CORKS OUT

How Corks Out handles table bookings and guest questions on WhatsApp

Corks Out is a wine bar and chargrill restaurant in Malaysia. Guests used to call or send a WhatsApp message to book, and staff wrote the details down by hand. Now chatavocado answers guests on WhatsApp, takes their table bookings and passes the requests that need a person to the team.

70–80%
of guest replies handled by AI, by the team's estimate

2,258
guest chats across 3 outlets in September 2026

88%
of those chats needed no reply from staff

How it worked before

Bookings and questions came in by phone and on WhatsApp, and the team handled each one manually.

- Guests called the restaurant or sent a WhatsApp message to ask about a table.
- Staff wrote booking details down by hand, or the outlet manager took the call and recorded it.
- Floor staff kept checking the phone in case a guest's message had been missed.

> **“Before we used AI, we did it in a fairly old-fashioned way.”**
>
> Corks Out team

What chatavocado does at Corks Out

Each outlet has its own WhatsApp number and assistant, which answers from that outlet's menus, opening hours and booking rules. It takes table bookings and saves them to the outlet's reservation list, collects the details for event enquiries, and sends a reminder the day before each booking. Deposits, complaints and anything it can't answer go to the team.

HOW IT WORKS NOW

What guests send, and what happens next

A booking is saved only after the guest confirms it. Anything that needs a person goes to the team.

1. A weeknight table

Hi, can I book a table for 4 this Thursday at 7.30pm? Name's Marcus, just dinner with friends 10:14

Hi Marcus, Welcome to Corks Out.

Here's what I have collected:
Name: Marcus
Contact Number: 012-xxx xxxx
No. of Pax: 4
Date of Booking: Thursday, 14 Jan
Time of Booking: 7:30 PM
Type of occasion: Dinner with friends
Remarks / Pre Order: None

Please confirm or correct these details. 10:14

Yes that's right 10:15

Your table is confirmed for 4 on Thursday, 14 Jan at 7:30 PM. We look forward to having you at Corks Out 🥂. 10:15

Then the booking appears on the outlet's reservation list as Booked, and a reminder is scheduled for the day before.

2. A weekend birthday dinner

Do you have space Saturday night for 6? It's my wife's birthday 21:02

For dinner reservation, we have:
1st session: 5:00 PM - 7:30 PM
2nd session: 8:00 PM - 12:00 midnight

Please let us know which session you would like to reserve. 21:02

2nd session please 21:04

Name, contact and summary confirmed

Your table is confirmed for 6 on Saturday, 16 Jan at 8:00 PM 🥂. We've noted your celebration: birthday. Our team will review this and get back to you on what's possible. 21:06

Then the booking is saved with the birthday note, and the team decides what they can arrange for the table.

3. A menu question that turns into a booking

What's in the weekend set lunch? 11:30

Hi Aisyah, Welcome to Corks Out.

Weekend Set Lunch
Three courses with a main from the grill.
Pre-order: Not required
Availability: Sat and Sun, 12pm - 3pm
[Link to the set lunch menu]

Would you like to book a table with us? 11:30

Yes, this Sunday 1pm for 2 11:33

Thank you for your inquiry! 🔥🍷 Please share the following for your reservation:
Name: Aisyah
Contact: 017-xxx xxxx
No. of pax: 2
Date of Booking: Sunday, 17 Jan
Time of Booking: 1:00 PM
Type of occasion:
Remarks / Pre Order: Selected menu: Weekend Set Lunch 11:33

Then the set lunch is already in the booking, so the guest doesn't type it again.

4. A company dinner enquiry

Hi, we're planning a company dinner in December for around 30 people. Can you host us? 15:48

Hi, Welcome to Corks Out.

Sure, we can help with that. May I know which date you'd like to reserve? 15:48

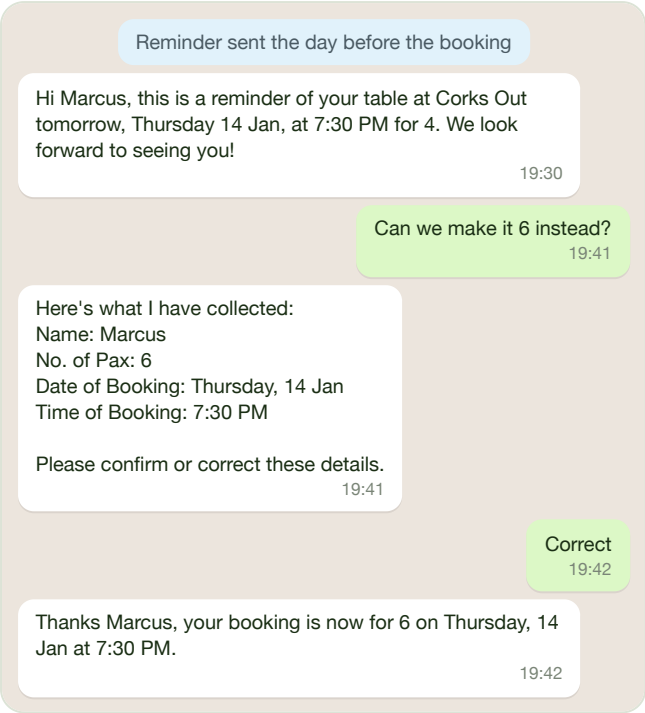
Friday 11 Dec, 7pm 15:52

Name, contact, guests and occasion collected, summary confirmed

Thanks for the details. Our team will take it from here and get in touch with you soon 😊. 15:56

Then the chat goes to the team tagged as an event booking, and staff confirm the date, menu and pricing with the guest.

5. A reminder, then a change



Then the same booking is updated rather than a new one added, and the team sees the chat tagged as a reservation change.

How it's set up

- Each outlet has its own WhatsApp number and assistant, working from that outlet's menus, opening hours and booking rules.
- It checks the date and time against fully booked dates and opening hours before asking for anyone's details.
- On weekend nights, dinner is booked in fixed sessions and the guest picks one.
- Birthdays and special requests are noted for the team to review. It doesn't promise them.
- Deposits, events, changes, cancellations and complaints go to staff with a tag, so the team knows what each chat needs.
- A review request goes out the day after the visit, once staff mark the guest as dined in.

The result

Corks Out estimates that AI now handles 70 to 80% of guest replies. In September 2026, 1,994 of the 2,258 guest chats across its three outlets were answered without a staff member replying in the chat. Guests get answers about menus, opening hours and bookings on WhatsApp, and the team picks up the chats that need a person. Floor staff spend less time checking the phone and more time on the guests in front of them.

> **“At least our floor staff can focus more on service, maybe food knowledge, wine knowledge, instead of having to keep watching the phone every time, checking whether any customer message got missed.”**
>
> Corks Out team

Still writing bookings down by hand?

Bring your menu, opening hours and the questions guests ask most to a demo. We'll show you how bookings and common questions could be answered on WhatsApp, and which requests should still go to your staff.

Book a demo at chatavocado.ai