

Chat History

Sample 1: Reservation Inquiry

1. **Customer:** Hi, table booking cheyali
2. **XYZ Support:** Hi andi! Sure. Eppudu kavali meeku? Entha mandiki? (When do you need it? For how many people?)
3. **Customer:** Ee Saturday evening, around 8 PM ki. Oka 4 members.
4. **XYZ Support:** Ok andi. Saturday 8 PM ki 4 members ki table reserve cheyamantaru. Correct eh na? (Okay sir/madam. You want to reserve a table for 4 members at 8 PM on Saturday. Is that correct?)
5. **Customer:** Avunu. Aa time ki table easy ga dorukutunda? Waiting untunda? (Yes. Will a table be easily available at that time? Will there be waiting?)
6. **XYZ Support:** Saturday evening konchem rush gaane untundi andi. Kani meeru reserve chesukuntunnaru kabatti, meeku table ready ga unchutam. Waiting undadu. (Saturday evening will be a bit rushed, sir/madam. But since you are reserving, we will keep a table ready for you. There won't be waiting.)
7. **Customer:** Super. Emaina minimum charge untunda reservation ki? (Great. Is there any minimum charge for reservation?)
8. **XYZ Support:** Ledu andi. Minimum charge emi undadu. Just mee peru and phone number cheptara booking kosam? (No sir/madam. There is no minimum charge. Could you just tell me your name and phone number for the booking?)
9. **Customer:** Peru [Customer Name], number [Customer Phone Number].
10. **XYZ Support:** Noted [Customer Name] garu. Saturday 8 PM ki 4 members paina reservation confirm chesamu. Looking forward to serving you!
11. **Customer:** Perfect! Thanks alot!
12. **XYZ Support:** Welcome andi!

Sample 2: Menu/Dish Inquiry (Spicy food)

1. **Customer:** Hello, mee daggara non-veg starters lo edaina chala spicy ga unde item unda?
2. **XYZ Support:** Hello andi! Try cheyalsindi ante ma 'XYZ Special Fiery Chicken Kebab' untundi. Leda Andhra Chilli Chicken kuda бага spicy ga untundi. (If you want to try, we have our 'XYZ Special Fiery Chicken Kebab'. Or Andhra Chilli Chicken is also very spicy.)
3. **Customer:** Oho.. Fiery Chicken Kebab ah? Enta spicy untundi? Manage cheyagalama? (Oh.. Fiery Chicken Kebab? How spicy will it be? Can we manage?)
4. **XYZ Support:** Bagaane spicy untundi andi. Meedi tolerance level batti untundi. Chala mandi spicy lovers ki nachutundi. (It will be quite spicy, sir/madam. Depends on your tolerance level. Many spicy lovers like it.)
5. **Customer:** Sare, okati adi try chestam. Inka Chicken Biryani regular ga ne untunda leka adi kuda spicy aa? (Okay, we will try one of that. And is the Chicken Biryani regular or is that also spicy?)

6. **XYZ Support:** Ma Chicken Dum Biryani medium spicy untundi andi. Perfect balance lo untundi. Extra spicy kavali ante Raita tho serve chestam ga, adjust chesukovachu. (Our Chicken Dum Biryani is medium spicy, sir/madam. It will be in perfect balance. If you want extra spicy, we serve it with Raita, you can adjust.)
7. **Customer:** Got it. Thanks. Nenu Zomato lo order chesta appudu. (Got it. Thanks. I will order on Zomato then.)
8. **XYZ Support:** Sure andi. Tappakunda order cheyandi. Enjoy your meal! (Sure sir/madam. Definitely place the order. Enjoy your meal!)

Sample 3: Location/Directions Query

1. **Customer:** Mee restaurant ekkada Jubilee Hills lo? Nenu checkpoint daggara unna.
2. **XYZ Support:** Hi andi! Meeru Checkpost nunchi Road No. 36 loki ravalli. Straight ga vaste oka 500 meters lo left side untundi ma restaurant. (Hi sir/madam! You need to come into Road No. 36 from the Checkpost. If you come straight, our restaurant will be on the left side in about 500 meters.)
3. **Customer:** Left side ah? Emaina landmark unda easy ga gurtu pettukodaniki? (Left side? Is there any landmark to easily remember?)
4. **XYZ Support:** Avunu andi. Left lo [Hypothetical Landmark e.g., 'Ratnadeep Supermarket'] kanipistundi. Adi daatina ventane ma XYZ Restaurant board kanipistundi. (Yes sir/madam. On the left, you will see [Hypothetical Landmark]. Immediately after crossing that, you will see our XYZ Restaurant board.)
5. **Customer:** Oh ok ok. Parking untunda? Car tesukuravali anukuntunna. (Oh ok ok. Is parking available? I am thinking of bringing the car.)
6. **XYZ Support:** Undi andi. Valet parking kuda available. Parking ki ibbandi undadu. (Yes sir/madam. Valet parking is also available. There won't be any problem for parking.)
7. **Customer:** Chala thanks! Helpful ga unnaru. (Thanks a lot! You were helpful.)
8. **XYZ Support:** Welcome andi. Happy to help!

Sample 4: Takeaway Order Query

1. **Customer:** Hello, takeaway order ivvocha ippudu?
2. **XYZ Support:** Hi andi, tappakunda. Em kavalo cheppandi? (Hi sir/madam, definitely. Tell me what you need?)
3. **Customer:** Oka Mutton Biryani, oka Veg Fried Rice, rendu Butter Naan.
4. **XYZ Support:** Ok andi. Mutton Biryani - 1, Veg Fried Rice - 1, Butter Naan - 2. Noted.
5. **Customer:** Entha time lo ready avuthundi? Nenu vachi collect cheskunta. (How much time will it take to get ready? I will come and collect it.)
6. **XYZ Support:** Approx 30 minutes padutundi andi. Meeru 30 mins tarwata ravochu. (It will take approx 30 minutes sir/madam. You can come after 30 mins.)
7. **Customer:** Sare. Bill entha avuthundo cheptara please? (Okay. Can you please tell me how much the bill will be?)
8. **XYZ Support:** One second andi... Total [Hypothetical Amount, e.g., Rs. 850] plus taxes avutundi andi. Meeru vachaka counter lo pay cheyochu. (One second sir/madam... Total will be approx [Amount] plus taxes. You can pay at the counter when you come.)

9. **Customer:** Okay, done. Thanks.
10. **XYZ Support:** Thank you andi! Mee order ready chestunnam. (Thank you sir/madam! We are preparing your order.)

Sample 5: Complaint/Feedback

1. **Customer:** Nenu monna mee restaurant ki vachanu. Food bagundi kani service chala slow anipinchindi.
2. **XYZ Support:** Oh, meeku alanti anubhavam kaliginaduku chala vicharistunnam andi (Sorry you had such an experience). Edaina specific ga delay ayyinda order raavadam lo? (Did anything specific get delayed in the order arriving?)
3. **Customer:** Avunu, starters tarvata main course raavadaniki almost 40 minutes pattindi. Waiters ni adigina response sariga ledi. (Yes, after starters, it took almost 40 minutes for the main course to arrive. Even when asked, the waiters' response wasn't proper.)
4. **XYZ Support:** Chala sorry for that andi. Aa roju weekend avvadam valla konchem ekkuvu rush undi untundi, but antha delay avvakudadu. Ee vishayam management drushtiki teesukeltanu. (Very sorry for that sir/madam. Since it was a weekend, there might have been more rush, but it shouldn't have been delayed that much. I will bring this to the management's attention.)
5. **Customer:** Please take action. Food taste kosam vastam kani ila service unte kastam. (Please take action. We come for the food's taste, but if the service is like this, it's difficult.)
6. **XYZ Support:** Tappakunda andi. We value your feedback. Staff ki training improve cheyadaniki mariyu peak hours lo better ga manage cheyadaniki try chestam. Next time meeku manchi service andutundani haami istunnam. (Definitely sir/madam. We value your feedback. We will try to improve staff training and manage better during peak hours. We assure you better service next time.)
7. **Customer:** Sare, chuddam. Thanks for responding. (Okay, let's see. Thanks for responding.)
8. **XYZ Support:** Thank you for bringing this to our notice andi. We appreciate your patience.

Conversation 6: Reservation Modification

- Customer: Hi, nenu ee roju evening 7 PM ki [Customer Name] peru meeda 4 members ki book chesa. Adi 7:30 PM ki marchagalara?
- XYZ Support: Hi [Customer Name] garu. Okkasari check chestanu... Avunu andi, 7:30 PM ki marchagalamu. Same 4 members eh na?
- Customer: Ledu, okaru add ayyaru. 5 members. Possible aa?
- XYZ Support: 5 members ki kuda adjust cheyagalam andi 7:30 PM ki. Update chesanu.
- Customer: Great! Thank you so much.
- XYZ Support: Welcome andi! See you at 7:30 PM.

Conversation 7: Specific Dish Availability

- Customer: Mee daggara Prawns Biryani unda? Menu lo kanipinchedu.
- XYZ Support: Hi andi. Regular menu lo Prawns Biryani ledi andi. Kani appudappudu weekend specials lo pedatham. Ee roju unfortunately ledi.
- Customer: Oh ok. Seafood lo inkemaina starters unnaya? Apollo Fish kakunda.
- XYZ Support: Sure andi. Fish Tikka, Golden Fried Prawns unnayi. Try cheyochu.
- Customer: Okay, Golden Fried Prawns baguntaya?
- XYZ Support: Avunu andi, chala mandiki nachutundi. Crispy ga untayi.
- Customer: Sare, thanks.
- XYZ Support: Welcome andi.

Conversation 8: Delivery Order Status Inquiry

- Customer: Nenu Zomato lo order chesanu oka 45 mins back. Inka out for delivery chupinchedu. Order number [Order Number].
- XYZ Support: Hi andi. Okkasari check chestanu... Mee order kitchen nunchi ready ayyi, Zomato delivery partner kosam waiting lo undi andi. Oka 5-10 mins lo pick chesukovali.
- Customer: Enti inka pick chesuledaa? Enduku intha late?
- XYZ Support: Partner assignment lo konchem delay ayyindi anukunta andi Zomato side nunchi. Memu follow up chestam. Pick chesukogane meeku app lo update vastundi. Sorry for the delay.
- Customer: Sare, konchem twaraga chudandi please. Aakali ga undi.
- XYZ Support: Tappakunda andi. Just ippude delivery partner ki hand over chesamu. Status update avvali.
- Customer: Ok thanks.
- XYZ Support: Welcome andi. Enjoy your meal!

Conversation 9: Allergy Information Request

- Customer: Hi, mee Chicken Tikka Masala lo nuts (cashew/badam) emaina use chestara? Maa papaki nut allergy undi.
- XYZ Support: Hi andi. Yes, ma Chicken Tikka Masala gravy lo cashew paste use chestam andi richness kosam.
- Customer: Ayyo. Alternative emaina unda chicken curry, nuts lekunda?
- XYZ Support: Sure andi. Meeru Kadai Chicken or Chicken Curry (home style) try cheyochu. Veetillo nuts use cheyyamu. Please order chesetappudu kuda okasari 'no nuts' ani mention cheyandi for safety.
- Customer: Ok, Kadai Chicken order chestanu. Gluten-free options emunnayi Roti kakunda?
- XYZ Support: Rice items anni gluten-free ne andi (Biryani, Fried Rice etc). Plain rice, Jeera rice kuda unnayi. Grilled items like Tandoori Chicken, Kebabs (without marinade modification) kuda gluten-free ne.
- Customer: Perfect, thanks for the detailed info!
- XYZ Support: Happy to help andi!

Conversation 10: Catering Inquiry

- Customer: Maa intlo chinna function undi next month. Sumaru 30 members. Catering chestara?
- XYZ Support: Hi andi. Avunu chestam. Menu emaina plan chesara? Veg or Non-veg? Date confirm ayyinda?
- Customer: Date [Date]. Mixed crowd, so Veg and Non-veg rendu kavali. Mee standard package emaina unda? Leda customize chesukovacha?
- XYZ Support: Menu customize chesukovachu andi. Meeru okasari ma restaurant ki vaste, manager tho matladi menu, pricing final chesukovachu. Ledante mee number istara, ma manager meeku call chesi details kanukuntaru?
- Customer: Number [Customer Phone Number]. Call cheyamani cheppandi please.
- XYZ Support: Sure andi. Ma manager [Manager Name] meeku repu call chestaru.
- Customer: Thanks.
- XYZ Support: Welcome andi.

Conversation 11: Parking Query (Specific)

- Customer: Mee restaurant ki vastunna. Bike parking available aa? Car parking undani telsu.
- XYZ Support: Hi andi. Avunu, bike parking ki kuda separate space undi building pakkana. Security ki chepthe guide chestaru.
- Customer: Ok perfect. Place easy ga dorukutunda? Charge emaina untunda?
- XYZ Support: Dorukutundi andi. Parking free ne. Charge emi undadu.
- Customer: Thanks!
- XYZ Support: Welcome!

Conversation 12: Feedback (Positive)

- Customer: Ninna mee restaurant ki vachamu dinner ki. Food chala bagundi, especially Mutton Biryani. Service kuda chala fast ga undi.
- XYZ Support: Thank you so much for your kind words andi! Ma team ki chala anandam ga untundi ila positive feedback vinnappudu.
- Customer: Keep up the good work! Definitely malli vastam friends tho.
- XYZ Support: Tappakunda andi. We look forward to serving you again soon! Thanks for choosing XYZ Restaurant.
- Customer: Welcome.
- XYZ Support: :)

Conversation 13: Payment Issue Query

- Customer: Nenu ninna card use chesi pay chesanu. Naaku two times charge ayyinattu message vachindi. Okasari check chestara? Bill number [Bill Number].
- XYZ Support: Hi andi. Okkasari ma system lo check chestanu... [Checks]... Mee bill number ki okkasare successful transaction chupistondi andi ma daggara.
- Customer: Avuna? Mari naaku bank nunchi rendu messages vachayi. Okati failed ani vachi, malli success ani vachindi emo chuskovali.

- XYZ Support: Avunu andi, appudappudu network issue valla ala avuthundi. Okasari mee bank statement check chesukondi please. Okavela amount actual ga rendu sarlu debit ayyi unte, bank transaction ID tho contact cheyandi, memu help chestam. Ma side nunchi aithe oka transaction eh ayyindi.
- Customer: Oh ok, sare nenu check chesukunta statement lo. Thanks for checking.
- XYZ Support: Sure andi. Emaina discrepancy unte feel free to reach out again.

Conversation 14: Lost & Found Inquiry

- Customer: Namaste, nenu ninna ratri mee restaurant ki vachanu. Naa table number [Table Number] anukunta. Nenu naa phone charger marchipoyanattuga anipistondi. Black color charger.
- XYZ Support: Namaste andi. Okkasari check chesi cheptanu. Aa table daggara clean chesetappudu emaina dorikindemo kanukkuntaanu. Konchem line lo undandi.
- XYZ Support: (After a short pause) Avunu andi, oka black color charger dorikindi. Meede anukunta. Meeru eppudu vachi collect chesukogalaru?
- Customer: Abba, thanks andi! Nenu ee roju evening office nunchi vachetappudu collect chesukunta. Around 6 PM ki.
- XYZ Support: Sure andi. Vachi reception lo adagandi, [Staff Name] ki handover cheyamani cheptanu. Mee identification kosam phone model or something adagachu.
- Customer: Okay pakka. Thank you so much for your help!
- XYZ Support: Welcome andi!

Conversation 15: Ambiance/Seating Query

- Customer: Hi, mee restaurant lo outdoor seating unda?
- XYZ Support: Hi andi. Ledu andi, maadi fully AC indoor seating matrame. Outdoor seating ledu.
- Customer: Oh ok. Konchem quiet ga unde table kavali, business discussion undi. Ala emaina separate corner tables unnaya?
- XYZ Support: Unnayi andi. Konni corner booths unnayi. Meeru reservation chesukunetappudu 'quiet table needed for discussion' ani mention cheste, availability batti ala allot cheyadaniki try chestam. Weekday ayithe easy ga dorukutundi.
- Customer: Ok good idea. Nenu reservation chesetappudu mention chestanu. Thanks.
- XYZ Support: Welcome andi.

Conversation 16: Group Discount Inquiry

- Customer: Memu office team lunch kosam vastunnam. Sumaru 15 members. Group booking ki emaina discount isthara?
- XYZ Support: Hi andi. General ga ala fixed group discounts undavu. Kani meeru final bill amount batti, leda pre-set menu choose chesukunte, ma manager tho matladi edaina possibility undemo chudochu.
- Customer: Oh ok. Ante bill paina % off lantidi undada?

- XYZ Support: Ala direct % off undadu andi. Maybe oka complimentary dessert or starter add cheyagalamemo manager decision batti. Okasari manager tho connect avuthara?
- Customer: Sare, restaurant ki vachake matladతానులే. Thanks. (Sare, restaurant ki vachake matladthanule. Thanks. - Okay, I'll talk after coming to the restaurant then. Thanks.)
- XYZ Support: Ok andi. Welcome.

Conversation 17: Inquiry about Alcohol

- Customer: Hi, do you serve beer or any alcohol?
- XYZ Support: Hi sir/madam. No, we do not serve alcohol. We are a family restaurant.
- Customer: Okay. Can we bring our own drinks? BYOB allowed?
- XYZ Support: Sorry, BYOB (Bring Your Own Beverage/Bottle) is also not allowed inside the restaurant premises andi.
- Customer: Alright. Thanks for clarifying.
- XYZ Support: You're welcome. We have a good selection of mocktails and other non-alcoholic beverages you can try.

Conversation 18: Wait Time Inquiry (Real-time)

- Customer: Hi, ippudu restaurant ki vaste waiting time entha undi? Two members.
- XYZ Support: Hi andi. Ippudu Thursday afternoon kabatti pedda rush ledu. Waiting emi ledu, direct ga table dorukutundi. (Since it's Thursday afternoon now, there isn't much rush. There is no waiting, you'll get a table directly.)
- Customer: Perfect. Thanks! Vastunnam. (Perfect. Thanks! We are coming.)
- XYZ Support: Welcome andi!

Conversation 19: Combo Offer Inquiry

- Customer: Mee daggara emaina lunch combo offers unnaya? Weekdays lo.
- XYZ Support: Hi andi. Present aithe ala specific lunch combos emi levu. Kani ma Thali (Veg/Non-Veg) try cheyochu, adi oka complete meal laga untundi. Weekdays lunch time lo available.
- Customer: Thali lo em items vastayi? Price entha?
- XYZ Support: Veg Thali lo Rice, Roti, 2-3 Curries, Dal, Sambar/Rasam, Curd, Sweet, Papad untayi. Non-Veg Thali lo similar setup tho oka Chicken/Mutton curry add avutundi. Price menu lo check cheyandi please, konchem variation undochu. Around [Hypothetical Price Range, e.g., 300-400].
- Customer: Okay, sounds good. Thanks for the info.
- XYZ Support: Welcome andi.

Conversation 20: Operating Hours Clarification (Specific Day)

- Customer: Hi, repu Ugadi pandaga kada. Restaurant open aa? Timings emaina marutaya?

- XYZ Support: Hi andi. Happy Ugadi in advance! Avunu, repu kuda restaurant open eh. Regular timings lone untundi, madhyahnam 12 PM nunchi ratri 11:30 PM varaku.
- Customer: Ok great. Pandaga roju special menu emaina untunda? Ugadi pachadi lantivi?
- XYZ Support: Ugadi pachadi complimentary ga andistam andi repu dine-in customers ki (while stocks last). Migita menu mamule untundi, kani specials edaina unte board paina pedatham.
- Customer: Super! Thanks. Try chestam repu raavadaniki.
- XYZ Support: Tappakunda randi andi. Welcome!

Conversation 21: Inquiry about Preparation Style

- Customer: Nenu konchem health conscious. Mee curries lo oil ekkuva vadatara? Less oil tho cheyamante chestara?
- XYZ Support: Hi andi. Ma preparation standard ga untundi. Kani meeru order chesewu 'less oil' use cheyamani specific ga chepthe, chef ki inform chesi alane prepare cheyadaniki try chestam. Anni items ki possible kakapovachu (like deep fried ones), kani curries ki adjust cheyagalam.
- Customer: Ok good. Naaku Paneer Butter Masala kavali, kani creamy ga, heavy ga kakunda konchem light ga cheyagalara? Less butter/cream tho?
- XYZ Support: Chestam andi. Order note lo 'Light Paneer Butter Masala - Less Butter/Cream' ani mention cheyandi. Chef ki convey chestam.
- Customer: Chala thanks!
- XYZ Support: You're welcome!

Conversation 22: Dress Code Inquiry

- Customer: Is there any dress code to enter XYZ Restaurant? Vaste emaina rules unnaya?
- XYZ Support: Hi. No specific dress code andi. Smart casuals are preferred, but there are no strict rules. Just decent attire unte chalu. (Just decent attire is enough.)
- Customer: Ok thanks. Shorts veskoni ravocha? (Can I come wearing shorts?)
- XYZ Support: Casual shorts (like bermudas) are generally okay andi, especially during the day time. Evening konchem smart casuals prefer chestharu andaru. Problem emi undadu. (Generally okay... everyone prefers smart casuals in the evening. No problem.)
- Customer: Got it. Thanks.
- XYZ Support: Welcome!

Conversation 23: Comparing Dishes

- Customer: Naku kebab order cheyalani undi. Chicken Tikka ki Malai Kebab ki teda enti? Edi better?
- XYZ Support: Hi andi. Rendu baguntayi! Chicken Tikka konchem spicy ga, yogurt marinade tho untundi. Malai Kebab creamy ga, mild ga untundi cheese, cream marinade tho. Spice istapadithe Tikka better, mild & soft kavali ante Malai Kebab better. (Both are

good! Chicken Tikka is a bit spicy, with yogurt marinade. Malai Kebab is creamy, mild with cheese, cream marinade. If you like spice, Tikka is better, if you want mild & soft, Malai Kebab is better.)

- Customer: Hmm.. Naku creamy texture istam. Malai Kebab eh order chesta. Thanks!
- XYZ Support: Sure andi! Good choice. Enjoy!

Conversation 24: Takeaway Packaging Query

- Customer: Nenu curries parcel teesukeldam anukuntunna. Packaging ela untundi? Spill avuthaya car lo?
- XYZ Support: Hi andi. Curries kosam memu good quality, sealed plastic containers vadatam. Generally spill-proof ga ne untayi. But still, teesukelleబప్పుడు konchem straight ga, jagrathaga pettukunte better andi. (We use good quality, sealed plastic containers for curries. Generally they are spill-proof. But still, it's better to keep them straight and carefully while carrying.)
- Customer: Ok. Double packing cheyamante chestara, extra safety ki?
- XYZ Support: Sure andi. Order cheppetappudu mention cheyandi, extra cover or packing chestam. No problem.
- Customer: Thanks, adi chala helpful.
- XYZ Support: Welcome andi!

Conversation 25: Complaint about Food Quality

- Customer: Nenu ee roju madhyahnam Veg Biryani order chesa takeaway. Rice antha podi podi ga ledi, konchem mudda ga anipinchindi. Taste kuda regular la ledi.
- XYZ Support: Oh, meeku ala anipinchinda? Sorry for that andi. Ee roju edaina preparation lo teda jarigi undochu. Ee feedback ni head chef ki pass chestanu.
- Customer: Please chudandi. Regular ga mee Biryani baguntundi, ee sari disappoint ayya. Vegetables kuda fresh ga anipinchaledu.
- XYZ Support: Tappakunda andi. Quality issue ni serious ga teesukuntam. Chef tho matladi consistency maintain chesela chustam. Can I get your order number or phone number please, just for our internal record?
- Customer: Number [Customer Phone Number]. Next time ila kakunda chuskondi.
- XYZ Support: Definitely andi. Sorry again for the experience. We hope to serve you better next time.
- Customer: Sare.
- XYZ Support: Thank you for your feedback.

Conversation 26: Inquiry about Specific Ingredient

- Customer: Hi, mee Veg Fried Rice lo mushrooms vesthara? Naaku mushrooms padavu. (Hi, do you add mushrooms in your Veg Fried Rice? I don't like mushrooms.)

- XYZ Support: Hi andi. Avunu, regular Veg Fried Rice lo konni mushrooms add chestam. (Yes, we add some mushrooms in the regular Veg Fried Rice.)
- Customer: Ayyo. Avi veyyakunda cheyamante chestara? (Oh dear. If I ask not to add them, will you do it?)
- XYZ Support: Tappakunda andi. Meeru order chesetappudu 'No Mushrooms' ani clear ga mention cheyandi please. Chef ki inform chestam alane prepare cheyamani. (Definitely sir/madam. Please mention 'No Mushrooms' clearly when you order. We will inform the chef to prepare it that way.)
- Customer: Okay great. Thanks for confirming.
- XYZ Support: Welcome andi!

Conversation 27: Gift Voucher Inquiry

- Customer: Mee restaurant gift vouchers emaina unnaya? Friends ki gift ga ivvadaniki. (Do you have any restaurant gift vouchers? To give as a gift to friends.)
- XYZ Support: Hi andi. Present aithe physical gift cards or vouchers levu andi. (Hi sir/madam. Currently, we don't have physical gift cards or vouchers.)
- Customer: Oh ok. Emaina alternative unda? Like prepaid booking lantidi? (Oh ok. Is there any alternative? Like prepaid booking?)
- XYZ Support: Meeru valla peru meeda reservation chesi, bill settle chestamani cheppochu. Leda meeru vaste, bill pay chesi vellipovachu vallu finish chesaka. Direct ga vouchers matram levu andi, sorry. (You can make a reservation in their name and tell us you will settle the bill. Or if you come, you can pay the bill and leave after they finish. We don't have direct vouchers, sorry.)
- Customer: Hmm, sare. Thanks for the info.
- XYZ Support: Welcome andi.

Conversation 28: Requesting Less Sugar/Salt

- Customer: Nenu Fresh Lime Soda order cheddam anukuntunna. Konchem salt takkuva, sugar assalu veyyakunda cheyagalara? (I'm thinking of ordering Fresh Lime Soda. Can you make it with less salt and absolutely no sugar?)
- XYZ Support: Hi andi. Sure, chestam. Order note lo 'Fresh Lime Soda - Less Salt, No Sugar' ani mention cheyandi please. (Hi sir/madam. Sure, we will do it. Please mention 'Fresh Lime Soda - Less Salt, No Sugar' in the order note.)
- Customer: Ok. Curries lo kuda ala salt adjust chestaru kada? Already adiganu anukunta. (Okay. You also adjust salt in curries, right? I think I asked already.)
- XYZ Support: Avunu andi. Curries ki kuda 'Less Salt' ani chepte, chef ki inform chestam. Deep fried items or pre-marinated items lo kastam kani, curries ki possible eh. (Yes sir/madam. If you tell 'Less Salt' for curries too, we will inform the chef. It's difficult for deep-fried or pre-marinated items, but it's possible for curries.)
- Customer: Got it. Thanks.
- XYZ Support: You're welcome!

Conversation 29: Music/Ambiance Feedback

- Customer: Hi, ninna evening mee restaurant lo unnam. Ambiance bagundi kani music konchem ekkuva volume anipinchindi. Matladukodaniki ibbandi ayyindi. (Hi, we were at your restaurant yesterday evening. The ambiance is good but the music volume felt a bit high. It was difficult to talk.)
- XYZ Support: Oh, meeku ala anipinchinda? Sorry for the inconvenience andi. General ga light instrumental music pedatham moderate volume lo. Maybe aa time lo edaina technical issue valla ekkuva ayyindemo. (Oh, you felt that way? Sorry for the inconvenience. Generally, we play light instrumental music at a moderate volume. Maybe due to some technical issue at that time, it might have increased.)
- Customer: Avunu, instrumental eh kani volume konchem taggisthe better. (Yes, it was instrumental, but it would be better if the volume is reduced a bit.)
- XYZ Support: Tappakunda andi. Ee feedback ni management ki pass chestanu. Next time volume levels correct ga maintain ayela chuskuntam. Thanks for letting us know. (Definitely sir/madam. I will pass this feedback to the management. We will ensure volume levels are maintained correctly next time. Thanks for letting us know.)
- Customer: Sare, thanks.
- XYZ Support: Welcome andi.

Conversation 30: Large Order Delivery Query

- Customer: Ma office lo chinna party undi. Around 20 members ki Biryani (Veg & Non-Veg) order cheyali. Delivery chestara? Jubilee Hills eh location. (We have a small party in our office. Need to order Biryani (Veg & Non-Veg) for around 20 members. Will you deliver? Location is Jubilee Hills itself.)
- XYZ Support: Hi andi. Avunu, Jubilee Hills ki delivery chestam. 20 members order kabatti bulk order kindaki vastundi. Meeru menu final chesi chepte, delivery charges (if any) and timing confirm chestam. (Hi sir/madam. Yes, we deliver to Jubilee Hills. Since it's an order for 20 members, it comes under bulk order. If you finalize the menu and tell us, we will confirm delivery charges (if any) and timing.)
- Customer: Menu lo oka 5 Chicken Biryani, 5 Veg Biryani, plus konni starters anukuntunnam. Delivery charge untunda? Minimum order value entha direct delivery ki? (We are thinking of 5 Chicken Biryani, 5 Veg Biryani, plus some starters from the menu. Will there be a delivery charge? What is the minimum order value for direct delivery?)
- XYZ Support: Okasari total order value batti untundi andi. Generally [Hypothetical Amount, e.g., Rs. 2500] paina unte Jubilee Hills lo free delivery istham. Mee order value likely daatutundi anukunta. Exact ga order final chesaka confirm cheyagalanu. (It depends on the total order value sir/madam. Generally, if it's above [Amount], we give free delivery in Jubilee Hills. I think your order value will likely cross that. I can confirm exactly once the order is finalized.)
- Customer: Ok. Munduga cheppala order? Enta time mundu? (Okay. Do I need to tell the order in advance? How much time before?)
- XYZ Support: At least oka 2-3 hours mundu chepte better andi, prepare chesi timely ga deliver cheyadaniki. (It's better if you tell at least 2-3 hours in advance, sir/madam, to prepare and deliver on time.)
- Customer: Sare, menu final chesi call chestanu. Thanks.

- XYZ Support: Sure andi. Call cheyandi [Restaurant Number] ki. Welcome!

Conversation 31: Asking for Chef's Recommendation

- Customer: Hi, ee roju chef's special emaina unda? Leda meeru edi recommend chestaru try cheyamani? Non-veg curry lo. (Hi, is there any chef's special today? Or what would you recommend trying? In non-veg curry.)
- XYZ Support: Hi andi. Ee roju specials lo 'Gongura Mutton' undi. Chala authentic Hyderabad taste tho untundi. Adi try cheyochu. Leda regular menu lo aithe ma 'Chicken Tikka Masala' or 'Mutton Rogan Josh' eppudu popular eh. (Hi sir/madam. Today's specials include 'Gongura Mutton'. It has a very authentic Hyderabad taste. You can try that. Or from the regular menu, our 'Chicken Tikka Masala' or 'Mutton Rogan Josh' are always popular.)
- Customer: Gongura Mutton ah? Baguntunda? Pulupu ekkuva untunda? (Gongura Mutton? Will it be good? Will it be too sour?)
- XYZ Support: Taste baguntundi andi. Tangy ga, spicy ga untundi. Correct balance lo chestaru ma chef. Rice tho kani, roti tho kani baguntundi. (The taste is good sir/madam. It will be tangy and spicy. Our chef makes it in the correct balance. Goes well with rice or roti.)
- Customer: Okay, sounds interesting. Adi order chesta. Thanks for the recommendation!
- XYZ Support: Sure andi! Hope you like it. Enjoy your meal!

Conversation 32: Inquiry about Bill Discrepancy

- Customer: Nenu ippude mee daggara tinna. Bill lo oka 'Extra Raita' ani add chesaru. Nenu order cheyaledu adi. Bill number [Bill Number]. (I just ate at your place. An 'Extra Raita' has been added to the bill. I didn't order that. Bill number [Bill Number].)
- XYZ Support: Oh, avuna andi? Okkasari check chestanu system lo... Waiter edaina misunderstand chesukunnaremo. Sorry for the mistake. (Oh, is that so? Let me check the system once... Maybe the waiter misunderstood something. Sorry for the mistake.)
- XYZ Support: (After checking) Avunu andi, system lo add ayyi undi kani meeru order cheyaledu ante remove cheddham. Meeru already pay chesesara bill? (Yes sir/madam, it's added in the system, but if you say you didn't order, let's remove it. Have you already paid the bill?)
- Customer: Pay chesanu card lo. Amount [Amount]. Raita cost entha? Refund ela? (I paid by card. Amount [Amount]. How much does the Raita cost? How about the refund?)
- XYZ Support: Raita cost [Cost, e.g., Rs. 50] andi. Meeru ippudu restaurant lo ne unnara? Unte cash refund ippistam counter lo. Leda next time vachinappudu bill lo adjust cheyamanna chestam. (Raita cost is [Cost]. Are you still at the restaurant? If yes, we will arrange a cash refund at the counter. Or else, we can adjust it in the bill next time you visit.)
- Customer: Ikkade unna. Counter daggara ki veltunna.
- XYZ Support: Ok andi. Counter lo [Staff Name] ki cheppandi, nenu inform chestanu refund ivvamani. Sorry again for the error.
- Customer: Parledu. Thanks for sorting it out. (It's okay. Thanks for sorting it out.)

- XYZ Support: Welcome andi.

Conversation 33: Changing Delivery Address

- Customer: Nenu ippude Swiggy lo order pettaanu XYZ nunchi. Address apartment block number tappu petta. Change cheyochha? Order ID [Order ID]. (I just placed an order from XYZ on Swiggy. I put the wrong apartment block number in the address. Can I change it? Order ID [Order ID].)
- XYZ Support: Hi andi. Meeru Swiggy lo order pettaru kabatti, address change kuda Swiggy app lone cheyali try cheyali or valla customer care ki cheppali. Memu ma side nunchi address change cheyalemu platform orders ki. (Hi sir/madam. Since you placed the order on Swiggy, you should try changing the address in the Swiggy app itself or inform their customer care. We cannot change the address from our side for platform orders.)
- Customer: Oh avuna? App lo option kanapatadledu ippudu. Delivery person call chestaremo appudu cheptale. (Oh is it? I don't see the option in the app now. Maybe the delivery person will call, I'll tell them then.)
- XYZ Support: Avunu andi, adi best option. Delivery person meeku call chestaru location confirm cheskodaniki, appudu correct block number cheppandi. Problem undadu. (Yes sir/madam, that's the best option. The delivery person will call you to confirm the location, tell them the correct block number then. There shouldn't be a problem.)
- Customer: Sare thanks.
- XYZ Support: Welcome andi.

Conversation 34: Inquiry about Power Outlet Availability

- Customer: Hi, nenu mee restaurant ki vachi konchem work chesukovali laptop lo. Tables daggara charging points / power outlets unnaya? (Hi, I need to come to your restaurant and do some work on my laptop. Are there charging points / power outlets near the tables?)
- XYZ Support: Hi andi. Anni tables daggara levu kani, konni wall side tables daggara power outlets unnayi. Meeru vachinappudu staff ni adigithe, availability batti alanti table allot cheyadaniki try chestam. (Hi sir/madam. Not near all tables, but there are power outlets near some wall-side tables. If you ask the staff when you come, we will try to allot such a table based on availability.)
- Customer: Ok, perfect. Reservation cheskovala? Or walk-in cheste dorukutunda ala? (Okay, perfect. Should I make a reservation? Or will I get one if I walk in?)
- XYZ Support: Weekday ayithe walk-in chesina dorakavachu andi. Weekend ayithe reservation chesukuni, note lo 'Need table near power outlet' ani mention cheste better. (If it's a weekday, you might get it even with a walk-in. If it's a weekend, it's better to make a reservation and mention 'Need table near power outlet' in the notes.)
- Customer: Got it. Thanks!
- XYZ Support: Welcome andi!

Conversation 35: Feedback on Staff Behavior

- Customer: Nenu last week mee restaurant ki vachinapudu, oka staff member chala helpful ga unnaru. Peru [Staff Member's Name, e.g., Suresh] anukunta. Menu explain cheyadam lo, recommendations ivvadam lo chala patient ga unnaru. Compliment cheddami ani text chestunna. (When I came to your restaurant last week, one staff member was very helpful. I think his name is [Staff Member's Name]. He was very patient in explaining the menu and giving recommendations. Texting to compliment him.)
- XYZ Support: Thank you so much for sharing your positive feedback andi! Suresh ki mee compliments tappakunda convey chestam. Ianti feedback ma staff ni encourage chestundi. We are very happy to hear you had a good experience. (Thank you so much for sharing your positive feedback! We will definitely convey your compliments to Suresh. Such feedback encourages our staff. We are very happy to hear you had a good experience.)
- Customer: Please do. Good service makes a lot of difference.
- XYZ Support: Absolutely andi! We completely agree. Thanks again for taking the time to appreciate our staff. Hope to see you again soon!
- Customer: Sure. Bye.
- XYZ Support: Bye andi!

Conversation 36: Query about Specific Table Request

- Customer: Hi, memu regular ga vastuntam mee restaurant ki. Last time maaku window pakkana unna corner table (Table No. [X] anukunta) chala nachindi. Repu vastunnam, aa table reserve cheyagalara? (Hi, we come regularly to your restaurant. Last time we really liked the corner table near the window (Table No. [X] I think). We are coming tomorrow, can you reserve that specific table?)
- **XYZ Support:** Hi andi! Welcome back. Table number exact ga gurthu lekapoyina, window pakkana corner table ante ardhama ayyindi. Repu eppudu vastunnaru? Entha mandiki? (Hi sir/madam! Welcome back. Even if you don't remember the exact table number, I understood 'corner table near the window'. When are you coming tomorrow? For how many people?)
- Customer: Repu lunch time ki. Around 1 PM. Two members.
- **XYZ Support:** Ok andi. Aa table availability check chesi reserve cheyadaniki try chestam. Okavela adi already booked unte, similar ga unna vere table allot chestam. Note chesanu mee request. (Okay sir/madam. We will check the availability of that table and try to reserve it. If it's already booked, we will allot another similar table. I have noted your request.)
- Customer: Please try for that specific one if possible. Thanks. Peru [Customer Name].
- **XYZ Support:** Sure [Customer Name] garu. We will do our best. Reservation updated with your request. See you tomorrow!
- Customer: Thank you!

Conversation 37: Inquiry about Leftover Food Policy

- Customer: Bhojanam chesaka food migilipothe parcel isthara? Packing ki emaina charge chestara? (If food is leftover after the meal, will you give it as a parcel? Do you charge anything for packing?)
- **XYZ Support:** Hi andi. Avunu, migilina food tappakunda parcel chesi istham. Separate ga packing charges emi undavu andi. Containers free ga ne provide chestam. (Hi sir/madam. Yes, we definitely pack leftover food and give it. There are no separate packing charges. We provide containers free of cost.)
- Customer: Oh good. Konni restaurants charge chestayi kada anduke adiga. (Oh good. Some restaurants charge, right? That's why I asked.)
- **XYZ Support:** Ledu andi, ma daggara packing ki charge ledu. Meeru waiter ki chepte neatly pack chesi istharu. (No sir/madam, we don't charge for packing. If you tell the waiter, they will pack it neatly and give it.)
- Customer: Ok thanks for clarifying.
- **XYZ Support:** Welcome andi!

Conversation 38: Question about Ingredient Sourcing

- Customer: Mee daggara use chese chicken and mutton halal cut aa? (Is the chicken and mutton you use halal cut?)
- **XYZ Support:** Hi andi. Avunu, memu use chese chicken mariyu mutton rendu kuda certified halal suppliers nunchi procure cheskuntam. (Hi sir/madam. Yes, both the chicken and mutton we use are procured from certified halal suppliers.)
- Customer: Ok perfect. Confirm chedamani adiganu. Thanks. (Okay perfect. Asked just to confirm. Thanks.)
- **XYZ Support:** Sure andi. No problem. You're welcome!

Conversation 39: Complaint about Portion Size

- Customer: Nenu regular ga mee Chicken Biryani order chestanu. Kani ninna order chesinappudu portion size chala takkuva anipinchindi. Quantity tagginchesara enti? (I regularly order your Chicken Biryani. But when I ordered yesterday, the portion size felt very less. Did you reduce the quantity?)
- **XYZ Support:** Hi andi. Sorry to hear that. Ala jaragakudadu. Ma standard portion size eppudu oke la maintain chestam. Edaina specific ga chicken pieces takkuva anipinchaya leda rice quantity na? (Hi sir/madam. Sorry to hear that. That shouldn't happen. We always maintain the same standard portion size. Did you specifically feel the chicken pieces were less or the rice quantity?)
- Customer: Rendu kuda konchem takkuva anipinchayi previous orders tho compare cheste. (Both felt a little less compared to previous orders.)
- **XYZ Support:** Ok andi. Ee feedback kitchen team ki pass chestanu. Serving chesetappudu correct portion maintain chesela chudamani cheptanu. Could you please share your order details (like Bill No. or phone number used for order)? Just for our internal tracking.

- Customer: Order [Details]. Please maintain consistency. Taste kosam price parledani order chestunte, quantity taggisthe kastam. (Please maintain consistency. We order thinking the price is okay for the taste, but if you reduce the quantity, it's difficult.)
- **XYZ Support:** Point taken andi. We understand. Tappakunda consistency maintain cheyadaniki try chestam. Thanks for bringing this to our notice. Sorry again for the experience.
- Customer: Sare.
- **XYZ Support:** Thank you.

Conversation 40: Request for Item Not on Menu

- Customer: Maa babu ki konchem onti lo nalamu ga undi. Plain Moong Dal Khichdi (uppu matrame vesi) emaina chesi ivvagalara? Menu lo ledi ani telusu. (My son is a bit unwell. Can you possibly make plain Moong Dal Khichdi (with only salt)? I know it's not on the menu.)
- **XYZ Support:** Hi andi. Okkasari kitchen lo chef ni kanukkoni cheptanu. Generally ala simple requests, ingredients available unte chestam. Konchem time ivvandi. (Hi sir/madam. Let me check with the chef in the kitchen and tell you. Generally, we do such simple requests if ingredients are available. Please give me some time.)
- **XYZ Support:** (After checking) Avunu andi, chestaru. Plain Moong Dal Khichdi with just salt. Order ga teesukomantuntundi? Dine-in or Takeaway? (Yes sir/madam, they will make it. Plain Moong Dal Khichdi with just salt. Shall I take it as an order? Dine-in or Takeaway?)
- Customer: Takeaway kavali. Chala thanks andi help chesinanduku! Enta time padutundi? (Need takeaway. Thanks a lot for helping!) How long will it take?
- **XYZ Support:** Sumaru 20-25 minutes lo ready avutundi andi. Order place chestunnam. Meeru vachi collect chesukovachu. (It will be ready in about 20-25 minutes. I am placing the order. You can come and collect it.)
- Customer: Great! Thanks again!
- **XYZ Support:** Welcome andi! Hope your son feels better soon.

Conversation 41: Checking Holiday Rush

- Customer: Hi, ee Sunday Ramzan Eid kada. Aa roju restaurant ela untundi? Baga rush ga untunda? Lunch time ki. (Hi, this Sunday is Ramzan Eid, right? How will the restaurant be on that day? Will it be very crowded? Around lunch time.)
- **XYZ Support:** Hi andi. Eid Mubarak in advance! Avunu, pandaga roju kabatti lunch and dinner times lo normal kannu ekkuvu rush expect chestunnam, especially evening time lo. (Hi sir/madam. Eid Mubarak in advance! Yes, since it's a festival day, we are expecting more rush than usual during lunch and dinner times, especially in the evening.)
- Customer: Lunch time ki vaste table dorakadam kastama? Reservation chesukovala? (If we come at lunch time, will it be difficult to get a table? Should we make a reservation?)
- **XYZ Support:** Lunch time ki kuda konchem waiting undochu andi. Meeru munduga reservation chesukunte chala better. Waiting lekunda direct ga table teesukovachu.

(There might be some waiting even at lunch time. It's much better if you make a reservation in advance. You can take the table directly without waiting.)

- Customer: Okay, chesukunta reservation. Special menu emaina untunda Eid ki? Haleem lantivi? (Okay, I will make a reservation. Will there be any special menu for Eid? Like Haleem?)
- **XYZ Support:** Eid special ga konni items add chestam andi, Mutton Biryani specials, Sheer Korma lantivi. Haleem present plan lo ledu kani, final menu okasari repu confirm chesukondi. (We add a few items specially for Eid, like Mutton Biryani specials, Sheer Korma etc. Haleem is not in the current plan, but please confirm the final menu once tomorrow.)
- Customer: Ok Thanks.
- **XYZ Support:** Welcome andi!

Conversation 42: Feedback on Website/App Issue

- Customer: Mee website lo menu chustunte, konni images load avvattledu. Blank ga vastunnayi. Check cheyagalara? (While viewing the menu on your website, some images are not loading. They are appearing blank. Can you check?)
- **XYZ Support:** Oh, avuna andi? Sorry for the technical glitch. Ee browser lo chustunnaru? Mobile or Desktop? (Oh, is that so? Sorry for the technical glitch. Which browser are you using? Mobile or Desktop?)
- Customer: Chrome lo chustunna, mobile lo. Konni categories lo images levu anthe. (I'm viewing in Chrome, on mobile. Images are missing in some categories only.)
- **XYZ Support:** Ok andi. Thanks for reporting. Ma technical team ki inform chestanu ee issue ni check cheyamani. For now, meeru Zomato or Swiggy lo kuda ma menu images tho chudochu. (Okay sir/madam. Thanks for reporting. I will inform our technical team to check this issue. For now, you can also view our menu with images on Zomato or Swiggy.)
- Customer: Sare, Zomato lo chusta le. Just meeku inform cheddami cheppanu. (Okay, I'll check on Zomato then. Just wanted to inform you.)
- **XYZ Support:** Thank you so much andi! Ilanti feedback maaku website improve cheskodaniki help avutundi. (Thank you so much! Such feedback helps us improve our website.)
- Customer: Welcome.
- **XYZ Support:** :)

Conversation 43: Query about Wi-Fi Access

- Customer: Mee restaurant lo free Wi-Fi undani chepparu kada? Ela connect avvali? Password enti? (You mentioned there's free Wi-Fi in your restaurant, right? How to connect? What's the password?)
- **XYZ Support:** Hi andi. Avunu, free Wi-Fi undi. Meeru mee Wi-Fi settings lo 'XYZ_Guest_WiFi' network select chesukondi. Connect ayyaka oka login page vastundi or browser open cheste redirect avutundi. (Hi sir/madam. Yes, free Wi-Fi is available.

Please select the 'XYZ_Guest_WiFi' network in your Wi-Fi settings. After connecting, a login page will appear or it will redirect when you open a browser.)

- Customer: Login page lo em ivvali? Password adugutunda? (What should I give on the login page? Does it ask for a password?)
- **XYZ Support:** Password undadu andi. Just mee mobile number enter chesi, OTP vastundi adi enter cheste connect avutundi. Ledante simple 'Connect' button untundi danini press chesina connect avvochu. Staff ni adigina help chestaru. (There's no password. Just enter your mobile number, you'll get an OTP, enter that to connect. Or there might be a simple 'Connect' button, pressing that might also connect you. Staff can also help if you ask.)
- Customer: Ok, try chestanu vachaka. Thanks.
- **XYZ Support:** Sure andi. Welcome!

Conversation 44: Requesting Specific Seating Area

- Customer: Memu family tho vastunnam dinner ki. Konchem family section laga separate ga unde area lo table kavali. Possible aa? (We are coming with family for dinner. We need a table in an area that is somewhat separate, like a family section. Is it possible?)
- **XYZ Support:** Hi andi. Ma restaurant layout open gaane untundi kani, konni corner tables or konchem side ki unna tables unnayi, avi konchem private ga anipistayi. Separate family room ledu kani, alanti table allot cheyadaniki try chestam. (Hi sir/madam. Our restaurant layout is quite open, but there are some corner tables or tables slightly to the side, which feel a bit private. There's no separate family room, but we will try to allot such a table.)
- Customer: Sare, alanti table chudandi please. Main entrance ki or kitchen ki daggara kakunda unte better. Konchem peaceful ga undali. (Okay, please look for such a table. It would be better if it's not near the main entrance or the kitchen. Need it to be a bit peaceful.)
- **XYZ Support:** Understood andi. Reservation chesetappudu ee preference note chestanu. Availability batti best possible table allot chestam. (Understood sir/madam. I will note this preference when making the reservation. We will allot the best possible table based on availability.)
- Customer: Ok thanks.
- **XYZ Support:** Welcome andi!

Conversation 45: Inquiry about Takeaway Waiting Time (Current)

- Customer: Hi, nenu ippudu oka Chicken Biryani takeaway order place cheste, ready avvaniki enta time padutundi? (Hi, if I place a takeaway order for one Chicken Biryani right now, how much time will it take to get ready?)
- **XYZ Support:** Hi andi. Ippudu Thursday evening kada, pedda rush ledu. Order place cheste, oka 20-25 minutes lo ready ayipothundi andi. (Hi sir/madam. Since it's Thursday evening now, there isn't much rush. If you place the order, it should be ready in about 20-25 minutes.)

- Customer: Ok perfect. Place chestanu order phone lo ippude. (Okay perfect. I will place the order on the phone right now.)
- **XYZ Support:** Sure andi. Call cheyandi [Restaurant Number] ki. Order teesukuntaru. (Sure sir/madam. Call [Restaurant Number]. They will take the order.)
- Customer: Thanks.
- **XYZ Support:** Welcome!

Conversation 46: Feedback on Hygiene/Cleanliness

- Customer: Nenu ninna lunch ki vachanu. General ga antha bagane undi kani, washrooms inkonchem clean ga maintain cheste baguntundi anipinchindi. (I came for lunch yesterday. Generally, everything was fine, but I felt it would be good if the washrooms were maintained a bit more cleanly.)
- **XYZ Support:** Oh, meeku ala anipinchinda? Sorry for that andi. Cleanliness ki memu chala importance istham. Prathee ganta ki check chesi clean cheyali ani instructions unnayi staff ki. (Oh, you felt that way? Sorry for that sir/madam. We give a lot of importance to cleanliness. There are instructions for the staff to check and clean every hour.)
- Customer: Maybe aa time ki miss ayyindemo. Wet floor, tissues kindaki padivunnayi. Just feedback anthe. (Maybe they missed it at that time. The floor was wet, tissues were lying on the floor. Just feedback.)
- **XYZ Support:** Tappakunda andi. Ee feedback housekeeping supervisor ki pass chestanu. Inka jagratha ga frequent ga clean chesela chuskomani cheptanu. Thanks for bringing this to our attention, it helps us improve. (Definitely sir/madam. I will pass this feedback to the housekeeping supervisor. I will tell them to be more careful and clean more frequently. Thanks for bringing this to our attention, it helps us improve.)
- Customer: Ok thanks.
- **XYZ Support:** Welcome andi.

Conversation 47: Inquiry about Children's Play Area

- Customer: Mee restaurant lo pillalu adukodaniki emaina chinna play area unda? (Do you have a small play area for children in your restaurant?)
- **XYZ Support:** Hi andi. Sorry, ma daggara separate play area emi ledu andi. (Hi sir/madam. Sorry, we don't have a separate play area.)
- Customer: Oh ok. At least high chairs unnayi kada mentioned chesaru? (Oh ok. At least you have high chairs, right? You mentioned?)
- **XYZ Support:** Avunu andi. Baby high chairs unnayi. Staff ni adigithe arrange chestaru table daggara. (Yes sir/madam. Baby high chairs are available. If you ask the staff, they will arrange it near the table.)
- Customer: Sare, thanks.
- **XYZ Support:** Welcome andi!

Conversation 48: Question about Billing Details

- Customer: Bill lo CGST, SGST ani vesaru. Rendu enduku vesaru? Vat kuda add ayyinda? (You have put CGST, SGST in the bill. Why have you put both? Is VAT also added?)
- **XYZ Support:** Hi andi. Government rules prakaram, restaurant food bill paina Goods and Services Tax (GST) apply avutundi. Adi Central GST (CGST) mariyu State GST (SGST) ga rendu equal parts ga divide avutundi. Ma state Telangana kabatti SGST vastundi. Memu extra ga emi veyyatledu. VAT ippudu ledu andi food paina, only GST eh. (Hi sir/madam. As per government rules, Goods and Services Tax (GST) applies to restaurant food bills. It gets divided into two equal parts as Central GST (CGST) and State GST (SGST). Since our state is Telangana, SGST applies. We are not adding anything extra. VAT is not there on food now, only GST.)
- Customer: Oh ok. Ante total GST 5% aa? (Oh ok. So the total GST is 5%?)
- **XYZ Support:** Avunu andi. AC Restaurant lo food paina 5% GST (2.5% CGST + 2.5% SGST). Bill lo breakup clear ga untundi. (Yes sir/madam. On food in an AC Restaurant, it's 5% GST (2.5% CGST + 2.5% SGST). The breakup will be clear in the bill.)
- Customer: Ardham ayyindi. Thanks for explaining. (Understood. Thanks for explaining.)
- **XYZ Support:** Welcome andi! Happy to clarify.

Conversation 49: Follow-up on Previous Complaint

- Customer: Nenu last week service delay gurinchi complaint chesanu kada? Emaina action teesukunnara? (I complained about the service delay last week, right? Was any action taken?)
- **XYZ Support:** Hi andi. Gurthu undi. Meeru [Date/Day] na vachinappudu main course late ayyindi annaru. Avunu andi, aa feedback ni serious ga teesukunnam. (Hi sir/madam. I remember. You mentioned the main course was delayed when you visited on [Date/Day]. Yes, we took that feedback seriously.)
- **XYZ Support:** Memu ma service staff tho meeting pettamu, peak hours lo coordination improve cheyadaniki, order taking & delivery process streamline cheyadaniki discuss chesamu. Kitchen team tho kuda matladam preparation timings optimize cheyadaniki. (We held a meeting with our service staff, discussed improving coordination during peak hours, and streamlining the order taking & delivery process. We also spoke with the kitchen team to optimize preparation timings.)
- Customer: Ok, good to know. Hope next time experience better untundi. (Ok, good to know. Hope the experience is better next time.)
- **XYZ Support:** Tappakunda andi. Memu continuous ga improve avvaniki try chestune untam. Sorry again for the previous experience. (Definitely sir/madam. We keep trying to improve continuously. Sorry again for the previous experience.)
- Customer: Parledu le. Thanks for the update. (It's okay. Thanks for the update.)
- **XYZ Support:** Welcome andi.

Conversation 50: Request for Recipe/Cooking Style

- Customer: Mee Gongura Mutton chala bagundi ninna try chesindi. Emaina special technique or ingredient untunda? Intlo try cheddamani. (Your Gongura Mutton that I tried

yesterday was very good. Is there any special technique or ingredient? Thinking of trying at home.)

- **XYZ Support:** Hi andi! Thank you! Ma chef ki mee compliment convey chestanu. Adi traditional Hyderabad style lo chestam andi. Fresh Gongura leaves, tender mutton mariyu special spice blend use chestam. (Hi sir/madam! Thank you! I will convey your compliment to our chef. We make it in the traditional Hyderabad style. We use fresh Gongura leaves, tender mutton, and a special spice blend.)
- Customer: Aha.. Aa spice blend lo emuntayi approx ga? Exact recipe adagatledu le kani curiosity anthe. (Aha.. What does that spice blend contain approximately? Not asking for the exact recipe, just curiosity.)
- **XYZ Support:** Haha, adi ma chef secret andi! General ga garam masala ingredients tho patu konni special spices untayi. Correct quantity lo veyadam, mutton ni baga cook cheyadam important. (Haha, that's our chef's secret! Generally, along with garam masala ingredients, there are some special spices. Adding them in the correct quantity and cooking the mutton well is important.)
- Customer: Ardham ayyindi le. Secret ni secret ga ne unchandi :). Thanks anyway! (Understood. Keep the secret as a secret :). Thanks anyway!)
- **XYZ Support:** :) Welcome andi! Malli vachinappudu inkoka dish try cheyandi. (:)
Welcome sir/madam! Try another dish when you visit again.)

Conversation 51: Health/Dietary Info (Vegan/Keto)

- Customer: Hi, mee menu lo strictly vegan options emaina unnaya? (Dairy/honey lekunda) (Hi, do you have any strictly vegan options on your menu? Without dairy/honey)
- **XYZ Support:** Hi andi. Konni unnayi. For example, ma Veg Fried Rice (egg lekunda chepthe), Gobi Manchurian (confirm cheskovali batter lo dairy ledani), Chana Masala (ghee/butter vadilesi oil tho cheyamani chepthe), Aloo Gobi lanti dishes vegan cheyochu request paina. Please order chesetappudu 'Strictly Vegan' ani mention cheyandi. (Hi. There are a few. For example, our Veg Fried Rice (if told without egg), Gobi Manchurian (need to confirm no dairy in batter), Chana Masala (if told to use oil instead of ghee/butter), dishes like Aloo Gobi can be made vegan upon request. Please mention 'Strictly Vegan' when ordering.)
- Customer: Ok. Keto options emaina unnaya? Low carb / high fat? (Okay. Are there any Keto options? Low carb / high fat?)
- **XYZ Support:** Keto specific menu ledu andi. Kani meeru Tandoori Chicken, Paneer Tikka, Fish Tikka (without sugar in marinade, if any), Green Salad lanti choose chesukovachu. Rice, Roti, sugary drinks avoid cheyali. Staff ni adigithe options suggest chestaru mee requirements batti. (There is no Keto specific menu. But you can choose items like Tandoori Chicken, Paneer Tikka, Fish Tikka (without sugar in marinade, if any), Green Salad etc. You need to avoid Rice, Roti, sugary drinks. Staff can suggest options based on your requirements if you ask.)
- Customer: Got it, thanks.
- **XYZ Support:** Welcome andi!

Conversation 52: Ambiance Details (Music/Suitability)

- Customer: Mee restaurant ambiance ela untundi evening time lo? Date ki suitable aa? (How is the ambiance in your restaurant during the evening? Is it suitable for a date?)
- **XYZ Support:** Hi andi. Evening time lo konchem dim lighting, light instrumental music tho pleasant ga untundi. Couples ki definitely suitable eh. Konni corner tables kuda unnayi privacy kosam. (Hi. In the evening, it's pleasant with somewhat dim lighting and light instrumental music. Definitely suitable for couples. There are some corner tables too for privacy.)
- Customer: Music type enti usually? Loud ga untunda? (What type of music usually? Is it loud?)
- **XYZ Support:** Mostly soft instrumental, fusion, or sometimes light jazz pedatham andi. Loud ga undadu, conversation ki disturb avvakunda chuskuntam. (Mostly soft instrumental, fusion, or sometimes light jazz is played. It won't be loud, we ensure it doesn't disturb conversations.)
- Customer: Sounds good. Thanks!
- **XYZ Support:** Welcome! Hope you have a nice time!

Conversation 53: Specific Promotions Inquiry

- Customer: Nenu Instagram lo chusanu, Biryani paina edaina offer nadustundi ani? Adi ippudu kuda unda? (I saw on Instagram that some offer is running on Biryani? Is it still available now?)
- **XYZ Support:** Hi andi. Avunu, ee week matrame dine-in lo Chicken Biryani order cheste, oka complimentary soft drink offer undi. Takeaway/Delivery ki ledu. (Hi. Yes, only for this week, if you order Chicken Biryani for dine-in, there's a complimentary soft drink offer. Not applicable for takeaway/delivery.)
- Customer: Oh ok. Dine-in ki matrame na? Sare. Inkemaina offers unnaya? (Oh ok. Only for dine-in? Okay. Are there any other offers?)
- **XYZ Support:** Present aithe idi okate nadustondi andi. Future offers kosam ma social media pages follow avvandi. (Currently, only this one is running. Please follow our social media pages for future offers.)
- Customer: Okay fine. Thanks.
- **XYZ Support:** Welcome!

Conversation 54: Waiting List Management

- Customer: Reservation full ayipoyindi anta kada Saturday ki? Waiting list emaina teesukuntara? Vaste enta time wait cheyalsi untundi? (I heard reservations are full for Saturday? Do you take a waiting list? If we come, how long would we have to wait?)
- **XYZ Support:** Hi andi. Avunu, Saturday evening slots chala varaku full ayyayi. Waiting list teesukuntam andi. Meeru restaurant ki vachaka mee peru, number isthe, table ready avvagane call chestam. Waiting time aa roju rush batti untundi, estimate cheppadam kastam kani 30-45 minutes or ekkuva kuda undochu. (Hi. Yes, Saturday evening slots are mostly full. We do take a waiting list. If you give your name and number after coming to the restaurant, we will call you as soon as a table is ready. Waiting time depends on the rush that day, difficult to estimate but could be 30-45 minutes or even more.)

- Customer: Oh ok. Waiting lo unte restaurant lo wait cheyadaniki place untunda? (Oh ok. If we are waiting, is there a place to wait in the restaurant?)
- **XYZ Support:** Konchem waiting area undi andi reception daggara. Ledante bayata wait cheyalsi vastundi. Call chesinappudu meeru daggalo unte సరిపోతుంది (saripothundi - it's enough). (There is a small waiting area near the reception. Otherwise, you might have to wait outside. It's enough if you are nearby when we call.)
- Customer: Sare, alochinchu vastam. Thanks. (Okay, I'll think about it and come. Thanks.)
- **XYZ Support:** Ok andi. Welcome.

Conversation 55: Staff Queries

- Customer: Last time vachinapudu [Waiter's Name] ane waiter serve chesaru. Chala baga chusukunnaru. Ee roju unnara duty lo? (Last time when we came, a waiter named [Waiter's Name] served us. He took very good care. Is he on duty today?)
- **XYZ Support:** Hi andi! Let me check the duty roster... Ee roju [Waiter's Name] ki evening shift undi andi. Meeru evening vaste untaru. (Hi! Let me check the duty roster... Today [Waiter's Name] has the evening shift. If you come in the evening, he will be there.)
- Customer: Oh super. Memu dinner ke vastunnam. Request cheste maa table ki assign chestara? (Oh super. We are coming for dinner only. If we request, will you assign him to our table?)
- **XYZ Support:** Meeru vachaka restaurant manager ni adagandi andi. Section allocation batti possible ayithe try chestaru. Guarantee ivalemu kani, mee preference cheppochu. (Please ask the restaurant manager when you arrive. If possible based on section allocation, they will try. We can't guarantee, but you can mention your preference.)
- Customer: Ok chestanu. Thanks.
- **XYZ Support:** Welcome!

Conversation 56: Payment Methods (Less Common)

- Customer: Mee daggara Sodexo meal card / coupons accept chestara? (Do you accept Sodexo meal card / coupons at your place?)
- **XYZ Support:** Hi andi. Sorry, present memu Sodexo cards or coupons accept cheyatledu. Only regular Credit/Debit cards, UPI, and cash accept chestam. (Hi. Sorry, currently we are not accepting Sodexo cards or coupons. We only accept regular Credit/Debit cards, UPI, and cash.)
- Customer: Oh ok. Enduku accept cheyaru? Chala restaurants chestayi kada? (Oh ok. Why don't you accept? Many restaurants do, right?)
- **XYZ Support:** Konni operational reasons valla present implement cheyaledu andi. Future lo emaina change unte update chestam. (Due to some operational reasons, it's not implemented currently. We will update if there's any change in the future.)
- Customer: Sare, thanks for the info.
- **XYZ Support:** Welcome andi.

Conversation 57: Pre-ordering for Dine-in

- Customer: Memu lunch ki vastunnam office nunchi. Time takkuva untundi. Food munduga order chesi pedithe, memu vachesariki table meeda ready ga unchagalara? (We are coming from the office for lunch. We will have less time. If we order the food in advance, can you keep it ready on the table by the time we arrive?)
- **XYZ Support:** Hi andi. Ala cheyagalam kani konni conditions unnayi. Meeru exact ga e time ki vastaro cheppali. Full order munduga cheppali. Appudappudu rush batti, meeru vachaka fresh ga prepare cheste better taste untundi ani chef feel avvochu. Okasari manager tho matladatara ee vishayam? (Hi. We can do that but there are some conditions. You need to tell us the exact time you will arrive. You need to give the full order in advance. Sometimes depending on the rush, the chef might feel it's better to prepare fresh after you arrive for better taste. Could you speak to the manager once regarding this?)
- Customer: Manager number isthara? Or restaurant ki vachake na? (Will you give the manager's number? Or only after coming to the restaurant?)
- **XYZ Support:** Meeru ma restaurant landline [040-12345678] ki call chesi manager kosam adagochu andi. Explain cheste solution cheptaru. (You can call our restaurant landline and ask for the manager. If you explain, they will suggest a solution.)
- Customer: Ok, call chestanu. Thanks.
- **XYZ Support:** Welcome!

Conversation 58: Ingredient Origin/Quality (Organic)

- Customer: Mee daggara use chese vegetables organic aa? (Are the vegetables you use organic?)
- **XYZ Support:** Hi andi. Memu fresh vegetables daily local market nunchi procure chestam quality chusi. Kani specific ga anni organic certified ani cheppalemu andi. Konni ingredients organic suppliers nunchi techukuntam kani, anni kaavu. (Hi. We procure fresh vegetables daily from the local market checking the quality. But we cannot specifically say everything is organic certified. We get some ingredients from organic suppliers, but not all.)
- Customer: Oh ok. Mari quality ela ensure chestharu pesticides lekunda? (Oh ok. Then how do you ensure quality without pesticides?)
- **XYZ Support:** Memu select cheskune suppliers ni batti, vachaka vegetables ni бага clean chesi use chestam andi. Quality and freshness ki priority istham. (Based on the suppliers we select, and we wash the vegetables thoroughly after receiving them before use. We prioritize quality and freshness.)
- Customer: Sare, ardham ayyindi. Thanks. (Okay, understood. Thanks.)
- **XYZ Support:** Welcome andi.

Conversation 59: Handling Food Spills/Accidents

- Customer: Memu vastunnam kids tho. Okavela vallu edaina food or water table meeda spill cheste situation ela handle chestaru? Extra charge emaina untunda? (We are coming with kids. If they happen to spill some food or water on the table, how do you handle the situation? Will there be any extra charge?)

- **XYZ Support:** Hi andi. Accidents jarugutayi, especially kids unnappudu. Parledu andi. Ma staff ventane vachi clean chestaru. Daaniki extra charge emi undadu. Don't worry about it. (Hi. Accidents happen, especially with kids. It's okay. Our staff will immediately come and clean it up. There will be no extra charge for that. Don't worry about it.)
- Customer: Oh, thank god. Konchem tension paddanu. Thanks for clarifying. (Oh, thank god. I was a bit tense. Thanks for clarifying.)
- **XYZ Support:** No problem at all andi. Meeru relax ga mee meal enjoy cheyandi. Staff will take care. (No problem at all. You relax and enjoy your meal. Staff will take care.)
- Customer: Thank you!
- **XYZ Support:** Welcome!

Conversation 60: Feedback Submission

- Customer: Nenu mee restaurant service gurinchi detailed feedback ivvali anukuntunna. Ekkada ivvochu? Chat lo kakunda. (I want to give detailed feedback about your restaurant service. Where can I give it? Other than chat.)
- **XYZ Support:** Hi andi. Tappakunda. Meeru feedback ivvadaniki konni options unnayi:
 1. Restaurant lo manager ni direct ga kalisi cheppochu.
 2. Prathee table meeda feedback form untundi, adi fill chesi ivvochu.
 3. Ma email address [hypothetical email: feedback@xyzrestaurant.com] ki mail cheyochu.
 4. Google reviews lo kuda mee feedback post cheyochu. (Hi. Definitely. There are a few options to give feedback: 1. You can meet the manager directly at the restaurant and tell them. 2. There is a feedback form on every table, you can fill that and give it. 3. You can email us at [email]. 4. You can also post your feedback on Google reviews.)
- Customer: Ok, chala options unnayi. Email chestanu details ga. Thanks. (Okay, there are many options. I will email in detail. Thanks.)
- **XYZ Support:** Sure andi. We value your feedback. Thank you!
- Customer: Welcome.

Conversation 61: Check Opening Time

- Customer: Hi, mee restaurant eppudu open chestharu? (Hi, when do you open your restaurant?)
- **XYZ Support:** Hi andi. Madhyahnam 12 PM ki open chestam. (Hi. We open at 12 PM.)
- Customer: Ok thanks.
- **XYZ Support:** Welcome!

Conversation 62: Ask if Veg Biryani Available

- Customer: Veg Biryani unda mee daggara ippudu? (Do you have Veg Biryani now?)
- **XYZ Support:** Hi andi. Avunu, Veg Dum Biryani available ga undi. (Hi. Yes, Veg Dum Biryani is available.)
- Customer: Sare, parcel kavali okati. (Okay, need one parcel.)

- **XYZ Support:** Ok andi. Restaurant ki vachi collect chesukondi or phone lo order cheyandi. (Okay. Please come to the restaurant and collect or order via phone.)
- Customer: Okay.

Conversation 63: Confirm Card Payment

- Customer: Card payment accept chestara? (Do you accept card payment?)
- **XYZ Support:** Hi, yes andi. Credit and Debit cards rendu accept chestam. (Hi, yes. We accept both Credit and Debit cards.)
- Customer: Ok thanks.
- **XYZ Support:** Welcome!

Conversation 64: Ask for Phone Number

- Customer: Mee restaurant contact number cheptara? (Can you tell me your restaurant contact number?)
- **XYZ Support:** Sure andi. Ma number [Hypothetical Number 040-12345678] / [9876543210].
- Customer: Thank you.
- **XYZ Support:** Welcome!

Conversation 65: Inquire about Parking

- Customer: Parking available aa mee daggara? Car techukovacha? (Is parking available at your place? Can I bring the car?)
- **XYZ Support:** Hi, yes andi. Parking undi. Valet parking kuda available. (Hi, yes. Parking is there. Valet parking is also available.)
- Customer: Ok good. Thanks.
- **XYZ Support:** Welcome!

Conversation 66: Ask if Takeaway Possible Now

- Customer: Hi, ippudu takeaway order teesukuntara? (Hi, are you taking takeaway orders now?)
- **XYZ Support:** Hi andi. Avunu, teesukuntam. Ratri 11 PM varaku takeaway orders untayi. (Hi. Yes, we do. Takeaway orders are available until 11 PM.)
- Customer: Ok thanks.
- **XYZ Support:** Welcome!

Conversation 67: Check AC Availability

- Customer: Mee restaurant lo AC unda? (Is there AC in your restaurant?)
- **XYZ Support:** Hi, yes andi. Fully air-conditioned restaurant maadi. (Hi, yes. Ours is a fully air-conditioned restaurant.)
- Customer: Okay, thanks.
- **XYZ Support:** Welcome!

Conversation 68: Ask for Landmark Again

- Customer: Jubilee Hills Road 36 lo landmark enti mee restaurant ki? (What's the landmark for your restaurant on Jubilee Hills Road 36?)
- **XYZ Support:** Hi andi. [Imaginary Landmark, e.g., Neerus Emporium] daatina ventane left side untundi. (Hi. It's on the left side immediately after crossing [Imaginary Landmark].)
- Customer: Ok thanks.
- **XYZ Support:** Welcome!

Conversation 69: Confirm Closing Time

- Customer: Ratri enni gantala varaku terichi untundi? (Until what time is it open at night?)
- **XYZ Support:** Hi. Ratri 11:30 PM varaku untundi andi. Last food order 11:00 PM ki. (Hi. It's open until 11:30 PM. Last food order is at 11:00 PM.)
- Customer: Sare, thanks.
- **XYZ Support:** Welcome!

Conversation 70: Ask if Swiggy/Zomato Delivery Available

- Customer: Meeru Swiggy or Zomato lo unnara? Delivery kavali. (Are you on Swiggy or Zomato? Need delivery.)
- **XYZ Support:** Hi, yes andi. Rendu platforms lo unnam. Meeru XYZ Restaurant ani search chesi order cheyochu. (Hi, yes. We are on both platforms. You can search for XYZ Restaurant and place the order.)
- Customer: Ok chestanu. Thanks. (Okay, I will. Thanks.)
- **XYZ Support:** Welcome!

Conversation 71: Quick Table Booking Request

- Customer: Hi, ee roju evening 7 ki iddariki table dorukutunda? (Hi, will a table be available for two today at 7 PM?)
- **XYZ Support:** Hi andi. Thursday kabatti problem undadu. Vastunnara confirm ga? Peru cheptara? (Hi. Since it's Thursday, there shouldn't be a problem. Are you coming for sure? Can you tell me the name?)
- Customer: Yes confirm. Peru [Customer Name].
- **XYZ Support:** Ok [Customer Name] garu. Noted. See you at 7 PM!
- Customer: Thanks.

Conversation 72: Ask if Water Bottle Chargeable

- Customer: Table meeda water bottle pedataru kada adi free aa charged aa? (The water bottle you keep on the table, is it free or charged?)
- **XYZ Support:** Hi andi. Bottled water aithe chargeable. Regular filtered water free ga serve chestam jugs lo. (Hi. Bottled water is chargeable. We serve regular filtered water free in jugs.)

- Customer: Ok thanks.
- **XYZ Support:** Welcome!

Conversation 73: Check if Washroom Available

- Customer: Washroom facility unda mee restaurant lo? (Is washroom facility available in your restaurant?)
- **XYZ Support:** Hi, yes andi. Washrooms unnayi customers kosam. (Hi, yes. Washrooms are available for customers.)
- Customer: Ok thank you.
- **XYZ Support:** Welcome!

Conversation 74: Ask Dish Spice Level

- Customer: Paneer Tikka spicy ga untunda? Ledha mild aa? (Is Paneer Tikka spicy? Or mild?)
- **XYZ Support:** Hi. Adi medium spicy untundi andi. Mari ekkuva karam undadu. (Hi. It's medium spicy. Not too much spice.)
- Customer: Ok. Thanks.
- **XYZ Support:** Welcome!

Conversation 75: Simple Thank You

- Customer: Ninna Biryani chala bagundi. Thanks. (Yesterday's Biryani was very good. Thanks.)
- **XYZ Support:** Thank you so much andi! Glad you liked it. Hope to serve you again!
- Customer: Sure.
- **XYZ Support:** :)