

BeanHaven Coffee - Store Policies

BeanHaven Coffee - Store Policies and Guidelines (Dummy Data)

This document outlines sample store policies and guidelines for the BeanHaven Coffee chain. It is not legally binding and is intended purely as dummy data for AI and RAG experiments.

STORE HOURS POLICY: - Standard operating hours are 8:00 AM to 10:00 PM, Monday to Sunday. - Some locations may operate with reduced hours on public holidays. - The store manager is responsible for updating holiday schedules and ensuring they are visible to customers at the entrance and online.

CUSTOMER CONDUCT POLICY: - We aim to maintain a friendly, inclusive environment. Abusive language, harassment, or discrimination of any kind is not tolerated. - Pets are generally not allowed inside the store except for service animals, as per local regulations. - Outside food and drinks are discouraged to maintain cleanliness and quality standards.

ORDERING & QUEUING POLICY: - Customers are served on a first-come, first-served basis unless a separate priority queue is indicated. - Mobile/app orders may be prepared in parallel and will be placed on a dedicated pickup counter. - If a customer has been waiting longer than 10 minutes for a standard drink, staff are encouraged to proactively check on the order status.

SEATING & WIFI POLICY: - Seating is available on a first-come, first-served basis. Reserving tables by leaving unattended items is discouraged. - Free Wi-Fi is provided for up to 2 hours per customer per day. The access code may change periodically. - Power outlets may be limited; customers are requested to use them respectfully and avoid blocking walkways.

HEALTH & SAFETY POLICY: - All hot beverages are served at a temperature that may cause burns if spilled. Customers are advised to handle cups carefully. - Allergens: Our products may contain or come into contact with allergens such as nuts, dairy, gluten, and soy. Customers should inform staff of any allergies. - In case of spills, breakages, or safety hazards, staff should attend immediately and place caution signs if needed.

LOYALTY & COUPON POLICY (Relevant for Personalization): - Customers may enroll in the BeanHaven Rewards Program using their mobile number or email. - Personalized coupons (e.g., 10% OFF Signature Hot Cocoa) may be issued based on past purchase history. - Coupons are typically single-use and tied to a specific customer account and expiration date. - Coupons cannot be combined with other ongoing store-wide offers unless explicitly stated.

PRIVACY & DATA POLICY (Dummy Text): - Customer data such as name, masked phone number, and purchase history may be used to improve recommendations and offers. - Sensitive data should be stored securely and never shared with external parties without consent. - For AI assistants, personal identifiers such as full

phone numbers or email addresses should be masked before being processed by third-party models.

NOTE FOR DEVELOPERS: This PDF contains typical policy-related text that a support bot might need to reference. Queries like 'What are your store hours?', 'Can I use coupons?', or 'Do you offer free Wi-Fi?' should retrieve relevant sections from this document when using RAG.