservations

20/08/2026

Search by guest name or phone

All statuses

	Time ↑	Guest	Party	TABLE	Status	NOTES
☐	18:30	Party of two +374 10 000000	2	6	Completed	—
☐	19:00	Party of two +374 10 000001	2	1	Seated	—
☐	19:00	Party of four +374 10 000002	4	2	Seated	Window seat if possible
☐	19:15	Birthday party +374 10 000003	6	5	Seated	Birthday — bringing a cake
☐	19:45	Party of two +374 10 000004	2	3	Confirmed	—
☐	20:00	Party of three +374 10 000005	3	—	Confirmed	Allergy: walnuts
☐	20:15	Party of eight +374 10 000006	8	T2	Confirmed	Set menu agreed
☐	20:45	Party of four +374 10 000007	4	—	Confirmed	—
☐	21:15	Party of two +374 10 000008	2	T1	Confirmed	Terrace requested

Eng

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Today's reservations. Search, filter by status, or change the date.

The list shows **Time**, **Guest** and phone, **Party** size, **Table**, **Status**, and **Notes**.

At the top you can change the **date**, **search by guest name or phone**, and filter by **status**.

What the statuses mean

STATUS	MEANING
Pending	Booked but not yet confirmed; only if auto-confirm is off
Confirmed	Booked and confirmed. Most bookings sit here until the guest arrives.
Seated	The party is at their table
Completed	They've finished and left
Cancelled	Called off, either by the guest or by you

No-show They didn't arrive

The normal path through a service is:

Confirmed → Seated → Completed

Arrived is optional. When a guest is at the door but their table isn't ready, mark them **Arrived**, or 3 of 4 *here*, from their booking on the floor plan. When they sit down, mark them **Seated**. If they go straight to the table, **Seated** alone covers both.

19. Opening a booking and assigning a table

Choose any booking to open it.

The screenshot shows the Mensa Restaurant Manager interface. On the left is a sidebar with navigation options like 'Manager Dashboard', 'Today's reservations', 'Bookings', 'Tables', 'Party Plan', 'Waiting List', 'All bookings', 'Membership List', 'Membership Details', 'Menu', 'Photos', 'Reservations', 'Availability', 'Events', 'Customers', 'Reviews', 'Messages', 'Reports', and 'Settings'. The main area displays a list of bookings. On the right, a detailed panel for a 'Party of three' is open. This panel includes fields for the date (2026-08-20), time (20:00), and number of guests (3). It also shows a phone number (+374 10 000005) and an allergy (walnuts). At the top of the panel are three buttons: 'Seat' (highlighted with a red border), 'Complete', and 'No-show'. Below these are fields for 'Party' (3) and 'Table' (4 (4-4) with a 'Suggested' badge). There are also fields for 'Date' (20/08/2026) and 'Time' (20:00). Under 'Visit type', there are two buttons: 'Dining' (selected) and 'Drinks only'. An 'Internal notes' section is visible, with a note that says 'Visible to staff only — allergies, preferences, seating notes...'. At the bottom of the panel is a 'Save changes' button.

A booking. The three service actions are at the top.

The three actions:

- **Seat:** the party has arrived and is at their table
- **Complete:** they've finished and left
- **No-show:** they didn't come

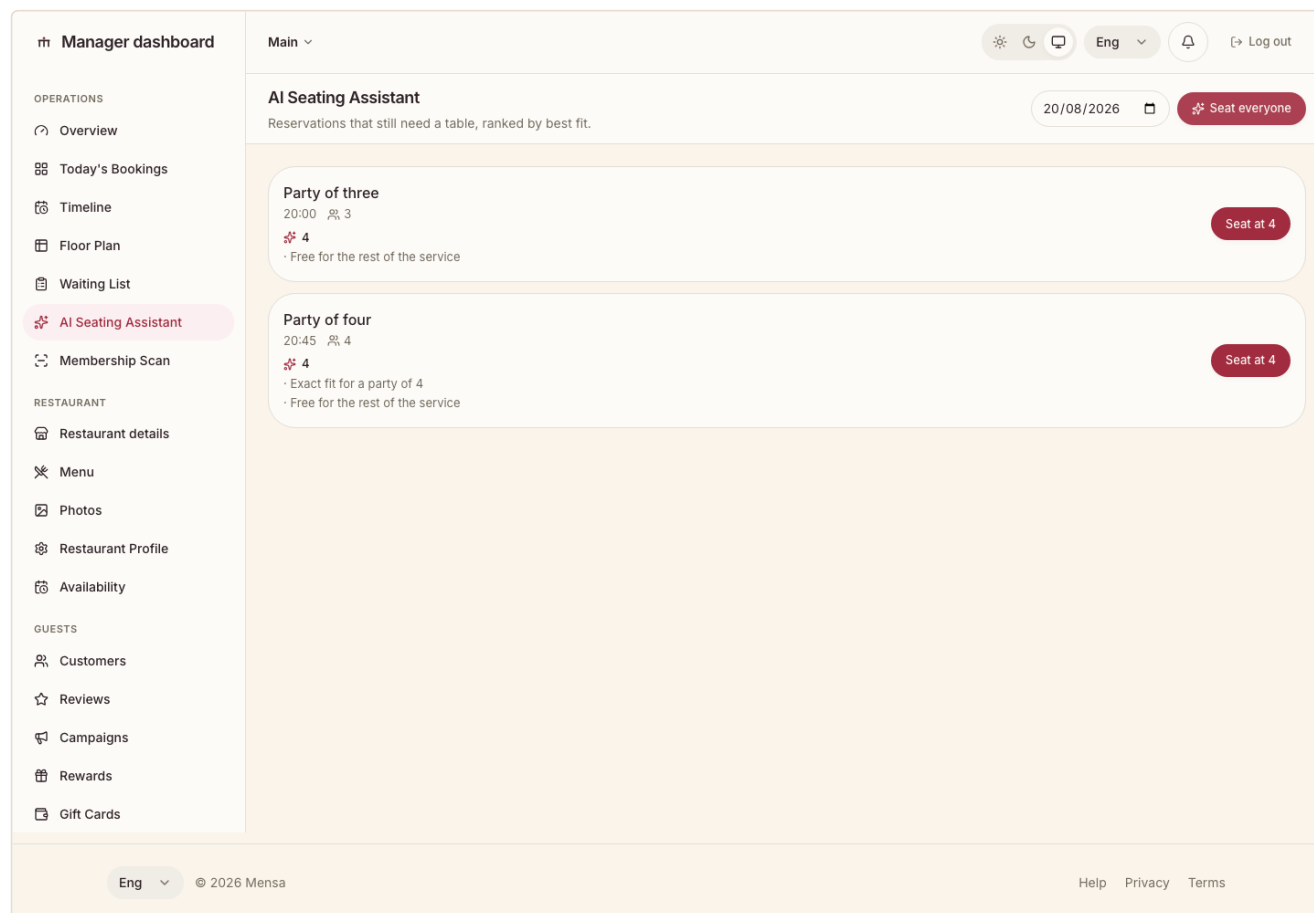
To assign a table: open the **Table** dropdown and choose one. Mensa checks the assignment and won't let you double-book a table that's already committed to another reservation at that time.

AI suggestions. Mensa marks a recommended table with a **Suggested** badge and tells you why: "*Exact fit for a party of 2*", "*Free for the rest of the service*".

AI suggestions help you choose between tables that would all work. They never override a conflict: if a table isn't free, it will not be offered, suggested or otherwise.

Clearing every unassigned booking at once

AI Seating Assistant in the sidebar collects every booking that still needs a table, ranked by best fit.



Reservations that still need a table, ranked by best fit.

Each row shows the booking, the suggested table, and the reasoning: "*Exact fit for a party of 4*", "*Free for the rest of the service*". Choose **Seat at 4** to accept a single suggestion, or **Seat everyone** to accept them all.

This is the fastest way to clear the "*arrival has no table yet*" alerts before a service starts. Read the suggestions before accepting them in bulk. Mensa knows your table sizes, but it doesn't know that table 5 is next to the kitchen door.

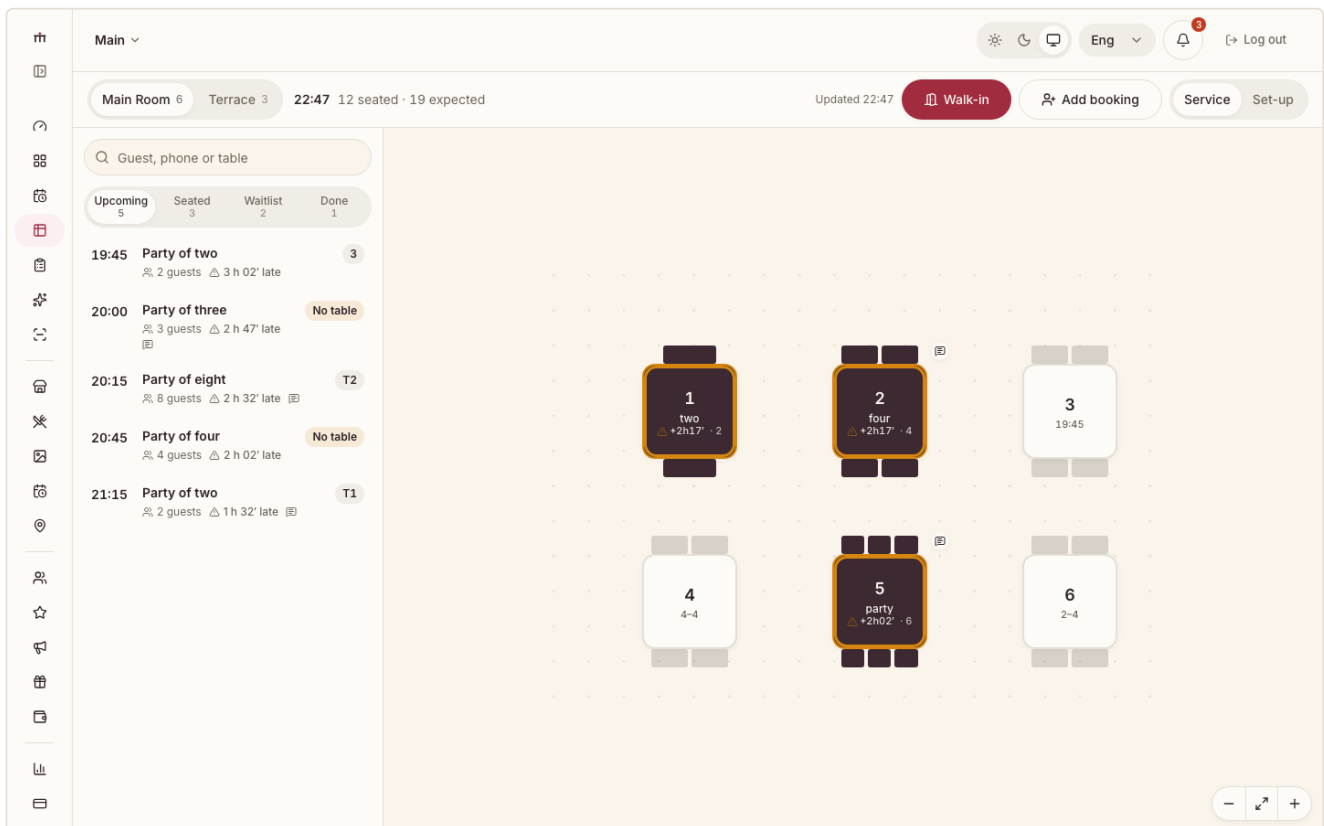
Also on this screen:

- **Party size, date and time:** all editable
- **Visit type:** *Dining* or *Drinks only*
- **Internal notes:** visible to your team only, never to the guest. Use

it for allergies, preferences and seating notes.

Choose **Save changes** when you're done.

20. The service floor plan



Service mode. Today's bookings beside the room, and every table's state at a glance.

On the left is **today's book**: **Upcoming**, **Seated**, **Waitlist** and **Done**, with a search for a guest's name, phone number or table. On the right is the room. Switch rooms (*Main room*, *Terrace*) with the tabs at the top.

What a table tells you:

ON THE TABLE	MEANING
Just the number	Free , nothing booked soon
A time	Free now; that's its next booking
A guest's name and a time	Arriving : held for that booking
3/4	Arrived : three of the party of four are here
A warning mark	Late , or Over time for a seated party
A guest's name and minutes	Seated , and for how long. The ring round the table fills as their time runs out
A small course mark	The meal stage: Starters , Mains , Dessert , Bill dropped or Paid
A ban mark	Blocked for a while, or Out of service

Seating a booking. Tap the booking in the list. Mensa highlights the best free tables for that party; tap one to seat them. You can also drag the booking onto a table.

Tap any table to see who's there and who's next, and to:

- **Seat** the party, mark them **Arrived**, or record a **No-show**
- **Move** them to another table. Drag one seated table onto another to swap them
- Set the **meal stage**, so your team knows who's on dessert
- **Clear table** when they've left
- **Block** a free table for 30 minutes, an hour or two hours

Every change shows a short message with **Undo**. Tap it within a few seconds and the change is taken back.

Sections. Choose **Sections** to colour each table by its server, with a count of each server's tables and seated guests.

21. Walk-ins

A guest arrives without a booking:

1. On the floor plan, choose **Walk-in**
2. Set the **party size**
3. Tap a **table**; Mensa highlights the ones that fit

To take the guest's name and phone number as well, use **Add booking** and choose **Walk-in**:

Add a booking ×

Type
Walk-in Phone

Visit type
Dining Drinks only

Guest name
[Text input field]

Phone number Party size
[Text input field] 2

Email (optional)
[Text input field]

Time Table
23:30 1 (2-2) **Suggested** ▾

· Exact fit for a party of 2
· Free for the rest of the service

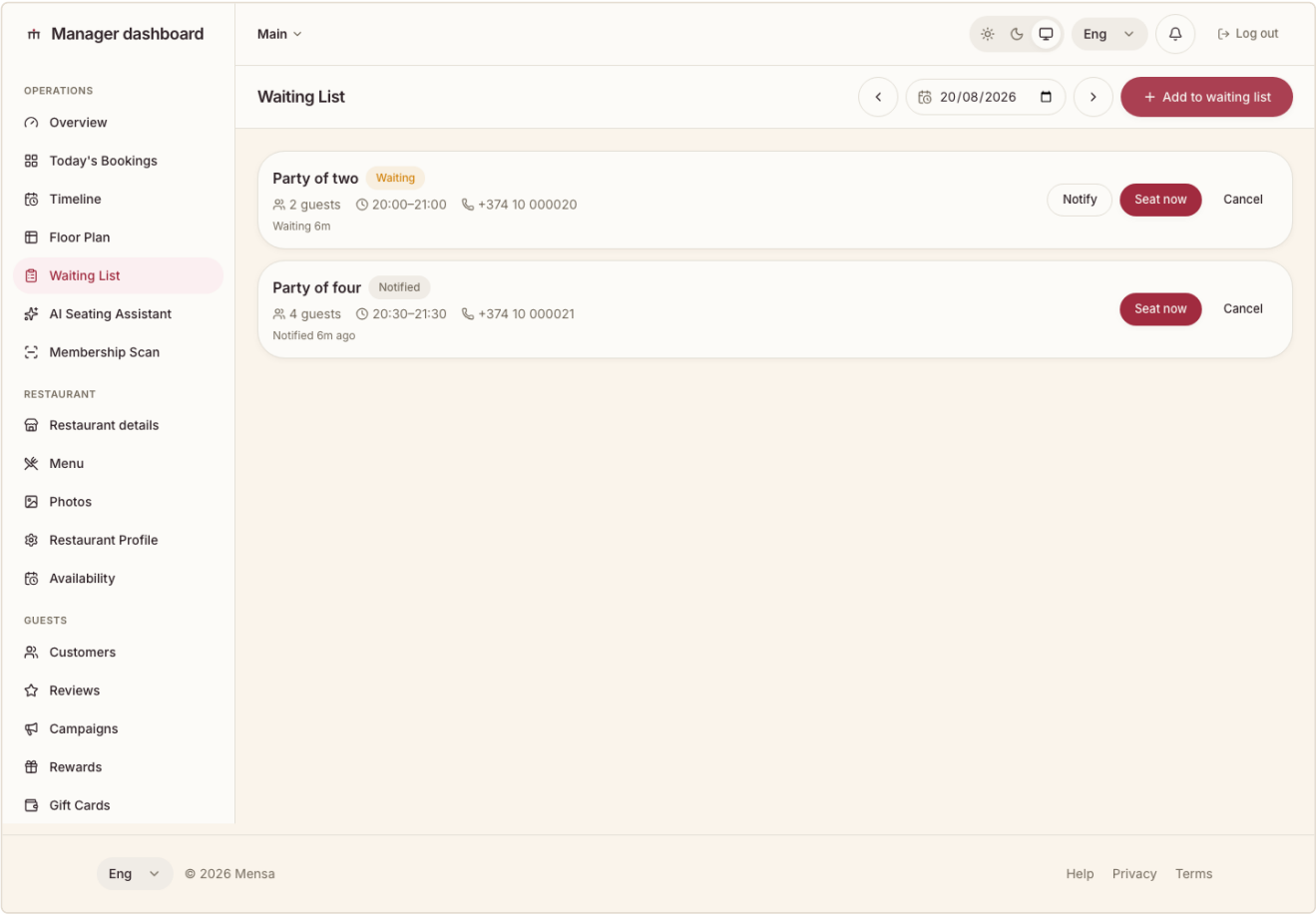
Cancel Add

The same dialog handles walk-ins and phone bookings.

Choose **Phone** instead of **Walk-in** for a booking taken over the telephone for later.

22. Waiting list

For guests waiting for a table.



The waiting list.

Choose **Add to waiting list** and enter the guest's name, party size, phone number and the time window they're willing to wait for.

Each entry shows how long they've been waiting, and carries three actions:

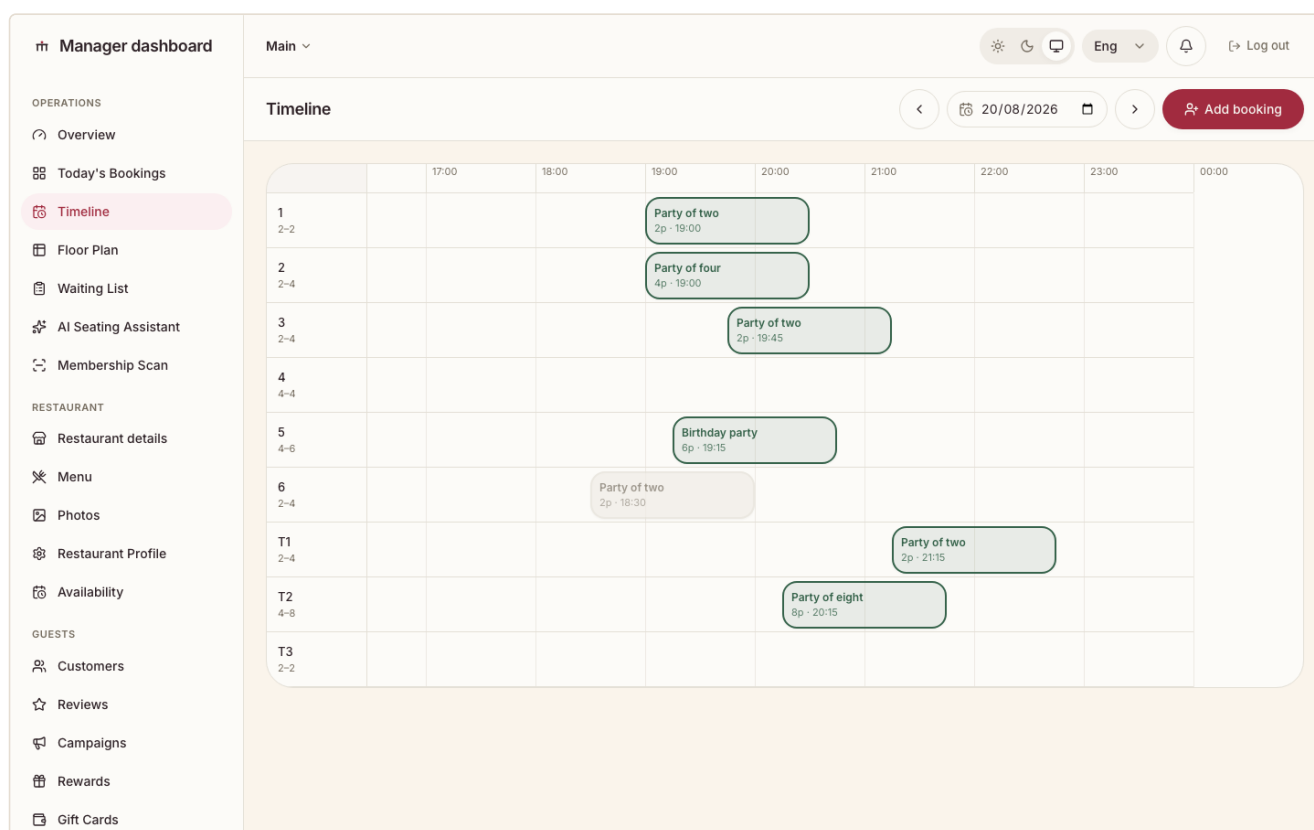
ACTION	WHEN TO USE IT
Notify	A table is nearly ready; let them know
Seat now	They're here and you have a table. This turns the entry into a real booking.
Cancel	They left, or no longer need a table

The statuses:

STATUS	MEANING
Waiting	On the list, not yet contacted
Notified	You've told them a table is coming. The entry shows how long ago.
Converted	Seated. It became a booking
Cancelled	Taken off the list
Expired	Their time window passed

Any team member can add a guest and notify them. **Seat now** and **Cancel** need a Manager or Owner.

23. Timeline



Tables down the side, time across the top, bookings as blocks.

The Timeline shows your whole service at once: **tables down the side, time across the top**, and each booking as a block showing the guest, party size and time. Completed bookings are greyed out.

Use it to see where your pressure points are (three tables turning at 20:00, a long gap on the terrace) and to spot a table sitting empty through a busy hour.

Add booking at the top right creates a walk-in or phone booking, and the date arrows move between days.

A booking with no table assigned does not appear on the Timeline. It has no row to sit in. Check **Overview** or **Today's Bookings** for unassigned bookings. This is exactly what the "*" arrival has no table yet" alert is for.

Part 6: Guests and reputation

24. Customers

Manager dashboard

OPERATIONS

Overview

Today's Bookings

Timeline

Floor Plan

Waiting List

AI Seating Assistant

Membership Scan

RESTAURANT

Restaurant details

Menu

Photos

Restaurant Profile

Availability

GUESTS

Customers

Reviews

Campaigns

Rewards

Gift Cards

Main

Customers

Search by name, phone, Most recent visit

GUEST	CONTACT	VISITS	LAST VISIT	WIN-BACK	REWARD	RATING
Party of two Guest	+374 10 000008	0 of 1	2026-08-20			—
Party of four Guest	+374 10 000007	0 of 1	2026-08-20			—
Party of eight Guest	+374 10 000006	0 of 1	2026-08-20			—
Party of three Guest	+374 10 000005	0 of 1	2026-08-20			—
Party of two Guest	+374 10 000004	0 of 1	2026-08-20			—
Birthday party Guest	+374 10 000003	0 of 1	2026-08-20			—
Party of four Guest	+374 10 000002	0 of 1	2026-08-20			—
Party of two Guest	+374 10 000001	0 of 1	2026-08-20			—
Party of two Guest	+374 10 000000	1 of 1	2026-08-20			—
Anna Hakobyan	guide-guest-one@example.com	1 of 1	2026-08-17			☆ 5
Davit Sargsyan	guide-guest-two@example.com	1 of 1	2026-08-16			☆ 3

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Guests who have booked with you.

For guests who have booked with you, the list shows their **name**, their **contact number**, how many **visits** they've completed out of bookings made, their **last visit**, and their **rating** of you. Guests without a Mensa account are marked **Guest**.

You can search by name or phone, and sort by most recent visit.

What you see is limited to your own restaurant. Mensa never shows a restaurant a diner's activity elsewhere on the platform, their private dining preferences, or anything unrelated to their relationship with you.

Treat notes accordingly: write "prefers a quiet table, allergic to walnuts", not personal remarks. Your whole team can read them.

25. Reviews

The screenshot shows the 'Reviews' section of the Manager dashboard. The left sidebar contains navigation links for OPERATIONS (Overview, Today's Bookings, Timeline, Floor Plan, Waiting List, AI Seating Assistant, Membership Scan), RESTAURANT (Restaurant details, Menu, Photos, Restaurant Profile, Availability), and GUESTS (Customers, Reviews, Campaigns, Rewards, Gift Cards). The 'Reviews' link is highlighted. The main content area shows a summary of reviews: Average rating 4.0, Total reviews 2, and Reply rate 50%. A bar chart shows the distribution of ratings from 5 down to 1. Below the summary, two reviews are listed. The first review is from Davit Sargsyan, dated 2026-08-16, with a rating of 3 stars. The second review is from Anna Hakobyan, dated 2026-08-17, with a rating of 5 stars. The Anna Hakobyan review has a public reply from the manager: 'Thank you — we're delighted you enjoyed it. The lamb is on until the end of the season.' The dashboard also includes a footer with the language 'Eng' and copyright information '© 2026 Mensa'.

Guest reviews, with the option to reply.

The top of the page summarises where you stand: your **average rating**, your **total reviews**, your **reply rate**, and how your ratings are distributed from 5 down to 1. You can filter by rating, or narrow to reviews you haven't answered yet.

Each review shows the guest, the date, the party size and the rating. Choose **Reply** to answer publicly. Once you've replied you can **Edit reply** or **Remove reply**.

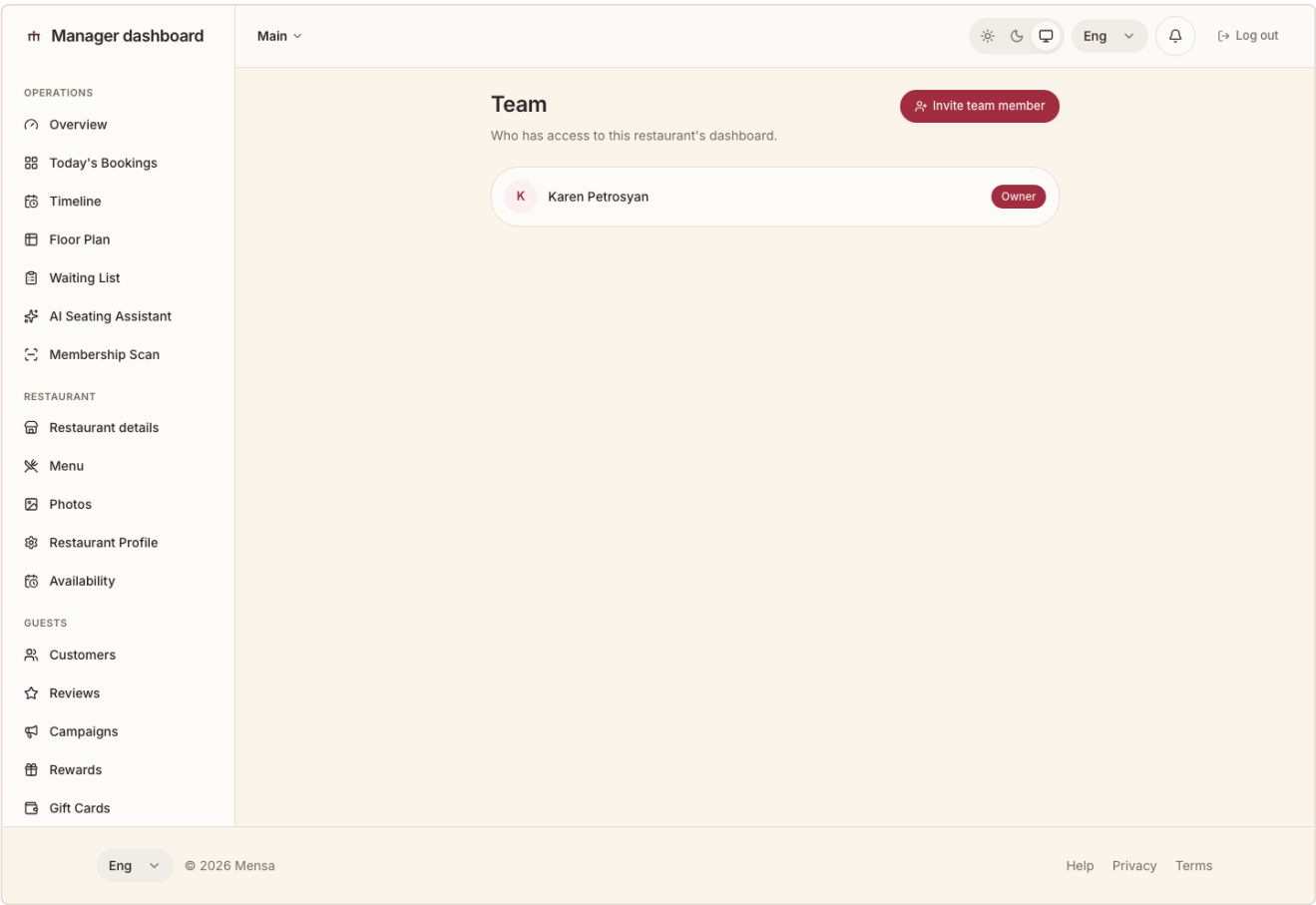
You cannot edit or delete a genuine review. That's what makes reviews worth reading, for diners and for you.

A brief, specific, unemotional reply to a poor review is read by every future diner who sees it, and it is often worth more than the review costs you. Thank them, address the specific point, and say what you've changed.

Part 7: Your team

26. Adding your team

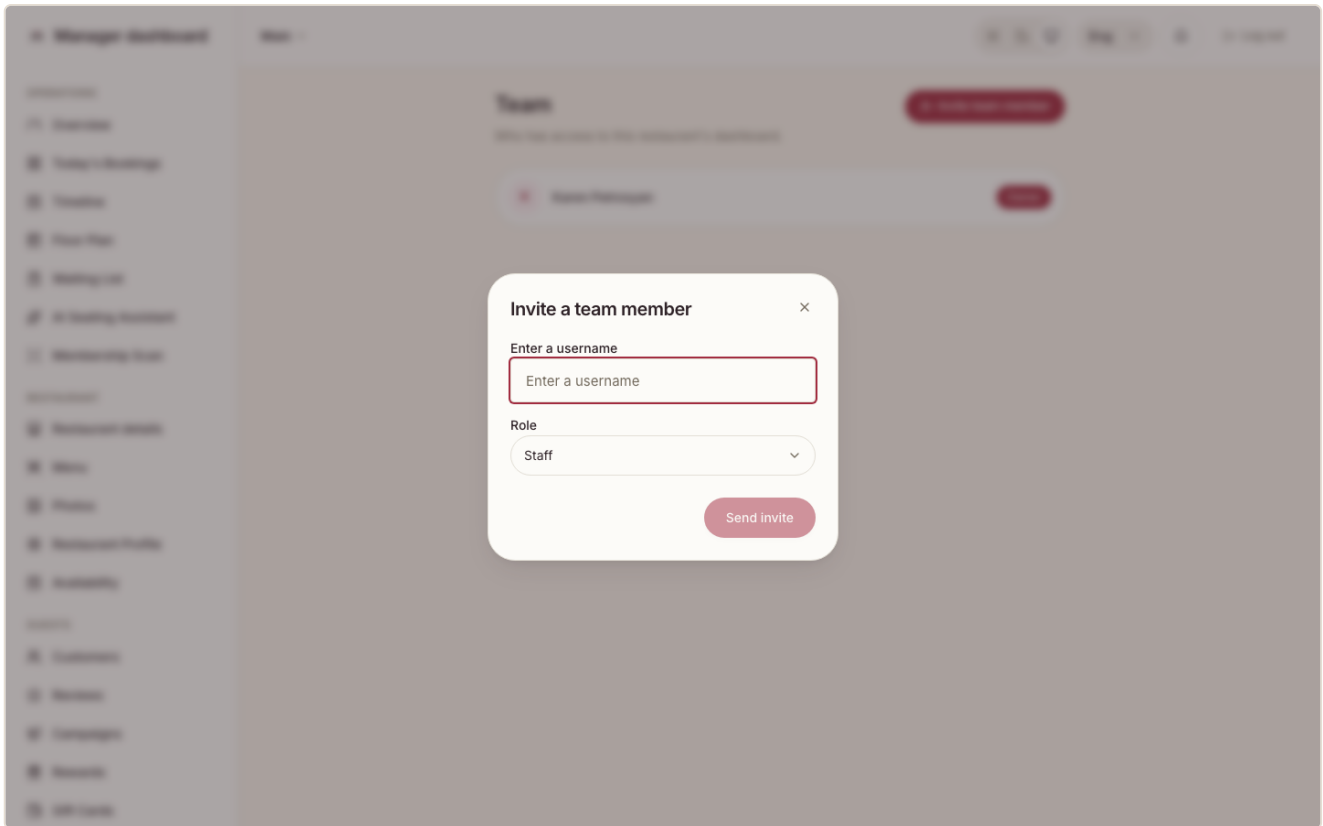
Team is where the Owner controls who has access.



Who has access to this restaurant's dashboard.

The roster shows each person's name and their role. It deliberately does not show their email or phone number to the rest of the team; a colleague's contact details aren't yours to hand around.

To add someone, choose **Invite team member**, enter their **username**, choose their **role**, and send the invitation.



Invitations go to people who already have a Mensa account.

Two things to know before you invite:

1. **The person needs a Mensa account already.** Ask them to sign up at mensa.am first, then invite them by their username. 2. **You can grant Manager or Staff, not Owner.** Ownership isn't transferable through this dialog; contact Mensa if it needs to change.

The three roles

	OWNER	MANAGER	STAFF
See Overview and today's bookings	•	•	•
Seat, complete and mark no-shows	•	•	•
Assign tables	•	•	•
Add walk-ins and phone bookings	•	•	•
Use the service floor plan	•	•	•
Use AI seating suggestions	•	•	•
Add guests to the waiting list, notify them	•	•	•
Add a note to a guest	•	•	•
Seat or remove someone from the waiting list	•	•	—
Edit the menu and prices	•	•	—
Edit photos and restaurant details	•	•	—
Change opening hours and booking rules	•	•	—
Change tables and the floor plan layout	•	•	—
See the customer list and analytics	•	•	—
Reply to reviews	•	•	—
Submit for review and publish	•	—	—
Invite and remove team members	•	—	—
Manage your plan and billing	•	—	—

In short:

- **Owner:** everything, including your team and your plan
- **Manager:** runs the restaurant and its information, but not the

account itself

- **Staff:** built for service. Everything needed to run a room, nothing

that could change your prices or your hours by accident.

Menu items a role can't use aren't shown to them, and Mensa refuses the action on the server even if someone reaches the page another way.

Part 8: Your Mensa tools

Operations

TOOL	WHAT IT'S FOR
Overview	What's happening right now. Start here.
Today's Bookings	View, search and manage reservations
Timeline	Your whole service across tables and time
Floor Plan	Table status and seating during service; your layout in set-up mode
Waiting List	Guests waiting for a table
AI Seating Assistant	Table recommendations for unassigned bookings
Membership Scan	Scan a diner's Mensa membership

Restaurant

TOOL	WHAT IT'S FOR
Restaurant details	Name, cuisines, price level, address, phone
Menu	Sections, dishes and prices
Photos	Your cover photo and gallery
Restaurant Profile	Your description, written or AI-drafted
Availability	Opening hours, booking rules, closures

Guests

TOOL	WHAT IT'S FOR
Customers	Guests who've booked with you, and their history
Reviews	Read and reply to guest feedback
Campaigns	Reach past guests
Rewards	Loyalty rewards
Gift Cards	Not active in the current pilot

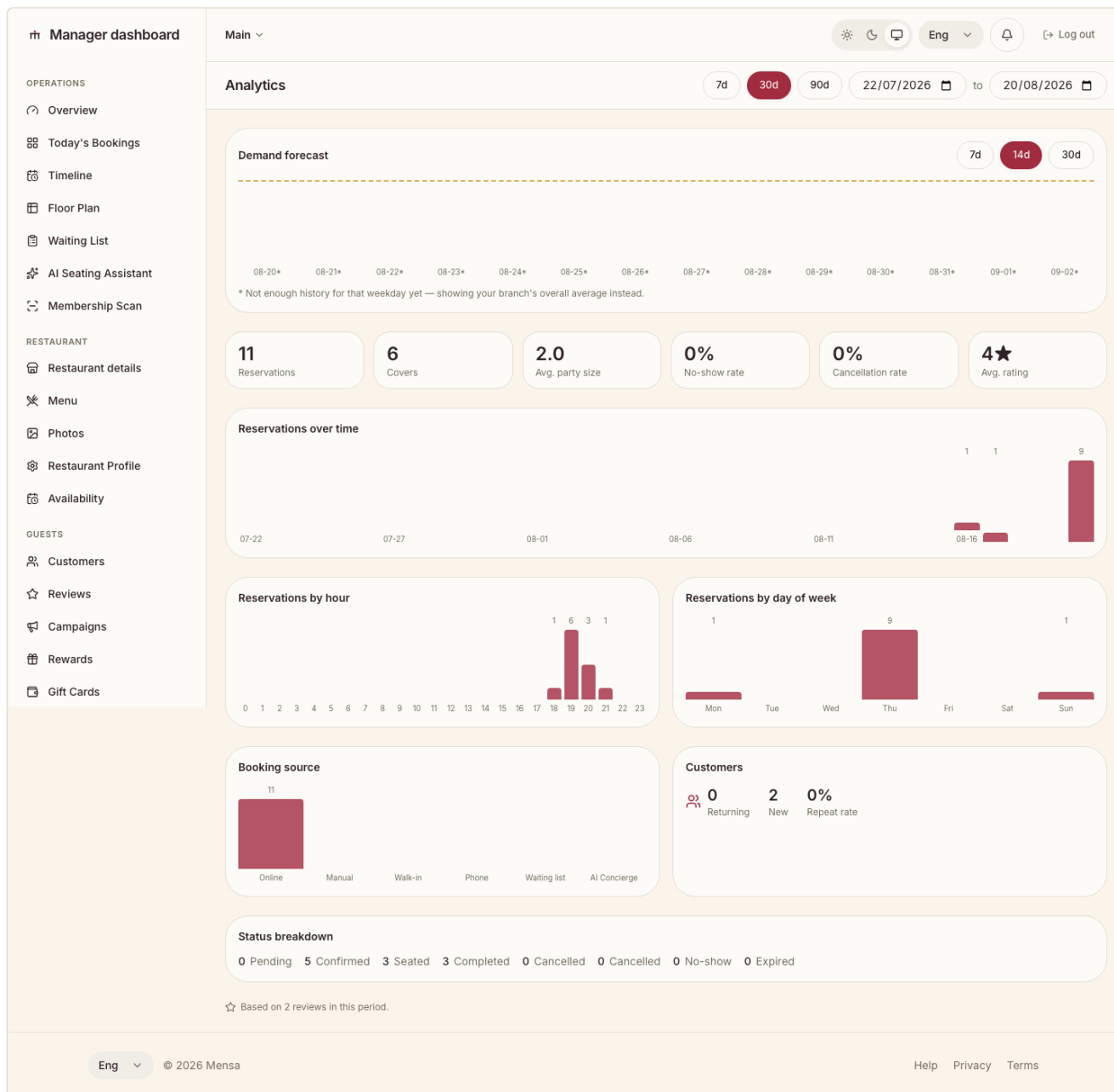
Business

TOOL	WHAT IT'S FOR
Analytics	How your restaurant is performing over time
Plan & Billing	Your Mensa plan (<i>Owner only</i>)
Team	Who has access, and what they can do (<i>Owner only</i>)

Settings

TOOL	WHAT IT'S FOR
Notifications	Important events from Mensa

A closer look at Analytics



Analytics over the last 30 days. The range is yours to set.

Choose **7d**, **30d**, **90d**, or set your own dates. You get:

- **Headline numbers:** reservations, covers, average party size, no-show rate, cancellation rate and average rating
- **Demand forecast:** what Mensa expects over the coming days. Where there isn't enough history for a given weekday yet, it says so and uses your overall average instead.
- **Reservations over time, by hour, and by day of week:** where your demand sits
- **Booking source:** online, manual, walk-in, phone, waiting list, and

the AI concierge

- **Customers:** returning versus new, and your repeat rate
- **Status breakdown:** how the period's bookings ended

The by-hour and by-day charts are the ones worth acting on. If bookings cluster at 20:00 and your kitchen struggles, that's an argument for widening your slot interval, not for taking fewer bookings.

The AI tools you have today

Three, and only three:

1. **Description drafting:** turns your notes into a description. Always

reviewed by Mensa before publishing.

1. **Menu import from a photo:** reads a photograph of your printed menu

into sections, dishes and prices. Always check it before saving.

1. **Seating suggestions:** recommends a table for a booking, with the

reason. Never overrides a real conflict.

A note on your plan. Some tools, Floor Plan, Waiting List, AI Seating Assistant, Customers, Analytics and Team, are part of Mensa **Pro**. If your restaurant is on the free plan you'll be prompted to upgrade when you open them. Everything needed to set up, publish and take bookings works on any plan.

Part 9: Your daily routine

Before service

- ☐ Log in and open **Overview**
- ☐ Check **covers today** and how they're spread across the evening
- ☐ Look for **large parties** and decide where they go
- ☐ Resolve every "no table yet" alert
- ☐ Check the **waiting list**
- ☐ Glance at the **floor plan**, does it match the room?

When a booked guest arrives

- ☐ Find them in **Today's Bookings** (search by name or phone)
- ☐ Confirm their **table**
- ☐ Mark them **Seated**

When a walk-in arrives

- ☐ **Timeline** → **Add booking** → **Walk-in**
- ☐ Enter name and party size
- ☐ Assign a free table
- ☐ Mark them **Seated**

During service

- ☐ Watch **next arrivals** on Overview
- ☐ Keep an eye on table status on the **floor plan**
- ☐ Assign any booking still without a table
- ☐ Notify waiting guests as tables free up

As guests leave

- ☐ Mark the booking **Completed**

End of service

- ☐ Check for guests still showing **Seated** who have left
 - ☐ Mark genuine **no-shows**
 - ☐ Look at tomorrow's bookings
-

Part 10: When something goes wrong

I can't find a booking

Check the **date** at the top of Today's Bookings. It's easy to be looking at yesterday. Then clear the **status filter**, in case it's set to something the booking isn't. Search by **phone number** rather than name; names get spelled differently.

I can't assign a table

Mensa refuses a table when it's already committed to another reservation in that time window, or the party doesn't fit between the table's minimum and maximum. Check the **Timeline** to see what's holding it, or pick a table Mensa marks **Suggested**.

A guest says they cancelled

Open the booking and look at its status. A cancelled booking shows as **Cancelled**. If it still shows Confirmed, the cancellation didn't reach Mensa, seat them if you can, and mark the booking accordingly.

My restaurant isn't appearing publicly

In order of likelihood:

1. **Setup isn't finished.** Check Setup overview for outstanding required steps.
1. **It's submitted but not yet reviewed.** Mensa hasn't approved it yet.
2. **Changes were requested.** Read the note, fix it, resubmit.
3. **Your hours are wrong**, so you have no bookable times. Check

Availability.

My restaurant is suspended

You'll see a banner across the top of your dashboard. A suspended restaurant isn't bookable by diners, though you can still record bookings yourself. Contact Mensa, the banner explains why.

A photo won't upload

It must be **JPEG, PNG or WebP**, at least **600px on each side**, and **under 10MB**. Photos straight from a phone are usually fine; screenshots and downloaded images often aren't.

My menu changes aren't showing

Check the **eye** icon on the section or dish, a hidden item stays hidden. Confirm you saved. Then reload your public page.

I can't see a feature I've been told about

Two possible reasons: your **role** doesn't include it (Staff can't edit the menu, only an Owner sees Team and Billing), or it's a **Pro** tool and your restaurant is on the free plan. Your Owner can check both.

Part 11: Getting the most out of Mensa

Keep your hours accurate. Wrong hours are the most common reason a restaurant gets fewer bookings than it should. Update them before holidays, not after.

Keep your prices current. A diner who sees one price on Mensa and another on the table remembers it.

Use strong photos. Your cover photo does more work than anything else on your listing. Replace it when you have something better.

Write a real description. Three specific sentences beat a paragraph of adjectives.

Check Mensa before every service. Two minutes on Overview prevents most of what goes wrong during a service.

Give every team member their own account. You get a clear record of who did what, and people only see what their job needs.

Never share the Owner login. It controls your team, your plan and your publication status. Invite people properly instead.

Keep your table layout true. The floor plan is only as useful as it is accurate.

Read your alerts before guests arrive, not while they're standing at the door.

Part 12: What Mensa doesn't do yet

We'd rather tell you plainly than let you discover it mid-service.

Not part of the current pilot:

- **Card payments and deposits.** Card payments are switched off across

Mensa. You'll see a card-on-file setting on the Availability page with a note explaining this. You can set your policy now, and it will apply automatically if and when card payments are enabled. Today it has no effect: no card is taken and no deposit or no-show fee is charged.

- **Gift cards.** Present in the dashboard but not active in the pilot.
- **POS integration.** Mensa doesn't connect to your point-of-sale system.

Bookings and covers live in Mensa; bills live in your POS.

Also not available today:

- Importing a menu from a **PDF**. Use a photograph instead.
- **Pacing controls** that cap how many covers you accept per time slot.

Your booking window, seating duration and buffer are the tools you have.

If any of these matter to your restaurant, tell the person who onboarded you. It shapes what we build next.

Part 13: Quick reference

TASK	WHERE
See what's happening now	Overview
See today's bookings	Today's Bookings
Find a specific booking	Today's Bookings → search by name or phone
Seat a guest	Open the booking → Seat
Finish a visit	Open the booking → Complete
Mark a no-show	Open the booking → No-show
Assign a table	Open the booking → Table
Add a walk-in	Timeline → Add booking → Walk-in
Take a phone booking	Timeline → Add booking → Phone
See the whole service	Timeline
See table status	Floor Plan (Service)
Manage guests waiting	Waiting List
Change the menu or prices	Menu
Change photos or the cover	Photos
Change opening hours	Availability
Change booking rules	Availability
Close for a holiday	Availability → Date overrides
Block part of a day	Availability → Blocked times
Change your table layout	Floor Plan → Set-up
Update your description	Restaurant Profile
Read guest feedback	Reviews
Add a team member	Team (Owner only)
Check your plan	Plan & Billing (Owner only)

Mensa Restaurant Manager Guide · Version 1.0 · August 2026 Screens shown were captured from the live Mensa product using demonstration data. No real guest information appears in this guide.