Restaurant Owner Dashboard Review Sheet

What to look at on your AI phone line every week and every month. Print one sheet per manager, fill it in from the owner dashboard, and decide what changes next. Every row is bilingual: English first, then Chinese.

每周、每月该在 AI 电话线路的后台看什么。每位负责人打印一份，从管理后台填写，再决定下一步要改什么。每一行都是中英双语：先英文，后中文。

1. What the owner dashboard holds

This sheet is for after go-live. Everything below is recorded for your restaurant.

这份表用于上线之后。以下内容都是为你的餐厅记录的。

Customer profiles for your callers — purchase frequency, lifetime value and individual preferences	来电客户档案——购买频次、终身价值与个人偏好
Daily and weekly performance indicators: popular dishes, peak ordering times, average order values and kitchen preparation latency	每日与每周的经营指标：热门菜品、下单高峰时段、平均客单价与厨房出餐时长
Returning callers recognised by phone number, greeted by name, with their previous orders recalled	按号码识别回头客，叫出名字，并调出其历史订单
Repeat no-shows and fraudulent ordering tagged and flagged to staff, with blacklist restrictions available	多次爽约与恶意点单会被标记并提醒员工，可对号码进行拉黑限制
Guest follow-up: reservation reminders, late-arrival grace periods and no-show protection	客人跟进：订位提醒、迟到宽限期与防爽约保护
A live reservation board — phone bookings appear immediately, and staff can create bookings, seat guests, reassign tables, complete a visit or cancel a reservation	实时订位看板——电话订位立即出现，员工可建单、安排入座、换桌、完成用餐或取消预订
Handoff alerts: when the AI is not confident, or a caller asks for a manager, front-of-house is alerted by phone ring or dashboard notification, and a call-back ticket is logged if the lines are busy	转人工提醒：AI 没有把握、或来电者要求找经理时，前台会收到电话振铃或后台通知；若占线，则记录一条回电工单
Standardised JSON payloads delivered by webhook on order events, for a point-of-sale system or a custom dashboard	每个订单事件通过 webhook 推送标准化 JSON 数据，可接入 POS 或自有看板

2. The weekly review

Run this once a week. The blanks are for the numbers you read off the dashboard.

每周做一次。表格中的空格留给你从后台读到的数字。

Popular dishes this week — which items moved, and which did not	本周热门菜品——哪些卖动了，哪些没有
Peak ordering times — which window needs more prep before it	下单高峰时段——哪一段需要提前备货

Average order value — up, down, or flat against last week	
平均客单价——与上周相比是升、降还是持平	
Kitchen preparation latency — which items take longest	
厨房出餐时长——哪些菜最慢	
Handoff alerts and call-back tickets — who picked each one up	
转人工提醒与回电工单——每一条由谁处理	
No-show and fraud flags on caller profiles — which need a decision	
客户档案上的爽约与欺诈标记——哪些需要处理	
Reservation reminders and grace-period messages — sent for which bookings	
订位提醒与迟到宽限提示——哪些预订发出了	
The reservation board — bookings completed, cancelled, tables reassigned	
订位看板——已完成的、已取消的、换过桌的预订	
Recognised regulars — who ordered "the usual"	
被认出的回头客——谁点了“老样子”	

3. The monthly sheet

Fill the first two columns from the dashboard, then decide the one change you will make and who owns it.

前两列从后台填写，然后定下这个月要做的那个改动，以及由谁负责。

Popular dish of the month	_____	_____
本月最畅销的菜品	_____	_____
Peak ordering window	_____	_____
下单高峰时段	_____	_____
Average order value	_____	_____
平均客单价	_____	_____
Kitchen preparation latency	_____	_____
厨房出餐时长	_____	_____
One change you will make next month	_____	_____
下个月要做的一个改动	_____	_____
Who owns that change	_____	_____
由谁负责这个改动	_____	_____

4. Your data, and what happens when the AI is unsure

The customer records in the dashboard belong to your restaurant. Card data is never seen or stored on DineCall servers — payments run through PCI-DSS compliant gateways — and call recordings are encrypted at rest and in transit. When the AI is not confident, it hands the call to a person rather than guessing: front-of-house is alerted by phone ring or dashboard notification, and a call-back ticket is logged if the lines are busy.

后台里的客户记录归你的餐厅所有。DineCall 服务器从不查看或存储卡数据——支付通过符合 PCI-DSS 的网关完成——通话录音在静态存储与传输过程中均加密。AI 没有把握时，它会转交人工而不是猜测：前台会收到电话振铃或后台通知；若占线，则记录一条回电工单。

Sources

来源

The article this review sheet comes from: https://dinecall.ai/en/blog/ai-phone-crm-intelligence-restaurant-owner-dashboard

这份复盘表整理自以下文章：https://dinecall.ai/en/blog/ai-phone-crm-intelligence-restaurant-owner-dashboard

The Chinese version of the same article: https://dinecall.ai/zh/blog/ai-phone-crm-intelligence-restaurant-owner-dashboard

同一篇文章的中文版：https://dinecall.ai/zh/blog/ai-phone-crm-intelligence-restaurant-owner-dashboard

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

以上内容依据截至 2026-10-28 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.