

Table 2. Personalized topics

Categories	Topics	Examples
Snack choices	Users' favorite snacks; whether they stuck to healthy snacks; whether they seemed to like variety; group's snack consumption patterns	"By the way, it seems as though you really like [snack]. This is the [Nth] time you have ordered one. Are [snacks] your favorite snack?"
Service usage patterns	Whether they were regular weekly users; had they been in their office when the robot was there; times when they did not use the snack service	"I missed you during my snack deliveries [N] times so far. I am glad to finally see you again."
Robot's behaviors	Frequency of breakdowns and apology (no breakdowns to frequent breakdowns)	"I was thinking about my first month here. I realized that I broke down and made mistakes [N] times in front of you. Sorry for that, and thank you for being patient with me."