

1. Restaurant Basics

1. **What type of food do you serve?**

We serve authentic Chinese cuisine, including fried rice, noodles, soups, seafood, and sizzling platters.

2. **Are you open now? / What are your opening hours?**

We're open every day from 11:00 AM to 11:00 PM.

3. **Where is your restaurant located?**

We're located at [Insert Full Address], [City], Bangladesh.

4. **Is dine-in available?**

Yes, we have a cozy air-conditioned dine-in space for individuals, families, and groups.

5. **Do you deliver food?**

Yes, we deliver within a 5–7 km radius. Delivery charges may apply depending on the distance.

6. **Do you have a takeaway option?**

Yes, you can place a takeaway order and collect it at your preferred time.

7. **Is your food Halal?**

Absolutely! All our dishes are prepared with 100% Halal ingredients.

2. Ordering Process

8. **How can I place an order?**

You can place an order by chatting here, calling us directly, messaging us on Facebook, or using Foodpanda/Pathao Food.

9. **What's the minimum order amount for delivery?**

The minimum order for delivery is BDT 300.

10. **Do you take pre-orders?**

Yes, you can pre-order for any time during our opening hours.

11. Can I place an advance order for a specific time?

Absolutely. Just let us know the date and time, and we'll schedule it for you.

12. Can I modify or cancel my order after placing it?

Yes, you can modify or cancel within 5 minutes of placing the order.

13. Do you offer contactless delivery?

Yes, just mention it while ordering and our rider will leave the food at your doorstep.

3. Payment & Pricing

14. How can I pay?

You can pay via cash on delivery, bKash, Nagad, Rocket, or by card for dine-in orders.

15. Do you accept digital payments for delivery?

Yes, bKash and Nagad payments are accepted for all deliveries. We'll send you the number after you confirm the order.

16. Are prices shown inclusive of VAT?

Prices are exclusive of VAT and service charges (if any).

17. Is there any delivery charge?

Yes, depending on your location, a small delivery fee (BDT 30–70) may apply.

4. Menu-Related

18. Can I see the full menu?

Yes, here is our full menu: [Insert menu link or offer to show list of categories].

19. Do you have any meal deals or combos?

Yes! Combos start at BDT 399. We also offer family platters and student deals.

20. What are your most popular items?

Our top dishes include:

- Chicken Fried Rice with Chili Chicken – BDT 320
- Sizzling Beef – BDT 480
- Chicken Chow Mein – BDT 280

- Chicken Manchurian – BDT 350

21. Do you have vegetarian dishes?

Yes, we offer Veg Fried Rice, Veg Noodles, and Veg Spring Rolls.

22. Do you offer kids' meals?

Yes, we have light meals like Fried Rice with Chicken Nuggets, perfect for children.

23. Do you serve seafood?

Yes! We offer prawn, fish, and squid items starting at BDT 350.

24. Can I customize my food (less spice, no onion, etc.)?

Definitely! Let us know your preference while ordering.

25. Do you have spicy options?

Yes! Dry Chili Chicken, Sichuan Beef, and Thai items are quite spicy.

26. What sizes are your portions?

We serve single and family portions. You can request extra-large as well for groups.

27. Do you offer drinks or beverages?

Yes, we have soft drinks, mineral water, and fresh lime soda.



5. Offers & Loyalty

28. Do you have any current offers?

Yes, we often run Buy 1 Get 1 and combo deals. Follow our Facebook page for updates.

29. Do you offer student discounts?

Yes, students can enjoy 10% off on dine-in with a valid ID card.

30. Are there any group discounts?

For groups of 10 or more, special discounts or custom packages are available.

31. Do you offer catering?

Yes, we cater for home events, birthdays, and corporate lunches.

32. Do you have a loyalty or reward program?

We are launching our loyalty program soon! Stay connected with us.

6. Events & Special Requests

33. Can I celebrate my birthday there?

Yes, we can help with basic birthday setup. Please book in advance.

34. Do you decorate for events?

Simple decorations can be arranged on request (extra charge may apply).

35. Can you arrange a custom menu for my event?

Yes, we offer custom menus for events and large group orders.

7. Food Safety & Quality

36. Do you use fresh ingredients?

Yes, all our items are freshly prepared with quality ingredients.

37. Is your kitchen clean and hygienic?

We maintain strict cleanliness and follow food safety protocols.

38. Do you use MSG in your food?

Very minimal. You can request MSG-free meals while ordering.

39. Are there any gluten-free items?

Yes, let us know if you're gluten-sensitive and we'll suggest suitable options.

40. What if I have a food allergy?

Please inform us while ordering, and we'll avoid those ingredients.

8. AI-Related Conversation Flows

41. Can you recommend a meal for 2 people?

Sure! Try our Couple Combo: 2 Fried Rice, 1 Chicken Chili, 1 Soup – BDT 650.

42. What's your cheapest combo meal?

Our Economy Combo (Fried Rice + Chicken Gravy) is BDT 399.

43. Can I order only rice or only curry?

Yes, you can order items separately as per your choice.

44. I don't know what to eat. Can you suggest something?

Absolutely! What type of protein do you like – chicken, beef, or seafood?

45. Do you have photos of your dishes?

Yes, you can check our menu with pictures on Facebook or request images here.

46. Can I repeat my last order?

If you've ordered before, yes! Please confirm the item name and we'll repeat it.

47. Can I get my food extra hot/spicy?

Yes, just say "extra spicy" and we'll adjust accordingly.

48. How long will my order take?

Usually 30–45 minutes for delivery. Takeaway takes 20–30 minutes.

49. Can you send me an invoice?

Yes, we can send your bill digitally via WhatsApp or Messenger.

50. What if I receive the wrong order?

We'll replace it or refund as needed. Please contact us immediately.

51. Can I talk to a human agent if needed?

Of course. Just type "human" and someone from our team will assist you shortly.

GENERAL

General Information

1. What type of cuisine do you serve?

We specialize in authentic Chinese cuisine with a local twist.

2. Where is your restaurant located?

We are located at [Insert Address], in [City], Bangladesh.

3. **What are your opening hours?**

We are open every day from 11:00 AM to 11:00 PM.

4. **Do you offer dine-in service?**

Yes, we offer a comfortable dine-in experience.

5. **Do you provide home delivery?**

Yes, we deliver within a 5–7 km radius. Delivery charge may apply based on distance.

6. **Is there a minimum order for delivery?**

Yes, the minimum order value for delivery is BDT 300.

7. **How can I place an order?**

You can call us, message on our Facebook page, or order via food delivery apps.

8. **Do you accept reservations?**

Yes, we accept reservations via phone or online.

9. **Do you accept digital payments?**

Yes, we accept bKash, Nagad, Rocket, and all major cards.

10. **Are you available on food delivery platforms?**

Yes, we're on Foodpanda, Pathao Food, and HungryNaki.

Menu & Pricing

11. **What is your best-selling item?**

Our Chicken Fried Rice with Chili Chicken (BDT 320) is a customer favorite.

12. **What is the price of Egg Fried Rice?**

Egg Fried Rice is priced at BDT 200 (single portion).

13. **Do you offer combo meals?**

Yes, we have several combos starting from BDT 399.

14. **What's the price of Chicken Chow Mein?**

Chicken Chow Mein is BDT 280 (regular portion).

15. **Is VAT included in the menu price?**

No, VAT and service charges (if applicable) are added separately.

16. Do you have vegetarian options?

Yes, we offer Veg Chow Mein, Mixed Veg Rice, and Veg Spring Rolls.

17. What is the price of your Chinese soup items?

Hot & Sour Soup starts at BDT 180 (small).

18. Do you serve seafood?

Yes, we have prawn, squid, and fish items, starting from BDT 350.

19. Are there any spicy food options?

Absolutely! Our Sichuan Chicken and Dry Chili Beef are quite spicy.

20. Do you have family platters?

Yes, we offer family platters for 3–5 people starting from BDT 1199.

Food Preparation & Safety

21. Is your food Halal?

Yes, all our food is 100% Halal.

22. Do you use MSG in your cooking?

Minimal MSG is used, but we can prepare your food without it upon request.

23. Is your kitchen hygienic?

Yes, we follow strict hygiene and food safety protocols.

24. Do you offer gluten-free options?

Yes, please inform us while ordering.

25. Are your meats fresh?

Yes, we use fresh, locally sourced chicken, beef, and seafood.

26. Can I customize my order (no onion, extra spice, etc.)?

Yes, you can mention any preferences while ordering.

27. Do you offer kid-friendly meals?

Yes, our Chicken Corn Soup and Fried Rice with Chicken Nuggets are popular with kids.

28. Do you cater to allergies?

Yes, please inform our staff about any allergies before ordering.

29. Do you prepare food fresh or pre-cooked?

All meals are prepared fresh upon order.

30. Is your food suitable for health-conscious people?

We offer boiled rice, steamed fish, and stir-fried veg with less oil.

Events & Offers

31. Do you have any discounts or loyalty programs?

Yes, we offer regular deals on social media and loyalty discounts for frequent customers.

32. Do you cater for parties or events?

Yes, we offer catering for birthdays, corporate lunches, and more.

33. Do you provide decorations for birthdays?

Yes, with prior notice, we can help with simple birthday décor (charges may apply).

34. Do you have group discounts?

Yes, for groups of 10 or more, discounts are available.

35. Do you offer buffet service?

Occasionally, we arrange buffet nights. Follow us on social media for updates.

36. Can you arrange a corporate lunch package?

Yes, we offer custom packages for corporate clients.

37. Do you offer student discounts?

Yes, students get 10% off with valid ID (dine-in only).

38. Are there any special weekend deals?

Yes, we have “Weekend Combos” and BOGO deals every Friday & Saturday.

39. Do you have a loyalty card or membership?

We’re working on a digital loyalty program launching soon!

40. How can I know about your ongoing offers?

Follow our Facebook and Instagram pages for all updates.

Customer Support

41. What's your contact number?

You can reach us at [Insert Number].

42. Do you respond on Facebook/Instagram?

Yes, we're very responsive on social media.

43. Can I cancel or modify my order?

Yes, within 5 minutes of placing it. Please call us directly.

44. What should I do if I face an issue with my order?

Contact our support team via phone or message and we'll resolve it quickly.

45. Can I suggest a new item or flavor?

Yes, we welcome feedback and new ideas!

Dine-In Experience

46. Is your restaurant family-friendly?

Yes, we have a cozy and safe environment for families and children.

47. Do you have air conditioning?

Yes, our entire dining area is air-conditioned.

48. Do you offer free Wi-Fi?

Yes, free Wi-Fi is available for all customers.

49. Is parking available?

Yes, limited parking is available near the restaurant.

50. Is smoking allowed?

No, smoking is strictly prohibited inside the restaurant.
