

Chatbot: Hello, Welcome to Mariam's Kitchen! How may I assist you?

A la Carte

Catering

Complaint

Consulation

FAQs

User: "Selects **Catering**"

Chatbot: Redirects users to fill the catering Form

Chatbot; Hello, Welcome to Mariam's Kitchen! How may I assist you? please select the following categories A la Carte / Catering

User: **A la carte**

Chatbot: What would you like to order?

User: Jollof rice and fish with Zobo

Chatbot: Please click on this link to order your meal

Chatbot: Welcome! What can I help you order today?

User: I'd like to have peppered soft chicken, Asaro, and plantain.

Chatbot: Great choice! Anything else you'd like to add to your order?

User: Yes, please add Zobo as well.

Chatbot: Noted! Let me confirm your order. Here's the list of all the meals ordered:

peppered soft chicken, Asaro, plantain, and Zobo. Is that correct?

User: Yes, that's correct.

Chatbot: Perfect! Thank you for confirming your order. The total amount comes to \$xxx. Will you be paying with cash or card?

User: Card, please.

Chatbot: Great! Please click on this link to make the payment.

Thank you for choosing Mariam's Kitchen! Your order has been confirmed

User: I would like to order Fufu and bitter leave soup

Chatbot: Sorry! This meal is currently not available

Commented [EU1]: Do you think we need to ask the user what they want to order only to redirect them to the ordering form?

Commented [EU2R1]: @Moyo Ibitoye

Commented [MI3R1]: @Emmanuel Uchenna There are various ways to ask the questions, depending on the capabilities of the chatbot you are creating. you can find another scenario highlighted in the document.

Commented [SL4R1]: @Emmanuel Uchenna This should simple go directly to the ordering form or does the Chatbot have the capability for this?

Commented [EU5R1]: I can do something like this:

When the chatbot asks the user what they want to order, user types in something, say "Jollof rice", then the chatbot will provide a link for the user that will take them directly to the page for "Jollof rice"

This is feasible.

Commented [SL6R1]: Okay Then

Commented [SL7]: @Emmanuel Uchenna I don't believe that this scenario is possible Please confirm

Commented [EU8R7]: This is not possible.

@Segun Lawal

Commented [EU9]: Is fufu not available or is it a sample response? @Moyo Ibitoye

Commented [MI10R9]: @Emmanuel Uchenna This is a sample response. Mariam will have to confirm if it is.

Commented [SL11R9]: @Emmanuel Uchenna is the Chat bot able to detect what's available?

Commented [SL12R9]: If this is not possible, then it should go to straight to the ordering form.

Commented [EU13R9]: Yes, based on the available menu, I will set it and feed the chatbot so it knows what is available.

If something is not available, then it would ask the customer to use the Ordering Form

Commented [SL14R9]: Alright

Make a complaint

User: When users click on the complaint box

Chatbot: I apologize for any inconvenience. Please send your complaint to eat@mariamskitchen.nyc, and we will address it promptly.

CONSULTATION

User: When users select "Consultation"

Chatbot: Please click the [link to book a consultation](#)

Commented [EU15]: @Moyo Ibitoye , please remind Mariam again of her Google consultation link.

We talked about that on our call the last time.

Thank you.

Commented [SL16R15]: @Emmanuel Uchenna I will be taking care of this

FAQS

User: Can I get a list of your Menu/ Can you provide a customized menu for my event

Chatbot: Please click the link to download the menu / Yes, we can

User: Can I get a contact to reach you?

Chatbot: 475-289-6039 / send email to eat@mariamskitchen.nyc

User: Where is your location

Chatbot: Mariam's Kitchen is located at 598, Throop Avenue Brooklyn, NY.

User: Are you located in New York? Yes/No

If No: Where are you located – "States option"

User: Do you offer buffet-style setups or plated meals?

Commented [EU17]: @Moyo Ibitoye , I may need a bit clarity here

Commented [SL18R17]: @Emmanuel Uchenna What do you mean, please be specific

Chatbot: Yes, we offer/ Yes, we do

User: What are your restaurant's hours of operation?

Chatbot:

User: What are the prices of your dishes?

Chatbot:

User: What payment methods do you accept?

Chatbot:

User: Can I request additional condiments?

Chatbot:

User: What are your opening hours?

Chatbot:

User: What types of cuisine do you specialize in?

Chatbot:

User: Do you offer Pick-up and delivery service?

Chatbot: Yes, we do/ we offer only pick up services

User: Are there any additional fees or charges that I should be aware of

Chatbot:

User: Do you offer catering services?

Chatbot: Yes! We do weddings, parties, and private events. The minimum for a catering order is \$250. Email us at eat@mariamskitchen.nyc to place your order.

Chatbot: What kind of catering service do you require? ((Indoor/Outdoor)

User:

User: What is your cancellation policy for catering orders?

Chatbot:

User: How do I make payment for the catering services?

Chatbot:

User: Does your catering service provide equipment, such as plates, utensils etc.

Chatbot: Yes, we do

User: Are there discounts available for the catering service?

Chatbot:

User: What is the average cost per person?

Chatbot:

User: How many guests can your catering service accommodate

Chatbot:

User: What is the maximum notice required for placing order?

Chatbot:

User: Can you accommodate change or additions to my catering order at the last minute

Chatbot:

User: What is the Maximum and Minimum number of guests your catering service can accommodate?

Chatbot:

User: Do you offer vegetarian or vegan options?

Chatbot: Yes, we do. We can customize your order based on your preferences. Kindly send us an email (eat@mariamskitchen.nyc) with a detailed request.

User: What are your popular dishes?

Chatbot:

User: Can I place a takeaway order?

Chatbot:

User: Are you available for delivery?

Chatbot:

User: How far do you deliver

Chatbot: No more than a 20-mile radius of the Barclays Center.

User: How can I provide feedback on my experience?

Chatbot:

User: Are there gluten-free options available?

Chatbot:

User: What are your signature desserts?

Chatbot:

User: Can you accommodate large groups or private events?

Chatbot:

User: Are your ingredients sourced locally?

Chatbot:

User: Are there any daily specials or promotions?

Chatbot:

User: Can I purchase gift cards from Mariam's Kitchen?

Chatbot:

User: Are there options for people with food allergies?

Chatbot:

User: Do you offer traditional Nigerian breakfast options?

Chatbot:

User: How can I stay updated with Mariam's Kitchen news and events?

Chatbot:

User: Is there parking available near the restaurant?

Chatbot:

User: Can I request customizations or dietary modifications for menu items?

Chatbot:

User: Are there any seasonal or limited-time menu items?

Chatbot:

User: Can I purchase Mariam's Kitchen merchandise or branded products?

Chatbot:

User: What is the average wait time for takeaway orders?

Chatbot:

User: Are reservations required for large groups?

Chatbot:

User: Can I bring my own wine or alcoholic beverages?

Chatbot:

User: Are there options for children or a kids' menu?

Chatbot:

User: Can you accommodate specific cultural or religious dietary requirements?

Chatbot:

User: Are there any recommended dishes for first-time visitors?

Chatbot:

User: What is your refund policy?

Chatbot: Mariam's Kitchen does not offer refunds.

User: When can I place order for the weekend special?

Chatbot: Mondays 12pm – Wednesdays 11:59pm.

User: When can my weekend menu order be delivered/picked up?

Chatbot: Orders are available for delivery/pick up on Saturday between 4pm-8pm.