Restaurant AI Phone Call-Type Worksheet

One restaurant line can carry three different jobs - a question, a food order and a table reservation - sometimes all in one call. This worksheet maps them: what the caller asks, what the AI does, where the result lands, and which calls still belong to a person. Every row is bilingual: English first, then Chinese.

同一条餐厅线路可以承接三类不同的工作——问询、点餐与订位，有时都在同一通电话里。这份工作表把它们一一对应：来电者问什么、AI
做什么、结果落在哪里，以及哪些电话仍应交由人工。每一行都是中英双语：先英文，后中文。

1. The three call types on one line

	A question	A food order	A table reservation	
What the caller asks	Business hours, address, parking, directions, allergen warnings such as MSG, nuts and gluten, and your license details.	营业时间、地址、停车、交通指引、过敏原提醒（例如味精、坚果、麸质）以及牌照信息。	What to order, in any order, with modifiers, sizes, substitutions and combos.	想吃什么，随意顺序制项、规格、替换与套
What the AI does	Answers it from the information you have configured, on the call itself.	根据你配置好的信息，就在这通电话里回答。	Takes the order on the call, with the modifiers the caller asked for.	在电话里直接接单，包者提出的每一项定制。
Where the result lands	On the call. Nothing waits for the team.	就在电话里解决，不必等团队。	On the kitchen board, together with web and table orders.	进入后厨看板，与网页桌台订单汇在一起。

2. One call, more than one job

The reason a single line beats three separate paths: the caller does not have to start over each time the job changes.

一条线路胜过三条分开流程的原因：每当工作类型变化，来电者不必重新来过。

> One line, three jobs. A caller can ask a restaurant question, place a food order, or reserve a table through the same multilingual AI phone host - the job changes, the line does not.

> 一条线路，三类工作。来电者可以通过同一个多语言 AI
> 接待询问餐厅、下单点餐或订位——工作会变，线路不会变。

> Lao Cai on Marine Drive: pickup orders for dinner are taken and confirmed on the call, and table reservations are booked on the very same line.

> Marine Drive 的老蔡食府：自取晚餐订单在电话里接下并确认，订位也在同一条线路上完成。

> Yuan's Garden in Richmond: table reservations and phone food orders on one line, and every confirmed booking lands on the reservation board instantly, so the host stand always matches the phone.

> 列治文的随園 Yuan's
> Garden：订位与电话点餐共用一条线路，每一笔确认的订位都会即时进入订位看板，前台与电话记录始终一致。

> The caller speaks; there is no button to press. The AI detects the caller's language within a word or two and switches its voice and vocabulary to match - including mid-call, when a Cantonese dish name lands inside an English sentence.

> 来电者开口说话即可，不需要按任何按钮。AI
> 在一两个词之内分辨出语言，并随之切换声音与用词——包括通话中途切换，例如英文句子里夹一个粤语菜名。

3. Calls that still belong to a person

Some calls are not the AI's to finish. Decide which ones those are for your restaurant, and note them here.

有些电话不该由 AI 收尾。请为你的餐厅决定哪些属于这一类，并在此记录。

The caller mentions a food allergy, asks for a private room, or wants a large banquet. At Yuan's Garden in Richmond, the AI hands the call to a human the moment a request is unusual - it does not decide these on its own.

来电者提到食物过敏、询问包厢或大型宴席。在列治文的隨園 Yuan's Garden，一旦请求不寻常，AI 就把电话转给人工——这类事它不自行决定。

The caller asks for a human manager, or the AI's speech confidence falls below its threshold. The front-of-house team is alerted by phone ring or dashboard notification; if the lines are busy, a callback ticket is logged instead.

来电者要求转接人工经理，或 AI 的语音识别把握低于阈值。前厅团队会收到电话振铃或看板通知；若占线，则改为记录一条回电工单。

Which requests belong to a person is set up per restaurant: the AI either hands the call over live or captures the details and flags them for your team, whichever way you want it set up.

哪些请求交由人工，由每家餐厅自行设定：AI 可以当场转接人工，也可以记录细节并标记给团队——按你想要的方式设置即可。

4. Your own line, mapped

Fill this in for your restaurant before you go live. One row per call type. Write what you actually hear, who takes it today, and what you want it to do.

上线前请为你的餐厅填写这张表：每类电话一行，写下你实际听到什么、目前由谁处理，以及你希望它如何被处理。

Call type	What you hear on your line	Who takes it today	What you want it to do
Questions			
Food orders			
Table reservations			
Two jobs in one call			
Calls that need a person			

5. What does not change

Your public phone number stays yours. DineCall provisions a routing number and you set up call forwarding - conditional (when the line is busy or unanswered) or direct.

你的对外电话号码仍然归你使用。鼎呼会开通一个转接号码，由你设置转接规则——可设为占线或未接时转接，也可全部转接。

No hardware is installed in the restaurant, and staff do not have to learn a new system. The kitchen board runs on any web-enabled device.

餐厅现场无需安装硬件，员工也不用学新系统。后厨看板可以跑在任何能上网的设备上。

Configuration and AI training typically take two to three business days: menu digitization, bilingual translation verification and routing tests.

配置与 AI 训练通常需要两到三个工作日：菜单录入、双语译文核对，以及线路测试。

6. Restaurants already running all three on one line

Lao Cai Chinese Cuisine on Marine Drive: the AI answers their line in English and 中文, taking pickup orders and booking table reservations on the same call.

位于 Marine Drive 的老蔡食府 Lao Cai：AI
用英文与中文接听他们的电话——同一通电话既接自取订单，也订桌位。

Yuan's Garden in Richmond: the same AI takes table reservations and phone food orders on one line, with bookings and orders landing on one live board the team watches.

列治文的隨園 Yuan's Garden：同一个 AI
在一条线路上既接订位、也接电话点餐，订位与订单汇入团队监看的一块实时看板上。

King Do Seafood in Surrey: the AI phone host answers their existing line in production, with more than 100 phone orders taken.

Surrey 的京都海鲜酒家 King Do Seafood：AI 电话助手在生产环境接听他们原有的线路，已接下超过 100 笔电话订单。

Sources

来源

The article this worksheet comes from: https://dinecall.ai/en/blog/ai-phone-one-call-three-jobs-restaurants

这份工作表整理自以下文章：https://dinecall.ai/en/blog/ai-phone-one-call-three-jobs-restaurants

The Chinese version of the same article: https://dinecall.ai/zh/blog/ai-phone-one-call-three-jobs-restaurants

同一篇文章的中文版：https://dinecall.ai/zh/blog/ai-phone-one-call-three-jobs-restaurants

A restaurant taking orders and bookings on one line: https://dinecall.ai/en/customers/lao-cai

同一通电话既接订单又接订位的餐厅：https://dinecall.ai/en/customers/lao-cai

A restaurant taking reservations and orders on one line: https://dinecall.ai/en/customers/yuans-garden

同一通电话既接订位又接订单的餐厅：https://dinecall.ai/en/customers/yuans-garden

A restaurant already running the AI phone line in production: https://dinecall.ai/en/customers/king-do-seafood

已在生产环境运行 AI 电话线路的餐厅：https://dinecall.ai/en/customers/king-do-seafood

Summarised from published product behaviour as of 2026-10-28; the pages above are authoritative. The blanks are yours to fill in. Questions about your own setup: hello@dinecall.ai

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