



DineAmic Hospitality Transforms Guest Experience and Captures \$105k+ in Reservations With Voice AI

About DineAmic Hospitality

DineAmic Hospitality is a Chicago-based restaurant group founded by partners Luke Stioff and David Rekhson. It's known for trend-forward dining experiences and high-touch hospitality and boasts a diverse portfolio of vibrant, reservation-heavy restaurants like Prime & Provisions, Bar Siena, and Lyra. With a reputation built on exceptional guest experiences, DineAmic knew that delivering consistently at every guest touchpoint—including over the phone—was critical to long-term success.

Challenge

In hospitality, every guest interaction matters, even ones that don't happen face-to-face. For DineAmic, unanswered phone calls during peak hours meant more than missed connections—they meant lost revenue, overburdened hosts, and missed opportunities to deliver standout service.

"We noticed we were missing over half a million calls a year," said Alexios Milioulis, VP of Marketing at DineAmic Hospitality. "We were trying to really solve the issue of missed guest connections and calls going unanswered during peak hours. We wanted a way to streamline front-of-house operations while still delivering a high-touch guest experience."

DineAmic explored solutions, such as implementing a call center. But that meant a lengthy, complicated implementation process and high operational costs. For a hospitality group of DineAmic's scale, a call center solution would've cost upwards of \$200,000 a year to maintain.

They looked into alternative voice AI solutions as well, but according to Alexios, choosing one with an OpenTable integration was a clear must-have. "The Slang AI integration with OpenTable felt like the only solution that maintained brand integrity while actually reducing the workload on the OpenTable front," Alexios said.



\$105K+
in revenue from
reservations
captured by
voice



10X+
ROI from
increased covers
and labor savings



750+
hours of phone
calls handled
by Slang AI

“ Slang AI gives us peace of mind.

We know that even during off-hours, we aren't missing those guests who called looking for a reservation.”

— Alexios Milioulis
VP of Marketing, DineAmic Hospitality



Solution

Slang AI was a perfect fit for DineAmic's needs. Through Slang AI's seamless integration with OpenTable, DineAmic was not only able to answer repetitive guest inquiries—it could also book and modify reservations in real time. “The OpenTable sync was a game-changer. Guests weren't just calling to ask about availability anymore, they were actually booking. That's where the value really compounded,” Alexios said. And unlike human staff, Slang AI never sleeps—handling guest calls 24/7, scaling effortlessly across locations, and generating after-hours bookings. In fact, **a whopping 31%** of DineAmic's reservations were booked via Slang after business hours, meaning these were reservations DineAmic would've missed without Slang AI.

Slang AI handled over 30,000 calls for DineAmic in just a little over two months, and has driven 10X ROI through increased covers and by saving staff from 750 hours answering calls without it. Going deeper reveals that in just one month, **reservations captured via Slang AI yielded more than \$105k+ in revenue** for DineAmic. And while restaurant covers remain on the decline year-over-year across Chicago, DineAmic has managed to increase its phone-based reservations while elevating the guest experience and reducing staff strain.

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Results

In just two and a half months, DineAmic saw an immediate, measurable impact:

\$105K

in one month in revenue from reservations captured with AI

1,089

reservations booked directly by Slang AI

341

of reservations booked after-hours

750+

hours of phone calls handled by the AI assistant

Over 30k+

total calls managed to date

877

coinciding calls answered

98%

caller satisfaction score

\$213k/year

saved compared to a traditional call center

10X+ ROI

between increased covers and labor savings