

CASE STUDY

# The Smart Restaurant Operator

How we eliminated missed orders and peak-hour chaos with an AI-powered system — increasing captured orders by 20%.

01 THE CHALLENGE

## Peak Hours Lost Revenue

During high-demand periods, the restaurant's operations broke down under pressure. Staff were overwhelmed handling both in-store customers and incoming calls, leading to missed opportunities and poor service.



### Missed Calls & Orders

High call volumes resulted in unanswered calls, directly leading to lost revenue and dissatisfied customers.



### Overloaded Staff

Employees struggled to balance front-of-house operations with phone orders, reducing efficiency and increasing stress.



### Inventory Blind Spots

Lack of real-time visibility caused frequent stockouts, disrupting order fulfillment and menu availability.

02 THE SOLUTION

## Two AI Systems One Seamless Operation

01 Voice AI Agent

Claude + Voice AI

AI-powered voice system that answers every incoming call, takes orders accurately, and sends them directly to the kitchen system in real time.

02 Predictive Inventory Agent

Real-time Monitoring

Continuously monitors stock levels and predicts shortages before they occur, ensuring uninterrupted service.

03 TRANSFORMATION

## Before vs After

ORDER	TABLE	STATUS	SERVER
#ORD-8841	T-07	MISSED CALL	—
#ORD-8842	T-12	ON HOLD	Rita (busy)
#ORD-8843	T-03	STOCK ERROR	Mike
#ORD-8844	T-09	PENDING	unassigned

14 calls missed during peak hour  
Manual review required • Staff overloaded

WAIT TIME	INVENTORY	ORDERS LOST	REVENUE IMPACT
~28 min	Unknown	17	-\$2,140

CALLS ANSWERED	AVG RESPONSE	ORDERS ROUTED	ERRORS
156/156	1.2s	243	0

ORDER	TABLE	STATUS	ETA
#ORD-8841	T-07	✓ Sent to kitchen	12 min
#ORD-8842	T-12	✓ Auto-confirmed	8 min
#ORD-8843	T-03	⚠ Substitution sent	15 min
#ORD-8844	T-09	✓ In preparation	6 min

All 243 orders processed • 0 missed • Inventory healthy  
Proactive alerts active • 3 low-stock items auto-reordered

Manual Operations

- Missed Orders**  
Unanswered calls during peak hours leading to lost revenue.
- Staff Overload**  
Employees juggling calls and in-store service simultaneously.
- Long Wait Times**  
Customers placed on hold, creating poor experience.
- Inventory Gaps**  
Stockouts occurring without prior visibility or alerts.

AI-Powered System

- Zero Missed Calls**  
Every incoming call answered instantly, even during rush hours.
- Automated Order Flow**  
Orders captured and sent directly to kitchen systems.
- Instant Response**  
No hold times, improving customer satisfaction.
- Proactive Alerts**  
Real-time inventory tracking prevents stockouts.

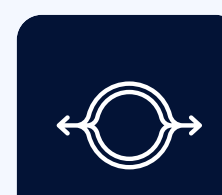
04 SCALABILITY

## Built to Handle Peak Pressure



### 24/7 Availability

Always active — no missed calls, even after hours.



### Hundreds Simultaneously

Processes multiple incoming calls and orders at once without delay.



### Consistent Accuracy

Maintains order precision regardless of demand spikes.



### Multi-Location Scaling

Easily deployable across multiple outlets or franchise locations.



⚡ Whether handling weekday rush or weekend surge — performance remains consistent and reliable.

05 RESULTS

## Measurable Impact, Immediate Gains



20%

INCREASE

In captured orders — eliminating missed revenue opportunities

30%

ACCURACY

Improved inventory accuracy, reducing waste and stockouts.

100%

CALL HANDLING

All incoming calls answered with zero missed orders.

NEXT STEPS

## Your Restaurant could be next

See how VRtek's AI systems can streamline operations, capture more revenue, and transform customer experience.