Restaurant No-Show & Fraud Protection Worksheet

A no-show is not just an empty table. It is the food you prepped, the labor you scheduled, and the guests you turned away. This worksheet is the operator's version of a no-show policy: what the system already knows, how the warning works, the reminders and booking rules behind it, the blacklist decision, the limits worth stating out loud, and a page to write your own policy on. Every row is bilingual: English first, then Chinese.

爽约不只是一张空桌，还包括备好的菜、排好的班，以及被挡在门外的客人。这份工作表是爽约政策的运营版清单：系统已经知道什么、提醒如何运作、背后的提醒与订位规则、黑名单如何决定、哪些边界需要说明，以及一页让你写下自己政策的地方。每一行都是中英双语：先英文，后中文。

1. What the system already knows

Every phone order and every table reservation placed through DineCall is logged by caller phone number.

通过鼎呼接下的每一笔电话点餐与每一笔电话订位，都按来电号码记录在案。

Order and reservation history is held per caller phone number in the restaurant's own dashboard. The restaurant owns its customer data.

订单与订位历史按来电号码保存在餐厅自己的后台里。客户数据归餐厅所有。

Order history and metrics track customer profiles, purchase frequency, lifetime value and individual preferences.

订单历史与经营指标记录客户档案、购买频次、终身价值与个人偏好。

Over time that builds a picture: which numbers confirmed a reservation and never arrived, and which placed orders and never picked them up.

久而久之，系统会形成一张图：哪些号码确认了订位却没有到场，哪些号码下了单却从未取餐。

2. How the warning works

When a phone number with a history of no-shows calls to book a table, the system tags it and staff are warned.

当有爽约历史的号码来电订位时，系统会给它打标签，并提醒员工。

The same applies to callers with a pattern of fraudulent ordering: small orders placed, not picked up, repeated across multiple days.

有欺诈下单规律的来电也一样：小额下单、不取餐、连续多天重复出现。

A flagged booking or order can be held for confirmation before the kitchen acts on it.

被标记的订位或订单可以在厨房开始处理之前，先要求确认。

No-show protection covers phone reservations and phone orders - the channel where a caller can book a table or order food with no commitment.

爽约防护覆盖的是电话订位与电话点餐——也就是来电者可以毫无承诺地订一张桌、点一份餐的那个渠道。

The system flags a pattern - it does not make the final call. Staff see the history and decide how to handle each booking.

系统只标记规律，不做最终裁决。员工能看到历史，并由他们决定如何处理每一次订位。

3. Reminders, grace periods and booking rules

Automated reservation reminders go out ahead of the booking to confirm the party is still coming.

系统可以在订位之前自动发出提醒，确认这一桌是否还会到。

Late-arrival grace periods are configurable. If a party arrives after the grace window, the table can be released without a confrontation and the next seating goes in on time.

迟到宽限期可以自行设定。若客人超出宽限期才到，这张桌可以释放而不必起冲突，下一桌也能按时入座。

Booking policies are configurable too: booking horizon, minimum notice, maximum party size, active-booking limits per phone number, table-lock duration, last seating, slot size, and dining durations by party size.

订位规则同样可设定：可订时间范围、最晚提前量、最大人数、每个号码的在订上限、锁桌时长、末单时段、时段容量，以及按人数计算的用餐时长。

Phone bookings appear immediately in the live reservation board. Staff can create bookings, seat guests, reassign tables, complete a visit, or cancel a reservation.

电话订位会立即出现在实时订位看板上。员工可以新建订位、安排入座、换桌、完成一桌，或取消订位。

4. The blacklist decision

For repeat offenders - callers who have cost the restaurant more than once - the restaurant can apply blacklist restrictions.

对于屡次给餐厅造成损失的来电者（尤其是多次爽约的人），餐厅可以施加黑名单限制。

The decision is the restaurant's. The tool makes it possible; it does not make the call.

决定权在餐厅。工具只是让这件事做得到，并不替你做决定。

A blacklisted number can be unblocked by staff at any time. The blacklist is a tool, not an automated decision.

被列入黑名单的号码，员工随时可以解除。黑名单是工具，不是自动裁决。

5. What this does not do

No-show protection does not predict cancellations. It acts on what has already happened: a pattern of non-arrival.

爽约防护不会预测取消。它只针对已经发生的事：持续不到店的规律。

A first-time caller with no history gets the full service - no friction. The friction is reserved for the people who have already cost the restaurant.

没有历史记录的首次来电者得到完整服务，不会被增加任何阻力。阻力只留给已经让餐厅付出代价的人。

A first no-show gets a reminder; a pattern gets a confirmation step. Staff see the history and decide how to handle each booking.

第一次爽约得到一次提醒；形成规律后进入确认环节。员工能看到历史，并决定如何处理每一次订位。

6. Write your own policy down

The tool flags a pattern; the policy is yours. Fill in the six settings below, so the floor knows what happens when a flagged number calls.

工具负责标记规律，政策由你决定。把下面六项填写清楚，让前场员工知道被标记的来电打进来时该怎么处理。

Setting	What you write in	谁负责 / Who decides
Late-arrival grace period / 迟到宽限期		

Reminder lead time / 提醒提前时间	
When a booking needs confirmation / 何时需要确认	
Who reviews a flagged caller / 谁审阅被标记来电	
Blacklist sign-off / 黑名单审批	
Staff unblock authority / 员工解除权限	

Sources

来源

The article this worksheet comes from: https://dinecall.ai/en/blog/ai-phone-no-show-protection

这份工作表整理自以下文章：https://dinecall.ai/en/blog/ai-phone-no-show-protection

The Chinese version of the same article: https://dinecall.ai/zh/blog/ai-phone-no-show-protection

同一篇文章的中文版：https://dinecall.ai/zh/blog/ai-phone-no-show-protection

Summarised from published product behaviour as of 2026-10-29; the pages above are authoritative. The blanks are yours to fill in. Questions about your own setup: hello@dinecall.ai

以上内容依据截至 2026-10-29 公开的产品行为整理，以上页面为准。表格中的空格由你自行填写。关于你自己的配置：hello@dinecall.ai

© 2026 DineCall AI Inc.