

Saw:

<https://github.com/Jainil5/coffee-shop-chatbot>

<https://templates.botstar.com/chatbot-template/coffee-shop-chatbot>

Website: <https://www.commongoodharlem.org/>

– we will create the bot in a way that a barista or waiter facilitates a customer –

FAQ:

Reservation system

Location: 2801 Frederick Douglass Boulevard New York, NY 10039

Contact Info: (917) 261-6996

Hours:

Monday: 7:30am - 7:00pm

Tuesday - Wednesday: 7:30am - 6:00pm

Thursday: 7:30am - 7:00pm

Friday: 7:30am - 10:00pm

Saturday: 8:30am - 7:00pm

Sunday: 9:00am - 4:00pm

Complaint system

Menu

List them all out with its options and price

Other special requests in there, should be the ability

<https://www.doordash.com/store/common-good-harlem-new-york-24627565/58781546/>

^ to get their full menu (as their main website has incomplete items)

Ordering

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More technical notes for developer:

1. Basic Store Information

Intent

Sample Utterances

Needed Data

Follow-ups

Hours & Holiday Schedule	“What time do you open tomorrow?” / “Are you guys open on July 4th?”	Regular hours table + exceptions calendar	Offer to set a reminder or add to calendar
Location & Directions	“Where are you located?” / “Nearest shop to Hoboken?”	Store addresses + lat/long; Google / Apple Maps link	Button to open maps; ride-share deep link
Contact Methods	“Phone number?” / “Can I email you?”	Phone, email, SMS short code	Tap-to-call, tap-to-text

2. Menu & Nutrition

Intent	Samples	Needed Data	Follow-ups
Menu Lookup	“Show me cold brews” / “Do you serve matcha?”	Structured menu DB with tags (drink type, temperature)	Carousel of items with photos & “Add to order”
Prices & Sizes	“How much is a large latte?”	Menu + price tiers	Upsell: “Would you like to try oat milk for +\$0.75?”
Ingredients & Allergens	“Does the chai have dairy?” / “Nut-free pastries?”	Ingredient + allergen matrix	Suggest safe alternatives
Calories / Nutrition	“Calories in an iced mocha?”	Nutrition sheet	Provide low-cal swap tips

3. Ordering and Order Status

Intent	Samples	Needed Data	Follow-ups
Place an Order	“I want a medium cappuccino to go”	POS or mobile-ordering API	Collect modifiers, pick-up time, payment
Order ID	“Your order number is #1253	APi with PaO and counter	Status

Modify Order	“Add an extra shot to my last order”	Order-edit endpoint + cut-off rules	Confirm new total
Order ETA / Readiness	“Is my order #123 ready?”	Kitchen display API	Push real-time status, notify on completion
Delivery vs Pick-Up	“Do you deliver to 10037?”	Delivery zones + partner integrations	Show fees & minimums

4. Payment

A way to pay

5. Amenities and Policies

Intent	Samples	Needed Data	Follow-ups
Wi-Fi Info	“What’s the Wi-Fi password?”	Current SSID/password, session limits	Auto-copy password
Parking	“Is there parking?” / “Cost of parking?”	Parking map & fees	Link to local garage site
Seating / Reservations	“Can I reserve a table?”	Reservation policy (usually walk-in)	Offer best off-peak times
Pet-Friendly?	“Can I bring my dog?”	Health-code policy	Suggest outdoor seating

6. Specials, Events and Community

Intent	Samples	Needed Data	Follow-ups
Daily Specials / Happy Hour	“Any specials today?”	Promo schedule	Push coupon code or one-tap apply
Seasonal Drinks	“When is the pumpkin spice back?”	Product launch calendar	Notify-me opt-in
Events & Live Music	“Open-mic night details?”	Events CMS	Add event to calendar

Merch & Beans	“Do you sell your beans online?”	Inventory + e-commerce link	Checkout flow
Booking	“Can we book the place for a birthday party”	Owner consent + availability	Confirmation of their use and a retainer

7. Catering and Bulk orders

Intent	Samples	Needed Data	Follow-ups
Catering Inquiry	“Can you cater a 20-person meeting?”	Catering menu & lead-time rules	Collect date, headcount, email human agent
Wholesale / Office Subscription	“Weekly beans delivery for office?”	Wholesale price list	Escalate to sales rep

8 Feedback and Support

Intent	Samples	Needed Data	Follow-ups
Report an Issue	“My drink was spilled”	Ticketing/CRM integration	Create case & promise resolution
General Feedback	“Loved the new mocha!”	Feedback form	Offer loyalty points for survey

9 other (optional)

Intent	Samples	Needed Data	Follow-ups
Bean Origins	“Where do your beans come from?”	Origin + farm stories	Link to blog post
Eco-Practices	“Are your cups recyclable?”	Sustainability FAQ	Suggest bringing reusable cup for discount

Implementation:

Intent Clustering

Group similar questions behind one intent to cut down training examples—e.g., “hours,” “open,” “close”

keywords map to `GET_HOURS`.

Structured Payloads

Store hours, menu items, allergens, etc. in structured collections (JSON/DB tables). Your NLP layer should return a key; the fulfillment layer looks up data and formats the reply.

Fallback & Handoff

- After two failed attempts, offer “Talk to a barista” → live chat or phone call.
- Log unknown questions for weekly review to expand training data.

Personality & Tone

A coffee-shop bot should sound warm and caffeinated—think friendly barista: use emojis ☕ when appropriate and inject small talk (“How’s your morning brewing?”) sparingly to avoid fluff.

Omnichannel Reuse

The same intents answer web chat, SMS, Instagram DMs, or WhatsApp—just adjust the payload (gallery vs plain text).

Privacy & Compliance

Do not store health or payment info in conversation logs longer than policy allows. Have a `/privacy` command.

Prompting and interaction:

1. Greeting & Seating / Counter Welcome

Waiter / Barista Says	Purpose	Bot Equivalent
“Hi, welcome to Bean & Brew ! How many in your party today?”	Establish contact, collect party size	Ask for # guests (for seat allocation or order splitting)
“Would you like a table or is the bar okay?” (<i>table service</i>)	Preference capture	Offer seating options or skip if no dine-in
“Take-out or staying in?” (<i>counter</i>)	Route workflow	Branch order flow (pickup vs table #)
“Have you visited us before?”	Surface loyalty / onboarding needs	If “no,” offer quick intro or show menu tutorial

2. Menu Presentation

Ask / Provide	Purpose	Bot Needs
“Can I show you our seasonal specials ?”	Highlight promos	Pull specials feed
“Do you have any dietary restrictions?”	Allergy compliance	Tag allergens, filter menu
“Still or sparkling water for the table?” (<i>restaurant</i>)	Upsell, set baseline service	Toggle free vs paid item
Hand (or display) QR/menu	Enable browsing	Send menu gallery or interactive list

3. Order Discovery & Customization

Typical Prompts	Why It Matters	Bot Mapping
“What can I get started for you?”	Core order capture	Activate order intent
“What size? 12 oz or 16 oz?”	Gather modifiers	Size attribute
“Whole, skim, oat, or almond milk?”	Customization	Milk option list
“Any extra shots or flavor syrups?”	Upsell, fine-tune	Add-ons array
“Would you like that hot or iced?”	Variant choice	Temperature flag
“How do you take your espresso—straight or with a little water (Americano)?”	Clarify style	Drink method field
“For here or to-go?”	Packaging & tax logic	Dining mode enum
“Anything to eat with that—croissant, muffin?”	Attach pastry sale	Cross-sell suggestion
“Could I see some ID for the Irish Coffee?”	Age gating	Age verification step

4. Confirmation & Re-statement

“Whenever you’re ready, here’s the check.”	Initiate payment	Show pay button
“Would you like a receipt?”	Compliance, choice	Email / no-receipt toggle
“Thanks for coming in, <i>Alex</i> ! See you tomorrow morning?”	Personal farewell, retention	Use name, suggest next visit & send promo opt-in

8. Issue Resolution & Feedback

Staff Line	Why	Bot
“I’m sorry that wasn’t hot enough—let me remake that.”	Service recovery	Offer fix / coupon
“Would you mind leaving us a quick review?”	Social proof	Push review link after positive CSAT

Data Objects Your Bot Should Track

Object	Key Fields
Customer Profile	name, visit history, loyalty ID, dietary prefs
Order Item	SKU, size, milk, extras, temperature, dine-mode
Ticket / Table	order #, table #, status, ETA
Specials	name, price, validity dates
Allergen Matrix	item → allergens list
Feedback Ticket	order #, issue type, resolution status

Conversation Design Tips

1. **Progressive Disclosure** – mirror barista flow: greet → gather core choice → ask modifiers → confirm.
2. **Context Memory** – if the bot just confirmed “to-go,” suppress later seat-number questions.

3. **Empathetic Reactives** – quick apologies & fix paths for issues (“My latte’s cold”).
4. **Name Recall** – humans love when the barista remembers; store **preferred_name** after first capture.
5. **Tone** – warm, concise, a dash of café charm (“☕ Coming right up!”).