

ABSTRACT

A reservation assistance device 1 includes: an obtaining unit 21 configured to store status data 12 indicating whether or not a reservation from a customer is acceptable for each of unit time periods and obtain a requested start time and a requested end time of the reservation requested by the customer; and a proposal unit 22 refers to the status data 12, and when the reservation is acceptable in a period from the requested start time to the requested end time and a difference time period between the requested start time and an end time of a reservation unacceptable time period immediately before the requested start time is equal to or larger than the unit time period and is less than a predetermined time period, outputs a proposal of changing the requested start time to the end time of the reservation unacceptable time period immediately before the requested start time, to the customer.

FIG. 1