CLAIMS

[Claim 1]

A store reservation device comprising:

a store information storage unit storing pieces of store information that include store names, telephone numbers, addresses of reservation sites and pieces of reservation acceptance information;

a reservation acceptance information extraction unit extracting pieces of reservation acceptance information from the reservation sites at predetermined intervals and storing the pieces of reservation acceptance information into the store information storage unit and wherein the pieces of reservation acceptance information comprise an information acquisition date and time in association with date and time, number of people and availability or unavailability of reservation;

list acceptance unit accepting a reservation request list that includes one or a plurality of stores where reservation is desired and reservation conditions from the user terminal; wherein

a reservation processing unit connecting to reservation sites to perform a reservation process in descending order of the stores starting from a store in the highest place in reservation preference order, and ending the reservation process when a reservation at one store is confirmed.

[Claim 2]

The store reservation device according to claim 1, further comprising an automated response processing unit making a reservation at a store by automated response by telephone connection; wherein,

if an address of a reservation site of a store included in the reservation request list is not stored in the store information storage unit, the reservation processing unit executes the reservation process by automated response by telephone with a telephone number by the automated response processing unit.

[Claim 3]

The store reservation device according to claim 2, wherein

the store information storage unit further stores reservation acceptance times of stores; and

the reservation processing unit reads out a piece of store information in the store information storage unit and, if the address of the reservation site of the store included in the reservation request list is not stored, and current time is outside a reservation acceptance time, performs the reservation process by automated response by telephone by the automated response processing unit when the current time enters the reservation acceptance time.

[Claim 4]

The store reservation device according to claim 3, wherein, when the automated response processing unit receives that reservation is unavailable under the reservation conditions, the reservation processing unit

stores the store where reservation is unavailable and the reservation conditions into the store information storage unit in association with each other.

[Claim 5]

The store reservation device according to any of claims 1 to 4, further comprising a user information storage unit storing a piece of user information about the user terminal, the reservation request list and a piece of settlement information; wherein

the store information storage unit stores a cancellation fee as a part of each piece of store information; and

in response to accepting a cancellation process request that includes the piece of user information from a store terminal, the reservation processing unit reads out a cancellation fee corresponding to the store terminal from the store information storage unit, refers to the user information storage unit and performs a cancellation settlement process based on the piece of settlement information corresponding to the piece of user information.

[Claim 6]

The store reservation device according to claim 5, wherein

the user information storage unit further stores pieces of reservation information about confirmed reservations;

the store information storage unit further stores pieces of settlement information; and

if a reservation at a store, for which a cancellation fee is stored in the store information storage unit, is stored as a piece of reservation information, and a predetermined number of days have passed since a reserved date without a cancellation process being performed, the reservation processing unit performs a customer-sending fee settlement process based on a piece of settlement information stored in the store information storage unit.

[Claim 7]

The store reservation device according to any of claims 1 to 6, wherein

in response to receiving that one store has been selected from among the list display from the user terminal, the reservation acceptance information extraction unit extracts a piece of reservation acceptance information from a reservation site; and

the reservation processing unit displays reservable reservation content on the user terminal based on the piece of reservation acceptance information extracted by the reservation acceptance information extraction unit.

[Claim 8]

The store reservation device according to claim 7, wherein, when the one store is selected, the reservation processing unit displays the reservable reservation content on the user terminal in a selectable form for each special request excluding the desired reservation date and time and the number of people.

[Claim 9]

A store reservation system comprising a user terminal and a store reservation device performing a process for making a reservation at a store, based on a reservation request list that includes stores where reservation is desired and reservation conditions, which has been accepted from the user terminal, wherein

the user terminal generates a reservation request list that includes one or a plurality of stores where reservation is desired and the reservation conditions, by accepting selection;

the store reservation device comprises:

a store information storage unit storing pieces of store information that include store names, telephone numbers, addresses of reservation sites and pieces of reservation acceptance information;

a reservation acceptance information extraction unit extracting pieces of reservation acceptance information from the reservation sites at predetermined intervals and storing the pieces of reservation acceptance information into the store information storage unit and the pieces of reservation acceptance information comprise an information acquisition date and time in association with date and time, number of people and availability or unavailability of reservation;

a list acceptance unit accepting the reservation request list from the user terminal; and

a reservation processing unit connecting to reservation sites to perform a reservation process in descending order of the stores starting from a store in

the highest place in reservation preference order, and ending the reservation process when a reservation at one store is confirmed.

[Claim 10]

A program causing a computer to function as a store reservation device, the store reservation device comprising:

a store information storage unit storing pieces of store information that include store names, telephone numbers, addresses of reservation sites and pieces of reservation acceptance information;

a reservation acceptance information extraction unit extracting pieces of reservation acceptance information from the reservation sites at predetermined intervals and storing the pieces of reservation acceptance information into the store information storage unit and the pieces of reservation acceptance information comprise an information acquisition date and time in association with the date and time of people and availability or unavailability of reservation;

list acceptance unit accepting a reservation request list that includes one or a plurality of stores where reservation is desired and reservation conditions from the user terminal; and

a reservation processing unit performing a reservation process on reservation sites in descending order of the stores starting from a store in the highest place in reservation preference order, and ending the

reservation process when a reservation at one store is confirmed.

[Claim 11]

The store reservation device according to any of claims 1 to 8, wherein extracting pieces of the reservation acceptance information from the reservation sites at the predetermined intervals is by means of scraping.