Multi-Location Group Rollout Sheet

For a restaurant group rolling out AI phone answering across more than one location. Left column: what each location keeps to itself. Right column: what the group manages in one place. Every row is bilingual: English first, then Chinese.

适合在多家门店上线 AI 电话接听的餐饮集团。左栏：每家门店自己掌握的部分。右栏：集团统一管理的部分。每一行都是中英双语：先英文，后中文。

1. Each location, and the group

Left column: what stays with each location. Right column: what the group sees and manages together.

左栏：每家门店自己掌握的部分。右栏：集团统一查看与管理的部分。

Its own published phone number. A group does not have to change the numbers already printed on its doors, menus and website.	各门店自己对外公布的电话号码。集团不必更换印在门牌、菜单与网站上的号码。	Its own menu. The AI prices and never offer callers.
One board for the whole group: calls, orders and bookings from every location land on one live board.	整个集团一张看板：所有门店的电话、订单与订位汇到同一张实时看板上。	Each location gets its bookings — while the

2. One line per location

Add a row for each location in this rollout. Write down what is true at that location and anything the group still has to decide.

为这次上线的每家门店加一行：写下该门店的情况，以及集团仍需确定的事项。

Location	Each location runs its own	Notes for this location
Location 1	Own published number, own menu, own AI, own routing	
Location 2	Own published number, own menu, own AI, own routing	
Location 3	Own published number, own menu, own AI, own routing	
Location 4	Own published number, own menu, own AI, own routing	
Location 5	Own published number, own menu, own AI, own routing	

3. The group decisions to settle first

These are the questions that decide whether a multi-location rollout goes smoothly. Tick each one as the group answers it.

下面这些问题决定了多门店上线是否顺畅。集团逐条确认后即可打勾。

- [ ] Which locations are in this rollout, and in what order do they go live?
- [ ] 这次上线包含哪些门店？按什么顺序上线？
- [ ] Who owns the group view of the board, and who owns each location's own board?
- [ ] 谁负责集团看板，谁负责各门店自己的看板？

If a call comes in for one location but is picked up by another, who handles it?

如果一通电话是别家门店的，却被打到本店的线路上，该由谁处理？

Which POS does each location run today, and does each one need its own configuration?

各门店目前用的是哪套 POS？每一家是否需要单独配置？

Who confirms the menu for each location, and who signs off the translations?

每家门店的菜单由谁确认？译文由谁签字？

What is the call-forwarding rule for each location: forward when busy, unanswered or offline, or forward every call?

每家门店的转接规则是什么：占线、未接或离线时转接，还是全部转接？

How does the group read a booking that must be booked ahead, such as a whole roast lamb that needs the oven started early?

需要提前预订的订单（例如需要提前开炉的全羊），集团内部怎么传达？

Who is called when the group asks for a multi-location quote, and where do the answers go?

集团询价时联系谁？答案回给谁？

4. A group already running this

Hao's Restaurant Group is a live multi-location deployment, not a worked example. What the sheet above asks for is what they do today.

郝记餐饮集团是已经上线的多门店部署，不是设想中的例子。上面那张表要填的，正是他们今天在做的事。

Hao's Restaurant Group in Richmond, BC runs three restaurants - Hao's Lamb Restaurant, Royal Beef and Hao's Tapas Kitchen - each with its own phone number, its own menu and its own AI.

位于卑诗省列治文的郝记餐饮集团经营三家餐厅——郝记全羊馆、皇牛家宴、馅食煮艺——每家都有自己的电话号码、自己的菜单和自己的 AI。

The three lines ring at the same time. Calls, orders and bookings from all three rooms land on one live board that the team watches together.

三条线路会同时响起。三家门店的电话、订单与订位汇到同一张实时看板上，由团队一起盯。

Each line is its own restaurant: a caller to one location hears that kitchen's dishes. What the three share is the system behind them and the board the team watches.

每条线路就是各自独立的餐厅：打给哪家，就听到那家的菜。三家共享的是背后的系统，以及团队一起看的那张看板。

No new hardware and nothing for three teams to learn: the same three numbers on the doors, the same three kitchens.

不需要新硬件，三支团队也不用学新东西：门牌上还是那三个号码，厨房还是那三个。

A booking that has to be made ahead is taken like any other - the AI captures the date, time, party size and name, confirms it on the call, and writes it to the board so the kitchen gets the head start.

必须提前预订的订单也照常处理——AI
会记录日期、时间、人数与姓名，在电话里确认，并写入看板，让后厨提前准备。

Configuration and AI training typically take two to three business days, including 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，包括菜单录入、双语翻译核对与线路测试。

Sources

来源

The article this rollout sheet comes from: https://dinecall.ai/en/blog/ai-phone-answering-multi-location-restaurant-groups

这份上线表整理自以下文章：https://dinecall.ai/en/blog/ai-phone-answering-multi-location-restaurant-groups

The Chinese version of the same article: https://dinecall.ai/zh/blog/ai-phone-answering-multi-location-restaurant-groups

同一篇文章的中文版：https://dinecall.ai/zh/blog/ai-phone-answering-multi-location-restaurant-groups

A restaurant group already running this: https://dinecall.ai/en/customers/haos-restaurant-group

已经在这样运行的餐饮集团：https://dinecall.ai/en/customers/haos-restaurant-group

The group's own website: https://www.haoscatering.ca/

该集团自己的网站：https://www.haoscatering.ca/

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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