

## Solved answer - Community Engagement Example Responses

Scenario ID	Comment or message received	Tone of the message	Intent	Recommended response tone	Your response
1	Your Tarantino night was . One of the best Fridays I've had in ages!	Positive, enthusiastic	Praise and emotional expression	Warm, playful, appreciative	"That's music to our movie-loving ears 🎬❤️ We'll save you a seat for the next cult classic night!"
2	I tried calling to check if the show was sold out. No one picked up	Frustrated, disappointed	Complaint / Feedback	Apologetic but proactive	"Really sorry you couldn't reach us! We've had a full house lately. We'll DM you show details now so you don't miss the next one 🎟️🍿"
3	Do you guys play any non-English films too? Would love to see old-school Bollywood."	Curious, neutral	Ask for information / express interest	Friendly, helpful	"We sure do! In fact, we're planning a retro Bollywood weekend soon 🎬 Stay tuned — you might just hear some Kishore Kumar echoing through the halls!"
4	I saw someone post that your popcorn has artificial	Concerned, semi-critical	Fact-check / possible misinformation	Calm, clear, factual	"Thanks for checking with us! Our popcorn is made fresh with real butter

	butter. Is that true?				by default — and we also have dairy-free options on request 😊 "
5	If you ever host a Nicolas Cage marathon, I want front-row seats	Playful, humorous	Banter / community expression	Witty, casual, brand-personable	"Say no more. We're already building the Cage Rage playlist 🔥 You bring the energy — we'll bring the popcorn."