FREE ONE-PAGE KIT

Test an AI phone-ordering tool before you pay for one

An AI phone-ordering tool takes food orders by phone. Before you pay, ask 12 questions, place 7 test orders, and try it during a slow shift for 7 days.

1. Ask the maker (12 questions)

1. What does it cost each month? Is there also a fee for each order?
2. Does the order go straight into my point-of-sale system? Which ones work?
3. If it does not go into my system, how does the order reach my kitchen?
4. How do I change the menu and mark an item sold out?
5. How does it handle changes like "no onions" or "extra sauce"?
6. What does it do when a caller asks about ingredients, like nuts?
7. Does it take payment by phone, or does the customer pay at pickup?
8. When does it pass a call to a person, like a big party order or an upset caller?
9. What does it do on a very busy night when many calls come at once?
10. Can I hear the calls and read the orders?
11. What happens when an order is wrong? Who pays for the food?
12. Is there a contract? How do I cancel? What happens to my phone number?

2. Place 7 test orders

Call your own number and order like a real customer. Check the ticket in your kitchen each time.

1. Order 1: a plain order of two items.
2. Order 2: add changes, like no cheese and extra sauce.
3. Order 3: ask for an item you have marked sold out.
4. Order 4: ask an ingredient question. Does it guess, or pass you to a person?
5. Order 5: change your mind halfway through.
6. Order 6: call with the radio on, or from a loud room.
7. Order 7: ask for a big order for 20 people. Does it pass you to a person?

3. Your 7-day trial plan

Day 1	For one shift, count how many calls you miss or put on hold. Write the number down.
Day 2	Ask the questions. Get the price in writing. Load your menu.
Day 3	Place the 7 test orders. Check each kitchen ticket.
Day 4	Fix the menu and the sold-out items. Run Orders 2 and 3 again.
Day 5	Turn it on for a slow shift only, with a person ready to jump in.
Day 6	Check every real order against what the customer wanted. Note mistakes.
Day 7	Compare calls missed and orders wrong to Day 1. Keep it, change it, or cancel.

4. Red flags: walk away if you see these

- Orders arrive only by email and are easy to miss.
- No way to pass a call to a person.
- It guesses on ingredient questions.
- You cannot hear the calls.
- You pay for wrong orders and there is no policy.
- They want to move your phone number before you have seen it work.

Tools in our directory for this job

- Certus AI Restaurant Phone Orders
- Loman AI Restaurant Phone Answering
- Maple AI Phone Orders
- Maple

Best lists: AI phone ordering for restaurants. All free kits: busyworkbots.com/test-kits/

Not sure which tool fits? Take the Free Busywork Audit or book a Free Profit Leak Check (TimeGentic runs BusyWorkBots, so this is our own service). We do not test every tool. Prices change; check each maker's site.