

Conversation History	Query	Expected Answer	Source
Conversation History	What are the veg starters available at Barbeque Nation?	The veg starters available are Grill Veg, Mushroom, Paneer, veg kebab, Cajun Spice Potato, and Pineapple.	Menu List _ Barbeque Nation.pdf
Conversation History	What vegetarian dishes are served?	For vegetarian guests, we offer veg starters like Grill Veg, Mushroom, Paneer, veg kebab, Cajun Spice Potato, and Pineapple; main courses such as Noodles, Oriental Veg, Paneer, Aloo, Veg Kofta, Veg Dry & Gravy, Dal Tadka, Dal Makhani, Veg Biryani, and Rice; and desserts including Angori Gulab Jamun, Phirnee, Ice Cream, Pie/tart, Fruits, Pastry, Brownie, and Pudding/soufflé. We also have veg soups and salads.	Menu List _ Barbeque Nation.pdf
Conversation History	Can I get Jain food at Barbeque Nation, and what type of fish do you serve?	Yes, Jain food is available, but the variety is limited. We serve Basa fish, which is boneless.	Menu and Drinks _ Barbeque Nation.pdf
Conversation History	What flavors of kulfi do you serve at Barbeque Nation?	We serve six flavors of kulfi: Strawberry, Malai, Chocolate, Kesar Badam, Paan, and Mango.	Menu and Drinks _ Barbeque Nation.pdf
Conversation History	What non-veg starters are available that are not seafood?	The non-veg starters available that are not seafood are Chicken Tangdi, Chicken Skewer, and Mutton.	Menu List _ Barbeque Nation.pdf
Conversation History	What is the address of the Barbeque Nation outlet in Indiranagar, Bangalore?	The address is No.4005, HAL 2nd Stage, 100 Feet Road, Indiranagar, Bangalore-560038.	Bangalore _ Bengaluru - Indiranagar _ Barbeque Nation.pdf
Conversation History	Does the Indiranagar outlet have these facilities?	Yes, the Indiranagar outlet has a bar and baby chairs available.	Bangalore _ Bengaluru - Indiranagar _ Barbeque Nation.pdf
Conversation History	For the Indiranagar outlet, what are the lunch timings on Saturday, and do they offer complimentary drinks?	On Saturday, the lunch session at the Indiranagar outlet opens at 12:00 PM, with last entry at 3:00 PM, and closes at 4:00 PM. Yes, they offer complimentary drinks for lunch from Monday to Saturday, which includes 1 round of soft drink or mocktail.	Bangalore _ Bengaluru - Indiranagar _ Barbeque Nation.pdf
Conversation History	Does the JP Nagar outlet have baby chairs?	Yes, the JP Nagar outlet has baby chairs available.	Bangalore _ JP Nagar _ Barbeque Nation.pdf
Conversation History	For the JP Nagar outlet, what is the address, and do they have a bar?	The address of the JP Nagar outlet is 67, 3rd Floor, 6th B Main, Phase III, J P Nagar, Bengaluru, Karnataka 560078, India. Yes, they have a bar available.	Bangalore _ JP Nagar _ Barbeque Nation.pdf
Conversation History	What parking facilities does the Electronic City outlet offer?	The Electronic City outlet offers self or chargeable parking.	Bangalore _ Electronic City _ Barbeque Nation.pdf
Conversation History	What are the dinner timings for the Koramangala 1st Block outlet on Sunday?	The dinner session at the Koramangala 1st Block outlet opens at 6:30 PM, with last entry at 10:00 PM, and closes at 11:00 PM.	Bangalore _ Koramangala 1st Block _ Barbeque Nation.pdf (assumed standard timings)
Conversation History	What are the dinner timings for the Connaught Place outlet in New Delhi?	The dinner session at the Connaught Place outlet opens at 6:30 PM, with last entry at 10:00 PM, and closes at 11:00 PM.	New Delhi - Connaught Place _ CP _ cp _ Barbeque Nation.pdf (assumed standard timings)
Conversation History	Is the Vasant Kunj outlet suitable?	Yes, the Sector C, Vasant Kunj outlet has a bar available.	New Delhi - Sector C, Vasant Kunj _ Barbeque Nation.pdf
Conversation History	What are the dinner timings, and is there a bar available?	The dinner session at the Sector C, Vasant Kunj outlet opens at 6:30 PM, with last entry at 10:00 PM, and closes at 11:00 PM. Yes, there is a bar available.	New Delhi - Sector C, Vasant Kunj _ Barbeque Nation.pdf
[{"role": "user", "content": "I'm planning a birthday party. Can I get a private dining room at the Unity Mall, Janakpuri outlet?"}]	Does the Unity Mall, Janakpuri outlet have a private dining room?	No, the Unity Mall, Janakpuri outlet does not have a private dining room available.	New Delhi - Unity Mall, Janakpuri _ Barbeque Nation.pdf
[]	Which Bangalore outlets have valet parking, and do they all have the same menu?	The Bangalore outlets in Indiranagar, JP Nagar, and Koramangala 1st Block have parking assistance for valet parking, while the Electronic City outlet has self or chargeable parking. Yes, all outlets have the same standard menu.	Outlet-specific documents and "Menu and Drinks _ Barbeque Nation.pdf"
[{"role": "user", "content": "I'm trying to decide between the Indiranagar and Koramangala outlets for a family dinner. Can you tell me which one has better facilities?"}]	Specifically, do both have baby chairs and lifts?	Both the Indiranagar and Koramangala 1st Block outlets have baby chairs and lift availability.	Bangalore _ Bengaluru - Indiranagar _ Barbeque Nation.pdf and "Bangalore _ Koramangala 1st Block _ Barbeque Nation.pdf"
[]	Which New Delhi outlets have valet parking, and do any of them offer early bird discounts?	The Connaught Place and Sector C, Vasant Kunj outlets have parking assistance for valet parking, while the Unity Mall, Janakpuri outlet has self/mall parking/chargeable. None of the New Delhi outlets offer early bird discounts.	Outlet-specific documents

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[]	Compare the facilities at the Electronic City and Koramangala outlets in Bangalore. Which one has better parking options?	The Electronic City outlet has self or chargeable parking, while the Koramangala 1st Block outlet has parking assistance. Therefore, the Koramangala outlet has better parking options with assistance.	Bangalore _ Electronic City _ Barbeque Nation.pdf and "Bangalore _ Koramangala 1st Block _ Barbeque Nation.pdf"
[]	"What non-veg main course options are available at Barbeque Nation?"	"The non-veg main course options include Chicken, Mutton, Fish, Noodles, Oriental Non-Veg, and Non-Veg Biryani."	"Menu List _ Barbeque Nation.pdf"
[{"role": "user", "content": "I have a sweet tooth and want to know what desserts I can expect at Barbeque Nation."}]	"What desserts do you offer?"	"We offer a variety of desserts including Angori Gulab Jamun, Phirnee, Ice Cream, Pie/Tart, Fruits, Pastry, Brownie, and Pudding/Soufflé."	"Menu List _ Barbeque Nation.pdf"
[]	"Do you serve soups and salads at Barbeque Nation, and are they vegetarian?"	"Yes, we serve soups and salads at Barbeque Nation, and they are vegetarian options."	"Menu List _ Barbeque Nation.pdf"
[]	"What types of drinks are available at Barbeque Nation?"	"We offer soft drinks, mocktails, and alcoholic beverages at outlets with a bar."	"Menu and Drinks _ Barbeque Nation.pdf"
[{"role": "user", "content": "I love spicy food. What can I eat at Barbeque Nation?"}]	"What spicy dishes do you have on the menu?"	"For spicy food lovers, we have options like Cajun Spice Potato among the veg starters, and spicy variants of Chicken, Mutton, and Fish in the non-veg main courses."	"Menu List _ Barbeque Nation.pdf"
[]	"Does the Indiranagar outlet in Bangalore have a lift?"	"Yes, the Indiranagar outlet has lift availability."	"Bangalore _ Bengaluru - Indiranagar _ Barbeque Nation.pdf"
[{"role": "user", "content": "I want a quiet dining experience in Bangalore. Is the JP Nagar outlet suitable?"}]	"Is the JP Nagar outlet noisy?"	"The JP Nagar outlet is located on the 3rd floor of a building, which generally offers a quieter dining experience compared to street-level locations."	"Bangalore _ JP Nagar _ Barbeque Nation.pdf"
[]	"What is the seating capacity at the Electronic City outlet, and do they serve alcohol?"	"The seating capacity at the Electronic City outlet is not specified, but it follows standard Barbeque Nation sizing. Yes, they serve alcohol as there is a bar available."	"Bangalore _ Electronic City _ Barbeque Nation.pdf"
[]	"Does the Koramangala 1st Block outlet have a bar?"	"Yes, the Koramangala 1st Block outlet has a bar available."	"Bangalore _ Koramangala 1st Block _ Barbeque Nation.pdf" (assumed standard facilities)
[{"role": "user", "content": "I'm planning a family outing in Bangalore. Which outlet would work best?"}]	"Is the Indiranagar outlet good for families?"	"Yes, the Indiranagar outlet is family-friendly with baby chairs and lift availability."	"Bangalore _ Bengaluru - Indiranagar _ Barbeque Nation.pdf"

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□	"Does the JP Nagar outlet have wheelchair access, and what are the dinner timings on Friday?"	"Yes, the JP Nagar outlet has wheelchair access via a lift. The dinner session on Friday opens at 6:30 PM, with last entry at 10:00 PM, and closes at 11:00 PM."	"Bangalore _ JP Nagar _ Barbeque Nation.pdf" (timings assumed standard)
□	"What is the contact number for the Electronic City outlet?"	"The contact number is not explicitly listed, but you can reach out via the central Barbeque Nation customer service or online booking system."	"Bangalore _ Electronic City _ Barbeque Nation.pdf"
[{"role": "user", "content": "I don't like crowded places. Which Bangalore outlet should I pick?"}]	"Is the Koramangala 1st Block outlet usually crowded?"	"The Koramangala 1st Block outlet can get crowded due to its popular location, especially on weekends, but booking in advance can help manage this."	"Bangalore _ Koramangala 1st Block _ Barbeque Nation.pdf" (assumed based on location popularity)
□	"What is the seating capacity of the Connaught Place outlet?"	"The exact seating capacity isn't specified, but it follows Barbeque Nation's standard spacious layout suitable for large groups."	"New Delhi - Connaught Place _ CP _ cp _ Barbeque Nation.pdf"
[{"role": "user", "content": "I want a nice atmosphere for dinner in New Delhi. What's the Vasant Kunj outlet like?"}]	"What's the ambience like at the Vasant Kunj outlet?"	"The Sector C, Vasant Kunj outlet offers a modern and comfortable ambience, enhanced by its bar and spacious seating."	"New Delhi - Sector C, Vasant Kunj _ Barbeque Nation.pdf"
□	"Does the Unity Mall, Janakpuri outlet have a lift, and do they offer mocktails?"	"Yes, the Unity Mall, Janakpuri outlet has a lift as it's in a mall. Yes, mocktails are available as part of the standard drink menu."	"New Delhi - Unity Mall, Janakpuri _ Barbeque Nation.pdf"
□	"Can I book a table online for the Connaught Place outlet?"	"Yes, you can book a table online for the Connaught Place outlet through the Barbeque Nation website or app."	General Barbeque Nation policy (assumed)
[{"role": "user", "content": "I'm planning a group dinner in New Delhi for 15 people. Which outlet should I choose?"}]	"Is the Unity Mall, Janakpuri outlet suitable for a group of 15?"	"Yes, the Unity Mall, Janakpuri outlet is suitable for a group of 15 with its spacious seating, though it lacks a private dining room."	"New Delhi - Unity Mall, Janakpuri _ Barbeque Nation.pdf"
□	"Does the Vasant Kunj outlet accept digital payments, and what are the lunch hours on Sunday?"	"Yes, the Sector C, Vasant Kunj outlet accepts digital payments. Lunch hours on Sunday are from 12:00 PM to 4:00 PM, with last entry at 3:00 PM."	"New Delhi - Sector C, Vasant Kunj _ Barbeque Nation.pdf" (timings assumed standard)
□	"Which Bangalore outlets have wheelchair access, and which one is easiest to reach?"	"The Indiranagar, JP Nagar, and Koramangala 1st Block outlets have wheelchair access via lifts. The Indiranagar outlet is easiest to reach due to its location on 100 Feet Road, a well-connected area."	Outlet-specific documents

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Conversation History	What vegetarian dishes are served?	For vegetarian guests, we offer veg starters like Grill Veg, Mushroom, Paneer, veg kebab, Cajun Spice Potato, and Pineapple; main courses such as Noodles, Oriental Veg, Paneer, Aloo, Veg Kofta, Veg Dry & Gravy, Dal Tadka, Dal Makhani, Veg Biryani, and Rice; and desserts including Angori Gulab Jamun, Phirnee, Ice Cream, Pie/tart, Fruits, Pastry, Brownie, and Pudding/soufflé. We also have veg soups and salads.	Menu List _ Barbeque Nation.pdf
Conversation History	Can I get Jain food at Barbeque Nation, and what type of fish do you serve?	Yes, Jain food is available, but the variety is limited. We serve Basa fish, which is boneless.	Menu and Drinks _ Barbeque Nation.pdf
Conversation History	What flavors of kulfi do you serve at Barbeque Nation?	We serve six flavors of kulfi: Strawberry, Malai, Chocolate, Kesar Badam, Paan, and Mango.	Menu and Drinks _ Barbeque Nation.pdf
Conversation History	What non-veg starters are available that are not seafood?	The non-veg starters available that are not seafood are Chicken Tangdi, Chicken Skewer, and Mutton.	Menu List _ Barbeque Nation.pdf
Conversation History	What is the address of the Barbeque Nation outlet in Indiranagar, Bangalore?	The address is No.4005, HAL 2nd Stage, 100 Feet Road, Indiranagar, Bangalore-560038.	Bangalore _ Bengaluru - Indiranagar _ Barbeque Nation.pdf
Conversation History	Does the Indiranagar outlet have these facilities?	Yes, the Indiranagar outlet has a bar and baby chairs available.	Bangalore _ Bengaluru - Indiranagar _ Barbeque Nation.pdf
Conversation History	For the Indiranagar outlet, what are the lunch timings on Saturday, and do they offer complimentary drinks?	On Saturday, the lunch session at the Indiranagar outlet opens at 12:00 PM, with last entry at 3:00 PM, and closes at 4:00 PM. Yes, they offer complimentary drinks for lunch from Monday to Saturday, which includes 1 round of soft drink or mocktail.	Bangalore _ Bengaluru - Indiranagar _ Barbeque Nation.pdf
□	"Which New Delhi outlets have a bar, and which one has the largest seating capacity?"	"The Connaught Place and Sector C, Vasant Kunj outlets have bars. Connaught Place likely has the largest seating capacity due to its central, high-traffic location."	Outlet-specific documents
□	"Which Bangalore outlets have baby chairs, and do they offer kid-friendly food?"	"The Indiranagar, JP Nagar, and Koramangala 1st Block outlets have baby chairs. Yes, all outlets offer kid-friendly food like Noodles, Ice Cream, and mild-flavored starters."	Outlet-specific documents and "Menu List _ Barbeque Nation.pdf"
□	"Which New Delhi outlets are open on Sunday evenings, and do they get crowded?"	"All New Delhi outlets—Connaught Place, Sector C, Vasant Kunj, and Unity Mall, Janakpuri—are open on Sunday evenings from 6:30 PM to 11:00 PM. They can get crowded, especially Connaught Place, due to its popularity."	Outlet-specific documents (timings assumed standard)
□	"Which Bangalore outlets offer complimentary drinks, and what's included?"	"The Indiranagar, JP Nagar, and Koramangala 1st Block outlets offer complimentary drinks for lunch from Monday to Saturday, including 1 round of soft drink or mocktail. Electronic City follows the same policy."	Outlet-specific documents (e.g., "Bangalore _ Bengaluru - Indiranagar _ Barbeque Nation.pdf")
□	"Which New Delhi outlets are near metro stations, and do they have parking?"	"The Connaught Place outlet is near the Rajiv Chowk metro station and has valet parking. Unity Mall, Janakpuri is near the Janakpuri West metro station with self/mall parking. Vasant Kunj has valet parking but is farther from metro stations."	Outlet-specific documents
□	"Are there any gluten-free options at Barbeque Nation?"	"Yes, gluten-free options include grilled items like Paneer, Chicken, and Fish, as well as salads and fruits. Please inform the staff for specific preparations."	"Menu List _ Barbeque Nation.pdf" (assumed based on menu items)
[{"role": "user", "content": "I'm planning a birthday party. What can Barbeque Nation offer?"}]		"For celebrations, we offer a wide menu with starters, main courses, and desserts, plus a festive atmosphere. Some outlets have bars, and you can pre-book for groups."	"Menu and Drinks _ Barbeque Nation.pdf"
□	"Can I customize my meal at Barbeque Nation, and what's the average cost per person?"	"Yes, you can request customizations like Jain food or spice levels, subject to availability. The average cost per person varies by outlet but typically ranges from ₹800-₹1200 for lunch/dinner."	"Menu and Drinks _ Barbeque Nation.pdf" (cost assumed standard)

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[]	"Do all Barbeque Nation outlets have live grills?"	"Yes, all Barbeque Nation outlets feature live grills at the table as part of the dining experience."	General Barbeque Nation policy
[{"role": "user", "content": "I can't dine in today. Can I still enjoy Barbeque Nation food?"}]	"Do you offer takeaway options?"	"Yes, Barbeque Nation offers takeaway options from all outlets. You can order from the menu via phone or online."	General Barbeque Nation policy (assumed)
[]	"What are the peak hours at the Indiranagar outlet?"	"Peak hours at the Indiranagar outlet are typically 1:00 PM - 2:30 PM for lunch and 7:30 PM - 9:30 PM for dinner, especially on weekends."	"Bangalore _ Bengaluru - Indiranagar _ Barbeque Nation.pdf" (assumed based on popularity)
[{"role": "user", "content": "I want a nice view while dining in Bangalore. What's the JP Nagar outlet like?"}]	"Does the JP Nagar outlet have a good view?"	"The JP Nagar outlet, located on the 3rd floor, offers a decent urban view of the surrounding area, though it's not a scenic highlight."	"Bangalore _ JP Nagar _ Barbeque Nation.pdf"
[]	"Is the Electronic City outlet noisy, and do they serve Basa fish?"	"The Electronic City outlet may have moderate noise due to its location in a busy tech area. Yes, Basa fish is served as part of the standard menu."	"Bangalore _ Electronic City _ Barbeque Nation.pdf" and "Menu and Drinks _ Barbeque Nation.pdf"
[]	"What payment options are available at the Koramangala 1st Block outlet?"	"The Koramangala 1st Block outlet accepts cash, card, and digital payments like UPI."	General Barbeque Nation policy (assumed)
[{"role": "user", "content": "I'm in a hurry. How long will I have to wait at the Indiranagar outlet?"}]	"What's the typical wait time at Indiranagar?"	"The wait time at Indiranagar varies but can be 15-30 minutes during peak hours without a reservation. Booking ahead reduces wait time."	"Bangalore _ Bengaluru - Indiranagar _ Barbeque Nation.pdf" (assumed based on popularity)
[]	"How many waitstaff are typically at the Connaught Place outlet?"	"The Connaught Place outlet has a sufficient number of waitstaff to handle its busy crowd, though exact numbers aren't specified."	"New Delhi - Connaught Place _ CP _ cp _ Barbeque Nation.pdf" (assumed based on location)
[{"role": "user", "content": "I want a peaceful dinner in New Delhi. Is Vasant Kunj a good choice?"}]	"Is the Vasant Kunj outlet quiet?"	"The Sector C, Vasant Kunj outlet offers a relatively quiet dining experience due to its location away from central bustle."	"New Delhi - Sector C, Vasant Kunj _ Barbeque Nation.pdf"
[]	"Does the Unity Mall, Janakpuri outlet have baby chairs, and what are the lunch hours on Saturday?"	"Yes, the Unity Mall, Janakpuri outlet has baby chairs. Lunch hours on Saturday are from 12:00 PM to 4:00 PM, with last entry at 3:00 PM."	"New Delhi - Unity Mall, Janakpuri _ Barbeque Nation.pdf" (timings assumed standard)
[]	"Is the Connaught Place outlet noisy?"	"Yes, the Connaught Place outlet can be noisy due to its central location and high footfall, especially during peak hours."	"New Delhi - Connaught Place _ CP _ cp _ Barbeque Nation.pdf" (assumed based on location)

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Conversation History	Does the Indiranagar outlet have these facilities?	Yes, the Indiranagar outlet has a bar and baby chairs available.	Bangalore _ Bengaluru - Indiranagar _ Barbeque Nation.pdf
Conversation History	For the Indiranagar outlet, what are the lunch timings on Saturday, and do they offer complimentary drinks?	On Saturday, the lunch session at the Indiranagar outlet opens at 12:00 PM, with last entry at 3:00 PM, and closes at 4:00 PM. Yes, they offer complimentary drinks for lunch from Monday to Saturday, which includes 1 round of soft drink or mocktail.	Bangalore _ Bengaluru - Indiranagar _ Barbeque Nation.pdf
[{"role": "user", "content": "I want to ensure a spot for dinner in New Delhi. Can I reserve at Vasant Kunj?"}]	"Can I make a reservation at the Vasant Kunj outlet?"	"Yes, you can make a reservation at the Sector C, Vasant Kunj outlet via the Barbeque Nation website or app."	General Barbeque Nation policy (assumed)
[]	"Which Bangalore outlet is the most affordable, and do they all charge the same?"	"Pricing is generally consistent across Bangalore outlets—Indiranagar, JP Nagar, Electronic City, and Koramangala 1st Block—at around ₹800-₹1200 per person, though Electronic City might be slightly cheaper due to its location."	General Barbeque Nation policy (assumed)
[]	"Which New Delhi outlet has the best atmosphere, and do they all have bars?"	"The Sector C, Vasant Kunj outlet offers the best atmosphere with a quieter, modern vibe. Only Connaught Place and Vasant Kunj have bars; Janakpuri does not."	Outlet-specific documents
[]	"Which Bangalore outlets allow online booking, and which is easiest to book?"	"All Bangalore outlets—Indiranagar, JP Nagar, Electronic City, and Koramangala 1st Block—allow online booking. Indiranagar is typically easiest due to its high availability and popularity."	General Barbeque Nation policy (assumed)
[]	"Which New Delhi outlets are best for families, and do they have baby chairs?"	"The Sector C, Vasant Kunj and Unity Mall, Janakpuri outlets are best for families due to quieter settings and space. Both have baby chairs; Connaught Place does too but is noisier."	Outlet-specific documents
[]	"Which Bangalore outlets offer weekend specials, and what are they?"	"All Bangalore outlets—Indiranagar, JP Nagar, Electronic City, and Koramangala 1st Block—may offer weekend specials like extended dessert options or drink deals, subject to availability."	General Barbeque Nation policy (assumed)
[]	"Which New Delhi outlets have lifts, and which is most accessible?"	"All New Delhi outlets—Connaught Place, Sector C, Vasant Kunj, and Unity Mall, Janakpuri—have lifts. Unity Mall, Janakpuri is most accessible due to its mall infrastructure."	Outlet-specific documents
[]	"Which Bangalore outlets have bars, and which has the best drink variety?"	"The Indiranagar, JP Nagar, and Koramangala 1st Block outlets have bars. Indiranagar likely has the best drink variety due to its larger, popular setup."	Outlet-specific documents
[]	"Which New Delhi outlets have the busiest peak hours, and what are they?"	"Connaught Place has the busiest peak hours at 1:00 PM - 2:30 PM for lunch and 7:30 PM - 9:30 PM for dinner. Vasant Kunj and Janakpuri are less busy at similar times."	Outlet-specific documents (assumed based on location)

Conversation History	Query	Expected Answer	Source
Conversation History	What are the veg starters available at Barbeque Nation?	The veg starters available are Grill Veg, Mushroom, Paneer, veg kebab, Cajun Spice Potato, and Pineapple.	Menu List _ Barbeque Nation.pdf
Conversation History	What vegetarian dishes are served?	For vegetarian guests, we offer veg starters like Grill Veg, Mushroom, Paneer, veg kebab, Cajun Spice Potato, and Pineapple; main courses such as Noodles, Oriental Veg, Paneer, Aloo, Veg Kofta, Veg Dry & Gravy, Dal Tadka, Dal Makhani, Veg Biryani, and Rice; and desserts including Angori Gulab Jamun, Phirnee, Ice Cream, Pie/tart, Fruits, Pastry, Brownie, and Pudding/soufflé. We also have veg soups and salads.	Menu List _ Barbeque Nation.pdf
Conversation History	Can I get Jain food at Barbeque Nation, and what type of fish do you serve?	Yes, Jain food is available, but the variety is limited. We serve Basa fish, which is boneless.	Menu and Drinks _ Barbeque Nation.pdf
Conversation History	What flavors of kulfi do you serve at Barbeque Nation?	We serve six flavors of kulfi: Strawberry, Malai, Chocolate, Kesar Badam, Paan, and Mango.	Menu and Drinks _ Barbeque Nation.pdf
Conversation History	What non-veg starters are available that are not seafood?	The non-veg starters available that are not seafood are Chicken Tangdi, Chicken Skewer, and Mutton.	Menu List _ Barbeque Nation.pdf
Conversation History	What is the address of the Barbeque Nation outlet in Indiranagar, Bangalore?	The address is No.4005, HAL 2nd Stage, 100 Feet Road, Indiranagar, Bangalore-560038.	Bangalore _ Bengaluru - Indiranagar _ Barbeque Nation.pdf
Conversation History	Does the Indiranagar outlet have these facilities?	Yes, the Indiranagar outlet has a bar and baby chairs available.	Bangalore _ Bengaluru - Indiranagar _ Barbeque Nation.pdf
Conversation History	For the Indiranagar outlet, what are the lunch timings on Saturday, and do they offer complimentary drinks?	On Saturday, the lunch session at the Indiranagar outlet opens at 12:00 PM, with last entry at 3:00 PM, and closes at 4:00 PM. Yes, they offer complimentary drinks for lunch from Monday to Saturday, which includes 1 round of soft drink or mocktail.	Bangalore _ Bengaluru - Indiranagar _ Barbeque Nation.pdf
□	"Which Bangalore outlets can accommodate a group of 20, and do they need pre-booking?"	"All Bangalore outlets—Indiranagar, JP Nagar, Electronic City, and Koramangala 1st Block—can accommodate a group of 20. Pre-booking is recommended, especially at Indiranagar."	Outlet-specific documents
□	"Which New Delhi outlets accept UPI, and do they all take cash?"	"All New Delhi outlets—Connaught Place, Sector C, Vasant Kunj, and Unity Mall, Janakpuri—accept UPI and cash as standard payment options."	General Barbeque Nation policy (assumed)

Customer Action Category	CTQ	QA Check 1	QA Check 2	QA Check 3
Positive / Neutral	Accurate Initial Information Collection	Was the correct City collected from the user at the start of the interaction?	If applicable, was the specific Location within the City collected accurately?	Did the agent confirm the collected City/Location before proceeding?
Positive / Neutral	Correct Intent Identification and Flow Navigation	Did the agent correctly identify the user's primary intent (Inquiry, New Booking, Cancellation, Modification)?	Did the agent guide the conversation down the appropriate path in the flow based on the identified intent?	Did the agent avoid unnecessary steps or loops in the conversation flow based on user intent?
Positive / Neutral	Accurate Collection of Booking Entities (New Booking)	Was the desired Date for the new booking accurately captured?	Was the desired Time for the new booking accurately captured?	Was the desired Party Size for the new booking accurately captured?
Positive / Neutral	Accurate Collection of Customer Name (New Booking)	Was the customer's Name for the reservation accurately captured?	Did the agent confirm the spelling or pronunciation of the name if there was potential ambiguity?	Was the name associated correctly with the booking details?
Positive / Neutral	Accuracy of Information	Was the location (address) and current day's operating hours provided correctly?	Were the main cuisines and details about specific dishes/offers accurately described (potentially from KB)?	Were the details of a new booking (Date, Time, Party Size, Name) correctly captured and confirmed back to the customer?
Positive / Neutral	Completeness of Information	When providing location, did the agent also offer directions if needed?	After sharing cuisine types, did the agent proactively ask if the customer wanted to know about specific dishes or offers?	During a new booking confirmation, did the agent summarize all key details and ask about any special requests?
Positive / Neutral	Speed and Efficiency	Was the information regarding location, hours, menu, or offers provided promptly upon request?	Was the process for making a new reservation completed efficiently without unnecessary steps or delays?	Was a reservation confirmation provided quickly after the customer requested to verify their booking?
Positive / Neutral	Clarity and Understanding	Was the information provided about the restaurant, menu, or offers easy for the customer to understand?	Did the agent clearly articulate the details of a new booking and confirm the customer's understanding?	Was the confirmation of an existing reservation clear and unambiguous?
Positive / Neutral	Helpfulness and Proactiveness	Did the agent proactively offer information or assistance beyond the direct question?	Did the agent suggest or offer complimentary services when the customer mentioned celebrating an event?	Did the agent confirm the special arrangements made for an event?
Positive / Neutral	Successful Transaction Completion	Was a new reservation successfully created and confirmed in the system?	Was the reservation confirmation delivered to the customer as expected?	Were the requested special arrangements correctly added to the booking details?
Positive / Neutral	Adherence to Process (New Booking)	Did the agent follow the standard steps for collecting booking information (Date, Time, Party Size, Name)?	Did the agent obtain explicit confirmation from the customer before finalizing a new booking?	Did the agent follow the process for confirming an existing reservation, including asking about special requests?
Negative	Accuracy (in understanding issue)	Did the agent accurately identify the core issue or reason for the customer's feedback/complaint?	Were the specific details provided by the customer about the issue correctly understood and noted?	Did the agent confirm their understanding of the complaint back to the customer to ensure alignment?
Negative	Completeness (in gathering details)	Did the agent ask relevant follow-up questions to gather all necessary details about the complaint?	Did the agent collect specific information required for investigation or escalation?	Did the agent confirm they had enough information to proceed with addressing the issue?
Negative	Speed (of escalation)	Was the complaint or feedback escalated to the appropriate manager or department within the defined timeframe?	Was the escalation initiated promptly after gathering the necessary details from the customer?	Was the customer informed about the next steps and the typical timeline for follow-up after escalation?
Negative	Clarity (of apology/process)	Was the apology for the customer's negative experience clear and sincere?	Was the process for handling the complaint clearly explained to the customer?	Were the expectations for follow-up and potential resolution clearly communicated?

Negative	Helpfulness (in escalation/process)	Did the agent assure the customer that their feedback was valuable and would be taken seriously?	Did the agent provide confirmation that the issue was being escalated for further review?	Did the agent offer any immediate empathetic gesture or reassurance (if appropriate and within policy)?
Negative	Empathy	Did the agent use empathetic language to acknowledge the customer's feelings?	Did the agent actively listen and allow the customer to fully express their issue without interruption?	Did the agent maintain a calm, patient, and understanding tone throughout the interaction?
Negative	Problem Resolution (Initiation)	Was the complaint correctly categorized and documented for internal tracking and resolution?	Was all relevant information about the complaint accurately transferred during the escalation process?	Did the agent clearly hand off the issue to the manager or next point of contact with sufficient context?
Negative	Adherence to Process (Complaints)	Did the agent follow the mandatory steps of apologizing and asking for details?	Was the complaint logged or escalated according to the established procedure?	Did the agent promise follow-up only if it is part of the defined process?
Ambiguous / Complex	Accurate Identification of Existing Booking Details	Was the customer's Name provided for an existing booking accurately used to search for the reservation?	Was the Time provided for the existing booking accurately used to search for the reservation?	If multiple bookings matched, did the agent accurately confirm the correct one with the customer?
Ambiguous / Complex	Accurate Collection of Modified Booking Entities	Was the requested New Date for a modification accurately captured?	Was the requested New Time for a modification accurately captured?	Was the requested new Party Size for a modification accurately captured?
Ambiguous / Complex	Handling Ambiguity/Clarification (Entity Collection)	If the customer provided ambiguous or incomplete information for Name, Date, Time, or Party Size, did the agent seek clarification?	Did the agent handle variations in how the customer provided dates/times (e.g., "tomorrow evening") effectively?	Did the agent confirm the interpreted value for the entity (e.g., "So, that's for May 15th at 7 PM, correct?")?
Ambiguous / Complex	Accuracy of Information	Were the USPs highlighted when comparing restaurants accurately representative of the offerings?	Was the information about dietary options correct and detailed?	Were the details of the original booking correctly identified before attempting a modification or cancellation?
Ambiguous / Complex	Completeness of Information	Did the agent offer to share more specific details about dietary options or suitable menu items?	When confirming modification/cancellation, did the agent clearly state what was changed/cancelled and the result?	Did the agent offer to reschedule the booking when a cancellation was confirmed?
Ambiguous / Complex	Speed and Efficiency	Was the process of confirming dietary options or highlighting USPs handled efficiently?	Was the modification or cancellation of an existing reservation processed promptly?	Was the confirmation of the modification or cancellation provided quickly to the customer?
Ambiguous / Complex	Clarity and Understanding	Were the USPs explained clearly, highlighting the benefits to the customer?	Was the information about dietary options presented clearly and easily understood?	Was the confirmation of a booking modification or cancellation unambiguous?
Ambiguous / Complex	Helpfulness and Proactiveness	Did the agent suggest specific dishes or menu sections suitable for dietary needs?	Did the agent offer to reschedule the booking when a cancellation was requested?	If a requested modification was not possible, did the agent proactively suggest alternative options?
Ambiguous / Complex	Empathy (Modifications/Cancellations)	Did the agent maintain a helpful and understanding tone when handling requests for changes/cancellations?	If the reason for the change was negative (e.g., unexpected event), did the agent express appropriate empathy?	Did the agent handle potential customer frustration during complex modification scenarios with patience and understanding?
Ambiguous / Complex	Successful Transaction Completion	Was the existing reservation successfully modified as requested and confirmed?	Was the existing reservation successfully cancelled and confirmed?	Was the offer to reschedule clearly communicated during the cancellation process?
Ambiguous / Complex	Adherence to Process (Mod/Cancel)	Did the agent correctly verify the existing booking details before processing a change or cancellation?	Did the agent follow the defined steps for confirming the modification or cancellation with the customer?	Was the option to escalate to a human representative offered or utilized when the modification/cancellation was complex?