



AI WHATSAPP ASSISTANT FOR RESTAURANTS

Your tables. Always filling.

The one who answers every guest, every time.

Reservations, takeaway orders, waitlists, allergy questions and review follow-ups, all handled in Arabic and English, 24 hours a day, on the WhatsApp number your guests already message. Voice AI on your landline available as an add-on.

BUILT FOR RESTAURANTS, CAFÉS & GROUPS

24/7 on WhatsApp Business

Arabic (incl. Lebanese) + English

Understands guests' voice notes

POS, reservations & delivery integrated

Live in 2 to 4 weeks

Optional: voice line add-on on your landline

MSPE

AI assistants for restaurants
Baabda, Lebanon · mspe.pro

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12 things it handles inside your restaurant

Every one of these runs on your existing WhatsApp Business number. No app for guests to download. Integrates with your POS, reservation system and delivery stack.

01

Reservations, 24/7

Tables booked instantly from your live table map, in Arabic or English. Confirmation goes out with the address pin, dress code and parking info. No missed covers.

03

Waitlist management

Friday night full? The assistant adds walk-ins to the waitlist, quotes a realistic wait time, and messages them the moment a table opens. They go for a drink next door, not to a competitor.

05

Group bookings & events

Corporate dinners, birthdays and engagements qualified by size, date, budget and dietary mix, then routed to your events manager with a callback booked. No more hour-long vague calls.

07

Delivery coordination

"Where is my order?" answered instantly from your tracker. For late orders, the assistant automatically offers a drink voucher before the complaint hits a review site.

09

Loyalty & regulars

Recognises returning numbers: "Welcome back, Mr. Rahbani, your usual table at 8?" Remembers birthdays, anniversaries, dietary needs and favourite dishes.

11

Hours, location & parking

The questions eating 40% of your reception time, answered in three seconds. Map pin, parking info, kids policy, on demand, at any hour.

02

Takeaway & delivery orders

Full orders captured end to end: items, modifiers, address, payment, ETA. Lands directly in your POS or kitchen printer. Staff stay on the floor.

04

Menu & allergy questions

"Do you have gluten-free?" "Is the beef halal?" "What is vegan here?" answered instantly, accurately, from your live menu and allergen table. Critical for allergen liability.

06

Cancellations & no-shows

A 7:45 PM cancellation for an 8 PM table automatically offers the slot to the top of the waitlist. No-shows get polite follow-ups and a charge where your policy allows.

08

Review generation & crisis control

Automated check-in 90 minutes after the bill. Happy guests get a one-tap Google review link. Unhappy ones are routed privately to the owner, before they post a one-star.

10

WhatsApp marketing broadcasts

Daily specials, iftar menus, Christmas packages, Sunday brunch: segmented to the right crowd, not spam. Polite opt-outs. Sent when your audience actually reads.

12

Vendor & staff call screening

Supplier pitches, appliance service, job applications: captured, screened, and routed to the right manager instead of interrupting a dinner rush.



A day inside your restaurant, with it on duty

This is what the service actually looks like once it is live.

11:30

LUNCH RUSH

8 reservation calls at once

Office crowd booking the 1 PM lunch seating. The assistant takes all 8 reservations in parallel, confirms each over WhatsApp with the Maps pin. Your hostess serves the walk-ins at the door instead of handling the phone.

14:15

ALLERGEN

"Does the kibbeh have pine nuts? My daughter is allergic."

Checked against your allergen table, confirmed yes, with three safe alternatives suggested. No improvisation from a junior hostess, no risk of a serious incident.

16:45

ENQUIRY

Corporate 40-person year-end dinner

Qualified in 4 minutes: date, budget range, dietary mix (3 vegan, 2 gluten-free), private room request. Callback booked to your events manager for Wednesday 10 AM.

19:30

FRIDAY SERVICE

Waitlist auto-fills a cancellation

A table of 4 cancels last minute. The assistant offers the slot to the top of the waitlist, gets a yes in 90 seconds, confirms the cover. Revenue protected.

20:00

ORDER

Delivery order over WhatsApp

A regular messages "same as last Thursday with extra garlic sauce". The assistant pulls the history, confirms the items, captures the address and pushes the order to the POS. In the kitchen in 90 seconds, no phone staff touched it.

22:45

REVIEW

Intercepted before it goes public

Diner reports a cold starter when the check-in message lands. The assistant apologises, offers a complimentary dessert on her next visit, and routes the detail to the owner's inbox. A one-star review prevented.

02:30

LATE NIGHT

Sunday brunch for 6, booked at 2:30 AM

A tourist messages at 2:30 AM about Sunday brunch. Slot confirmed, brunch menu sent, 50% deposit captured on the private area. A full party secured while the city sleeps.



What your restaurant gets

The assistant

- ✓ **Your own assistant**, trained on your menus, allergens, table map, policies and tone. Not a generic bot.
- ✓ **WhatsApp Business number** (new or your existing one), plus optional website chat and Instagram DM.
- ✓ **Arabic & English by default**, including Lebanese dialect and guests' voice notes. French on request for upscale venues.
- ✓ **Integrated with your stack**: POS (Lightspeed, Micros), reservations (OpenTable, Resy), delivery (Toters, in-house drivers).
- ✓ **Human hand-off built in**. Complaints, VIP guests and special requests go to your named manager, never a dead end.

The service around it

- ✓ **Weekly report**: reservations, missed covers avoided, orders captured, complaints routed, satisfaction pulse.
- ✓ **Continuous tuning**: every unanswered question becomes an answer the following week.
- ✓ **Full transcript archive** for dispute review and food-safety compliance.
- ✓ **Waitlist automation**: every cancelled table automatically offered to the next in line, in real time.
- ✓ **Named Lebanese support**: you call people you have met, in your time zone.

Built to work with your team, not around them

Your manager, your head of front-of-house and your POS vendor stay in charge. We bring one service and plug it in where they tell us to.

Nothing to install

No new hardware, no server in the restaurant, no software on staff machines.

Your existing systems approve the access

POS and reservation read access on the fields you choose, revocable at any time.

We carry the running of it

Hosting, updates, monitoring and backups of the assistant are ours, not another job on your shift list.

Voice optional

The core is WhatsApp messages. If you want it answering your landline too, voice AI is a separate, opt-in add-on.

Investment

One-time build fee plus a flat monthly service fee, priced against what one hostess or phone operator FTE costs you every month. Nothing is metered, so a holiday surge does not produce a surprise bill. Exact quote after the 15-minute discovery call. We measure bookings captured on *your* numbers after 30 days and show you the report.

NEXT STEP · 15 MINUTES

See it book a real table.

Book a short demo. Your assistant will book a real reservation, capture a mock delivery order and respond to an allergen question, end to end, in front of you. No slides, no commitment, and you will know within fifteen minutes whether this fits your restaurant.

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