

Give your AI the facts.

Spend 15 minutes on this list. It will save you hours of corrections. Your AI uses these answers when it talks to your customers, so it never has to guess.

THREE WAYS TO USE IT

1. Keep it handy

Print it and keep it by the register. A quick answer sheet for you and your staff.

2. Fill it, then send it

Type in the boxes, or write on a printout. Send the file or a photo of it to your AI.

3. Or skip the form

Type the answers straight into your Gold Rose app, or text them to your AI.

YOUR SHOP

Shop name

Owner name

Shop phone

Website

1 Hours

Include holidays and the days you close early.

Regular hours (e.g. Mon–Fri 9–6, Sat 9–4, closed Sunday)

Holidays and early closings

2 Delivery area and fees

List the zip codes or towns you deliver to, and what you charge.

Zip codes or towns

Delivery fees (e.g. \$15 local, \$25 outer towns)

3 Same-day cutoff time

The latest time a customer can order and still get it today.

Same-day delivery: order by

Same-day pickup: order by

4 Price ranges

Your common orders. Ranges are fine. Your AI will only quote what you write here.

Everyday bouquets

Sympathy

Weddings

Other (name it)

5 What you don't do

Example: "No wedding orders under \$1,500" or "No live plant delivery."

Things your AI should politely say no to

6 How you take orders

Check all that apply.

☐ Website ☐ Phone ☐ Walk-in ☐ Text or WhatsApp ☐ Email

Other, or your order link

7 Policies

Short and plain is best. One or two sentences each.

Substitutions

Refunds

Cancellations

8 How you like to sound

Pick one. Your AI writes every message in this voice.

☐ Warm and casual ☐ Polished and formal ☐ Somewhere in between

Words or phrases to use, or to avoid (optional)

9 Who to send things to when it's urgent

Who your AI should reach when something can't wait.

Name

Phone

Best way: call or text?

One rule for your AI: "If you don't know, ask me."

Facts change. When they do, tell your AI the same way you'd tell your staff, in one quick message: "We're closed July 4th."
"Delivery to Tustin is now \$20."