

Greetings and Basic Interaction

1. "Welcome to Chaen Tea, how may I assist you today?"
2. "Is this your first time visiting us?"
3. "Would you like some help understanding our menu?"

Explaining Menu and Products

4. "Our matcha is a finely ground powder made from specially grown and processed green tea leaves."
5. "We offer ceremonial grade for traditional tea preparation and culinary grade for cooking and baking."
6. "If you prefer a smoother taste, I recommend our ceremonial grade matcha."

Taking Orders

7. "What would you like to order?"
8. "So, that's one ceremonial grade matcha and one matcha cheesecake, correct?" (*confirming the order*)
9. "Would you like to try any of our matcha-infused pastries or desserts?" (*offering add-ons*)

Handling Payments and Feedback

10. "Your total is _____. How would you like to pay?"
11. "We'd love to hear your thoughts on our matcha. Please feel free to share your feedback!"

Addressing Concerns or Complaints

12. "I'm sorry to hear that. Let me see how I can make this right for you."
13. "Would you like to try a different variety of matcha instead?"

Farewells

14. "Thank you for visiting Chaen Tea. We hope to see you again soon!"
15. "Please come back to try our new seasonal specials!"

Emergency or Assistance

16. "Is there anything else I can assist you with?"
17. "The restrooms are (direction). The exit is (direction)."

