

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 on your account page (goldrose.ai/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 or order link
 ☐ Phone
 ☐ Walk-in
 ☐ Email
☐ Text message
 ☐ WhatsApp
 ☐ Instagram or Facebook messages

Other, or your online 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 on the holiday." "Delivery across town is now \$20."

[Try Gold Rose AI free](#)

GOLD *Rose* NETWORK

Joining the network? These same answers set your prices, delivery area and cutoff times for network orders. Coming soon, everywhere. Free for founding florists.

[Join the network](#)