Vilnius University
Faculty of Philology
Laura Urbonaitė
Fast Food Chains on Twitter: The Formation of Corporate Identity through Frames and Multimodality
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Supervisor: Prof. Dr. Julija Korostenskienė

Abstract

The present MA Thesis, Fast Food Chains on Twitter: The Formation of Corporate Identity through Frames and Multimodality, investigates the formation of corporate identity of five fast food chains: Wendy's, Burger King, Starbucks, Chipotle, Pizza Hut. The study analyzes the semantic and pragmatic framing patterns and multimodal signs, such as emojis, links and others. This study is conducted at two levels and employs the quantitative and the qualitative research methods. The quantitative analysis identifies the most frequent content words and their semantic frame patterns. The qualitative analysis investigates the framing patterns and multimodal signs, which are jointly used to form each brand's corporate identity. The analysis reveals that all five fast food chains employ similar semantic frame patterns, greeting expressions and personal pronouns for the formation of their corporate identities. However, the corpus of the present study This study presents the quantitative analysis of the most frequent content words and their semantic frame patterns, qualitative analysis of framing patterns, multimodality and the corporate identity formation. The analysis shows that all five fast-food chains employ similar semantic frame patterns, greeting expressions and personal pronouns for the corporate identity formation. The extended corpus used in the present study can be beneficial for the future studies of frames, multimodality and identity formation.

Keywords: corporate identity, framing, FrameNet, multimodality, Twitter

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1. Introduction

In the last decade the interest in different social media websites has risen fundamentally. The growing use of social media interested scholars in conducting research on different platforms such as Facebook, Instagram, Reddit, and many others.

Twitter is a popular social media website which allows instant communication between the users. The growing popularity of the social media network has attracted the corporations which are able to communicate directly to their customer base. The fast food chains are relatively active on Twitter, as they receive immediate feedback regarding the service. Meanwhile research on company behavior on Twitter is relatively scarce. The identity studies on Twitter mostly focus on the hashtags (Evans, 2016; Carpenter *et al.* 2019) by single Twitter user (individual). One representative research item is Dynel's (2020) analysis of humor of the fast food chain Wendy's on Twitter. She concludes that the company's following and user engagement is due to the creative humor and high responsiveness to users' tweets. This is one of the first linguistic research items analyzing the fast food chain tweets. At the same time, studies analyzing the academic writing suggest that it can be linked to author's identity (Hyland 2010, 160), as "language choices help individuals to realize coherent and relatively consistent identities" (*ibid.*, 161). Meanwhile corporate identities on Twitter have not yet received significant attention. This is why the present thesis seeks to contribute to filling this gap.

The FrameNet database, first introduced as The Berkeley FrameNet Project (Fontenelle 2003, http://framenet.icsi.edu), is the continuously updated online lexical database, which organizes frames and lexical units (or words). FrameNet aims to provide "a body of syntactically and semantically annotated sentences from which reliable information can be reported on the valences or the syntactic and semantic combinatorial possibilities of each lexical item analyzed" (Petruck 2011, 2). The project is still ongoing and new semantic frames are created annually. Recently, scholars started to suggest that the frame type analysis could benefit from the introduction of the pragmatic elements (or frames) (Remijnse & Minnema 2020, 15).

The subject of the present thesis is five fast food chains on Twitter, viz. Wendy's, Burger King, Starbucks, Chipotle and Pizza Hut. The aim of the research is to investigate how these five major fast food chains form their corporate identity on Twitter through framing and multimodal signs. To fulfill the aim, the following objectives have been set:

- 1. to review the theoretical literature on Cognitive Discourse Analysis as a Cognitive Linguistics enterprise, Computer-Mediated Communication, framing theory, multimodality. and approaches to research of social networks, including Twitter;
- 2. to analyze the delivery of communication through the prevailing semantic and pragmatic frames, and multimodal signs in the collected data set;
- 3. to determine how the specific communication patterns employed by each of the fast food chains under analysis help create their corporate identity.

To fulfill the objectives, both the quantitative and the qualitative research methods will be used. The quantitative analysis identifies the most frequent content words and their semantic frame patterns. The qualitative analysis investigates the framing patterns and multimodal signs, which are jointly used to form each brand's corporate identity.

The Thesis consists of an Introduction, Literature Review, Data and Methods, Results and Discussion, Conclusions, a summary in English and Lithuanian, Data sources, References and 15 Appendices. The Literature Review section introduces previous research in the (Critical) Discourse Analysis, Cognitive Linguistics, Computer-Mediated Communication, Framing, Multimodality and Identity. The Data and Methods section presents the data of the current research and lays out the methodological considerations and framework for analysis. The Results and Discussion section presents the findings. The Conclusions summarize the results of the study and provides implications for further research. Two summaries, Data sources, References and 15 Appendices conclude the Thesis.

2. Literature review

This section presents the previous research in the fields of discourse analysis, computer-mediated communication, framing, multimodality and identity.

2.1. Critical Discourse Analysis as a Cognitive Linguistics Enterprise

Critical Discourse Analysis (CDA) is an approach used for analysis of power relations in discourse. (Bell & Smith 2007: 80) Derived from the studies of Discourse Analysis (DA), CDA employs the methods of DA for an interdisciplinary approach to language. The vital notions of CDA, such as power, ideology, social practice and common sense, were first introduced by Fairclough (1989).

Cognitive linguistics (CL) is an interdisciplinary linguistic school of thought which originated in the 1970s. Hart & Lukes (2007: x) describe that the Cognitive Linguistics research interests incorporate "a number of theories which attend to various aspects of linguistic/conceptual structure, including conceptual metaphor theory, mental space theory, frame semantics and cognitive grammar." This claim is confirmed by Evans, Bergen and Zinken (2007: 3) who suggest that there are two main branches of CL: cognitive approaches to grammar and cognitive semantics.

The interdisciplinary features of CL attracted scholars of Critical Discourse Analysis (CDA). Traditionally, CDA focuses on interdisciplinary features of discourse and view it as "(d)iscourse (...) as an empirical collection of practices that qualify as discursive in so far as they contain a semiotic element." (Torfing, 2005: 7) Julios-Costa (2017) analyzes media representations and semantic framings of youth offenders in the media. She notes that "descriptive CDA provides a valuable first step into the demystification of ideologies and discourse orders" (*ibid.* 365) Van Dijk (2011: 382) introduces the concept of The Ideological Square, a schema for recognizing and classifying in-group (*Us*) and out-group (*Them*) representations. According to van Dijk (2011: 397), in-group members are more likely to present themselves as positive, but they are more likely to present the out-group members negatively.

2.2. Computer-Mediated Communication

Computer-mediated communication (CMC) as a notion was derived at the advent of the internet, and has been employed in a number of studies. Goertler (2009, 75) specifies that CMC can be understood in two ways: in a narrow way, CMC as chats and discussion boards, and in a broader way, CMC as social media websites, virtual reality (VR) and games. Other scholars, however, have yet to extend the understanding of

CMC to VR and games, and focus solely on the online communication between two or more parties (Herring 2004; Babni 2019).

Recent CMC analysis focuses on several features. Manganari (2021) provides a critical overview of the emoji research in CMC with an aim to identify a niche for future research issues. The paper suggests that the research of the new emerging emoji forms, the valence of the message and the link between the emoji use and specific individual profiles could add value to the existing research. Vandergriff (2013) analyzes the use of different CMC cues, such as emoticons and punctuation, in foreign language learner online communication. The research shows that the online communication features are used in order to show different emotions, to express politeness and because of improper translation. The study suggests that further studies could focus on deeper analysis of CMC cues.

2.3. Frames, Framing, Frame Semantics and Frame Pragmatics

The notion of frame could be defined as a concept in "any system of concepts related in such a way that to understand any one of them you have to understand the whole structure in which it fits (...)." (Fillmore, 2006, 373). Semino, Demjen and Demmen (2016, 627) expand Fillmore's definition and suggest that frame is "a portion of background knowledge that (i) concerns a particular aspect of the world, (ii) generates expectations and inferences in communication and action, and (iii) tends to be associated with particular lexical and grammatical choices in language." These definitions suggest that frame may be used for the word categorization and prototypical use of language. Fillmore (1976, 25) distinguishes between interactional and cognitive (or conceptual) frames. While interactional frames are separate, recognizable linguistic choices in different communicative situations, cognitive frames are more related to event scripts or scenarios. Frames can be analyzed at the level of sentences or words, but not all words essentially have to be frames. Fillmore and Baker (2010, 318) note that "all content words require for their understanding an appeal to the background frames within which the meaning they convey is motivated and interpreted." The background knowledge can be understood as a culturally or linguistically shared general knowledge, which is needed to understand different concepts. The process of categorizing frames is called framing and can be defined as "the process whereby, through language use, a social actor or event is placed within a socially shared network of meanings, beliefs and/or patterns of practice used to make sense of experience." (Fillmore and Baker 2010, 314) In order to make the frames universally understood, a frame database project was initiated.

Frame semantics was first introduced by Charles Fillmore as a means to introduce a "way of looking at word meanings, as well as a way of characterizing principles for creating new words and phrases, for adding new meanings to words, and for assembling the meanings of elements in a text into the total meaning of the text." (Fillmore 2006, 373) Thus, the frame semantic analysis is applicable to different textual levels. Fillmore (*ibid.*) also establishes the difference between frame semantics and the formal semantics, as the former offers an empirical perspective on the continuities between language and experience, while the latter focuses on the discontinuities.

Semantic framing is a frequently employed strategy among the scholars, and they looked into different linguistic features. A number of scholars have employed semantic framing to analyze violence. Sanchez-Garcia & Blanco-Carrion (2007) analyzed violence-related events in one British thriller. They noticed that cognitive frames map frame-prepositional emotive schemas and that both language-based and experience-based schemas share similar patterns. Julios-Costa (2017) applied frame semantics to the analysis of the Uruguayan media coverage of youth offenders. The study found that the most dominant frame in the study was Crime, and that the minors in the media are characterized as conflictive.

Recently, scholars have noticed that the frame analysis focuses solely on the semantic properties, completely disregarding their pragmatic features. Czulo *et al.* (2020) examined the greeting and tag questions in the Global FrameNet Shared Annotation task, which provides translations of the same phrases across different languages. Their study suggests that the pragmatic frames differ from the semantic ones, and the addition of the pragmatic frames into the FrameNet could add convention to the linguistics signs (*ibid.*, 5)

2.4. Multimodality

The linguistic research interest in social media required an extended definition and new frameworks of analyzing the new type of social media texts. Kress and van Leeuwen (2001, 28) define multimodality 'as the use of several semiotic modes in the design of a semiotic product or event, together with the particular way in which these modes are combined.' Anderson (2013, 277) explains that multimodality entails meaning making through different modes (e.g. language, sound, text).

Emojis are expressions of the visual mode. Vidal *et al.* (2016) analyzed tweets about the eating situations with the focus on the use of alphanumeric characters and emojis. The results of this study show that people frequently express food-related and product-related emotions by employing emojis or emoticons. Researchers suggest expanding on this topic by applying the same methodology to a multilingual data

sample, which could focus on customers from different regions. Casado-Molina *et al.* (2019) analyzed the use of emojis of four Spanish beer brands. By employing netnography and the methodology previously suggested by Vidal *et al.* (2016), this study finds that emojis are used to express positive feelings and to discuss corporate matters. Scholars also note that emoji use differs among the companies; however, scholars cannot confirm that the emojis are now employed with a purpose. Casado-Molina *et al.* (2019) suggest that analysis of the emoji patterns among the companies and their followers could be beneficial for further research.

The visual mode can also be expressed through hashtags. Zappavigna (2011) explores the hashtags related to the 2008 U.S. presidential election on Twitter by employing the metafunctional approach of SFL. The study suggests that the language of Twitter expresses the interpersonal meaning, and that the meaning "invites the follower or searcher to share in the values presented." (ibid., 804)

2.5. Identity

Identity is "property of the individual or as something that emerges through social interaction" (De Fina 2011, 265) Scholars suggest that this property can be interpreted by the individual. Thus Van Stekelenburg (2013, 1) hints that "(i)dentity is our understanding of who we are and who other people are, and, reciprocally other people's understanding of themselves and others." Scholars distinguish between the individual and a collective level (Klandermans & de Weerd 2000; Woods-Marsden 2019).

Individual identity is used to refer to the characteristics of a single individual. Hyland (2010) employs the corpus linguistics methods in order to compare the individual academic writing styles of two scholars. His study suggests that "the ways we talk and write are not simply a mimicry of community patterns but complicated means of constructing who we are." (*ibid.* 181) Thus textual analysis can be one of the means for the identity construction analysis.

Corporate identity is the characteristics of an organization. Markwick and Fill (1997, 397) suggest that corporate identity can be expressed through advertising messages, policies, visual identity, symbols and forms of communication. Recent analysis of corporate identity on Twitter has witnessed the blur between individual and corporate identities (Gilpin 2010). Consequently, both individual and corporate identities can be seen as changing and incorporating more and more different aspects.

3. Data and Methods

The data set of the present study consists of 750 tweets from the Twitter accounts of the 5 fast food chains: Wendy's (@Wendys), Burger King (@BurgerKing), Starbucks (@Starbucks), Chipotle (@ChipotleTweets) and Pizza Hut (@pizzahut). Each subcorpus consists of 150 tweets posted in the period between 2019.10.12 and 2020.06.11. The tweets were collected manually by using the Advanced Search feature on Twitter. The Advanced Search was employed to display each tweet of the aforementioned Twitter accounts starting from the newest tweet, including the replies to other accounts and links. In order to include a more diverse set of tweets, every 25th tweet was included into the data set. The corpus consists of a total of 12,199 words: 1,740 words in WENDYS, 3,679 words in BKING, 1,989 words in STARBUCKS, 2,746 words in CHIPOTLE and 2,045 words in PIZZAHUT subcorpora.

The analysis procedure was as follows. First, for the quantitative analysis part, the 30 most frequent words were extracted from the corpus using the AntConc (Anthony 2022) word list function. This function calculates and presents the most frequent words in the corpus according to their raw frequency in an ordered list. These most frequent words were then classified according to their semantic frame types in the FrameNet (2022) database.

The qualitative analysis is presented in 3 parts. Framing patterns in the corpus are introduced through the analysis of the semantic and pragmatic frames. The semantic frame analysis introduce the construction patterns of the most frequent words belonging to the most frequent semantic frame in each of the subcorpora and their comparison. In order to to do so, the most frequent words (with the minimum frequency of 5) from each subcorpora were extracted using the Anton (Anthony 2022) tool. Then, the 5-word lexical bundles with the minimum frequency of 5 and the minimum range of 5 of the most common content words were extracted using the AntConc (Anthony 2022) software. Each lexical bundle was then analyzed according to the frame structure presented on the FrameNet (2022). Each frame comprises of Frame Elements (FEs), which can be Core or Non-Core. Core roles are those which are "necessary to the central meaning of the frame" (Fillmore 2007, 133). Non-core roles are subdivided into peripheral and extrathematic elements; they add supplementary information to meaning (*ibid*.). The construction patterns of the most frequent semantic frame type are introduced through the FEs of the lexical bundles. The pragmatic frames are introduced through the analysis of greetings and personal pronouns in each subcorpora and their

comparison. The greeting expressions and personal pronouns were extracted manually, their usage is compared to the semantic frame patterns suggested by FrameNet (2022).

The qualitative analysis develops an interpretation of the multimodal signs, primarily emojis, links, graphical signs and pictures, found in the corpus. The multimodal signs were extracted manually. They were categorized according to their type and analyzed in comparison to the other subcorpora.

The last part of the qualitative analysis presents the analysis of the corporate identity in textual and other modes, presented in each of the subcorpora. The textual mode analysis looks at the semantic and pragmatic framing patterns, while the analysis of other modes presents how the other multimodal signs, presented in the multimodality section, are used for identity formation.

4. Results and Discussion

This section presents the findings of the current research and their discussion. The quantitative analysis presents the most common content words in the corpus and their semantic frames. The qualitative analysis presents the analysis of frames according to their semantic and pragmatic types, multimodality, and the corporate identity.

4.1. Quantitative analysis

The most frequent content words in the whole corpus were identified and classified according to their semantic frame types. Table 1 presents the 30 most frequent content words in the whole corpus in descending order according to their raw frequency. The table below also displays the range of the words in the corpus (i.e., the mention of the word in different data entries) and their semantic frame types.

Table 1. The most frequent content words, their semantic frame types, raw frequency and range in the corpus.

No.	Word	Semantic frame type	Frequency	Range
1	dm	CONTACTING	200	200
2	contact	CONTACTING	195	170
3	please	REQUEST	116	111
4	phone	CONTACTING	111	111
5	address	CONTACTING / LOCALE	109	88
6	look	SCRUTINY / ARTISTIC_STYL PERCEPTION_ACTIVE	E / 108	107
7	email	CONTACTING	106	105
8	location	LOCALE / LOCALE_BY_USE	106	105
9	experience	PERCEPTION_EXPERIENCE	99	98
10	info	INFORMATION	91	89
11	sorry	CONTRITION	81	81
12	mind	COMPLIANCE PERCEPTION_EXPERIENCE	/ 79	79
13	like	DESIRING	77	93

14	thanks	JUDGMENT_DIRECT_ADDRESS	74	70
15	name	BEING_NAMED	69	69
16	time	LOCATION_IN_TIME	68	67
17	hear	PERCEPTION_EXPERIENCE	64	64
18	store	LOCALE	59	53
19	full	COMPLETENESS	57	57
20	help	ASSISTANCE	55	55
21	sending	CONTACTING	55	55
22	visit	VISITING	54	54
23	date	LOCATION_IN_TIME	51	51
24	alex	TEAM	49	49
25	details	INFORMATION	48	47
26	plz	REQUEST	48	46
27	make	CAUSE_CHANGE	44	43
28	message	CONTACTING	42	42
29	team	TEAM	41	40
30	number	CONTACTING	40	39
	•		•	•

The most frequent frames in the corpus are CONTACTING, LOCALE (comprising LOCALE and LOCALE_BY_USE) and REQUEST. Seven out of 30 most frequent words, such as dm [direct message], contact and phone, belong solely to the semantic frame type CONTACTING. In total, the CONTACTING semantic frame type was used 749 times in 722 tweets [data entries]. The word address is noted as belonging to both the CONTACTING and the LOCALE semantic frame types; however, as some further contextual information is required to determine which use of the word belongs to which of the semantic frame types, the word and its frequency is excluded from the calculation of the number of times the aforementioned semantic frame types were used. So, only 2 words, location and store can be said to belong to mainly the LOCALE semantic frame type, which is used 165 times in 158 tweets (data entries). Two words, please and plz [please], belong to the REQUEST semantic frame, used 164 times in 157 tweets (data entries). PERCEPTION_EXPERIENCE is another frequently used semantic frame type with such words as experience and hear, which is used 163 times in 162 different tweets (data entries).

As the words belonging to the **CONTACTING** semantic frame were used most frequently, the semantic frame analysis will focus on this semantic frame type.

4.2. Qualitative analysis

The qualitative analysis part of this study examines the framing patterns, multimodality signs, and the mechanism of identity formation as presented in the corpus.

4.2.1. Semantic framing

This section is introduces the semantic framing patterns of the most frequent semantic frame type (i.e. CONTACTING) defined as "(a) Communicator (whose Location may be indicated) directs a Communication to an Addressee at a particular Address" (FrameNet 2022). The CONTACTING frame has both core (Address, Addressee, Communication, Communicator, Topic) and non-core (depictive, frequency, intermediary, location_of_protagonist, manner, means, medium, place, purpose, time) FEs. First, the lexical bundles of the most frequent content words belonging to the CONTACTING frame and their semantic frame patterns will be presented for each of the subcorpora (WENDYS, BKING, STARBUCKS, CHIPOTLE and PIZZAHUT). The patterns will then be compared and discussed in greater detail.

4.2.1.1. WENDYS

The WENDYS subcorpus has four frequent content words belonging to the **CONTACTING** frame: *dm*, *phone*, *number*, and *contact*.

The most frequent content word in the WENDYS subcorpus is dm. The most frequent semantic frame pattern is **COMMUNICATOR** + **TOPIC**:

(1) That doesn't look right! Please **DM** [uscommunicator] [the restaurant location topic] and your phone # so we can make this right. Thanks! (WENDYS_32)

Example 1 demonstrates the lexical bundle *DM us the restaurant location* used in a sentence. FEs are marked by the square brackets and tagged by the subscript. Both **COMMUNICATOR** and **TOPIC** are Core Frame Elements. **COMMUNICATOR** FE is defined as "(t)he person who uses language in the written or

spoken modality to convey a message to another person" (FrameNet 2022). In example 1, the COMMUNICATOR can be understood as the company, as the pronoun *us* that is used is a first-person plural pronoun. The FE TOPIC describes "the subject matter to which the message pertains" (FrameNet 2022). So, the lexical bundle *DM us the restaurant location* in example 1 describes the COMMUNICATOR's (or company's) wish to obtain some information regarding the TOPIC (or the situation from the past). This indicates that the COMMUNICATOR is not well enough informed about the TOPIC and needs additional information to resolve the matter.

Other frequently used words in the WENDYS subcorpus belonging to the CONTACTING frame are *phone*, *number* and *contact*. These nouns and can be located in lexical bundles with the pattern of ADDRESS + (COMMUNICATOR +) PURPOSE:

(2) Oh no! Please DM us the restaurant location along with your name and [phone #ADDRESS] [so [wecommunicator] can makepurpose] this right. Thanks! (WENDYS_97)

The use of the lexical bundle *phone # so we can make* in a sentence is illustrated by the example 2. The FE ADDRESS describes "a (metaphorical) place in a system of communication where Communicators and Addressees can access the system" (FrameNet 2022); it describes the virtual address of the addressee (i.e. phone number). The FE PURPOSE "identifies the Purpose for the Communicator contacting the Addressee." (FrameNet 2022) This FE is introduced by the conjunction *so*, which indicates the reason behind this communication, and it has a FE COMMUNICATOR embedded within. By using this lexical bundle, the company wishes to collect the customer's contact information in order to take the matter further. ADDRESS is a core FE, required by the CONTACTING frame; differently, PURPOSE, together with the embedded COMMUNICATOR FE, is a non-core extra-thematic FE, and it can be said that this introduces an additional INVESTIGATION frame.

4.2.1.2. BKING

The BKING subcorpus has three frequent content words belonging to the CONTACTING frame: *dm*, *contact* and *send*. Words *dm* and *send* are used as verbs, and the word *contact* is used as a noun.

The word dm is found in the lexical bundles dm us your contact info and dm us with your contact. These lexical bundles consist of words belonging to COMMUNICATOR + (ADDRESSEE +) TOPIC pattern.

(3) well that's not what we like to hear. plz **DM** [**INSCOMMUNICATOR**] [[**YOUTADDRESSEE**] **contact infotopic**] (full name, phone #, email), and the location address, so we can look into this further offline. (BKING_133)

Example 3 shows lexical bundle *dm us your contact info* used in a sentence. Both COMMUNICATOR and TOPIC are core FEs. Communicator, which here can be understood as the company, wishes to receive more information in order to contact the customer (TOPIC FE). It can be assumed that the communicator does not have enough information regarding the certain manner and wishes to receive it privately via Twitter (*i.e.*, *DM* as a direct message). There is the ADDRESSEE FE incorporated within the TOPIC FE, which indicates that the company is contacting the addressee with the purpose of receiving their personal information.

The word *contact* is used as a noun in lexical bundle *contact info full name phone* which has the FE pattern **ADDRESS:**

(4) oh no! sorry to hear that, Chris! can you DM us the location address, date & time of your visit, including your [contact info (full name, phone #ADDRESS], and email address linked to your app account)? we'd like to have a look at this. (BKING_13)

The ADDRESS FE describes "a (metaphorical) place in a system of communication where Communicators and Addressees can access the system" (FrameNet 2022). The lexical bundle *contact info full name phone* used in example 4 is used to describe the required information missing from the previous communication. As this lexical bundle does not have any verb phrases, it is classified as ADDRESS, which shows what information the company requires to receive. In comparison, a similar phrase *your contact info* in example 3 was classified as belonging to the TOPIC FE, as it is preceded by the action taken by the ADDRESSEE (*DM us*) and the information which should be sent to the COMMUNICATOR (*contact info*). The lexical bundle *contact info full name phone* does not have the COMMUNICATOR or ADDRESSEE FEs, and its pattern is just the ADDRESS FE.

The word *send* is used in a lexical bundle *send us a DM with* which has a pattern of **COMMUNICATOR** + **ADDRESS**:

(5) that's not what we like to hear, Maribel! plz **send [uscommunicator] [a DM**ADDRESS] **with** your contact info (full name, phone #, and email), the date/time of your visit, and the address of the store so we can take a better look at this. thank you! (BKING_28)

Example 5 illustrates the use of the aforementioned lexical bundle in a sentence. The FE **COMMUNICATOR** is used to refer to the company. The FE **ADDRESS** here is expressed by the noun phrase *a dm*, which indicates both the virtual location and the means of contacting (Twitter).

4.2.1.3. STARBUCKS

Although the words belonging to the **CONTACTING** semantic frame are the most frequent in the whole corpus, there are no content words in the STARBUCKS belonging to the **CONTACTING** semantic frame.

4.2.1.4. CHIPOTLE

The most frequent content words belonging to the **CONTACTING** frame in the CHIPOTLE subcorpus are *dm* and *send*. Both words are used as verbs.

(6) Can you **DM** [**us**communicator] [**the location**PLACE] [**you**ADDRESSEE] ordered from so we can help? - Alex (CHIPOTLE 102)

Example 6 illustrates the use of the lexical bundle *DM us the location you* in the sentence. The verb *dm* here is used in the lexical bundle which has the COMMUNICATOR + PLACE + ADDRESSEE FE pattern. The COMMUNICATOR FE refers to the company, the ADDRESSEE FE refers to the message receiver (possibly, customer). The FE PLACE "identifies the place where the intentional act occurs" (FrameNet 2022). In the example 6, it describes the tangible restaurant location where the event, referred to in the tweet, has taken place. So, the lexical bundle *DM us the location you* describes the want of the company to receive information from the addressee regarding the place the event has happened.

(7) This is concerning. We would like to speak with you directly. Please **send** [**us**COMMUNICATOR] [**a message**COMMUNICATION] [**here**MEDIUM]:http://chipotle.com/contact-us#report-an-experience. -Ty (CHIPOTLE_1)

Example 7 shows the use of the lexical bundle *send us a message here*. This lexical bundle has the pattern of **COMMUNICATOR** + **COMMUNICATOR** + **MEDIUM** Fes. Similarly to the FEs pattern **COMMUNICATOR** + **PLACE** + **ADDRESSEE**, the **COMMUNICATOR** FE in example 7 is also used to refer to the company. The **COMMUNICATION** FE, which conveys "(t)he information that the communicator wishes to impart to the

Addressee" (FrameNet 2022), is expressed through the noun phrase *a message*. In example 7, the **COMMUNICATION** is requested from the customer by the **COMMUNICATOR**. And this information, referred to by the **COMMUNICATION** FE, is requested through a different website, or **MEDIUM** FE, which describes "the physical or abstract setting in which the message is conveyed" (FrameNet 2022). The customer is requested to leave Twitter and use another website.

4.2.1.5. **PIZZAHUT**

The most frequent content words found in the PIZZAHUT subcorpus are *sending*, *address*, *dm*, *message*, *reaching*, *email*, *number* and *phone*.

The word sending is found in two lexical bundles: sending us a dm with and sending us a private message:

(8) We're sorry we let you down. Would you mind **sending [uscommunicator] [a private message**ADDRESS] so we can look into this? (PIZZAHUT_51)

Example 8 illustrates the use of the lexical bundle *sending us a private message* in a sentence. This bundle contains the FEs pattern COMMUNICATOR + ADDRESS.

Another frequently used word, *address*, is used in two lexical bundles: *address phone number and the* and *address so we can look*. The first lexical bundle, *address phone number and the*, has the FE pattern TOPIC. The FE TOPIC describes "the subject matter to which the message pertains" (FrameNet 2022).

(9) Oh no! Mind sending us a DM with your name, email [address, phone number topic], and the store's address? (PIZZAHUT 31)

The use of lexical bundle *address, phone number and the* is illustrated in example 9. This lexical bundle focuses on the information the **COMMUNICATOR** wishes to receive from the **ADDRESSEE**. In the other frequently found lexical bundle containing the word *address*, the FE **TOPIC** is supported by the FEs **COMMUNICATOR** and **PURPOSE**:

(10) Hi Natasha, that's definitely not the experience we want for you. Would you mind sending us a private message with your contact info and the store's [addressTopic] [so [wecommunicator] can lookpurpose] into this? (PIZZAHUT_44)

COMMUNICATOR and **PURPOSE** FEs in example 10 explain the meaning behind the **TOPIC** frame; the **ADDRESSEE** here receives an explanation as to why the information behind the **TOPIC** frame is required. So, both **TOPIC** and **TOPIC** (+ **COMMUNICATOR**) + **PURPOSE** patterns are similar, as they both are used in order to enquire for more information.

Another frequently used word in the PIZZAHUT subcorpus is *dm*. This word is frequently used in two lexical bundles, *dm with more details about* and *dm with your name email*, both of which have the FEs pattern ADDRESS + TOPIC:

(11) Hi there. Mind sending us a [**DM**ADDRESS] with [more details about_{TOPIC}] this? (PIZZAHUT_4)

By using the aforementioned lexical bundles, the company enquires for the required information (**TOPIC**) via a private message (or **ADDRESS**).

The pattern ADDRESS + TOPIC is also found in one lexical bundle with the word *message*, *message with your contact info*. This is illustrated in example 12:

(12) Mind sending us a private [**message**ADDRESS] with [your contact infotopic] and store address so that we can look into this further? (PIZZAHUT_107)

The word *message* is also used in a different FEs pattern ADDRESS + (COMMUNICATOR +) PURPOSE:

(13) We don;t take issues like this lightly. Would you please send us a private [messageAddress] [so [wecommunicator] [can lookpurpose] into this? (PIZZAHUT_136)

Both patterns in examples 12 and 13 have the FE ADDRESS, but the lexical bundle *message so we can look* has the **PURPOSE** FE with an embedded **COMMUNICATOR** FE, which explains the intent of the communication, while the lexical bundle *message with your contact info* has the **TOPIC** FE, which describes the information.

The word *reaching* is used in one lexical bundle *reaching out to our friends* with the FE pattern (COMMUNICATOR +) INTERMEDIARY:

(14) Would you mind **reaching out to [[our**communicator] **friends**intermediary] @PizzaHutCanada about this? (PIZZAHUT_1)

The **COMMUNICATOR** FE in example 14 is embedded within the **INTERMEDIARY** FE, which is described as "the person who facilitates the contact" (FrameNet 2022). The company redirects the addressee to another account. The word *friends* entails a personal relationship; it could be implied that the companies (or accounts) are in close contact.

Three frequently used words *email* and *phone* are used in lexical bundles pertaining to the FE **TOPIC**:

(15) That pizza needs some help. Mind sending us a DM with your name, [email address, phone numbertopic], and the store's exact street address? (PIZZAHUT_12)

The use of the lexical bundle *email address phone number and* in example 15 is similar to the use of the lexical bundle *address phone number and the* in example 9, as they both are used in order to ask for a particular information regarding the matter.

4.2.1.6. Comparison of the semantic frame patterns

The FE pattern **COMMUNICATOR** + **TOPIC** is employed in the WENDYS and the BKING subcorpora. Differently, however, this pattern in the BKING subcorpus has the embedded **ADDRESSEE** FE within the **TOPIC** FE, which suggests that the mention of the addressee adds some value to the communication (example 3).

The present study shows that the companies usually embed the FE COMMUNICATOR. This is illustrated by the FE pattern ADDRESS + (COMMUNICATOR +) PURPOSE in the WENDYS and PIZZAHUT subcorpora. As the COMMUNICATOR FE is embedded within the PURPOSE FE, this could show that the companies are serious about the purpose of the communication (example 2). This claim can be suggested by the other FE pattern TOPIC (+ COMMUNICATOR) + PURPOSE in the PIZZAHUT subcorpus (example 10), where the purpose of the message implies some action from the company.

The FE **TOPIC** is employed as a frame pattern on its own, and as a part of other frame patterns. As it mostly describes the information the companies collect from the addressees, it seems that the **CONTACTING** semantic frame is mostly employed on Twitter for the collection of information.

4.2.2. Pragmatic framing

This section presents the analysis of greeting expressions and personal pronouns found in the corpus of the present study. The findings are compared to the semantic frame pattern.

4.2.2.1. Greetings

Greetings are illocutionary speech acts, meaning that they attempt to have a communicative purpose (Austin, 1962). Halliday (1973, 83) suggests that greetings could be classified into time-free greetings, further classified to formal (*how do you do*) and informal (*hello*), and time-bound greetings, classified into morning (*good morning*), afternoon (*good afternoon*) and evening (*good evening*).

There are three identical greetings found in the WENDYS subcorpus: *Hi there*. According to the Halliday's (1973) classification, *hi there* is a time-free informal greeting, as it does not include the time expression. This phrase consists of two words: *hi* and *there*. *Hi* is an informal greeting, usually used among friends. *There* is an adverb, used to describe the spatial deixis (distance) between the participants of the utterance; in this case, the participants can be said to be at some distance from each other. The time-free informal greeting expression *hi there* is also found in the BKING and PIZZAHUT subcorpora.

(16) **[[Hi thereInterJection]** ATTENTION_GETTING], please DM us the email address associated with your account. Thanks! (WENDYS_28)

The greeting expression *hi there* is not found on the FrameNet, but a synonymous expression *hello there* is classified as ATTENTION_GETTING on FrameNet (2022). The ATTENTION_GETTING frame "covers terms used to get someone's attention" (FrameNet 2022). This frame has two core FEs: INTERJECTION (*hi*, *hey*) and ADDRESS_TERM (*boy*, *friend*). Example 16 illustrates the use of the greeting expression *hi there* in a sentence. It seems, however, that the semantic frames are not sufficient enough to describe greetings. Goffman (1971, 57-58) notes that greetings are one of the ritualistic acts used to maintain and assert relationships, and they are usually used to start conversations (*ibid.*, 79). So, to say that the phrase *hi there* is used for getting attention would not be incorrect, but it is inconclusive, as it lacks to mention the ritualistic and introductory characteristics of the greeting. Liedtke (2013, 196) sees greetings being dependent on the relationship between the speaker and the addressee. The use of the time-free informal greeting *hi there* suggests that the company wishes to have a close relationship to its customers. Another greeting expression,

consisting of only the INTERJECTION in the semantic frame pattern is hi, found in the STARBUCKS and PIZZAHUT subcorpora:

(17) [[Hinterjection] Attention_Getting], the best way to resolve Hut Rewards issues is by using our Hut Rewards customer support line at 1-844-244-2552 between 1p-11p CT. (PIZZAHUT_65)

The greeting *hi* in example 17 marks the beginning of the conversation between the company and its customers. The use of the time-free informal expression indicates the want to have an informal conversation, similar as with the use of the greeting expression *hi* there.

BKING, STARBUCKS and PIZZAHUT subcorpora hi/hey + name. These greeting expressions are time-free informal greetings as they do not refer to any particular time of the day.

(18) [[hinterjection] [Paulina!Address_term]attention_getting] we've sent you a DM, please look for it. thank you. (BKING_15)

The greeting expression hi Paulina in example 18 illustrates the hi/hey + name pragmatic frame. The semantic frame pattern INTERJECTION + ADDRESS_TERM does not mark the closeness of the apparent relationship between the speaker and the addressee. The use of the first name and the time-free informal greeting indicates the wish of the company to have a friendly relationship towards the customers. A similar construction, hey/hi + friend, is employed in the STARBUCKS subcorpus:

(19) [[Hi,INTERJECTION] [friend!ADDRESS_TERM]ATTENTION_GETTING] Check our Starbucks Mobile App to see if there is a local store open near you. (STARBUCKS_32)

The expression *hi*, *friend* has the **INTERJECTION** + **ADDRESS_TERM** semantic frame pattern, which is identical to the semantic frame pattern of the phrase *hi Paulina* in example 18. The semantic frame pattern of the time-free informal expression *hi*, *friend* does not mark the relationship between the speaker (company) and the addressee (customer), and thus lacks the pragmatic knowledge provided in the phrase.

Differently from the other subcorpora, the CHIPOTLE subcorpus does not employ any greeting expressions at all. This could show that the company assumes that the conversation was already started by the customer and the use of a greeting expression would not add anything to the conversation.

The use of greeting expressions could suggest that companies using Twitter do not care about the time of the day and employ mostly time-free informal greeting expressions. The use of these expressions indicate that the companies wish to have a friendly relationship with their customers online. In order to express their wish to have an informal communication, the semantic frame patterns of the greeting expressions are not sufficient enough, and their pragmatic characteristics must be considered.

4.2.2.2. Personal pronouns

Personal pronouns used in conversation can be said to present the person deixis. Deixis describes "pointing' via language." (Yule 1996, 9) Person deixis is one of the deixis types, which can be said to have a three-part division: first person (*I*, *we*), second person (*you*) and third person (*he*, *she*, *it*, *they*). Vladimirou (2007) suggests that first person plural pronoun *we* can also be categorized to *indefinite we*, *exclusive we* (*we for I* and *writer and other people*) and *inclusive we* (*writer and audience* and *academic community*). The corpus of the present study includes mentions of first person, second person and third person pronouns.

First person plural personal pronouns we and us are evident in all five subcorpora.

(20) Thank you for bringing this to our attention. Would you mind sending us a private message with your contact info and the store's address so [we TEAM] can look into this? (PIZZAHUT_41)

The use of *exclusive we* in the PIZZAHUT subcorpus is illustrated in the example 20. The pronoun *we* refers to the company, the team, but excludes the addressee. The company employs this pronoun to show that there is a number of people working as a team. Therefore, the semantic frame pattern of the *exclusive we* in example 20 is **TEAM**.

The pronoun we can also be used as *inclusive we*, incorporating both the speaker and the address. The use of inclusive we is evident in the STARBUCKS subcorpus:

(21) We miss you, too. Stay safe, and [we TEAM + COMMERCE_BUY] will be together again before you know it. ♥ (STARBUCKS_68)

Example 21 illustrates the use of *inclusive we*: the communicator uses *we* to talk about them and their addressee. The semantic frame of the *inclusive we* includes both the **TEAM** and the **COMMERCE_BUY** frames, as the *inclusive we* is used to refer to the company and to the client. The use of *inclusive we* has been

observed only in the STARBUCKS subcorpus; it seems that the companies want to position themselves as a separate unit from their customers.

First person singular personal pronoun *I* is evident only in the CHIPOTLE subcorpus. Interesting, that almost all of the tweets included in the subcorpus are signed by a team member, which could indicate that the communicator is not the whole company, but only the person which signs the corporate tweet.

(22) [[I COMMUNICATOR] CONTACTING]'m sorry about that. If you contact us at http://chipotle.com/contact-us#report-an-experience a member of our customer care team will be in touch to help. -Ty (CHIPOTLE_96)

Example 22 shows the use of a first person singular pronoun *I* in the CHIPOTLE subcorpus. The pronoun *I* refers to the person who has signed the tweet (*Ty*). This pronoun seems to refer to the **COMMUNICATOR** frame element of the **CONTACTING** frame. Although the *exclusive we* refers more to the **TEAM** semantic frame, it can also be said to belong to the **COMMUNICATOR** frame element of the **CONTACTING** frame. However, to say that the *inclusive we* belongs solely to the **COMMUNICATOR** frame element of the **CONTACTING** frame would be imprecise, as it also incorporates the **ADDRESSEE** frame element. Therefore, the deixis between the addressee and the use of *exclusive we* and *I* is similar, as it refers to some sort of a distance; the deixis between the addressee and the use of *inclusive we* does not exist, as the addressee is referred to by the use of *inclusive we*.

The corpus of the present study also includes the use of the second person singular pronoun *you*, which is employed to refer to the addressee of the message.

(23) we're sorry [you Addressee] were disappointed with your recent experience! could [you Addressee] DM us back with your contact info (full name, email & phone #) and more details about your visit? we'd like to look into this for [you Addressee]. (BKING_83)

Example 23 illustrates the use of the second person singular pronoun *you* to request the addressee to contact the communicator (the company). The pronoun *you* is used solely to refer to the addressee, the Twitter user. It seems that the possibility to personally contact the addressee on Twitter is the reason behind the use of only the second singular pronoun *you*. This pronoun belongs to the **ADDRESSEE** FE of the **CONTACTING** semantic frame.

The corpus of the present study has both singular and plural third person pronouns. Singular third person pronouns can only be found in the BKING subcorpus:

- (24) marry **him** (BKING_18)
- our moves might make **her** fall in love with us instead (BKING_70)

Both examples 24 and 25 seem to be related to other people besides the communicator and the addressee. The **CONTACTING** semantic frame does not have an FE where the reference is made not to the addressee, but to another, completely unrelated, party. In this case, the FrameNet and the semantic frames are not sufficient enough for the analysis, and the pragmatic frames should be introduced in order to refer to a party with a distal deixis.

Plural personal pronouns, such as *they* and *them*, are employed to refer to the company, its products and people.

(26) Our chips are made fresh every day. If [they FOOD] aren't cooked quite long enough, [they FOOD] won't get that perfect level of crispiness. Sorry about that. Next time you're in, please let a manager know what happened so they can make it right -Alex (CHIPOTLE_119)

The pronoun *they* used in the example 26 refers to a food product (*chips*) and belongs to the semantic frame **FOOD**. The deixis between the communicator, addressee and the object referred to by the third person plural pronoun *they* is non-existing, as the pronoun refers to the product in general. The semantic frame **FOOD** does not express the pragmatic value of the pronoun, and the introduction of the pragmatic frames could add a new realm to the analysis.

4.2.3. Multimodality

Besides the textual mode, the corpus of the present study also includes signs from other modes. This section presents the emojis, links, graphic signs and pictures.

4.2.3.1. Emojis

Emojis are frequently used in everyday messaging and social media blogging, and they are frequently used in tweets. The use of emojis in the present study is scarce. The analysis classifies them into product, emotion and maintaining dialogue emojis.

4.2.3.1.1. Product

The BKING, STARBUCKS and PIZZAHUT subcorpora employ emojis in order to mention their products.

- $(27) \qquad \bigoplus (BKING_74)$
- (28) And, thank you for all you are doing! Enjoy your coffee. (STARBUCKS_58)
- (29) Good call. (PIZZAHUT_32)

Examples 27, 28 and 29 are tweets with the product emojis, which visually illustrate the company products:

one of their products and for Pizza Hut. It can be assumed that the companies want to illustrate their messages with the images of their products in order to imitate the possible conversation at the restaurant. This strategy of illustrating tweets with the company's products has also been noticed in the previous study of beer industry communication (Casado-Molina et al. 2019).

Some emojis are employed as reactions towards the mention of the company products.

(30) The what? -Ty (CHIPOTLE_141)

The emoji employed in the example 30 shows a positive smirking reaction to the mention of the product. The companies try to react to the product mentions visually, in order to express how good they are, and expand their customer base. This similar strategy is also seen in the PIZZAHUT subcorpus:

(31) Nope, breadsticks + Cinnamon Sticks. (PIZZAHUT_150)

The emoji used in example 31 describes the product as superior, expressing its quality to the potential customers. Although the product is not shown, the customers can assume that it is of a great quality.

4.2.3.1.2. Emotion

The corpus of the present study has the emojis expressing the positive and neutral emotions. Positive emotions are conveyed by using different heart emojis (\heartsuit , \heartsuit , \heartsuit , \diamondsuit , \diamondsuit , \diamondsuit , \diamondsuit) and different facial expressions (\heartsuit , \heartsuit , \diamondsuit).

- (32) Missing you! (STARBUCKS_66)
- (33) Perfect Picnic -Alex (CHIPOTLE_18)

Examples 32 and 33 illustrate the emoji use for the expression of positive emotions. Instead of expressing the emotion in words, the companies use the emojis which have a conventionally understood meaning. Neutral emotions can also be conveyed using emojis.

(34) no prob (WENDYS_55)

The use of in example 34 signifies the neutrality of the conversation. The emoji seems necessary, as the tone of the conversation would be completely different without it.

4.2.3.1.3. Maintaining dialogue

Companies also employ emojis to encourage the customers to communicate with them and to have social interactions on Twitter.

Celebration emojis, as \red{b} , \red{bound} or \red{c} , are employed to maintain a conversation with the customers. These emojis show that companies want to appear enthusiastic and to encourage their clients to share their positive experience online. Starbucks employs such emojis to congratulate their customers on their birthday.

(35) How sweet! Happy Birthday, Stephanie! (STARBUCKS_130)

This could be seen as a very personal message from the company directed towards that particular customer. This strategy could encourage other customers to purchase more products and communicate more directly to the customer in order to receive such a message themselves.

4.2.3.2. Links

Companies use links in order to receive feedback from their customers. For instance, Chipotle have a separate page for customer feedback:

(36) That's no fun at all. Send us a quick note to **http://chipotle.com/contact-us#report-an-experience** and a member of our customer care team will be in touch with you directly. -Ty (CHIPOTLE_20)

It seems that the company tries to redirect the conversation from Twitter to another website in order to investigate the bad experience of their customers. Pizza Hut employs a similar strategy of providing a direct link to another website:

(37) Hi, we're sorry to hear this but thank you for bringing it to our attention. Would you mind sharing this at http://pizzahut.com/contactus so our team can look into this further? (PIZZAHUT_89)

This seems an efficient strategy to avoid bad customer service examples on Twitter, which could hurt the business. The direct connection with a customer service representative on another website allows the companies to react to a larger number of tweets, maintain a positive face on Twitter. It seems that companies usually have links only for one region's customer service.

(38) we're so sorry to hear about this, but you've actually come through to BK Guest Relations in North America. you can find the offices of the BK teams in other countries here: https://company.bk.com/international (BKING 118)

The link employed in example 38 redirects the customer from the North America team to another. It seems that the different rules and franchises in different regions require different attention, and thus they have different teams devoted to that. It is unclear whether this strategy is successful.

The companies employ different links in order to provide information to their customers. For instance, a link with the information regarding the company safety measures is provided in example 39:

(39) Your safety is our main concern. You can learn more about our efforts here: http://blog.pizzahut.com/live-blog-pizza-hut-community-health-safety/. (PIZZAHUT_20)

The customers can follow the link and learn more information, even though it is not possible to post such a long message on Twitter. The short Twitter messages could be one of the reasons why companies choose to redirect their customers to different websites for communication.

4.2.3.3. Graphic signs

A number of companies use the sign # instead of the word *number*:

(40) That doesn't look right! Please DM us the restaurant location and your *phone* # so we can make this right. Thanks! (WENDYS_32)

In order to receive the contact information from the customer, Wendy's employ the phrase *phone* #. The reason behind this choice could be the short Twitter messages.

More conventionally, # is known as the hashtag sign on different social media websites, which are used to mark different trends on Twitter.

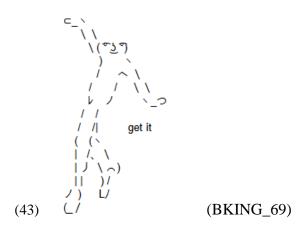
(41) It's #NationalPizzaPartyDay! What are your favorite pizza toppings? (PIZZAHUT_34)

Example 41 illustrates the use of the hashtag #NationalPizzaPartyDay in the PIZZAHUT subcorpus. This hashtag is used as an invitation for other users (i.e. potential customers) to mark their tweets and possibly receive a reply from the company. The hashtag used by the Burger King is employed in order to express irony:

(42) because #marketing (BKING_106)

Turning a word into a hashtag without any context shows that the company is able to engage in communication with their customers just by employing the means of every day communication.

Graphic signs are also employed in order to create images. Example 43 shows that the company tries to add the comic effect to the message by employing the visual means. This marketing strategy could attract more customers and interest them in engaging on Twitter.



4.2.3.4. Pictures

Companies also use pictures in their Twitter communication. Two examples are given below:



As can be seen from example 44, Starbucks uses pictures in order to illustrate their tweets about their products. A great picture of the product makes the product more appealing to their customer. This strategy is similar to the use of product emojis in communication. Starbucks uses both pictures and emojis to promote their products.

Burger King employs pictures to express irony. Example 45 shows a picture of a king created out of burgers. Such a creative communication could attract more potential customers, as it seems similar to the irony Burger King uses on Twitter.

4.2.4. Corporate Identity

The discussion in the previous sections indicates different communication styles used by the fast food chains, which can also be considered as their unique identities. In order to discuss the differences and similarities between the identities of the five fast food chains, the identity is discussed in more detail through the textual and other modes.

4.2.4.1. Textual mode

The lexical bundle patterns belonging to the CONTACTING frame indicate that the companies employ similar words and patterns. The pattern COMMUNICATOR + TOPIC is evident in the WENDYS subcorpus (lexical bundle *dm us the restaurant location*) and the BKING subcorpus (lexical bundles *dm us your contact info* and *dm us with your contact*). The lexical bundle *DM us the location you* in the CHIPOTLE subcorpus has a similar pattern of COMMUNICATOR + PLACE + ADDRESSEE; the part of the pattern PLACE + ADDRESSEE could be combined into the TOPIC FE, as it is the information required from the company. So, it seems that the pattern COMMUNICATOR + TOPIC is evident in three subcorpora. The pattern TOPIC, found in the BKING and PIZZAHUT subcorpus, indicates the information required by the company, and is expressed through the lexical bundles *contact info full name phone* and *address phone number and the*. The pattern TOPIC could indicate that the communicator is not as important and that it is the information (or TOPIC) that matters.

Other lexical bundle patterns include the use of the frame COMMUNICATOR + ADDRESS. This pattern is found in two subcorpora: BKING and PIZZAHUT. The lexical bundle patterns are similar in both subcorpora: send us a DM with (BKING) and sending us a dm with and sending us a private message (PIZZAHUT). The CHIPOTLE subcorpus has two similar patterns: COMMUNICATOR + PLACE + ADDRESSEE (lexical bundle DM us the location you) and COMMUNICATOR + COMMUNICATION + MEDIUM (lexical bundle send us a message here). The lexical patterns here are similar: dm, private message and message here refer to the contacting via Twitter. BKING, PIZZAHUT and CHIPOTLE subcorpora ask for communication via a certain medium.

The PURPOSE FE is used in a few semantic frame patterns. For instance, the frame pattern ADDRESS + COMMUNICATOR + PURPOSE in the WENDYS (lexical bundle *phone # so we can make*) and the

PIZZAHUT (lexical bundle *message so we can look*) subcorpora is employed to collect the information with the intent of taking the (possibly negative) matter further. The PURPOSE FE is also evident in the TOPIC + COMMUNICATOR + PURPOSE frame pattern found in the PIZZAHUT subcorpus (lexical bundle *address so we can look*). The latter frame pattern is used with the same intent as the former one.

These **CONTACTING** frame patterns are employed for the corporate identity formation. All four subcorpora which employ the **CONTACTING** frame patterns (mainly WENDYS, BKING, CHIPOTLE and PIZZAHUT) identify themselves as private (they wish to communicate by direct messages), friendly (they reply directly to the customers) and reliant (they wish to investigate the matter).

No lexical bundles belonging to the **CONTACTING** semantic frame in the STARBUCKS subcorpus is also indicative of the company's identity; while other companies employ a plethora of these expressions, STARBUCKS rely on its individual communication pattern.

The corpus of the present study only includes time-free informal greeting expressions. This suggests that all of the companies included in the corpus try to maintain a friendly, familiar relationship with their addresses (or potential customers) via the Twitter communication.

The use of pronouns is also important in identity formation. The use of the *inclusive we* pronouns in the STARBUCKS subcorpus can also be seen as identity formation. While the *exclusive we* is used by all companies in order to refer to the company and its team members, the *inclusive we*, used to refer to both the company and the addressee is only found in the STARBUCKS subcorpus. This can indicate the importance of the customer in the company communication.

4.2.4.2. Other modes

The corporate identity can also be expressed by employing other modes. Besides the textual mode, the corpus of the present study employs the elements of the visual mode. The use of the product emojis in the BKING, STARBUCKS and PIZZAHUT subcorpora indicates that the company products are inseparable from the company image. This claim is also substantiated by the company names: both Burger King and Pizza Hut include the names of their main product. Starbucks does not base their company name on their

product, however, the use of the product emoji (a) in example 28 and the picture of their product in example 44 illustrates the company identity.

There is a number of green heart emojis found in the STARBUCKS subcorpus used for identity formation. Starbucks (n.d.) describes the color green as "the most identifiable asset". Thus, the emojis and the green picture (example 46) is clearly used to express the identity of the company. Other companies, however, do not seem to have a color scheme for the Twitter communication.



(46) STARBUCKS_44

The companies also form their identities by employing links. The CHIPOTLE subcorpus has a number of links as the company redirects the customers to another website for contacting. This could signify that even though each of the tweet is signed by a different team member, the use of a different website is a better damage control and allows the company to keep its positive face for the customers. The PIZZAHUT subcorpus also redirects the customers to a different website. However, this communication pattern does not seem to have a pattern, as only some of the customers are redirected to a different website.

5. Conclusions

This thesis aimed to investigate the corporate identity formation of five fast food chains on Twitter, by reviewing the theoretical literature, analyzing the frames and multimodal signs used in the communication and determining the correlation between the employed communicative patterns and the corporate identity formation.

The aim of the study was achieved by following the three objectives. The theoretical literature on (Critical) Discourse Analysis as a Cognitive Linguistics enterprise, Computer-Mediated Communication, framing theory, multimodality and approached to research of social networks, including network was reviewed and compared to the findings of the current thesis.

The delivery of communication through the prevailing semantic and pragmatic frames and multimodal signs in the collected data set were analyzed. The analysis shows that four fast food chains employ similar semantic frame patterns in order to express the **CONTACTING** semantic frame, while one fast food chain does not employ these patterns. The analysis of the greeting expressions and personal pronouns provides analysis of the pragmatic frames, not evident on the FrameNet (2022) database. The multimodal signs used in the corpus allow the companies to express the mood of their messages, advertise their products and connect closely to their customer-base.

The thesis determines that the corporate identity of the fast food chains under analysis are formed by similar Frame Element patterns **COMMUNICATOR** + **TOPIC**, **ADDRESS** + (**COMMUNICATOR** +) **PURPOSE** and **TOPIC**, time-free informal greeting expressions and *exclusive we* pronouns. Although rarely, *inclusive we* and first-person *I* pronouns are also used in corporate identity formation. Three fast-food chains (Burger King, Starbucks and Pizza Hut) employ product emojis for corporate identity formation.

Future studies could focus more on the pragmatic frames and introduce a possible framework for their analysis, as this study analyzed the pragmatic utterances and compared their patterns to the semantic frame patterns on FrameNet (2022). An identity analysis of one company could provide interesting observations, especially if the study is extended by including the tweets from the corporate accounts of different countries (different varieties of English).

Summary

This study is a quantitative and qualitative analysis of a self-compiled corpus. The data set for this study is a self-compiled corpus that contains 750 tweets from 5 fast food chains (Wendy's, Burger King, Chipotle, Starbucks and Pizza Hut). These tweets were analyzed according to the framing and multimodality strategies employed for corporate identity formation.

The study analyzes the most frequent semantic frame found in the corpus. The semantic framing analysis was carried out by employing FrameNet (2022), an online database that provides descriptions of semantic frames and their frame elements. The qualitative analysis presents the framing patterns of the 5-word lexical bundles in each of the subcorpora and their comparison. The study also analyzes the patterns of greeting expressions and personal pronouns and suggests the importance of pragmatic frames for the framing analysis.

This thesis presents a qualitative analysis of multimodal signs, mainly emojis, links, graphic signs and pictures. These signs are employed to illustrate a textual tweet and connect with the addressee. The corporate identity is thus formed and expressed through the semantic and pragmatic framing patterns, and different multimodal signs.

Future research could benefit from an extended data set, as the analysis could examine the identity formation of a single fast food chain expressed through different varieties of English.

Summary in Lithuanian

Šis darbas tai kiekybinis ir kokybinis tekstynu paremtas tyrimas. Šis tyrimas analizuoja 750 žodžių tekstyną, sudarytą iš penkių greito maisto restoranų (Wendy's, Burger King, Chipotle, Starbucks, Pizza Hut) tvytų. Analizė pasitelkta ištirti korporacinės tapatybės formavimą per freimus ir multimodalumą.

Šiame tyrime pristatomas dažniausias tekstyne semantinis freimas. Semantinio freimo analizei buvo pasitelkta FrameNet (2022), internetinė duomenų bazė kurioje pateikiami semantinių feimų aprašymai ir jų sudėtinės dalys. Kokybinė analizė pristato 5 žodžių leksinių samplaikų semantinių freimų, pasisveikinimo frazių ir asmeninių įvardžių struktūras. Pristatoma pragmatinių freimų svarba freimų analizėje.

Šiame darbe taip pat pristatoma kokybinė multimodalumo ženklų, tokių kaip jaustukai, nuorodos, grafiniai ženklai ir paveiksliukai, analizė. Šie ženklai pasitelkiami tekstinių tvytų iliustravimui ir ryšio su adresatu

palaikymui. Korporacinė tapatybė yra formuojama pasitelkiant semantinių ir pragmatinių freimų struktūras ir minėtus multimodalumo ženklus.

Išplėstas šio tyrimo tekstynas galėtų pasitarnauti tolimesniems tapatybės formavimo tyrimams.

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Appendices

Appendix 1. Corpus of the present study.

TOKEN NAME	TOKEN	LINK	DATE
		https://twitter.com/Wendys/st	
WENDYS_1	Glad to hear this! We'll send some kudos their way.	atus/1270834215806996481	2020.06.11
	We're sorry you left disappointed! Please DM us with		
	the exact location of your visit, along with your		
	contact info so we can have someone reach out and	https://twitter.com/Wendys/st	
WENDYS_2	make this right.	atus/1270069136903876609	2020.06.08
	We're disappointed to hear this! Please DM us with		
	info on this location, along with your number, and	https://twitter.com/Wendys/st	
WENDYS_3	we'll make it up to you.	atus/1270066929869430791	2020.06.08
	This isn't the quality we'd expect. Please DM us with		
	info on this location, along with your number, and	https://twitter.com/Wendys/st	
WENDYS_4	we'll make it up to you.	atus/1270082226567380998	2020.06.08
		https://twitter.com/Wendys/st	
WENDYS_5	see ya there	atus/1268540829452447744	2020.06.04
WENDYG C	This isn't the service we expect. Please DM us your	https://twitter.com/Wendys/st	2020 06 06
WENDYS_6	contact info so we can look into this further.	atus/1269269250545463297	2020.06.06
WENDYS_7	thank you	https://twitter.com/Wendys/status/1268326511184134144	2020.06.04
WENDIS_/	it will still happen, and now you can look forward to it	https://twitter.com/Wendys/st	2020.00.04
WENDYS_8	for just a bit longer.	atus/1266395915994247169	2020.05.29
WEND IS_0	We'd love to make this right. DM us with info on this	4443/12003/3/13//121/10/	2020.03.27
	location, along with your number, and we'll make it	https://twitter.com/Wendys/st	
WENDYS_9	up to you.	atus/1266694373737201665	2020.05.30
		https://twitter.com/Wendys/st	
WENDYS_10	cool	atus/1266112378061697024	2020.05.29
	We apologize for the inconvenience. Please DM us		
	your email address for your mobile account, so we	https://twitter.com/Wendys/st	
WENDYS_11	can look into this further.	atus/1265838268345724928	2020.05.28
WENDYG 10		https://twitter.com/Wendys/st	2020 05 27
WENDYS_12	probably Californication	atus/1265706590914727936	2020.05.27
WENDYS_13	Yay!	https://twitter.com/Wendys/st atus/1265741238030008321	2020.05.27
WENDIS_IS	1 ay:	https://twitter.com/Wendys/st	2020.03.27
WENDYS_14	we just might	atus/1265315157791707137	2020.05.26
WEND IS_IT	We don't figure out whether someone is Australian or	https://twitter.com/Wendys/st	2020.03.20
WENDYS_15	not before replying. That would take way too long	atus/1264203015952773121	2020.05.23
	DM us, we would like to gather some additional	https://twitter.com/Wendys/st	
WENDYS_16	details about your visit.	atus/1264593752565395469	2020.05.24
	We're sorry to hear that! Could you please DM us		
	with the address of the location you visited, along		
WIEDVE 15	with your name and preferred contact information so	https://twitter.com/Wendys/st	2020 27 27
WENDYS_17	we can reach out to make this right? Thank you!	atus/1263928058895048707	2020.05.22
WENDVC 10	this is out	https://twitter.com/Wendys/st	2020 05 20
WENDYS_18	this is art	atus/1263181914720133120	2020.05.20
WENDYS_19	Maybe don't waste food like that.	https://twitter.com/Wendys/st atus/1263180577932562433	2020.05.20
WEND 13_19	Mayor don't waste food like that.	<u>atus/12031003//932302433</u>	2020.03.20

		https://twitter.com/Wendys/st	
WENDYS_20	you'd better	atus/1262830288838840323	2020.05.19
W. T. W. W. A.	We're sorry to hear that! Please DM us your contact	https://twitter.com/Wendys/st	2020 07 10
WENDYS_21	info so we can make this right. Thanks!	atus/1262828998213713933	2020.05.19
	This isn't the service we expect. Please DM us with the location and your contact info so we can look into	https://twitter.com/Wendys/st atus/1262458821617876992?	
WENDYS_22	this further.	s=20	2020.05.18
VV EI (B 18_22	We're sorry you left disappointed! Please DM us your	https://twitter.com/Wendys/st	2020.03.10
WENDYS_23	phone number so we can make this right.	atus/1262447913579487232	2020.05.18
		https://twitter.com/Wendys/st	
WENDYS_24	This is for everyone	atus/1262053948053225472	2020.05.17
	Imagine not understanding that the majority of our	1 // XX	
WENDYS_25	stores have hamburgers at that supply chains affect each area differently.	https://twitter.com/Wendys/st atus/1261335976133234694	2020.05.15
WENDIS_23	each area differently.	https://twitter.com/Wendys/st	2020.05.15
WENDYS_26	thanks, friend	atus/1261352109414506496	2020.05.15
,, <u>DI</u> , <u>D</u>	Breakfast Baconator in the morning, Spicy Nuggets	https://twitter.com/Wendys/st	2020100110
WENDYS_27	for lunch, Asiago Ranch Chicken Club for dinner.	atus/1260935458076442625	2020.05.14
	Hi there, please DM us the email address associated	https://twitter.com/Wendys/st	
WENDYS_28	with your account. Thanks!	atus/1260964521172221954	2020.05.14
	Oh no! Can you please DM us the full address of the		
	location you visited, along with your name and phone	1.44	
WENDYS_29	number or email address so we can have someone follow up with you?	https://twitter.com/Wendys/st atus/1260559734471614465	2020.05.13
WEND 13_29	This isn't the service we expect. Please DM us with	<u>atus/1200339734471014403</u>	2020.03.13
	the location and your contact info so we can look into	https://twitter.com/Wendys/st	
WENDYS_30	this further.	atus/1260639693101838337	2020.05.13
		https://twitter.com/Wendys/st	
WENDYS_31	Happy Birthday!	atus/1259861653115584512	2020.05.11
	That doesn't look right! Please DM us the restaurant		
WENDVC 22	location and your phone # so we can make this right. Thanks!	https://twitter.com/Wendys/st atus/1259988457952366594	2020.05.12
WENDYS_32	Thanks:	https://twitter.com/Wendys/st	2020.05.12
WENDYS_33	At most of our stores, and soon to be at all again	atus/1259546982055583746	2020.05.10
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	The most of our stores, and soon to be at an again	https://twitter.com/Wendys/st	2020102110
WENDYS_34	Yep	atus/1259579547705581568	2020.05.10
		https://twitter.com/Wendys/st	
WENDYS_35	sometimes	atus/1258861735202770945	2020.05.08
WEND 119 0 6		https://twitter.com/Wendys/st	2020 07 07
WENDYS_36	new look who dis	atus/1258475615524700160	2020.05.07
WENDYS_37	need that	https://twitter.com/Wendys/st atus/1258479640584376321	2020.05.07
WENDIS_57	need that	https://twitter.com/Wendys/st	2020.03.07
WENDYS_38	it's rough life for the code hunters	atus/1258110500648386560	2020.05.06
		https://twitter.com/Wendys/st	
WENDYS_39	know	atus/1258111622545055744	2020.05.06
		https://twitter.com/Wendys/st	
WENDYS_40	gotta shoot your shot	atus/1257806526217060358	2020.05.06
WIENDAYO 44	T 11 4	https://twitter.com/Wendys/st	2020.07.05
WENDYS_41	Excellent	atus/1257803886708097024	2020.05.06
WENDYS_42	it's ok, there are more chances coming all week	https://twitter.com/Wendys/st atus/1257402381207207937	2020.05.04
WEND 13_44	it's ok, there are more chances colling all week	https://twitter.com/Wendys/st	2020.03.04
WENDYS_43	There is no spoon.	atus/1257084443577245704	2020.05.04
		https://twitter.com/Wendys/st	
WENDYS_44	not quite	atus/1257086456989978626	2020.05.04

### WENDYS_45 no clue			1.4	1
WENDYS_46	WENDYS 45	no clue	https://twitter.com/Wendys/st atus/1255957102390059009	2020 04 30
WENDYS_46	***EF(B TB_13			2020.01.50
WENDYS 47 Or maybe just busy	WENDYS 46	and your phone # so we can look into this Thanks!		2020 05 02
WENDYS_48 Great point	WEND ID_40	and your phone is so we can rook into this. Thanks.		2020.03.02
WENDYS_48 Great point	WENDYC 47	on marsha just huar		2020 04 20
WENDYS_48	WENDYS_47	or maybe just busy		2020.04.29
WENDYS_49	WENDYG 40			2020 04 20
WENDYS_50 solid	WENDYS_48	Great point		2020.04.29
WENDYS_50 solid https://twitter.com/Wendys/st atus/125522894348711169 2020.04.28				
WENDYS_50 solid atus/1255228943487111169 2020.04.28 WENDYS_51 why would you do that to yourself https://twitter.com/Wendys/st atus/1254786165880296325 2020.04.27 WENDYS_52 no https://twitter.com/Wendys/st atus/125479612792607744 2020.04.27 WENDYS_53 You aren't blocked https://twitter.com/Wendys/st atus/125437961279360777284 2020.04.25 WENDYS_54 And the food rules https://twitter.com/Wendys/st atus/1253343661879963649 2020.04.23 WENDYS_55 no prob ② https://twitter.com/Wendys/st atus/125307105489983489 2020.04.23 WENDYS_56 it's for either https://twitter.com/Wendys/st atus/125207105489983489 2020.04.21 WENDYS_57 Oh nof Please DM us the restaurant location and your phone # so we can make this right. Thanks! https://twitter.com/Wendys/st atus/125207804844483586 2020.04.21 WENDYS_58 same atus/1252378314356480987 2020.04.21 WENDYS_61 That doesn't look right! Please DM us the restaurant location and your phone # so we can make this right. https://twitter.com/Wendys/st atus/125191986077082112 2020.04.17 WENDYS_62 This was in the almost put that in there pile https://twitter.com/Wendys/st atus/1250912848594195	WENDYS_49	chicken is what we're serving		2020.04.28
WENDYS_51				
## WENDYS_51 why would you do that to yourself atus/125478616580296325 2020.04.27 ## WENDYS_52 no	WENDYS_50	solid		2020.04.28
WENDYS_52 no				
WENDYS 52	WENDYS_51	why would you do that to yourself	atus/1254786165850296325	2020.04.27
WENDYS_53				
WENDYS_53	WENDYS_52	no	atus/1254796122792607744	2020.04.27
### WENDYS_53				
WENDYS_54	WENDYS 53	You aren't blocked		2020.04.25
WENDYS_54	<u> </u>	<u> </u>		
WENDYS_55 no prob it's for either	WENDYS 54	And the food rules		2020 04 23
WENDYS_55 no prob	WEND IS_ST	This the root rates		2020.01.23
WENDYS_56 it's for either	WENDVS 55	no proh		2020 04 23
WENDYS_56 it's for either	WEND 15_33	no prob		2020.04.23
WENDYS_57 WENDYS_58 WENDYS_58 WENDYS_58 WENDYS_59 it it still exists and is very easy to find WENDYS_59 WENDYS_59 That doesn't look right! Please DM us the restaurant location and your phone # so we can make this right. Thanks! WENDYS_60 WENDYS_61 WENDYS_61 WENDYS_62 This was in the almost put that in there pile We certainly don't like to hear that! Please DM us the restaurant location, your name and phone number so we can make this right. WENDYS_63 WENDYS_64 Heck yes! WENDYS_65 WENDYS_65 WENDYS_66 WENDYS_66 WENDYS_66 WENDYS_67 WENDYS_68 WENDYS_69 WE're sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. WENDYS_69 WE're sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. WENDYS_69 WE're sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. WENDYS_69 We're sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. WENDYS_69 We're sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. WENDYS_69 We're sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. Https://twitter.com/Wendys/st atus/124977852770999111 2020.04.12 WENDYS_69 We're sorry to hear that! Please DM us with info on this location, along with your number, and We're sorry to hear that! Please DM us with info on this location, along with your number, and We're sorry to hear that! Please DM us with info on this location, along with your number, and	WENDYC 56	itle for either		2020 04 21
WENDYS_57	WEND 13_30			2020.04.21
WENDYS_58 same https://twitter.com/Wendys/st atus/1252378314456489987 2020.04.21 https://twitter.com/Wendys/st atus/125122389105332739 2020.04.21 https://twitter.com/Wendys/st atus/1251223896105332739 2020.04.17 That doesn't look right! Please DM us the restaurant location and your phone # so we can make this right. https://twitter.com/Wendys/st atus/1251919869077082112 2020.04.19 WENDYS_60				
WENDYS_58 same	WENDYS_57	phone # so we can make this right. Thanks!		2020.04.21
WENDYS_59 it still exists and is very easy to find That doesn't look right! Please DM us the restaurant location and your phone # so we can make this right. Thanks! WENDYS_61 WENDYS_62 This was in the almost put that in there pile We certainly don't like to hear that! Please DM us the restaurant location, your name and phone number so we can make this right. WENDYS_63 WENDYS_64 WENDYS_65 WENDYS_65 WENDYS_65 WENDYS_65 WENDYS_66 WENDYS_66 WENDYS_66 WENDYS_67 WENDYS_67 WENDYS_68 WENDYS_68 WENDYS_68 WENDYS_68 WENDYS_68 WENDYS_69 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and https://twitter.com/Wendys/st atus/1249370647479844865				
WENDYS_59 it still exists and is very easy to find aus/1251223896105332739 2020.04.17	WENDYS_58	same		2020.04.21
That doesn't look right! Please DM us the restaurant location and your phone # so we can make this right. WENDYS_60 Thanks!				
Docation and your phone # so we can make this right. Thanks! Docation and your phone # so we can make this right. Thanks! Docation and your phone # so we can make this right. Docation and your phone # so we can make this ri	WENDYS_59		atus/1251223896105332739	2020.04.17
WENDYS_61				
WENDYS_61 Sunshine is a really good Mario soundtrack for sure https://twitter.com/Wendys/st atus/1250897253251850243 2020.04.17				
WENDYS_61 Sunshine is a really good Mario soundtrack for sure MENDYS_62 This was in the almost put that in there pile	WENDYS_60	Thanks!	atus/1251919869077082112	2020.04.19
WENDYS_62 This was in the almost put that in there pile We certainly don't like to hear that! Please DM us the restaurant location, your name and phone number so we can make this right. WENDYS_63 We Can make this right. WENDYS_64 Heck yes! WENDYS_65 oooh, good one WENDYS_65 oooh, good one MENDYS_66 interesting WENDYS_66 interesting WENDYS_67 don't even know WENDYS_68 same WENDYS_68 we Can make that! Please DM us the restaurant location and your phone # so we can make this right. WENDYS_69 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and https://twitter.com/Wendys/st atus/1249370647479844865 https://twitter.com/Wendys/st atus/1249370647479844865 2020.04.17 https://twitter.com/Wendys/st atus/1250493058556350464 2020.04.15 https://twitter.com/Wendys/st atus/1249773527709999111 Alttps://twitter.com/Wendys/st atus/1249773527709999111 Buttps://twitter.com/Wendys/st atus/1249370647479844865 2020.04.10 WENDYS_69 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and https://twitter.com/Wendys/st atus/1249370647479844865			https://twitter.com/Wendys/st	
WENDYS_62 This was in the almost put that in there pile We certainly don't like to hear that! Please DM us the restaurant location, your name and phone number so we can make this right. Heck yes! WENDYS_64 Heck yes! WENDYS_65 oooh, good one MENDYS_65 interesting WENDYS_66 interesting WENDYS_66 don't even know MENDYS_67 don't even know MENDYS_68 same WENDYS_68 same We're sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. WENDYS_69 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and Me're sorry Wendys/st atus/1249770844865 WENDYS_69 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and Me're sorry Wendys/st atus/1249770647479844865 WENDYS_69 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and Me're sorry Wendys/st atus/1249370647479844865 WENDYS_69 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and Me're sorry Wendys/st atus/1249370647479844865 WENDYS_69 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and Me're sorry Wendys/st atus/1249370647479844865	WENDYS_61	Sunshine is a really good Mario soundtrack for sure	atus/1250897253251850243	2020.04.17
We certainly don't like to hear that! Please DM us the restaurant location, your name and phone number so we can make this right. MENDYS_63 WENDYS_64 Heck yes! MENDYS_65 Oooh, good one MENDYS_65 WENDYS_66 interesting MENDYS_66 MENDYS_67 don't even know MENDYS_68 WENDYS_68 WENDYS_68 WENDYS_68 WENDYS_68 WENDYS_69 Mov'te sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. WENDYS_69 Thanks! Mendys_thittps://twitter.com/Wendys/st atus/124977352770999911 Mendys_thittps://twitter.com/Wendys/st atus/124977352770999911 Mendys_thittps://twitter.com/Wendys/st atus/124977352770999911 Mendys_thittps://twitter.com/Wendys/st atus/124977352770999911 Mendys_thittps://twitter.com/Wendys/st atus/1248717168096804864 Mendys_thittps://twitter.com/Wendys/st atus/1248717168096804864 Mendys_thittps://twitter.com/Wendys/st atus/1249770647479844865 Mendys_thittps://twitter.com/Wendys/st atus/1249370647479844865 Mendys_thittps://twitter.com/w			https://twitter.com/Wendys/st	
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Testaurant location, your name and phone number so we can make this right.				
WENDYS_63 we can make this right. atus/1250493058556350464 2020.04.15 WENDYS_64 Heck yes! https://twitter.com/Wendys/st atus/1250091224859541505 2020.04.14 WENDYS_65 oooh, good one https://twitter.com/Wendys/st atus/1250066050688995328 2020.04.14 WENDYS_66 interesting https://twitter.com/Wendys/st atus/1249758288960520203 2020.04.13 WENDYS_67 don't even know atus/1249773527709999111 2020.04.13 WENDYS_68 same https://twitter.com/Wendys/st atus/1248717168096804864 2020.04.10 We're sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. Thanks! https://twitter.com/Wendys/st atus/1249370647479844865 2020.04.12 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and https://twitter.com/Wendys/st atus/1249370647479844865 2020.04.12			https://twitter.com/Wendvs/st	
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WENDYS_64 Heck yes! atus/1250091224859541505 2020.04.14 WENDYS_65 oooh, good one https://twitter.com/Wendys/st atus/1250066050688995328 2020.04.14 WENDYS_66 interesting https://twitter.com/Wendys/st atus/1249758288960520203 2020.04.13 WENDYS_67 don't even know atus/1249773527709999111 2020.04.13 WENDYS_68 same https://twitter.com/Wendys/st atus/1248717168096804864 2020.04.10 WENDYS_69 We're sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. Thanks! https://twitter.com/Wendys/st atus/1249370647479844865 2020.04.12 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and https://twitter.com/Wendys/st atus/1249370647479844865 2020.04.12		8 "		
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WENDYS_65 oooh, good one atus/1250066050688995328 2020.04.14 WENDYS_66 interesting atus/1249758288960520203 2020.04.13 WENDYS_67 don't even know atus/1249773527709999111 2020.04.13 WENDYS_68 same https://twitter.com/Wendys/st atus/1249773527709999111 2020.04.10 We're sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. Thanks! https://twitter.com/Wendys/st atus/1249770647479844865 2020.04.12 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and https://twitter.com/Wendys/st atus/1249370647479844865 2020.04.12	7, 21, 2 15_01			2020.01.11
WENDYS_66 interesting https://twitter.com/Wendys/st atus/1249758288960520203 2020.04.13 WENDYS_67 don't even know https://twitter.com/Wendys/st atus/1249773527709999111 2020.04.13 WENDYS_68 same https://twitter.com/Wendys/st atus/1248717168096804864 2020.04.10 We're sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. Thanks! https://twitter.com/Wendys/st atus/1249370647479844865 2020.04.12 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and https://twitter.com/Wendys/st https://twitter.com/wendy	WENDYS 65	anoth good one		2020 04 14
WENDYS_66 interesting atus/1249758288960520203 2020.04.13 WENDYS_67 don't even know atus/1249773527709999111 2020.04.13 WENDYS_68 same https://twitter.com/Wendys/st atus/1248717168096804864 2020.04.10 We're sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. Thanks! https://twitter.com/Wendys/st atus/1249370647479844865 2020.04.12 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and https://twitter.com/Wendys/st https://twitter.com/Wendys/st atus/1249370647479844865 2020.04.12	11 ID 10_03	ooon, good one		2020.04.14
WENDYS_67 don't even know atus/1249773527709999111 2020.04.13 WENDYS_68 same https://twitter.com/Wendys/st atus/1248717168096804864 2020.04.10 We're sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. Thanks! https://twitter.com/Wendys/st atus/1249370647479844865 2020.04.12 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and https://twitter.com/Wendys/st https://twitter.com/wend	WENDVS 66	interesting		2020 04 13
WENDYS_67 don't even know atus/1249773527709999111 2020.04.13 WENDYS_68 same https://twitter.com/Wendys/st atus/1248717168096804864 2020.04.10 We're sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. Thanks! https://twitter.com/Wendys/st atus/1249370647479844865 2020.04.12 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and https://twitter.com/Wendys/st https://twitter.com/Wendys/st https://twitter.com/Wendys/st	11 LT LD LD_00	interesting		2020.04.13
WENDYS_68 same https://twitter.com/Wendys/st atus/1248717168096804864 2020.04.10 We're sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. Thanks! https://twitter.com/Wendys/st atus/1249370647479844865 2020.04.12 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and https://twitter.com/Wendys/st https://twitter.com/Wendys/st	WENDVS 67	don't even know		2020 04 12
WENDYS_68 same atus/1248717168096804864 2020.04.10 We're sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. Thanks! https://twitter.com/Wendys/st atus/1249370647479844865 2020.04.12 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and https://twitter.com/Wendys/st https://twitter.com/Wendys/st	MEMD 19_0/	UOII I CVCII KIIUW		2020.04.13
We're sorry to hear that! Please DM us the restaurant location and your phone # so we can make this right. WENDYS_69 Thanks! This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and https://twitter.com/Wendys/st atus/1249370647479844865 2020.04.12	WENDVC CO	sama		2020 04 10
location and your phone # so we can make this right. WENDYS_69 Thanks! This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and https://twitter.com/Wendys/st atus/1249370647479844865 2020.04.12	WEND 12 08		<u>atus/1240/1/100090804804</u>	2020.04.10
WENDYS_69 Thanks! atus/1249370647479844865 2020.04.12 This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and https://twitter.com/Wendys/st			1.40.00//4 24. //	
This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and https://twitter.com/Wendys/st	WENDAG CO	* *		2020 04 12
info on this location, along with your number, and https://twitter.com/Wendys/st	WENDYS_69		atus/12493/064/4/9844865	2020.04.12
WENDYS_/0 we'll make it up to you. <u>atus/1248313493406855168</u> 2020.04.09	WENDYG 50			2020 04 00
	WENDYS_70	we'll make it up to you.	atus/1248313493406855168	2020.04.09

		https://twitter.com/Wendys/st	
WENDYS_71	:)	atus/1248357874184728579	2020.04.10
	7	https://twitter.com/Wendys/st	
WENDYS_72	Don't do that to yourself	atus/1248030449747865600	2020.04.09
		https://twitter.com/Wendys/st	
WENDYS_73	Sup	atus/1248015764277178368	2020.04.09
		https://twitter.com/Wendys/st	
WENDYS_74	different stuff. It's Dave right now	atus/1247575611113197569	2020.04.07
		https://twitter.com/Wendys/st	
WENDYS_75	You nailed it. This is perfection.	atus/1247225740585730049	2020.04.06
WENDYG 76	MI CDI III I	https://twitter.com/Wendys/st	2020 04 06
WENDYS_76	Make it Relatably and you got it	atus/1247192865815646209	2020.04.06
WENDYS_77	no, we're selling breakfast stuff for breakfast	https://twitter.com/Wendys/st atus/1246158548591087620	2020.04.03
WENDIS_//	no, we're sennig breakfast stuff for breakfast	https://twitter.com/Wendys/st	2020.04.03
WENDYS_78	mmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmmm	atus/1246161661645459457	2020.04.03
WEND IS_76		https://twitter.com/Wendys/st	2020.04.03
WENDYS_79	It's such a fun game	atus/1245820099711426562	2020.04.03
		https://twitter.com/Wendys/st	
WENDYS_80	fax 😉	atus/1245749480210776065	2020.04.02
		https://twitter.com/Wendys/st	
WENDYS_81	miss you too	atus/1245373660640280578	2020.04.01
		https://twitter.com/Wendys/st	
WENDYS_82	yay!	atus/1245378975234502657	2020.04.01
	That's not okay! Please DM us the restaurant location		
	and your name and phone # so we can investigate this.	https://twitter.com/Wendys/st	
WENDYS_83	Thanks!	atus/1245107780152971273	2020.04.01
WENDYG 04		https://twitter.com/Wendys/st	2020 02 27
WENDYS_84	there isn't one.	atus/1243606653431435267	2020.03.27
WENDYS_85	Hi there, can you send us a DM with your contact info so we can gather more information? Thanks!	https://twitter.com/Wendys/st atus/1243588369134817280	2020.03.27
WENDIS_63	We're disappointed to hear this. This promotion is at	<u>atus/1243388309134817280</u>	2020.03.27
	participating locations only. Can you please DM us		
	the full address(es) of the location(s) so we can pass	https://twitter.com/Wendys/st	
WENDYS_86	your feedback to the management team? Thanks!	atus/1243272243410546692	2020.03.26
_		https://twitter.com/Wendys/st	
WENDYS_87	nice job	atus/1243230349531979776	2020.03.26
		https://twitter.com/Wendys/st	
WENDYS_88	we were streaming Animal Crossing	atus/1242483279707754496	2020.03.24
	Oh no! Please DM us the restaurant location and your	https://twitter.com/Wendys/st	
WENDYS_89	phone # so we can make this right. Thanks!	atus/1242564171880947713	2020.03.24
WENDYG 00	That's not okay! Please DM us the restaurant location	https://twitter.com/Wendys/st	2020 02 21
WENDYS_90	and your phone # so we can make this right. Thanks!	atus/1241146705191542784	2020.03.21
WENDYS_91	We have delivery through most delivery apps like Postmates and GrubHub	https://twitter.com/Wendys/st atus/1240727070734454784	2020.03.19
WEND 13_91	1 Osunates and Ordonido	https://twitter.com/Wendys/st	2020.03.19
WENDYS_92	just trying to make your taste buds happy	atus/1240689390956859396	2020.03.19
DI (D 10_)2	just a just to make jour auto outs happy	https://twitter.com/Wendys/st	2020.03.17
WENDYS_93	same	atus/1239958344892403713	2020.03.17
_:-		https://twitter.com/Wendys/st	
WENDYS_94	thanks!	atus/1239973879793086466	2020.03.17
	We take things like this very seriously. Can you DM		
	us the address of your visit and your phone		
	number/contact information? We'd love to make this	https://twitter.com/Wendys/st	
WENDYS_95	up to you. Thank you!	atus/1239638100231557120	2020.03.16

	We're disappointed to hear this! Please DM us the		
	restaurant location and your phone number so we can	https://twitter.com/Wendys/st	
WENDYS_96	make this right.	atus/1239575187823230979	2020.03.16
	Oh no! Please DM us the restaurant location along		
	with your name and phone # so we can make this	https://twitter.com/Wendys/st	
WENDYS_97	right. Thanks!	atus/1239156102446669826	2020.03.15
		https://twitter.com/Wendys/st	
WENDYS_98	thanks, friend	atus/1238493731562696706	2020.03.13
		https://twitter.com/Wendys/st	
WENDYS_99	not an intern	atus/1237776591343816704	2020.03.11
		https://twitter.com/Wendys/st	
WENDYS_100	thanks	atus/1237776465413931014	2020.03.11
	We're disappointed to hear this. Can you DM us the		
	address of your visit and your contact info? We'd love	https://twitter.com/Wendys/st	
WENDYS_101	to make things up to you.	atus/1237086740172677125	2020.03.09
	Oh no! Please DM us with info on this location, along	https://twitter.com/Wendys/st	
WENDYS_102	with your number, and we'll make it up to you.	atus/1237070687942123523	2020.03.09
	That's not okay. Please DM us the full address of your		
	visit, along with your e-mail address or phone number	https://twitter.com/Wendys/st	
WENDYS_103	so we can have someone reach out to address this.	atus/1236339262569828355	2020.03.07
	That is wonderful to hear! We'll make sure that this		
	team member is recognized for their fantastic service.	https://twitter.com/Wendys/st	
WENDYS_104	Thank you so much for your feedback.	atus/1236053989608886274	2020.03.07
	This isn't the quality we expect. Can you DM us the		
	full address of the location you visited, along with		
WENDYG 105	your name and phone number so we can have	https://twitter.com/Wendys/st	2020 02 04
WENDYS_105	someone follow up with you?	atus/1236022372416794624	2020.03.06
	We're disappointed to hear that! Please DM us the	The Market STATE of the	
WENDYG 106	restaurant location and your phone # so we can make	https://twitter.com/Wendys/st	2020 02 05
WENDYS_106	this right. Thanks!	atus/1235348315702734853	2020.03.05
	That's too long to wait! Can you DM us the address of	1.44	
WENDYC 107	the restaurant you visited and your phone number so	https://twitter.com/Wendys/st	2020 02 02
WENDYS_107	we can make this up to you?	atus/1234953410396463106 https://twitter.com/Wendys/st	2020.03.03
WENDVC 100	Con wonder why the acrossed tried that one lel	atus/1234548877728133121	2020 02 02
WENDYS_108	Gee, wonder why the cowards tried that one. lol This isn't the quality we'd expect. Please DM us with	<u>atus/12343488/7/28133121</u>	2020.03.02
	info on this location, along with your number, and	https://twitter.com/Wendys/st	
WENDYS 109		atus/1234584589844254720	2020.03.02
WEND15_109	we'll make it up to you.	https://twitter.com/Wendys/st	2020.03.02
WENDYS_110	Dope	atus/1234147806874652672	2020.03.01
71D1D15_110	We take things like this very seriously. Can you	######################################	2020.03.01
	please DM us the full address of the location you		
	visited, along with your name and phone number so	https://twitter.com/Wendys/st	
WENDYS_111	we can have someone follow up with you? Thanks!	atus/1234181472782897153	2020.03.01
. ~		https://twitter.com/Wendys/st	
WENDYS_112	no bamboozle	atus/1232408670836809728	2020.02.25
~	We'll have a Maple Bacon Chicken on our new	https://twitter.com/Wendys/st	
WENDYS_113	breakfast menu	atus/1232061750066995206	2020.02.24
		https://twitter.com/Wendys/st	
WENDYS_114	Admiring that forward planning	atus/1231994519685562371	2020.02.24
	We're sorry you left disappointed! Can you DM us the		
	address of your visit and your phone number? We'd	https://twitter.com/Wendys/st	
WENDYS_115	love to make things up to you.	atus/1231042154744680449	2020.02.22
_		https://twitter.com/Wendys/st	
WENDYS_116	YES!	atus/1230904448391819266	2020.02.21
	•	•	-

		https://twitter.com/Wendys/st	
WENDYS_117	for the giggles mostly	atus/1230529459314397185	2020.02.20
_		https://twitter.com/Wendys/st	
WENDYS_118	Thanks for that Zero Ultra this morning	atus/1230196399297433600	2020.02.19
	We're sorry to hear that! Please provide us with the		
	address of this Wendy's. We'll send a report out to the		
	management team. Would you like a follow-up		
	call/email from the management team above this	The state of the s	
WENDYC 110	restaurant? If so, please DM us your phone number/email!	https://twitter.com/Wendys/st atus/1230244383703871489	2020 02 10
WENDYS_119	Ouch. Good one. Absolutely rekt. Not sure we'll ever		2020.02.19
WENDYS_120	recover.	https://twitter.com/Wendys/st atus/1229896115576803329	2020.02.19
WEND15_120	recover.	https://twitter.com/Wendys/st	2020.02.19
WENDYS_121	sometimes	atus/1229811163422248960	2020.02.18
WEND 15_121	This isn't the service we expect. Please DM us with	<u>atus/122/011103422240/00</u>	2020.02.10
	the location and your contact info so we can look into	https://twitter.com/Wendys/st	
WENDYS_122	this further.	atus/1229533655015575553	2020.02.18
***EF(B 15_122	Oh wow. Seems we've got you a bit hot under the	https://twitter.com/Wendys/st	2020:02:10
WENDYS_123	collar ©	atus/1228413231510753280	2020.02.14
WEND 15_125	Hi there! Can you please DM us the address of the	<u>atus/1220+13231310733200</u>	2020.02.14
	store you work, along with your first and last name,		
	phone number and email address so we can send a	https://twitter.com/Wendys/st	
WENDYS_124	report to human resources? Thanks!	atus/1228438276786311168	2020.02.14
,, E1, E 1, E1, E1, E1, E1, E1, E1, E1,	Topote to Human 100000000 1 Hamilton	https://twitter.com/Wendys/st	2020102111
WENDYS_125	We sell singles, doubles, and triples	atus/1228059202763055107	2020.02.13
	8 - 1, - 1 - 1, - 1	https://twitter.com/Wendys/st	
WENDYS_126	a ride to Wendy's	atus/1227977715103543297	2020.02.13
_		https://twitter.com/Wendys/st	
WENDYS_127	nailed it	atus/1227613184707768320	2020.02.12
		https://twitter.com/Wendys/st	
WENDYS_128	no	atus/1227618144526708736	2020.02.12
		https://twitter.com/Wendys/st	
WENDYS_129	Come through	atus/1227353941404463106	2020.02.12
		https://twitter.com/Wendys/st	
WENDYS_130	Wendy's	atus/1226960104781754371	2020.02.10
		https://twitter.com/Wendys/st	
WENDYS_131	Less than a month now	atus/1226959184421367810	2020.02.10
		https://twitter.com/Wendys/st	
WENDYS_132	believable	atus/1225869552820609024	2020.02.07
	Oh no! Can you please DM us the address of the		
	location you visited, along with your phone number so	https://twitter.com/Wendys/st	
WENDYS_133	we can make this right? Thanks!	atus/1226581833774747648	2020.02.09
	That doesn't look right! Please DM us the restaurant		
************	location and your phone # so we can make this right.	https://twitter.com/Wendys/st	2020 02 0
WENDYS_134	Thanks!	atus/1225528812642934784	2020.02.06
HIENDAG 107		https://twitter.com/Wendys/st	2020.02.05
WENDYS_135	we just want the smoke	atus/1225158428353536000	2020.02.05
WENDYG 126	1.1	https://twitter.com/Wendys/st	2020.02.05
WENDYS_136	believe it	atus/1225161853149466624	2020.02.05
WENDYG 127	Aham Faast of Lazzada	https://twitter.com/Wendys/st	2020.02.04
WENDYS_137	Ahem. Feast of Legends 😉	atus/1224804688987553793	2020.02.04
WENDYS 120	and and the state of the state	https://twitter.com/Wendys/st	2020 02 05
WENDYS_138	we'd watch that video	atus/1224837060927860736	2020.02.05
WENDVC 120	Everyhedy better get ready	https://twitter.com/Wendys/st	2020 02 02
WENDYS_139	Everybody better get ready	atus/1224451468066844672	2020.02.03

		https://trritton.com/Wondres/st	1
WENDYS_140	please don't lower our property value	https://twitter.com/Wendys/st atus/1224385427869773826	2020.02.03
WEND IS_IN	That is wonderful to hear! Can you DM us with the	utus/1221303121007113020	2020.02.03
	address of the restaurant you visited? We'd love to	https://twitter.com/Wendys/st	
WENDYS_141	share your compliments with their management team.	atus/1223690335165059072	2020.02.01
_	Dang. They called you Weedle like you were a		
	Pokemon. That really sucks Window. We'll get it right	https://twitter.com/Wendys/st	
WENDYS_142	next time.	atus/1223323536808448005	2020.01.31
	We're sorry you left disappointed! Can you DM us		
	your phone number? We'd love to make things up to	https://twitter.com/Wendys/st	
WENDYS_143	you.	atus/1223297779537268737	2020.01.31
_	That's not okay! Can you please DM us the address of		
	the location you visited, along with more details of	https://twitter.com/Wendys/st	
WENDYS_144	your visit? Thanks!	atus/1222913611695304705	2020.01.30
		https://twitter.com/Wendys/st	
WENDYS_145	Very very	atus/1223001056025759744	2020.01.30
	Great to hear! We'd be happy to send out a		
	compliment on your behalf so that the crew can get		
	some recognition for providing such a great	https://twitter.com/Wendys/st	
WENDYS_146	experience.	atus/1222256979214831617	2020.01.28
	This isn't the service we expect. Please DM us the		
	restaurant location and your phone # so we can make	https://twitter.com/Wendys/st	
WENDYS_147	this right. Thanks!	atus/1222317387103588358	2020.01.29
		https://twitter.com/Wendys/st	
WENDYS_148	we sell cheeseburgers	atus/1221893909703528449	2020.01.27
	Wendy's at the #XGAMES with		
	@jackmitrani	https://twitter.com/Wendys/st	
WENDYS_149	. You up for this?	atus/1221487089969258497	2020.01.26
		https://twitter.com/Wendys/st	
WENDYS_150	we'll let you know very very soon	atus/1221539898399907843	2020.01.26
	thanks for bringing this to our attention. do you mind		
	reaching out over DM with more information		
	including screenshots, the date/time of the recent	https://twitter.com/BurgerKin	
	issues, and your contact info (full name, phone# and	g/status/12708623636092272	
BKING_1	email address)?	<u>69</u>	2020.06.11
		https://twitter.com/BurgerKin	
		g/status/12704395491357368	
BKING_2	its worth it	32	2020.06.09
		https://twitter.com/BurgerKin	
DWDIG 2	6 1/4	g/status/12701123911335280	2020 0 5 5 5
BKING_3	warming up for 1/4 pound whopper curls	<u>66</u>	2020.06.09
	sorry to hear that, Kyle. first-hand customer feedback		
	is the best way we can improve, so we appreciate you	1 //	
	bringing this to our attention. can you DM us the	https://twitter.com/BurgerKin	
DVING 4	date/time of your most recent visit, and your contact	g/status/12697612929544110 08	2020 06 09
BKING_4	info (email and phone#)?		2020.06.08
	we're sorry to hear about that George. please send us DM with the email address associated with your	https://twitter.com/BurgerKing/status/12690305473067089	
RKING 5	· ·	94	2020 06 06
BKING_5	mobile app, so that we can look into it.		2020.06.06
		https://twitter.com/BurgerKin	
DVING 6	hi Colodius, plassa look for a DM from us	g/status/12690517598650818 57	2020 06 06
BKING_6	hi Colodius, please look for a DM from us.		2020.06.06
	thanks for bringing it to our attention. can you DM us	https://twitter.com/BurgerKin	
PKING 7	your contact info (full name, phone#), and location address, so we can follow up on this?	g/status/12679872156380364 80	2020 06 02
BKING_7	address, so we can follow up on this?	<u>ou</u>	2020.06.03

	wa're commy this hammoned to you Potty, plz DM us		1 1
	we're sorry this happened to you, Patty. plz DM us		
	the full address of the BK you ordered from, date/time	https://tooittoo.org/Doors.arViv	
	of order and your contact info (phone # and email	https://twitter.com/BurgerKin	
	address tied to your BK account) so we can assist you	g/status/12676238456885616	
BKING_8	further.	<u>64</u>	2020.06.02
	well that's no good. thanks for taking the time to let		
	us know, would you mind also sending us a DM with		
	the date/time of your most recent visit to this location	https://twitter.com/BurgerKin	
	and your contact info (phone # and email)? we would	g/status/12675928424211783	
BKING_9	like to check in on things.	<u>69</u>	2020.06.02
	we're so disappointed to hear about your recent		
	experience! could you DM us with your contact info	https://twitter.com/BurgerKin	
	(full name, email, and phone#), and the time of your	g/status/12671985669944483	
BKING_10	visit? we'd like to look into this for you. thx!	86	2020.05.31
DIM (O_10	we're sorry you were disappointed with your recent	<u>80</u>	2020.03.31
	experience! could you DM us with the location		
	address/time/method of ordering and your contact info	httms://twitten.com/DuncerVin	
		https://twitter.com/BurgerKing/status/12664950081458421	
DVINC 11	(full name, email & phone #)? we'd like to look into		2020 05 20
BKING_11	this for you.	77	2020.05.30
	we're so sorry to hear about this! could you DM us		
	with your contact info (full name, email, and phone#),	https://twitter.com/BurgerKin	
	the location/time of your visit, and your method of	g/status/12664175477144002	
BKING_12	ordering? we'd like to look into this for you. thx!	<u>57</u>	2020.05.29
	oh no! sorry to hear that, Chris! can you DM us the		
	location address, date & time of your visit, including		
	your contact info (full name, phone #, and email	https://twitter.com/BurgerKin	
	address linked to your app account)? we'd like to have	g/status/12657278225738342	
BKING_13	a look at this.	40	2020.05.27
	well that's not what we like to hear. plz DM us the		
	date and time of your purchase, and your contact info	https://twitter.com/BurgerKin	
	(phone #, and email address), so we can look into this	g/status/12657419929040117	
BKING_14	further offline.	83	2020.05.27
DKINO_14	Turtuer orrinie.		2020.03.27
	hi Daylinal wake cant you a DM places look for it	https://twitter.com/BurgerKin	
DUING 15	hi Paulina! we've sent you a DM, please look for it.	g/status/12652643012391444	2020 05 26
BKING_15	thank you.	48	2020.05.26
		https://twitter.com/BurgerKin	
		g/status/12638593329297940	
BKING_16	don't settle for anything else	<u>48</u>	2020.05.22
	oh no! could you pls DM us your contact info (full		
	name, email and phone#), as well as some more	https://twitter.com/BurgerKin	
	details about your experience and and date/time of	g/status/12646349959074611	
BKING_17	your visit? we'd like to have a look at this.	<u>20</u>	2020.05.24
		https://twitter.com/BurgerKin	
		g/status/12631619601510809	
BKING_18	marry him	62	2020.05.20
	<i>y</i>	https://twitter.com/BurgerKin	2020.00.20
		g/status/12635382240955105	
BKING_19	soft serve	29	2020.05.21
בן_טוואם	SUIT SCIVE		2020.03.21
		https://twitter.com/BurgerKin	
DIVING 20		g/status/12625224198787276	2020 05 10
BKING_20	better keep your word	81	2020.05.19
		https://twitter.com/BurgerKin	
		g/status/12624353371938242	
BKING_21	99	<u>57</u>	2020.05.18
		https://twitter.com/BurgerKin	
	we're sorry to hear about that. please send us a DM so	g/status/12618619025499996	
BKING_22	that we can look into this for you.	21	2020.05.17

	we're so sorry to hear about this! could you DM us]
	with your contact info (full name, email, and phone#),	https://twitter.com/BurgerKin	
	and the date/time of your visit? wed' like to look into	g/status/12617752910070865	
BKING_23	this for you. thx!	99	2020.05.17
	hi there, we saw your message and would like to learn	https://toodtoo.com/Doorson/Vie	
	more about this. could you plz DM us with more details about your experience? plz also send us your	https://twitter.com/BurgerKing/status/12609963079399956	
BKING_24	phone # and email address.	49	2020.05.14
Bini (0_2)	phone wante chair address.	https://twitter.com/BurgerKin	2020.03.11
		g/status/12598760167655014	
BKING_25	"did it work"	<u>43</u>	2020.05.11
		https://twitter.com/BurgerKin	
	hi Chris. we are sorry to hear about this experience.	g/status/12602967640091238	
BKING_26	plz look for a DM from us, so we can check this out.	42	2020.05.12
		https://twitter.com/BurgerKin	
DVINC 27	141a a i a la	g/status/12587938699421655	2020 05 00
BKING_27	it's our job that's not what we like to hear, Maribel! plz send us a	<u>06</u>	2020.05.08
	DM with your contact info (full name, phone #, and		
	email), the date/time of your visit, and the address of	https://twitter.com/BurgerKin	
	the store so we can take a better look at this. thank	g/status/12594858247453409	
BKING_28	you!	<u>29</u>	2020.05.10
	we're so sorry to hear about this, Ylise. could you pls		
	DM your contact info (full name, email and phone#),		
	as well as some more details about your experience,	https://twitter.com/BurgerKin	
DVINC 20	the address of the location you visited and date/time	g/status/12584814547466117 18	2020 05 07
BKING_29	of your visit? we'd like to have a look at this.	https://twitter.com/BurgerKin	2020.05.07
		g/status/12581672911303925	
BKING_30	hello, look for a DM from us.	78	2020.05.07
_	thanks for reaching out to us. can you please DM us		
	with the location/date/time of visit? please include		
	your contact info (full name, phone # and email) and	https://twitter.com/BurgerKin	
	your method of ordering. we'd like to look into this	g/status/12566179511401553	
BKING_31	for you.	94	2020.05.02
	we understand the gravity of this situation. could you		
	DM us with the location/date/time of visit? please include your contact info (full name, phone # and	https://twitter.com/BurgerKin	
	email) and your method of ordering. we want to look	g/status/12566462642063728	
BKING_32	into this ASAP.	65	2020.05.02
		https://twitter.com/BurgerKin	
		g/status/12562430341713346	
BKING_33	DM us 🐧	<u>56</u>	2020.05.01
		https://twitter.com/BurgerKin	
PKING 24	\$1 for 8 mood	g/status/12558703737086730 25	2020 04 30
BKING_34	φ1 101 δ III00U	https://twitter.com/BurgerKin	2020.04.30
		g/status/12555917116502179	
BKING_35	sir its a billboard	84	2020.04.29
_	we appreciate you sharing your feedback with us. plz		
	connect via DM and kindly share the specific	https://twitter.com/BurgerKin	
	restaurant address, date/time of your visit and your	g/status/12547879690864517	
BKING_36	full name, so we can have a look at this.	<u>22</u>	2020.04.27
	yikes, we're sorry to hear this happened. could you	1.44.00//6.24.00.00.75	
	plz send us a DM with your contact info (email & phone # linked with your BK app) and the date/time	https://twitter.com/BurgerKing/status/12549346763529625	
BKING_37	of order placed? so we can look into this for you.	60	2020.04.28
ומ"חנים	of order praced, so we can rook into this for you.	<u> </u>	2020.04.20

	thanks for reaching out to us. we'd like to look into		
	this for you. can you please DM us the		
	location/date/time of visit along with details about	https://twitter.com/BurgerKin	
DWDIG 20	your experience? please include your full name,	g/status/12544977079027630	2020 04 26
BKING_38	phone #, and email.	<u>09</u>	2020.04.26
		https://twitter.com/BurgerKing/status/12537014921477365	
BKING_39	for cleaning floors, not your insides	g/status/1255/01492147/505 79	2020.04.24
DKINO_39	thanks for reaching out to us. we'd like to look into	<u>15</u>	2020.04.24
	this for you. can you please DM us the	https://twitter.com/BurgerKin	
	location/date/time of visit? please include your full	g/status/12533688357989703	
BKING_40	name, phone #, and email.	70	2020.04.23
		https://twitter.com/BurgerKin	
	"umis that the Burger King in your background?"	g/status/12529468273490247	
BKING_41	yes, Karen. it is. http://imgur.com/a/mZR58c7	<u>69</u>	2020.04.22
	thanks for letting us know, Preston. can you DM us		
	your contact info (phone #, and email address	https://twitter.com/BurgerKin	
DWDIG 40	associated with the mobile app), so we can check this	g/status/12527180121274204	2020 04 22
BKING_42	out?	17	2020.04.22
	let's make an allianceyou watch the streams, we'll	https://twitter.com/BurgerKing/status/12516213597064273	
BKING_43	get you deals, deal?	94	2020.04.19
DKII10_43	get you dears, dear.	https://twitter.com/BurgerKin	2020.04.17
	hi Jose. we appreciate you contacting us. can you plz	g/status/12523086950835527	
BKING_44	connect via DM with us, so we can check this out?	69	2020.04.20
_	sorry to hear that, first-hand customer feedback is the		
	best way we can improve, so we appreciate you		
	bringing this to our attention. could you DM us with	https://twitter.com/BurgerKin	
	your full name, email address linked with the BK app,	g/status/12509559130930544	
BKING_45	and screenshots of the error you're experiencing? thx!	71	2020.04.17
		https://twitter.com/BurgerKin	
BKING_46		g/status/12508692839676805 12	2020.04.16
DKINO_40	thanks for reaching out, Tim. can you DM us your	12	2020.04.10
	contact info (phone #, and email), the location	https://twitter.com/BurgerKin	
	address, and date/time of this visit, so we can check	g/status/12502096976989102	
BKING_47	this out?	14	2020.04.15
		https://twitter.com/BurgerKin	
	hi Humza. thx for contacting us. can you plz DM us	g/status/12504435046202040	
BKING_48	with more details? we'd like to look into this.	<u>33</u>	2020.04.15
	we're sorry to hear this happened to you, Ravneet. plz		
	DM us your contact info (phone number and email)	https://twitter.com/BurgerKin	
DVINC 40	and the location/date/time of your visit, so we can	g/status/12488132761940541	2020 04 11
BKING_49	look into this for you. thx!	45 https://twitter.com/BurgerKin	2020.04.11
		g/status/12482389785302302	
BKING_50	onion rings are a restaurant's best friend	73	2020.04.09
	The second secon	https://twitter.com/BurgerKin	
	hi Michael! we've sent you a PM, please look for it.	g/status/12486867152351191	
BKING_51	Thank you.	04	2020.04.10
	thx for reaching out, Chad. plz try uninstalling and		
	reinstalling your app. if you are still having some	https://twitter.com/BurgerKin	
	trouble, kindly DM us the email address linked to	g/status/12472000764365742	
BKING_52	your app account, so we can check what's going on.	08	2020.04.06
		https://twitter.com/BurgerKin	
DVINC 52	we're so sorry to hear about this, it's not at all what we	g/status/12469326616476549	2020.04.06
BKING_53	want for our guests! could you DM us back with your	<u>13</u>	2020.04.06

	contact info (full name, email, and phone#)? we'd like to look into this for you. thx!		
	hi, sorry to hear about this. plz DM us your full name and email address attached to your BK account. we	https://twitter.com/BurgerKing/status/12468266224157859	
BKING_54	will look into this for you.	84	2020.04.05
	well that's not what we like to hear. plz DM us the	https://twitter.com/BurgerKin	
DVING 55	location address and your contact info, so we can look	g/status/12465226125299343	2020 04 04
BKING_55	into this.	38	2020.04.04
BKING_56	hi, Jennifer! we apologize for your experience. please send us your contact information (phone number and email address associated with the mobile app) location address, date and time along with the order number, so we will look into it.	https://twitter.com/BurgerKing/status/1245699861892259840	2020.04.02
BKING_57	yikes, we're sorry to hear this happened. plz DM us the address of the location, the date & time of your purchase, and your contact info (full name, phone #, and email address), so we can look into this for you.	https://twitter.com/BurgerKing/status/12446899985715937	2020.03.30
		https://twitter.com/BurgerKin	
		g/status/12453877495841873	
BKING_58	thank you subject	93	2020.04.01
BKING_59	staying at home	https://twitter.com/BurgerKing/status/12436901337544663	2020.03.28
_	we would like to review this, Tara. please DM us with	https://twitter.com/BurgerKin	
	your contact info, and the case ID referencing your	g/status/12436965322994073	
BKING_60	previous contact, so we can look into the delay.	<u>62</u>	2020.03.28
BKING_61	yikes, we're sorry to hear this happened. plz DM us your contact info (full name, email & phone #), order details (order #, date/time placed) and the restaurant address? so we can look into this for you.	https://twitter.com/BurgerKing/status/1242257358895620102	2020.03.24
BKING_62	we're sorry you were disappointed with your recent experience! could you DM us back with the location info, date and time of the visit, additional details about your experience, and your contact info (full name, email & phone #)? we'd like to look into this for you. thx!	https://twitter.com/BurgerKing/status/1241873371740229633	2020.03.23
BKING_63	well that's not what we like to hear, Austin. plz DM us your contact info (phone #, and email), date/time of visit, the location address, and what you ordered vs. what you received, so we can check this out.	https://twitter.com/BurgerKing/status/1240842438794719233	2020.03.20
BKING_64	thanks for reaching out to us. we'd like to look into this for you. can you please DM us the location/date/time of visit? please also include your full name, phone #, and email.	https://twitter.com/BurgerKin g/status/12406541940941250 57	2020.03.19
	we understand the gravity of situation! could you plz DM us back with your contact info (full name, email and phone#) and the location you visited? we'd like to	https://twitter.com/BurgerKing/status/12393943678251622	
BKING_65	look into this for you.	<u>46</u>	2020.03.16
BKING_66	thank you for letting us know. we've sent you a DM.	https://twitter.com/BurgerKing/status/12378685501585530	2020.03.12
BKING_67	we understand the gravity of this situation. please DM us ASAP with more information.	https://twitter.com/BurgerKing/status/1237087275483385858	2020.03.09
BKING_68	this is all we need	https://twitter.com/BurgerKing/status/1237096446261956609	2020.03.09

	•	•	
	C_\ \(でもつ)) \ /	https://twitter.com/BurgerKing/status/12366791178583777	
BKING_69		30	2020.03.08
BKING_70	our moves might make her fall in love with us instead	https://twitter.com/BurgerKing/status/1236068013239152647https://twitter.com/BurgerKing/status/12360159794964316	2020.03.07
BKING_71	dark	18	2020.03.06
BKING_72	tempting well that's not what we like to hear. plz DM us your	https://twitter.com/BurgerKing/status/1234899755047804928	2020.03.03
BKING_73	contact info, the location you visited and more details about your experience, so we can look into this further offline.	https://twitter.com/BurgerKing/status/1234688734190137344 https://twitter.com/BurgerKin	2020.03.03
BKING_74		g/status/12345799391454576 64	2020.03.02
BKING_75	we're sorry this happened to you. plz DM us your contact info full name (phone #, email address). we'd like to look into this further.	https://twitter.com/BurgerKing/status/12334867591886848 11	2020.02.28
BKING_76	well that's not what we like to here. plz DM us your contact info (phone #, email address), time of visit, and the restaurant location. we'd like to look into this further.	https://twitter.com/BurgerKing/status/1233094585397776387	2020.02.27
BKING_77	thx for reaching out! could you DM us your contact info (email & phone #), order details, date/time placed and the restaurant location address? so we can look into this further offline.	https://twitter.com/BurgerKin g/status/12324426611826565 12	2020.02.26
BKING_78	thx for bringing this to our attention. we'd like to follow up with you directly. can you plz DM us your contact information (full name, phone number and email address associated with your App account) along with the location you ordered from and the date/time of your order?	https://twitter.com/BurgerKing/status/1230970614518820866	2020.02.21
BKING_79	we're sorry this happened to you. plz DM us your contact info (full name, phone #, and email address associated with the App), time and date of order, and the restaurant location. we'd like to look into this further.	https://twitter.com/BurgerKin g/status/12309195074614517 87	2020.02.21

	thx for bringing this to our attention, Matt. do you	https://twitter.com/BurgerKin	
DVING 90	mind reaching out over DM with the email address	g/status/12302508391446487 04	2020.02.20
BKING_80	and phone # you signed up with? thank you for bringing this to our attention. we'd	<u>04</u>	2020.02.20
	appreciate getting more information ASAP - please	https://twitter.com/BurgerKin	
	DM us your contact info and more details about your	g/status/12295390805239316	
BKING_81	visit.	53	2020.02.18
	Hi Jason, thx for reaching out. can you plz DM us		
	more details about the errors you are currently		
	experiencing, including a screenshot if possible? plz	https://twitter.com/BurgerKin	
DVINC 92	also send us the email address associated with your	g/status/12298619819030978	2020 02 19
BKING_82	app. we're sorry you were disappointed with your recent	<u>56</u>	2020.02.18
	experience! could you DM us back with your contact	https://twitter.com/BurgerKin	
	info (full name, email & phone #) and more details	g/status/12287220448351109	
BKING_83	about your visit? we'd like to look into this for you.	12	2020.02.15
_		https://twitter.com/BurgerKin	
		g/status/12272597596461219	
BKING_84	bring back the brooms	<u>85</u>	2020.02.11
		https://twitter.com/BurgerKin	
DIVING 95	not need an excellent three Conflict 1	g/status/12272537266347499 57	2020.02.11
BKING_85	nah people are stealing them for TikToks		2020.02.11
	oh no! can you DM us the store location and your	https://twitter.com/BurgerKing/status/12266915515831869	
BKING_86	contact info? we'd like to resolve this ASAP.	44	2020.02.10
BIGHTO_00	thanks for reaching out. please DM us your contact		2020.02.10
	information (full name, phone # and email address		
	associated to mobile app), the restaurant location,	https://twitter.com/BurgerKin	
	time/date, order number, and what you had ordered,	g/status/12259837099769405	
BKING_87	so we can look into this.	<u>45</u>	2020.02.08
	well that's not what we like to hear. plz DM us your		
	full name, phone number, email address. also, include	1 //. : // // // // // // // // // // // // /	
	the restaurant location, date/time of recent visit, and what you ordered vs. what you got, so we can look	https://twitter.com/BurgerKing/status/12256458491720130	
BKING_88	into this further.	62	2020.02.07
DIGITO_00	into this farmer.	https://twitter.com/BurgerKin	2020.02.07
		g/status/12255209072817192	
BKING_89	a workout for your fingers	98	2020.02.06
	hi Steven, we're so sorry you had such a disappointing		
	experience, it's not at all what we want for our guests!		
	could you DM us back with your contact info (email	https://twitter.com/BurgerKin	
BKING_90	& phone #), and the date/time of your visit? we'd like	g/status/12251493288445788 24	2020 02 05
אוואם_אַט	to look into this for you. this isn't the quality we'd expect, Albert. plz DM us	<u> </u>	2020.02.05
	your contact info (full name, phone # and email),	https://twitter.com/BurgerKin	
	along with the date/time of your visit, so we can look	g/status/12238328790645923	
BKING_91	into this further.	<u>86</u>	2020.02.02
	this isn't the quality we'd expect. we would like to		
	further look into this for you. plz provide us with the	https://twitter.com/BurgerKin	
DWDIG 62	location you visited, date/time of visit, along with	g/status/12247581973926952	2020 02 0
BKING_92	your contact info ,(phone#, email).	97	2020.02.04
	this isn't the quality we'd expect. plz DM us the restaurant location, the date/time of your visit and	https://twitter.com/BurgerKing/status/12234642894718156	
BKING_93	your phone #, so we can look into this for you. thx!	g/status/12234642894/18156 80	2020.02.01
DM110_/3	Jose phone ", so we can look into this for you. that	https://twitter.com/BurgerKin	2020.02.01
		g/status/12230071883665244	
BKING_94	onion rings are a girl's best friend	<u>16</u>	2020.01.31

BKING_95 bringing this to our attention, Karen, ptz. DM us with your contact info (full name, enail & phone &			https://twitter.com/BurgerKin	
ths for bringing this to our attention, Karen, plz, DM us with your contact info full name, emil & phone 4) along with the restaurant address and the date/time that this happened, so we can assist you further. Well that's not what we like to hear, plz DM us the complete address of the location, the date & time, and your contact info fune, phone #, and cmail; address, so we can look into this further offline. BKING_97 BKING_98 BKING_98 The data first proper is a contact and address, the date/time of visit as well as your contact details (full name, phone # and email) so we can look into this further. The data for bringing this to our attention, plz DM us the location details, date and time of your visit at long with your contact info (full name, phone #, email) so we can assist you further. BKING_98 BKING_100 The data for bringing this to our attention, plz DM us the location details, date and time of your visit along with your contact info (full name, phone #, email) so we can assist you further. The there, this for reaching out, please DM us more details about your experience, also, include your contact info full name, phone # and email), and date/time of visit, so we can look into this. BKING_101 There's leaders and there's followers The further of visit, so we can look into this, The further of visit, so we can gather more information? BKING_104 BKING_105 BKING_106 BKING_106 BKING_107 BKING_107 BKING_108 BKING_108 BKING_108 BKING_108 BKING_109 The further of visit, so we can gather more information? BKING_109 The further of visit, so we can gather more information? BKING_109 The further of visit, so we can gather more information? BKING_106 BKING_107 BKING_108 BKING_108 BKING_108 BKING_109 The further of visit, so we can gather more information? BKING_109 The further of visit, so we can gather more information? BKING_109 The further of visit, so we can gather more information? BKING_109 BKING_109 The further of visit, so we can gather more information? BKING_109				
BKING_96	BKING_95		<u>62</u>	2020.01.30
## BKING_96 ## and provided the restaurant address and the date/fine that this happened, so we can assist you further. ## Well that's not what we like to hear. plz DM us the complete address of the location, the date & tine, and your contact info (name, phone #, and along with the restaurant address, the date/fine of visit as well as your contact details about what happened along with the restaurant address, the date/fine of visit as well as your contact details (full mame, phone # and email) so we can look into this further. ## BKING_98 ## This is the location details, date and time of your visit along with your contact info (full name, phone #, email so we can assist you further. ## BKING_99 ## This is the location details, date and time of your visit along with your contact info (full name, phone #, email so we can assist you further. ## BKING_100 ## This is the location details, date and time of your visit along with your contact info (full name, phone # and email), and date/fine of visit, so we can look into this. ## BKING_101 ## This is a state of the provision of the phone # and email) and date/fine of visit, so we can look into this. ## BKING_102 ## This is a state of the provision of the phone # and email) and the provision of th				
BKING_96				
well that's not what we like to hear, plz DM us the complete address of the location, the date & time, and your contact info (name, phone #, and email address) so we can look into this further offline. BKING_97 BKING_98 BKING_98 BKING_98 BKING_98 BKING_98 BKING_99 BKING_99 BKING_99 BKING_100 Cheer's leaders and there's followers that contact info (mail & phone #)? so we can look into this. BKING_101 BKING_102 BKING_103 BKING_103 BKING_104 BKING_105 BKING_105 BKING_106 BKING_106 BKING_107 BKING_107 BKING_108 BKING_108 BKING_108 BKING_109 BKING_109 BKING_109 BKING_109 BKING_100 BK	DVINC 06			2020 01 29
complete address of the location, the date & time, and your contact info (name, phone #, and email address) so we can look into this further offline. thanks for reaching out, kindly DM us with more details about what happened along with the restaurant address, the date/time of visit as well as your contact details (full name, phone # and email) so we can look into this further. thanks for bringing this to our attention, plz DM us the location details, date and time of your visit along with your contact info (full name, phone #, email) so we can assist you further. hi there, ths for reaching out, please DM us more details about your experience, also, include your contact info (full name, phone # and email), and date/time of visit, so we can look into this. BKING_101 there's leaders and there's followers thx for reaching out, Jasmeet, plz can you DM us with your contact info (email & phone #)? so we can assist you further. bKING_102 bKING_103 bring this to our attention of the phone # and email), and there's leaders and there's followers thx for reaching out, Jasmeet, plz can you DM us with your contact info (email & phone #)? so we can assist you further. bKING_104 bKING_105 bKING_105 bKING_106 bcause #marketing bKING_106 bcause #marketing bcause #m	BKING_90		45	2020.01.28
BKING_97 so we can look into this further offline. thanks for reaching out, kindly DM us with more details about what happened along with the restaurant address, the date/time of visit as well as your contact details (full name, phone # and email) so we can look into this further. thanks for bringing this to our attention, plz DM us the location details, date and time of your visit along with your contact info (full name, phone # and email) so we can look into this further. bit there, this for reaching out, please DM us more details about your experience, also, include your contact info (full name, phone # and email), and the location details, date and time of your visit along with your contact info (full name, phone # and email), and the location details, and there's followers bit there, this for reaching out, please DM us more details about your experience, also, include your contact info (full name, phone # and email), and the location place of the place of t			https://twitter.com/PurgerVin	
So we can look into this further offline. 26 2020.01.26 thanks for reaching out, kindly DM us with more details about what happened along with the restaurant address, the date/time of visit as well as your contact details (full name, phone # and email) so we can look into this further. 10 10 10 10 10 10 10 1				
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BKING_106 because #marketing 32 2020.01.08 https://twitter.com/BurgerKing/status/12144027814041600 00 2020.01.07 https://twitter.com/BurgerKing/status/12144027814041600 00 2020.01.07 https://twitter.com/BurgerKing/status/12144027814041600 00 2020.01.07 https://twitter.com/BurgerKing/status/12122160889787637 https://twitter.com/BurgerKing/status/12122160889787637 https://twitter.com/BurgerKing/status/12122160889787637 https://twitter.com/BurgerKing/status/12122160889787637 https://twitter.com/BurgerKing/status/12118090264655831 https://twitter.com/BurgerKing/status/12118090264655831 https://twitter.com/BurgerKing/status/12118090264655831 https://twitter.com/BurgerKing/status/12118090264655831 https://twitter.com/BurgerKing/status/12118090264655831 https://twitter.com/BurgerKing/status/12118090264655831 https://twitter.com/BurgerKing/status/12118090264655831 https://twitter.com/BurgerKing/status/12109983487544115	BKING_105	see you on sunday	_	2020.01.09
BKING_106 because #marketing BKING_107 look out for a DM from us. bhttps://twitter.com/BurgerKing/status/12144027814041600 00 2020.01.07 thanks for bringing this to our attention, Dustin. plz DM us with more detail of your experience. also, include your contact info (phone # and email), location address, date and time of visit, so we can look into this. BKING_108 look into this. bhttps://twitter.com/BurgerKing/status/12122160889787637 79 2020.01.01 thx for bringing this to our attention, Crystal. do you mind reaching out over DM with your contact info (full name, phone # and email), and the location you visited? we'd like to look into this for you. bhttps://twitter.com/BurgerKing/status/12118090264655831 04 2019.12.31 bhttps://twitter.com/BurgerKing/status/12118090264655831 04 2019.12.31				
BKING_107 look out for a DM from us. bhttps://twitter.com/BurgerKing/status/12144027814041600	DVDVG 106			2020 01 00
BKING_107 look out for a DM from us. thanks for bringing this to our attention, Dustin. plz DM us with more detail of your experience. also, include your contact info (phone # and email), location address, date and time of visit, so we can look into this. BKING_108 look into this. thx for bringing this to our attention, Crystal. do you mind reaching out over DM with your contact info (full name, phone # and email), and the location you visited? we'd like to look into this, Jared. can you DM https://twitter.com/BurgerKin g/status/121218090264655831 04 2019.12.31 https://twitter.com/BurgerKin g/status/12118090264655831 04 2019.12.31	BKING_106	because #marketing	_	2020.01.08
BKING_107 look out for a DM from us. thanks for bringing this to our attention, Dustin. plz DM us with more detail of your experience. also, include your contact info (phone # and email), location address, date and time of visit, so we can look into this. BKING_108 look into this. thx for bringing this to our attention, Crystal. do you mind reaching out over DM with your contact info (full name, phone # and email), and the location you visited? we'd like to look into this, Jared. can you DM bright discrepance 2020.01.07 https://twitter.com/BurgerKin g/status/12118090264655831 https://twitter.com/BurgerKin g/status/12118090264655831 https://twitter.com/BurgerKin g/status/12109983487544115				
thanks for bringing this to our attention, Dustin. plz DM us with more detail of your experience. also, include your contact info (phone # and email), location address, date and time of visit, so we can look into this. BKING_108 BKING_108 thx for bringing this to our attention, Crystal. do you mind reaching out over DM with your contact info (full name, phone # and email), and the location you visited? we'd like to look into this, Jared. can you DM BKING_109 thanks for bringing this to our attention, Dustin. plz plx loty in the location plx loty in the location you g/status/12122160889787637 79 2020.01.01 https://twitter.com/BurgerKin g/status/12118090264655831 2019.12.31	RVING 107	look out for a DM from us		2020 01 07
DM us with more detail of your experience. also, include your contact info (phone # and email), location address, date and time of visit, so we can look into this. BKING_108 BKING_108 Induction address, date and time of visit, so we can look into this. The properties of the pro	חשושת_10/		<u>UU</u>	2020.01.07
include your contact info (phone # and email), location address, date and time of visit, so we can look into this. BKING_108 thx for bringing this to our attention, Crystal. do you mind reaching out over DM with your contact info (full name, phone # and email), and the location you visited? we'd like to look into this, Jared. can you DM BKING_109 include your contact info (g/status/12122160889787637) 2020.01.01 https://twitter.com/BurgerKin g/status/12118090264655831 04 2019.12.31				
BKING_108 location address, date and time of visit, so we can look into this. thx for bringing this to our attention, Crystal. do you mind reaching out over DM with your contact info (full name, phone # and email), and the location you visited? we'd like to look into this for you. BKING_109 D4 2019.12.31 https://twitter.com/BurgerKin g/status/12118090264655831 04 2019.12.31 https://twitter.com/BurgerKin g/status/12109983487544115			https://twitter.com/RurgerKin	
BKING_108 look into this. 79 2020.01.01 thx for bringing this to our attention, Crystal. do you mind reaching out over DM with your contact info (full name, phone # and email), and the location you visited? we'd like to look into this for you. 04 2019.12.31 https://twitter.com/BurgerKing/g/status/12118090264655831 04 2019.12.31				
thx for bringing this to our attention, Crystal. do you mind reaching out over DM with your contact info (full name, phone # and email), and the location you visited? we'd like to look into this for you. BKING_109 thx for bringing this to our attention, Crystal. do you https://twitter.com/BurgerKin g/status/12118090264655831 2019.12.31 https://twitter.com/BurgerKin g/status/12109983487544115	BKING 108			2020.01.01
mind reaching out over DM with your contact info (full name, phone # and email), and the location you visited? we'd like to look into this for you. https://twitter.com/BurgerKin g/status/12118090264655831 04 2019.12.31 https://twitter.com/BurgerKin g/status/12109983487544115				
(full name, phone # and email), and the location you visited? we'd like to look into this for you. Sking_109			https://twitter.com/BurgerKin	
BKING_109 visited? we'd like to look into this for you. 04 2019.12.31 https://twitter.com/BurgerKin g/status/12109983487544115 g/status/12109983487544115				
hmmmwe'd like to look into this, Jared. can you DM https://twitter.com/BurgerKing/g/status/12109983487544115	BKING_109			2019.12.31
BKING_110 us with the email attached to your app account? 2019.12.28				
	BKING_110	us with the email attached to your app account?	<u>20</u>	2019.12.28

	well that's not what we like to hear. plz DM us your		
	contact info (full name, email, phone #), the location		
	address, date/time of recent visit, and what you	https://twitter.com/BurgerKin	
	ordered vs. what you received, so we can look into	g/status/12106781996733808	
BKING_111	this.	<u>69</u>	2019.12.27
	sorry to hear that, Mark. first-hand customer feedback		
	is the best way we can improve, so we appreciate you		
	bringing this to our attention. can you DM us the	https://twitter.com/BurgerKin	
	location you visited, your contact info (phone # and	g/status/12088217392008970	
BKING_112	email), and more details about your experience? thx!	<u>24</u>	2019.12.22
		https://twitter.com/BurgerKin	
DWDIG 112	1 121 1	g/status/12080441663175925	2010 12 20
BKING_113	sounds like a plan	<u>76</u>	2019.12.20
	we're sorry this happened to you. plz DM us your	1.44////D/V.	
	contact info (full name, phone #, email address), time	https://twitter.com/BurgerKin	
BKING_114	of visit, and the restaurant location. we'd like to look into this further.	g/status/12075239290379837 50	2019.12.19
DKINO_114	into this further.	https://twitter.com/BurgerKin	2019.12.19
		g/status/12080434780615966	
BKING_115		72	2019.12.20
DIM (0_113		https://twitter.com/BurgerKin	2017.12.20
		g/status/12070395657411502	
BKING_116	perfect	09	2019.12.17
_		https://twitter.com/BurgerKin	
		g/status/12070604634917314	
BKING_117	99	<u>58</u>	2019.12.18
	we're so sorry to hear about this, but you've actually		
	come through to BK Guest Relations in North		
	America. you can find the offices of the BK teams in	https://twitter.com/BurgerKin	
	other countries here:	g/status/12056365221853061	
BKING_118	https://company.bk.com/international.	<u>13</u>	2019.12.14
	we're sorry this happened to you. plz DM us your		
	contact info (full name, phone # and email associated	https://twitter.com/BurgerKin	
	with your BK account), and some screen shots of the errors you're encountering. we'd like to look into this	g/status/12056309307921776	
BKING_119	for you.	64	2019.12.14
DKING_117	101 you.	https://twitter.com/BurgerKin	2017.12.14
		g/status/12055952375965163	
BKING_120	McTake It Back	53	2019.12.13
<u> </u>	we understand the gravity of this situation. can you	_	
	plz DM us with the location address and your contact	https://twitter.com/BurgerKin	
	info (full name, phone #, email), so that we can assist	g/status/12042389498725457	
BKING_121	you?	<u>92</u>	2019.12.10
	well that's no good. plz DM us your contact info (full		
	name, phone # and email), the restaurant location, the	https://twitter.com/BurgerKin	
	date/time of your visit, and your order details, so we	g/status/12045871943143096	
BKING_122	can figure this out!	32	2019.12.11
	hmmmwe'll look into this for you. can you DM us	https://twitter.com/BurgerKin	
DEING 122	the email associated with your BK app, and a bit more	g/status/12030655228181094	2010 12 06
BKING_123	details about your experience?	40	2019.12.06
		https://twitter.com/BurgerKin	
BKING_124	if you ask nicely	g/status/12026502765047848 97	2019.12.05
DKINO_124	we're sorry to hear about this, thx for letting us know.	https://twitter.com/BurgerKin	2017.12.03
	can you DM us your email associated with the app, so	g/status/12031772042822041	
BKING_125	we can pass along to our team?	60	2019.12.07
DIMINO_123	we can pass arong to our team:	<u> </u>	2017.12.07

		https://twitter.com/BurgerKin	
		g/status/12026527905160151	
BKING_126	so predictable	06	2019.12.05
		https://twitter.com/BurgerKin	
	well, that's no good, Nadine. plz, DM us so we can	g/status/12026766812338421	
BKING_127	look into this.	84	2019.12.05
_	hey, Victor! you have reached the BK North America	https://twitter.com/BurgerKin	
	office. you can find the office of the BK team in your	g/status/12012041251087687	
BKING_128	country here: https://bk.com/international.	68	2019.12.01
	sorry to hear that, Rohan. first-hand customer		
	feedback is the best way we can improve, so we		
	appreciate you bringing this to our attention. can you	https://twitter.com/BurgerKin	
	send us your contact info (full name, phone # and	g/status/11998965303937474	
BKING_129	email), and the date/time of your visit? thx!	<u>56</u>	2019.11.28
	we're sorry this happened to you, Rick. plz DM us		
	your contact info (phone # and email), the restaurant	https://twitter.com/BurgerKin	
	location, and the date/time of your visit, so we can	g/status/11995374719707791	
BKING_130	look into this for you.	<u>39</u>	2019.11.27
	thx for bringing this to our attention. do you mind		
	reaching out over DM with more info including the		
	location address this occurred along with the date/time	1 11 12	
	of your visit and your contact info(full name, phone #	https://twitter.com/BurgerKin	
DIVINIC 121	and email), so we can sort this out with the location	g/status/11989665038042112	2010 11 27
BKING_131	you visited?	<u>01</u>	2019.11.25
	thank you for reaching out, Joel. Kindly send us a DM	https://twitter.com/BurgerKin	
DVINC 122	with your email address associated with the Mobile	g/status/11994140972610191 36	2010 11 26
BKING_132	App, so we can take a look at it.	<u>36</u>	2019.11.26
	well that's not what we like to hear. plz DM us your	httms://twitten.com/DuncenVin	
	contact info (full name, phone #, email), and the location address, so we can look into this further	https://twitter.com/BurgerKing/status/11980277440781557	
BKING_133	offline.	76	2019.11.23
DKINO_133	offinic.	https://twitter.com/BurgerKin	2017.11.23
		g/status/11958226789947637	
BKING_134	they say you are what you eat.	81	2019.11.16
	well that's not what we like to hear. plz DM us the		
	location/date/time of your most recent visit, along	https://twitter.com/BurgerKin	
	with your contact info (full name, email & phone #)	g/status/11957679942506045	
BKING_135	so we can look into this further offline.	44	2019.11.16
	well that's no good. plz DM us your contact info (full		
	name, phone #, and email), the restaurant location, the	https://twitter.com/BurgerKin	
	date/time of your visit, and what you ordered versus	g/status/11943672079895470	
BKING_136	what you received, so we can figure this out!	<u>08</u>	2019.11.12
	this isn't the quality we'd expect! plz send us a DM	https://twitter.com/BurgerKin	
	with the restaurant location, the time of your visit and	g/status/11940337150490501	
BKING_137	your contact info (phone #, email).	12	2019.11.12
	sorry to hear that, Logan. first-hand customer		
	feedback is the best way we can improve, so we	https://twitter.com/BurgerKin	
DWDIG 100	appreciate you bringing this to our attention. can you	g/status/11937071261679206	2010 11 11
BKING_138	DM us your contact info, so we can look into this?	40	2019.11.11
	angelas got jokes. tell you whatDM us the email	https://twitter.com/BurgerKin	
DVING 120	linked to your BK App and we'll send you a coupon	g/status/11921658919344291	2010 11 06
BKING_139	for a free Impossible Whopper.	<u>87</u>	2019.11.06
	definitely not ok, thanks for reaching out. can you		
	send us a DM with your contact info (full name,	https://twitter.com/DungerVi-	
1	phone # and email), the restaurant location, and the	https://twitter.com/BurgerKing/status/11929642245506785	
BKING_140	date/time of your visit? we'd like to look into this for	g/status/11929642245506785 29	2019.11.09
140 מוואם	you.	<u>47</u>	2017.11.09

	we understand the gravity of this situation. please DM us ASAP with your order details, the restaurant		
	location, the date/time of your visit along with your	https://twitter.com/BurgerKin	
BKING_141	contact info (full name, phone #, email), so we can look further into this.	g/status/11907605407019540 48	2019.11.03
_	we're sorry this happened to you, Trenton. plz DM us		
	your contact info (phone #, email), the store location	https://twitter.com/BurgerKin	
BKING_142	and the date/time of your visit, so we can look into this for you.	g/status/11907507876196884 48	2019.11.03
	we're sorry this happened to you, Angel. plz DM us		2017/11/00
	what item you were trying to purchase, your contact info (full name, phone # and email) and the store	https://twitter.com/BurgerKing/status/11897220808304599	
BKING_143	location so we can look into this for you.	<u>05</u>	2019.10.31
		https://twitter.com/BurgerKin	
BKING_144	a stan	g/status/11886070209849180 2.1	2019.10.28
DKINO_144	a stan	https://twitter.com/BurgerKin	2019.10.26
		g/status/11889029851973386	
BKING_145	tell your professor we say hi	<u>25</u>	2019.10.28
	oh no! can you have your friend DM us the store	Luna // turn and /D and IX	
	location and their contact info (phone #, email) along with the date and time of their visit? so we can look	https://twitter.com/BurgerKing/status/11874666774972825	
BKING_146	into this further offline.	60	2019.10.24
		https://twitter.com/BurgerKin	
DVINC 147		g/status/11877928713044336	2010 10 25
BKING_147	re	68 https://twitter.com/BurgerKin	2019.10.25
		g/status/11870706065561845	
BKING_148	just don't wanna get hamburgled	<u>76</u>	2019.10.23
		https://twitter.com/BurgerKin	
BKING_149	•	g/status/11866985378594570 25	2019.10.22
DIMITO_117	definitely not ok, thanks for reaching out, Jon. can	<u>25</u>	2017.10.22
	you shoot us a DM with the specific location, your	https://twitter.com/BurgerKin	
DUING 150	contact info (full name, phone #, email) and the date	g/status/11860928446348574	2010 10 21
BKING_150	and time of your visit? Yes, we found this sauce was no longer as popular	<u>72</u>	2019.10.21
	with customers and removed it from the menu. We		
	recommend a regular Mocha with non-fat milk and no		
	whip, or a Skinny Vanilla Latte or Sugar-Free	https://twitter.com/Starbucks/	
STARBUCKS_1	Cinnamon Dolce Latte.	status/1270141929817137152	2020.06.09
	Hey Angela! While Starbucks Rewards members can get refills of brewed beverages not all licensed		
	locations participate in Starbucks Rewards. We		
	recommend stopping by a stand-alone, corporate	https://twitter.com/Starbucks/	
STARBUCKS_2	owned location to enjoy all of your rewards benefits.	status/1270068584551571464	2020.06.08
	To Be Welcoming courses are available to the public at no cost to learners. Find them here:	https://twitter.com/Starbucks/	
STARBUCKS_3	http://sbux.co/learn	status/1268546890997645314	2020.06.04
	While there is progress we know there is more work		
	to be done. We will continue to welcome our partners,		
CTADDICES 4	civil rights and community leaders to advise us along	https://twitter.com/Starbucks/	2020.06.04
STARBUCKS_4	this journey. Hi Trisha. The Bling Pride Cup is available at	status/1268564464338530304	2020.06.04
	company-owned and licensed stores. Stores will be		
	restocked throughout the summer. Exact merchandise	https://twitter.com/Starbucks/	
STARBUCKS_5	assortment and availability vary by store so please	status/1267449386428030976	2020.06.01

	check with your barista when you arrive at your		
	favorite location.		
	Hey friend. The color-changing cold cups will be restocked throughout the summer. Exact merchandise assortment and availability vary by store so please		
STARBUCKS_6	check with your barista when you arrive at your favorite location.	https://twitter.com/Starbucks/ status/1267165138315907073	2020.05.31
	We're sorry we didn't have what you wanted but we're so glad you discovered a new favorite! Way to go,	https://twitter.com/Starbucks/	
STARBUCKS_7	Landover Hills! 💙	status/1266065891843694593	2020.05.28
STARBUCKS_8	₩	https://twitter.com/Starbucks/status/1266390707264077826	2020.05.29
		https://twitter.com/Starbucks/status/1265684002830053376	
STARBUCKS_9	You're welcome. 💙	<u>?s=20</u>	2020.05.27
		https://twitter.com/Starbucks/status/1265702886127702016	
STARBUCKS_10	*** *** ***	<u>?s=20</u>	2020.05.27
STARBUCKS_11	You're our kinda guy!	https://twitter.com/Starbucks/ status/1265385688305827840	2020.05.26
STARBUCKS_12	Glad to hear it! Enjoy the rest of your special day.	https://twitter.com/Starbucks/ status/1265090762410090496	2020.05.26
STARBUCKS_13	If joy is your thing, then you'll love this one!	https://twitter.com/Starbucks/status/1264994155735834629	2020.05.25
		https://twitter.com/Starbucks/	
STARBUCKS_14	S'mores season is back (US + Canada) That's the sip to go with if you're looking for s'more	status/1263816884106997762	2020.05.22
STARBUCKS_15	joy.	https://twitter.com/Starbucks/status/1263875438654263296	2020.05.22
	Good thing tomorrow has become today because	https://twitter.com/Starbucks/	
STARBUCKS_16	we're lovers not fighters.	status/1263518750315167744 https://twitter.com/Starbucks/	2020.05.21
STARBUCKS_17	*Insert happy dance here*	status/1263497449554898944	2020.05.21
	We will continue to monitor the COVID-19 situation		
	to ensure community safety and well-being while opening stores on a store-by-store basis where		
	possible in the U.S. We recommend contacting your	https://twitter.com/Starbucks/	
STARBUCKS_18	location directly to confirm their hours.	status/1263088743772065794	2020.05.20
STARBUCKS_19	Sorry, no. When you place a delivery order, you won't be able to use your Starbucks Gift Card.	https://twitter.com/Starbucks/ status/1262925650479984640	2020.05.20
STARBUCKS_20	Have you tried the new Golden Ginger Drink yet?	https://twitter.com/Starbucks/status/1262737807069470721	2020.05.19
		https://twitter.com/Starbucks/	
STARBUCKS_21	Looking good! Hi Camille, we will continue to monitor the COVID-	status/1262841175205011456	2020.05.19
	19 situation to ensure community health and well-		
	being while opening stores on a store-by-store basis	https://twitter.com/Starbucks/	
STARBUCKS_22	where possible in the U.S.	status/1262426607395856384	2020.05.18
STARBUCKS_23	One for now, one for later?	https://twitter.com/Starbucks/ status/1262462676778668033	2020.05.18
STARBUCKS_24	Cheers to that!	https://twitter.com/Starbucks/ status/1261772349285691395	2020.05.17
STARBUCKS_25	Everyone needs a favorite sip. 💙	https://twitter.com/Starbucks/status/1261743032862294016	2020.05.16
STARBUCKS_26	Your Birthday Reward will arrive on your birthday, but we'll send you an email reminding you	https://twitter.com/Starbucks/ status/1260952320176558085	2020.05.14

	beforehand. We can't wait to celebrate you on your big day!		
		https://twitter.com/Starbucks/	
STARBUCKS_27	Cheers to new favorites!	status/1260675142016876546	2020.05.13
STARBUCKS_28	You'd love the Iced Guava White Tea Lemonade!	https://twitter.com/Starbucks/status/1260394435294015490	2020.05.13
STARBUCKS_29	How could we forget our friend?	https://twitter.com/Starbucks/ status/1260721372335968257	2020.05.14
STARBUCKS_30	We're ready to hang with our friend!	https://twitter.com/Starbucks/status/1260342721786425344	2020.05.13
STARDUCKS_50	we le leady to haifg with our mend:	https://twitter.com/Starbucks/	2020.03.13
STARBUCKS_31	We may or may not be crying!	status/1260344309229871104	2020.05.13
STARBUCKS_32	Hi, friend! Check our Starbucks Mobile App to see if there is a local store open near you.	https://twitter.com/Starbucks/ status/1259561725365350400	2020.05.10
	Your Stars are still yours! The app may be reflecting the wrong Star expiration info. We assure you that		
	your Stars have been extended to June 1st. Sorry for	https://twitter.com/Starbucks/	
STARBUCKS_33	the confusion.	status/1259973068157415424	2020.05.12
am + ppyrava a :	F 1	https://twitter.com/Starbucks/	2020.07.00
STARBUCKS_34	Every brew wants to be like iced!	status/1259205494700294144	2020.05.09
	An unbeatable combo. We'll be back soon and look	https://twitter.com/Starbucks/	
STARBUCKS_35	forward to reuniting you with your favorites.	status/1259206672708333569	2020.05.09
CTARRIONG 26	XX 1 C11 1 1.1 C 1. 1 0	https://twitter.com/Starbucks/	2020.05.00
STARBUCKS_36	Was your day filled with your favorite sips?	status/1258844854953492481	2020.05.08
	You should try our new Starbucks Cold Brew		
	Concentrates! A new way to make the cold brew you love with ease, from the comfort of home: Just mix		
	with water and ice for a taste that's smooth, delicious		
	and perfectly yours. Available where groceries are	https://twitter.com/Starbucks/	
STARBUCKS_37	sold.	status/1258842928635449344	2020.05.08
5111165 6 6115_67	50741	https://twitter.com/Starbucks/	2020102100
STARBUCKS_38	Looks delish! 😋	status/1258372436652785667	2020.05.07
_	We're happy to be back and we hope that first sip	https://twitter.com/Starbucks/	
STARBUCKS_39	feeling made you smile!	status/1258501740048945153	2020.05.07
	·	https://twitter.com/Starbucks/	
STARBUCKS_40	Looks good!	status/1257855581928353792	2020.05.06
	Your Birthday Reward will arrive on your birthday,		
	but you should get an email reminding you		
	beforehand. We can't wait to celebrate you on your	https://twitter.com/Starbucks/	
STARBUCKS_41	special day.	status/1258064300607856640	2020.05.06
		https://twitter.com/Starbucks/	
STARBUCKS_42	Sounds like the perfect pair!	status/1257771306063327233	2020.05.05
	Sounds like a plan minus the tears unless their	https://twitter.com/Starbucks/	
STARBUCKS_43	tears of joy. 😉	status/1257442723709300744	2020.05.05
	We're working on welcoming you back to more		
	locations. 💙		
	Tr 16	144//4 244 /0: 1 1 /	
CTADDIICEC 44	To see if your neighborhood store is open, check the	https://twitter.com/Starbucks/	2020.05.01
STARBUCKS_44	Starbucks App.	status/1256236941630005248 https://twitter.com/Starbucks/	2020.05.01
STARBUCKS_45	Cheers to kind cups!	https://twitter.com/Starbucks/ status/1256767301942042624	2020.05.03
	While some Drive-Thru stores remain open, they may		1
	have reduced hours due to the availability of local		
	staff. We recommend contacting your location	https://twitter.com/Starbucks/	
STARBUCKS_46	directly to confirm.	status/1255914000438583296	2020.04.30

STARBUCKS 47 You totally do.			1 11. 1 10. 1	l l
STARBUCKS 48 Coffee on the chilled side. It works for us! https://twitter.com/Starbucks/status/1255575099062343425 2020.04.29 https://twitter.com/Starbucks/status/1255675099062343425 2020.04.29 https://twitter.com/Starbucks/status/1255675099062343425 2020.04.29 https://twitter.com/Starbucks/status/1255675099062343425 2020.04.29 https://twitter.com/Starbucks/status/1255675099062343425 2020.04.29 https://twitter.com/Starbucks/status/125567509966234370 2020.04.28 https://twitter.com/Starbucks/status/1255675709966234370 2020.04.28 https://twitter.com/Starbucks/status/125479597662514790 2020.04.28 https://twitter.com/Starbucks/status/125479597662514790 2020.04.27 https://twitter.com/Starbucks/status/125479597662514790 2020.04.27 https://twitter.com/Starbucks/status/125479597662514790 2020.04.28 https://twitter.com/Starbucks/status/1254878709271888582 2020.04.28 https://twitter.com/Starbucks/status/1254878709271888582 2020.04.28 https://twitter.com/Starbucks/status/1254878709271888582 2020.04.26 https://twitter.com/Starbucks/status/1254987870041312 2020.04.26 https://twitter.com/Starbucks/status/12549487870041312 2020.04.26 https://twitter.com/Starbucks/status/12549487870041312 2020.04.26 https://twitter.com/Starbucks/status/12549487870041312 2020.04.26 https://twitter.com/Starbucks/status/12549487870041312 2020.04.26 https://twitter.com/Starbucks/status/12549487870041312 2020.04.25 https://twitter.com/Starbucks/status/1253478479670071296 2020.04.25 https://twitter.com/Starbucks/status/1253478479670071296 2020.04.25 https://twitter.com/Starbucks/status/1253478479670071296 2020.04.25 https://twitter.com/Starbucks/status/125371397176268800 2020.04.23 https://twitter.com/Starbucks/status/125271397176268800 2020.04.23 https://twitter.com/Starbucks/status/125271397176268800 2020.04.22 https://twitter.com/Starbucks/status/125271397176268800 2020.04.23 https://twitter.com/Starbucks/status/125271397176268800 2	STARBUCKS 47	You totally do.	https://twitter.com/Starbucks/status/1255914628967567360	2020.04.30
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STARBUCKS STA	STARBUCKS_50	All about that work-life balance we see.	status/1255160013846228996	2020.04.28
STARBUCKS_52 Oh not Can you give us a follow and then try again? Thanks, Sara! Looking forward to having you join our team, Zoe! STARBUCKS_53 That smile could cheer anyone right pup! STARBUCKS_54 That smile could cheer anyone right pup! STARBUCKS_55 It's always fun to try something new. Stay safe! STARBUCKS_56 Miss you more! Wherever it is safe and responsible to do so, we are gradually expanding and shifting the store experience and offering new temporary to go options at our U.S. STARBUCKS_57 STARBUCKS_58 STARBUCKS_58 That smile could cheer anyone right pup! Wherever it is safe and responsible to do so, we are gradually expanding and shifting the store experience and offering new temporary to go options at our U.S. STARBUCKS_57 Company-operated stores in May: And, thank you for all you are doing! Enjoy your STARBUCKS_59 Maybe this could help satisfy your craving: bit.ly/2yyxZL4 Maybe this could help satisfy your craving: bit.ly/2yyxZL4 Maybe duits could help satisfy your craving: bit.ly/2yyxZL4 Maybe our Caramel Macchiato Creamer can help you STARBUCKS_60 Aw. now you're making us blush. Maybe our Caramel Macchiato Creamer can help you STARBUCKS_61 Miss you too. Miss you too. Miss you too. STARBUCKS_62 Delicious tip! Miss you too. STARBUCKS_63 Miss you too. STARBUCKS_64 Miss you too. STARBUCKS_65 Can't wait to make new memories with you. Missing you! Missing you! Missing you! Missing you! Missing you! Missing you have in that cute mug, friend? STARBUCKS_69 What do you have in that cute mug, friend? STARBUCKS_69 What do you have in that cute mug, friend? What so you know ii. Missing you! Missing you! Missing you! Missing you was you mone missing was fall be together again before you know ii. Missing you! Missing you! Missing you! Missing you was in that cute mug, friend? What do you have in that cute mug, friend? Missing you was you make any own pairs at the pattern com/Starbucks/ status/12520333508314998 2020.04.20 Mitps://twitter.com/Starbucks/ sta			https://twitter.com/Starbucks/	
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STARBUCKS_53 Looking forward to having you join our team, Zoe! STARBUCKS_54 That smile could cheer anyone right pup! STARBUCKS_55 STARBUCKS_55 It's always fun to try something new. Stay safe! STARBUCKS_56 Miss you more! Wherever it is safe and responsible to do so, we are gradually expanding and shifting the store experience and offering new temporary to go options at our U.S. company-operated stores in May: STARBUCKS_57 And, thank you for all you are doing! Enjoy your coffee. STARBUCKS_58 Maybe this could help satisfy your craving: bit.ly/2yyxZL4 Maybe cour Caramel Macchiato Creamer can help you satisfy that craving for now: STARBUCKS_60 STARBUCKS_61 Aw, now you're making us blush. Maybe our Caramel Macchiato Creamer can help you satisfy that craving for now: STARBUCKS_62 STARBUCKS_63 Miss you too. STARBUCKS_64 Miss you too. STARBUCKS_65 That is always fun to try something new. Stay safe! Maybe cour Caramel Macchiato Creamer can help you satisfy that craving for now: STARBUCKS_66 Miss you too. STARBUCKS_67 Delicious tip! STARBUCKS_68 Miss you too. STARBUCKS_69 Hey Dawna! If you purchase a bag of whole bean while in Drive-Thru (or bring an unopened flavorlock bag of Starbucks Coffee), you can ask your barista to grind your coffee any way you like free of charge. STARBUCKS_66 Missing you! STARBUCKS_67 What do you have in that cute mug, friend? We miss you, too. Stay safe, and we will be together again before you know it. We miss you, too. Stay safe, and we will be together again before you know it. STARBUCKS_70 The ultimate. STARBUCKS_70 The ult	STARBUCKS 52			2020.04.27
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STARBUCKS_63 Miss you too. Hey Dawna! If you purchase a bag of whole bean while in Drive-Thru (or bring an unopened flavorlock bag of Starbucks Coffee), you can ask your barista to grind your coffee any way you like free of charge. STARBUCKS_64 Can't wait to make new memories with you. STARBUCKS_65 Can't wait to make new memories with you. Missing you! Missing you too. Stay safe, and we will be together again before you know it. Missing you wight find your favorites on Amazon: STARBUCKS_69 The ultimate. Missing you might find your favorites on Amazon: https://twitter.com/Starbucks/status/1252331350838140928 2020.04.20 https://twitter.com/Starbucks/status/1251921451273216001 2020.04.20 https://twitter.com/Starbucks/status/1251921451273216001 2020.04.20 https://twitter.com/Starbucks/status/1251923333083030528 2020.04.20 https://twitter.com/Starbucks/status/12519485438923030528 2020.04.20 https://twitter.com/Starbucks/status/1251485438923030528 2020.04.18 https://twitter.com/Starbucks/status/1251485438923030528 2020.04.18 https://twitter.com/Starbucks/status/1251606851667365888 2020.04.18 https://twitter.com/Starbucks/status/1251606851667365888 2020.04.18				
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Hey Dawna! If you purchase a bag of whole bean while in Drive-Thru (or bring an unopened flavorlock bag of Starbucks Coffee), you can ask your barista to grind your coffee any way you like free of charge. STARBUCKS_64 grind your coffee any way you like free of charge. STARBUCKS_65 Can't wait to make new memories with you. STARBUCKS_66 Missing you! Missing you! Missing you! Missing you! Missing you have in that cute mug, friend? We miss you, too. Stay safe, and we will be together again before you know it. STARBUCKS_69 You might find your favorites on Amazon: STARBUCKS_70 The ultimate. Missing you prove a sky your barista to https://twitter.com/Starbucks/status/1252333350838140928 Mittps://twitter.com/Starbucks/status/1251921451273216001 Mittps://twitter.com/Starbucks/status/1252023263703650305 Mittps://twitter.com/Starbucks/status/1252023263703650305 Mittps://twitter.com/Starbucks/status/1251485438923030528 Mittps://twitter.com/Starbucks/status/1251485438923030528 Mittps://twitter.com/Starbucks/status/1251485438923030528 Mittps://twitter.com/Starbucks/status/1251606851667365888 Mittps://twitter.com/Starbucks/status/1251606851667365888 Mittps://twitter.com/Starbucks/status/1251606851667365888 Mittps://twitter.com/Starbucks/status/1251606851667365888				
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bag of Starbucks Coffee), you can ask your barista to grind your coffee any way you like free of charge. STARBUCKS_64				
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STARBUCKS_65 Can't wait to make new memories with you. \$\frac{\text{status}}{1252381421294911489}\$ 2020.04.21 STARBUCKS_66 Missing you! \$\frac{\text{https://twitter.com/Starbucks/status/1252333350838140928}}{\text{status/1252333350838140928}}\$ 2020.04.20 STARBUCKS_67 What do you have in that cute mug, friend? \$\frac{\text{https://twitter.com/Starbucks/status/1251921451273216001}}{\text{status/1251921451273216001}}\$ 2020.04.19 STARBUCKS_68 again before you know it. \$\frac{\text{https://twitter.com/Starbucks/status/1252023263703650305}}{\text{status/1251485438923030528}}\$ 2020.04.20 STARBUCKS_69 You might find your favorites on Amazon: \$\frac{\text{https://twitter.com/Starbucks/status/1251606851667365888}}}{\text{status/1251606851667365888}}\$ 2020.04.18 STARBUCKS_70 The ultimate. \$\frac{\text{https://twitter.com/Starbucks/status/1251606851667365888}}}{\text{status/1251606851667365888}}\$ 2020.04.18	STARBUCKS_64	grind your coffee any way you like free of charge.	status/1252604472653524993	2020.04.21
STARBUCKS_66 Missing you! https://twitter.com/Starbucks/status/1252333350838140928 2020.04.20 STARBUCKS_67 What do you have in that cute mug, friend? https://twitter.com/Starbucks/status/1251921451273216001 2020.04.19 We miss you, too. Stay safe, and we will be together again before you know it. https://twitter.com/Starbucks/status/1252023263703650305 2020.04.20 STARBUCKS_69 You might find your favorites on Amazon: status/1251485438923030528 2020.04.18 STARBUCKS_70 The ultimate. status/1251606851667365888 2020.04.18 https://twitter.com/Starbucks/status/1251606851667365888 2020.04.18			https://twitter.com/Starbucks/	
STARBUCKS_66 Missing you! https://twitter.com/Starbucks/status/1252333350838140928 2020.04.20 STARBUCKS_67 What do you have in that cute mug, friend? https://twitter.com/Starbucks/status/1251921451273216001 2020.04.19 STARBUCKS_68 We miss you, too. Stay safe, and we will be together again before you know it. https://twitter.com/Starbucks/status/1252023263703650305 2020.04.20 STARBUCKS_69 You might find your favorites on Amazon: status/1251485438923030528 2020.04.18 STARBUCKS_70 The ultimate. status/1251606851667365888 2020.04.18 https://twitter.com/Starbucks/status/1251606851667365888 2020.04.18	STARBUCKS_65	Can't wait to make new memories with you.	status/1252381421294911489	2020.04.21
STARBUCKS_66 Missing you!			https://twitter.com/Starbucks/	
STARBUCKS_67 What do you have in that cute mug, friend? We miss you, too. Stay safe, and we will be together again before you know it. STARBUCKS_68 You might find your favorites on Amazon: STARBUCKS_69 The ultimate. STARBUCKS_70 The ultimate.	STARBUCKS 66	Missing you! 💙		2020.04.20
STARBUCKS_67What do you have in that cute mug, friend?status/12519214512732160012020.04.19We miss you, too. Stay safe, and we will be together again before you know it. https://twitter.com/Starbucks/ status/12520232637036503052020.04.20STARBUCKS_69You might find your favorites on Amazon:https://twitter.com/Starbucks/2020.04.18STARBUCKS_70The ultimate. https://twitter.com/Starbucks/ status/12516068516673658882020.04.18https://twitter.com/Starbucks/4020.04.18https://twitter.com/Starbucks/4020.04.18				
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STARBUCKS_69 You might find your favorites on Amazon: status/1251485438923030528 2020.04.18 STARBUCKS_70 The ultimate. https://twitter.com/Starbucks/ 2020.04.18 https://twitter.com/Starbucks/ https://twitter.com/Starbucks/ 2020.04.18	STANDOCKS_00	again before you know it.		2020.04.20
STARBUCKS_70 The ultimate. https://twitter.com/Starbucks/status/1251606851667365888 2020.04.18 https://twitter.com/Starbucks/ https://twitter.com/Starbucks/ 2020.04.18	STADDIICKS 40	Vou might find your favorites on Amazon		2020 04 19
STARBUCKS_70 The ultimate. status/1251606851667365888 2020.04.18 https://twitter.com/Starbucks/ https://twitter.com/Starbucks/	STANDUCKS_09	1 ou might find your favorites on Amazon.		2020.04.16
https://twitter.com/Starbucks/	CTADDIICIZO 70	The ultimate 100		2020.04.10
	21AKBUCK2_/0	The ultimate.		2020.04.18
$ SIAKBUCKS_1 $ Every morning you get to sip a memory. $ SIAKBUCKS_1 $ $ SIAKBUCKS_1 $ $ SIAKBUCKS_2 $ $ SIAKBUCKS_3 $ $ SIAKBUCKS_4 $ $ SIAKBUCKS_5 $ $ SIAKS_5 $	CTARRIOTC 51	E		2020.04.17
	I STAKBUCKS_/I	Every morning you get to sip a memory.	<u>status/12512426/69108/4625</u>	2020.04.17

	At home in the bath, the *second* happiest place on	https://twitter.com/Starbucks/	
STARBUCKS_72	earth.	status/1251277173022834688	2020.04.18
51111000110_72	In May, where it is safe and responsible to do so,	544445,120127,17002260.000	202010 1110
	company-operated stores in the U.S. will begin to		
	reopen with modified operations. We are looking	https://twitter.com/Starbucks/	
STARBUCKS_73	forward to seeing you!	status/1250814259916763137	2020.04.16
	Hi Justin, Hy-vee locations are licensed stores and are		
	owned and operated by Hy-vee. They determine, on a		
	store-by-store basis, if it's appropriate for them to	https://twitter.com/Starbucks/	
STARBUCKS_74	remain open.	status/1250848153827332097	2020.04.16
	We miss you too and can't wait to serve you a cup of	https://twitter.com/Starbucks/	
STARBUCKS_75	joy!	status/1250520125909823488	2020.04.15
	Awesome because we do too! Can we make it	https://twitter.com/Starbucks/	
STARBUCKS_76	official? \delta 💙	status/1250474558362013697	2020.04.15
		https://twitter.com/Starbucks/	
STARBUCKS_77	Clearly a true blonde blend lover. Enjoy every drop!	status/1250084070417031168	2020.04.14
		https://twitter.com/Starbucks/	\neg
STARBUCKS_78	Miss you too. 🧐	status/1250171150090432513	2020.04.15
		https://twitter.com/Starbucks/	\neg
STARBUCKS_79	Great job taking care of yourself!	status/1249803896014307329	2020.04.13
		https://twitter.com/Starbucks/	
STARBUCKS_80	That's awesome!	status/1249797075467825152	2020.04.13
	We miss you, too. Stay safe, and we will be together	https://twitter.com/Starbucks/	
STARBUCKS_81	again when the time is right. 💙	status/1249434464901464069	2020.04.12
	You're doing great. We'll be back as soon as we can.	https://twitter.com/Starbucks/	
STARBUCKS_82		status/1249387375291138050	2020.04.12
_	We'll be back as soon as possible and we'll be ready	https://twitter.com/Starbucks/	
STARBUCKS_83	with your favorites, Davida. 💙	status/1249064707459149824	2020.04.11
	You're welcome, Amanda! We look forward to	https://twitter.com/Starbucks/	
STARBUCKS_84	celebrating with you.	status/1249004612792627200	2020.04.11
STINDCCRS_01	colourating with your sq	https://twitter.com/Starbucks/	2020.01.11
STARBUCKS_85	Delicious down to the last sip!	status/1248705716329709568	2020.04.10
STINDE CHS_00	Deficious down to the last sip.	https://twitter.com/Starbucks/	2020:0 ::10
STARBUCKS_86		status/1248324898096734208	2020.04.09
	•	https://twitter.com/Starbucks/	
STARBUCKS_87	You know it, Desiree.	status/1247905359697608711	2020.04.08
	Every community is different and hours will vary		
	based on the availability of local staff. We	https://twitter.com/Starbucks/	
STARBUCKS_88	recommend contacting your location directly.	status/1247534224241881088	2020.04.07
	Every community is different and a drive-thru store		
	may be closed due to decisions by local government,		
	or if local staff is unavailable. We recommend		
	checking the Starbucks mobile app for an open store	https://twitter.com/Starbucks/	
STARBUCKS_89	near you.	status/1247574550314811392	2020.04.07
		https://twitter.com/Starbucks/	
STARBUCKS_90	Now that's the way to do it!	status/1247267056698798080	2020.04.06
		https://twitter.com/Starbucks/	
STARBUCKS_91	Looks delish!	status/1247303837167181824	2020.04.07
		https://twitter.com/Starbucks/	
STARBUCKS_92	Wow we feel this.	status/1246215415291711488	2020.04.04
	When life hands you lemons, it might as well be a	https://twitter.com/Starbucks/	
STARBUCKS_93	Lemon Cake Pop!	status/1246194547559813120	2020.04.04
	We agree! We've extended Star expiration until June	https://twitter.com/Starbucks/	
STARBUCKS_94	1st.	status/1246113353761566720	2020.04.03

	Every community is different and a drive-thru store may be closed due to decisions by local government, or if local staff is unavailable. We recommend		
STARBUCKS_95	checking the Starbucks mobile app for an open store near you.	https://twitter.com/Starbucks/ status/1246087757534879749	2020.04.03
STARBUCKS_96	Sounds like you've found your favorite!	https://twitter.com/Starbucks/ status/1245737087283818496	2020.04.02
STARBUCKS_97	The game may have changed, but it's never been more delicious. Enjoy!	https://twitter.com/Starbucks/ status/1245756745072271360	2020.04.02
STARBUCKS_98	In the meantime, we recommend making a To Sip List and we'll make sure each one gives you that first sip feeling!	https://twitter.com/Starbucks/ status/1245410691533529088	2020.04.01
STARBUCKS_99	6	https://twitter.com/Starbucks/ status/1245429099021004800	2020.04.01
STARBUCKS_100	Thinking of you.	https://twitter.com/Starbucks/ status/1245068571987914755	2020.03.31
STARBUCKS_101	~~~	https://twitter.com/Starbucks/ status/1245070041856401408	2020.03.31
STARBUCKS_102	Happy to be here for you.	https://twitter.com/Starbucks/ status/1244286422699266048	2020.03.29
STARBUCKS_103	Sorry, we can't celebrate today, but we'd still like to later! The redemption window for your Birthday Reward will be extended to June 1. We look forward to celebrating with you and Happy Birthday!	https://twitter.com/Starbucks/ status/1244353734613712897	2020.03.29
	Every community is different and a Drive-Thru store may be closed due to decisions by local government, or if local staff is unavailable. We recommend checking the Starbucks mobile app for an open store	https://twitter.com/Starbucks/	
STARBUCKS_104	near you.	status/1243895997941481473	2020.03.28
STARBUCKS_105	Better together. We appreciate you! 💙	https://twitter.com/Starbucks/ status/1243209091389878272	2020.03.26
STARBUCKS_106	You're welcome.	https://twitter.com/Starbucks/ status/1243596456558096384	2020.03.27
STARBUCKS_107	You know we will! Life is hard without you both.	https://twitter.com/Starbucks/status/1243658889377099779	2020.03.27
STARBUCKS_108	Dispatchers are a key part of the first responder profession that's why we're happy to extend this offer to them as well. We appreciate all they do!	https://twitter.com/Starbucks/ status/1242902669733154816	2020.03.25
	Jenn, we are happy to share a little joy with the brave front liners and first responders who are serving the community. Through May 3rd, our company-owned locations are providing free brewed coffee (hot or iced) to everyone working to make our hospitals and	hanny //www.iananana /Sanaharahar/	
STARBUCKS_109	clinics run.	https://twitter.com/Starbucks/ status/1242911127568146432	2020.03.25
STARBUCKS_110	Cheers until we sip again, friend. Stay safe. 💙	https://twitter.com/Starbucks/ status/1242495307226607616	2020.03.24
STARBUCKS_111	Love you more! W Happy birthday!	https://twitter.com/Starbucks/ status/1242515440015798272	2020.03.24
STARBUCKS_112	You two take care and we'll be looking forward to seeing you soon!	https://twitter.com/Starbucks/ status/1242187704541954050	2020.03.23
STARBUCKS_113	Of course! Your birthday reward will be available until June 1st.	https://twitter.com/Starbucks/ status/1242231717525516288	2020.03.24
STARBUCKS_114	When we are reunited it's going to be beautiful.	https://twitter.com/Starbucks/ status/1241499319208824834	2020.03.22
STARBUCKS_115	It's definitely worth adding to your sip list!	https://twitter.com/Starbucks/status/1241871586157670400	2020.03.23

		1-44	
STARBUCKS_116	Thanks for including us in your day. 💙	https://twitter.com/Starbucks/status/1241474955813900289	2020.03.21
	Select US and Canada company-operated stores near hospitals and health clinics will remain open close to in order to continue supporting the first responders and medical workers working tirelessly to take care of		2020.03.21
STARBUCKS_117	our communities. 💙	https://twitter.com/Starbucks/ status/1241483402080968705	2020.03.21
STARBUCKS_118	This is a great idea and we encourage you to share share it with your DM.	https://twitter.com/Starbucks/status/1240769344872697856	2020.03.20
STARBUCKS_119	Hi, Syd! How about we celebrate in a few weeks? When you're ready just reach out to us a few hours prior and we'll reapply your Birthday Reward. Take care of yourself!	https://twitter.com/Starbucks/ status/1240739872257634304	2020.03.19
STARBUCKS_120	The combo of melty cheese and crispy bread is like a party for your taste buds!	https://twitter.com/Starbucks/ status/1239725641127190528 ?s=20	2020.03.17
STARBUCKS_121	We love that you've found a favorite sip to enjoy.	https://twitter.com/Starbucks/ status/1240316857682288640 2s=20	2020.03.18
STARBUCKS_122	Honestly sounds delish! A perfectly pink favorite.	https://twitter.com/Starbucks/ status/1239609368586244096	2020.03.16
STARBUCKS_123	A Dragon Drink would be something similar, but also different!	https://twitter.com/Starbucks/status/1239602265670877185	2020.03.16
STARBUCKS_124	It's the perfect treat if you're looking for something creamy and delicious!	https://twitter.com/Starbucks/ status/1239256485042905088	2020.03.15
STARBUCKS_125	Lucky for us, it's here to stay!	https://twitter.com/Starbucks/ status/1239257613058994176	2020.03.15
STARBUCKS_126	Nitro Cold Brew: serving delicious woahments one sip at a time!	https://twitter.com/Starbucks/ status/1238933100316332032	2020.03.14
STARBUCKS_127	Say less! 😉	https://twitter.com/Starbucks/status/1238935175301484544	2020.03.14
STARBUCKS_128	Apologies for the inconvenience! Due to the brewing process, we're only able to make a limited amount each day.	https://twitter.com/Starbucks/ status/1238492837236207617	2020.03.13
STARBUCKS_129	Happy Hour will be back. Keep an eye on your app.	https://twitter.com/Starbucks/ status/1238437511405297666	2020.03.13
STARBUCKS_130	How sweet! Happy Birthday, Stephanie!	https://twitter.com/Starbucks/ status/1238236071873273856	2020.03.13
STARBUCKS_131	So glad you like it!	https://twitter.com/Starbucks/ status/1238213934848471041	2020.03.12
STARBUCKS_132	As long as we get to spend time with you soon, we're happy!	https://twitter.com/Starbucks/ status/1237835639682260992	2020.03.11
STARBUCKS_133	No need to speed, we'll put your name on the cup!	https://twitter.com/Starbucks/ status/1237856277432156166	2020.03.11
STARBUCKS_134	Tell 'em! 😉	https://twitter.com/Starbucks/ status/1237478679900377088	2020.03.10
STARBUCKS_135	Nothing like that first sip feeling hitting your taste buds every time.	https://twitter.com/Starbucks/ status/1237478621494652928	2020.03.10
STARBUCKS_136	You can order a Mocha Macchiato and sub Coconutmilk!	https://twitter.com/Starbucks/ status/1237092321021190144	2020.03.09
STARBUCKS_137	Delicious! ©	https://twitter.com/Starbucks/ status/1237128900678840322	2020.03.09
STARBUCKS_138	The Iced Caramel Cloud Macchiato is one of our favorites!	https://twitter.com/Starbucks/status/1236741672005808128	2020.03.08

STARBUCKS_139	Check with your local Starbucks on employment opportunities!	https://twitter.com/Starbucks/ status/1236745454848577537	2020.03.08
STARDUCKS_139	opportunities:	https://twitter.com/Starbucks/	2020.03.08
STARBUCKS_140	It's got a peach of your heart, huh? 😈 😉	status/1236414136445063168	2020.03.08
	Just the right amount for sweetness. Our new Iced		
	Golden Ginger Drink is a combination of turmeric	1.44 1/4 - 1.44	
CTADDIICEC 141	essence and pineapple and ginger flavors shaken with coconutmilk and ice.	https://twitter.com/Starbucks/status/1236424721580740608	2020.03.08
STARBUCKS_141	Thanks for the feedback, Kiki. We can't for your to try	https://twitter.com/Starbucks/	2020.03.08
STARBUCKS_142	our other new spring drinks!	status/1236038183248257025	2020.03.06
STINDE CIRS_T12	our outer new spring drinks.	https://twitter.com/Starbucks/	2020.03.00
STARBUCKS_143	It's heaven in a cup!	status/1236027307833188352	2020.03.06
	A good morning is about to become a Happy	https://twitter.com/Starbucks/	
STARBUCKS_144	afternoon!	status/1235611329219579904	2020.03.05
_	If only every problem could be solved with such	https://twitter.com/Starbucks/	
STARBUCKS_145	delicious results. 😉	status/1235610672211218432	2020.03.05
	Your Birthday Reward will arrive on your birthday,		
	but we'll send you an email reminding you		
	beforehand. We can't wait to celebrate you on your	https://twitter.com/Starbucks/	
STARBUCKS_146	big day!	status/1235229645542486017	2020.03.04
CTADDIICUC 147	Torre ist CO	https://twitter.com/Starbucks/	2020 02 04
STARBUCKS_147	Love it! 💙	status/1235294553172848646	2020.03.04
STARBUCKS_148	And so refreshing at the same time!	https://twitter.com/Starbucks/status/1234926439218044929	2020.03.03
STANDUCKS_146	And so refreshing at the same time:	https://twitter.com/Starbucks/	2020.03.03
STARBUCKS_149	Visit.	status/1234944095857963008	2020.03.03
STITES COLLEGE 117	HI! We can confirm that S'mores is a seasonal drink	5.000 () () () () () () () () ()	2020102102
	and don't have any news to share about it right now.	https://twitter.com/Starbucks/	
STARBUCKS_150	Stay tuned!	status/1234622081775521793	2020.03.03
	This is concerning. We would like to speak with you		
	directly. Please send us a message	https://twitter.com/ChipotleT	
CHIDOTI E 1	here:http://chipotle.com/contact-us#report-an-	weets/status/12708634238955 97057	2020 06 11
CHIPOTLE_1	experienceTy		2020.06.11
		https://twitter.com/ChipotleT weets/status/12708448128669	
CHIPOTLE_2	Same. What's your go to order? -Alex	40928	2020.06.11
CIM OTEL_2	That's concerning - please let us know more here:	https://twitter.com/ChipotleT	2020.00.11
	https://chipotle.com/contact-us#report-an-experience -	weets/status/12704696550107	
CHIPOTLE_3	Alex	99617	2020.06.10
	We would like to speak with you directly. Please send	https://twitter.com/ChipotleT	
	us a message here: http://chipotle.com/contact-	weets/status/12700944637092	
CHIPOTLE_4	us#report-an-experience -Mads	82304	2020.06.08
	We would like the opportunity to follow up on this as	hater as //harrist are as are /Ch in at la T	
	soon as possible. Please contact us directly: https://chipotle.com/contact-us#report-an-experience -	https://twitter.com/ChipotleT weets/status/12697740898638	
CHIPOTLE_5	Alex	88896	2020.06.08
CIM OTEL_0		https://twitter.com/ChipotleT	2020.00.00
		weets/status/12697122141658	
CHIPOTLE_6	Love to hear it! -Mads	<u>27584</u>	2020.06.07
	That's our bad. Contact us at	https://twitter.com/ChipotleT	
	http://chipotle.com/contact-us#report-an-experience	weets/status/12694040495367	
CHIPOTLE_7	so we can help -Mads	74144	2020.06.07
		https://twitter.com/ChipotleT	
CHIDOTI E 0	Much love to you too Alex	weets/status/12689913070635 45856	2020 06 05
CHIPOTLE_8	Much love to you too ♥ -Alex	1000	2020.06.05

		https://twitter.com/ChipotleT	
	That's odd. Mind screenshotting that message and	weets/status/12690285236178	
CHIPOTLE_9	shooting us a DM? -Mads	24768	2020.06.06
	Let us know where you ordered from here:	https://twitter.com/ChipotleT	
	http://chipotle.com/contact-us#report-an-experience -	weets/status/12686693378475	
CHIPOTLE_10	Mads	<u>29472</u>	2020.06.05
		https://twitter.com/ChipotleT	
		weets/status/12683071510316	
CHIPOTLE_11	The commitment is realKell	<u>89217</u>	2020.06.04
	Oh no, so sorry about that. Send us a message to		
	http://chipotle.com/contact-us#report-an-experience	https://twitter.com/ChipotleT	
	and a member of our customer care team will be in	weets/status/12678667719370	
CHIPOTLE_12	touch with you to assistKell	<u>91584</u>	2020.06.02
	Sorry to hear that. If you contact us at		
	http://chipotle.com/contact-us#report-an-experience a	https://twitter.com/ChipotleT	
	member of our customer care team will be in touch to	weets/status/12678659481296	
CHIPOTLE_13	help improve thisKell	<u>56832</u>	2020.06.02
		https://twitter.com/ChipotleT	
GWD C====		weets/status/12668688453161	2022 2
CHIPOTLE_14	Love you back! -Kell	<u>57440</u>	2020.05.31
	Oh no, sorry about that! Send us a message to		
	http://chipotle.com/contact-us#report-an-experience	https://twitter.com/ChipotleT	
CLUDOTT E 15	and a member of our customer care team will be in	weets/status/12668620722827	2020.05.21
CHIPOTLE_15	touch with you to assistKell	96032	2020.05.31
	Oh no, sorry about that. If you contact us at		
	http://chipotle.com/contact-us#report-an-experience a	https://twitter.com/ChipotleT	
CHIDOTI E 16	member of our customer care team will be in touch to	weets/status/12661386045285	2020 05 20
CHIPOTLE_16	helpKell	<u>62178</u>	2020.05.29
	Let us know a couple details at	1-ttm//tittm/Chintl-T	
	http://chipotle.com/contact-us#report-an-experience and a member of our customer care team will be in	https://twitter.com/ChipotleTweets/status/12657730215385	
CHIPOTLE_17	touchTy	53856	2020.05.28
CHIFOTEE_17	touch1y	https://twitter.com/ChipotleT	2020.03.28
		weets/status/12653390281418	
CHIPOTLE_18	Perfect Picnic 😉 -Alex	62912	2020.05.26
CIM OTEE_16	1 Cricci i icinc	https://twitter.com/ChipotleT	2020.03.20
		weets/status/12653812355865	
CHIPOTLE_19	Super CoolAlex	51809	2020.05.26
CIM OTEL_17	That's no fun at all. Send us a quick note to	31007	2020.03.20
	http://chipotle.com/contact-us#report-an-experience	https://twitter.com/ChipotleT	
	and a member of our customer care team will be in	weets/status/12650030359120	
CHIPOTLE_20	touch with you directlyTy	69120	2020.05.25
		https://twitter.com/ChipotleT	
		weets/status/12646918887469	
CHIPOTLE_21	Mmm, enjoy! -Kell	71137	2020.05.25
_	I'm sorry about that! Please reach our to our support	https://twitter.com/ChipotleT	
	team for further assistance: https://chipotle.ca/contact-	weets/status/12639265013904	
CHIPOTLE_22	us -Kell	<u>67073</u>	2020.05.22
	Oh no. Let us know a couple details at		
	http://chipotle.com/contact-us#report-an-experience	https://twitter.com/ChipotleT	
	and a member of our customer care team will be in	weets/status/12639550834163	
CHIPOTLE_23	touchTy	<u>99872</u>	2020.05.23
	Not too sure what happened there. If you contact us at		
	http://chipotle.com/contact-us#report-an-experience a	https://twitter.com/ChipotleT	
	member of our customer care team will be in touch to	weets/status/12636012979005	
CHIPOTLE_24	helpTy	<u>03040</u>	2020.05.22

	That's concerning - please let us know more here:	https://twitter.com/ChipotleT	
	https://chipotle.com/contact-us#report-an-experience -	weets/status/12632275811987	
CHIPOTLE_25	Alex	<u>66080</u>	2020.05.21
	Please provide some additional info to		
	http://chipotle.com/contact-us#report-an-experience	https://twitter.com/ChipotleT	
CHIDOTE E 26	and a member of our customer care team will be in	weets/status/12628945235475	2020 05 20
CHIPOTLE_26	touchTy	53793	2020.05.20
	I'm sorry about that. Send us a quick note to	hater as //km it to a come /Ch in at la T	
	http://chipotle.com/contact-us#report-an-experience and a member of our customer care team will be in	https://twitter.com/ChipotleTweets/status/12628336232431	
CHIPOTLE_27	touch with you directlyKell	65696	2020.05.19
CIII OTEE_27	You should always receive a full 4 oz portion. Let us	03070	2020.03.19
	know where you ordered from here:	https://twitter.com/ChipotleT	
	http://chipotle.com/contact-us#report-an-experience -	weets/status/12624880984174	
CHIPOTLE_28	Mads	14144	2020.05.18
_	Our customer care team can help at	https://twitter.com/ChipotleT	
	http://chipotle.com/contact-us#report-an-experience	weets/status/12621588830169	
CHIPOTLE_29	Ty	<u>57952</u>	2020.05.18
	Please share more with us so we can be in touch with	https://twitter.com/ChipotleT	
	you:https://chipotle.com/contact-us#report-an-	weets/status/12618066292315	
CHIPOTLE_30	experience -Alex	<u>50464</u>	2020.05.17
	Hate to hear that. Contact us here:	https://twitter.com/ChipotleT	
	https://chipotle.com/contact-us#report-an-experience	weets/status/12614202073832	
CHIPOTLE_31	so we can helpAlex	<u>77568</u>	2020.05.16
		https://twitter.com/ChipotleT	
		weets/status/12610761096526	
CHIPOTLE_32	Not currently, but that feature is coming soonAlex	84800	2020.05.15
		https://twitter.com/ChipotleT	
CHIDOTI E 22	Definitely not a multiple Vall	weets/status/12603487332433	2020 05 12
CHIPOTLE_33	Definitely not a problemKell This is concerning. We would like to speak with you	<u>26464</u>	2020.05.13
	directly. Please send us a message here:	https://twitter.com/ChipotleT	
	http://chipotle.com/contact-us#report-an-experience.	weets/status/12599880521322	
CHIPOTLE_34	Kell	37312	2020.05.12
CIM GIEE_SI	We'd like to speak to you directly. Please contact us	https://twitter.com/ChipotleT	2020.03.12
	here: https://chipotle.com/contact-us#report-an-	weets/status/12599779356766	
CHIPOTLE_35	experience -Kell	00321	2020.05.12
_		https://twitter.com/ChipotleT	
		weets/status/12592518460292	
CHIPOTLE_36	Oooh, killin' it! -Kell	<u>95617</u>	2020.05.10
		https://twitter.com/ChipotleT	
		weets/status/12592671583133	
CHIPOTLE_37	Always happy to help! -Kell	<u>65504</u>	2020.05.10
	Not sure how we could forget about that, it's the most		
	important part. Shoot this over to us at	https://twitter.com/ChipotleT	
CHIDOTI E 30	http://chipotle.com/contact-us#report-an-experience	weets/status/12588887170469	2020.05.00
CHIPOTLE_38	so we can follow up -Mads	31457	2020.05.09
	Sounds like we dropped the ball. Share more with us	https://twitter.com/ChipotleT	
CHIPOTLE_39	here: http://chipotle.com/contact-us#report-an- experience -Mads	weets/status/12585429409907 58912	2020.05.08
CIII OTLE_37	experience -wads	https://twitter.com/ChipotleT	2020.03.00
		weets/status/12578178705761	
CHIPOTLE_40	I truly appreciate the distraction! -Kell	85346	2020.05.06
JIII JILL_40	Tany appropries the distribution. Item	https://twitter.com/ChipotleT	2020.03.00
		weets/status/12574351877990	
CHIPOTLE_41	Lucky youKell	40001	2020.05.05
	1 2 2 3 5 7 7	1 <u> </u>	

	That shouldn't be the case. We suggest updating your	https://twitter.com/ChipotleT	
	phone to the most recent version and checking out the	weets/status/12570555678618	
CHIPOTLE_42	sides section of the app -Mads	00960	2020.05.04
		https://twitter.com/ChipotleT	
	During this challenging time, we are not running any	weets/status/12570954389072	
CHIPOTLE_43	in restaurant only promotions or eventsMads	73216	2020.05.04
	Yikes. Send us a message here:	https://twitter.com/ChipotleT	
CLINDOTTI E 44	http://chipotle.com/contact-us#report-an-experience -	weets/status/12567254019901	2020 05 02
CHIPOTLE_44	Mads	<u>35808</u>	2020.05.03
	Charles DM 24 and 11 11	https://twitter.com/ChipotleT	
CHIDOTI E 45	Shoot us a DM with your email address so we can	weets/status/12567044380492 39040	2020 05 02
CHIPOTLE_45	check on that -Mads		2020.05.03
		https://twitter.com/ChipotleT	
CHIDOTI E 46	Thanks for the level Steer well. Vall	weets/status/12563376139982 72513	2020.05.02
CHIPOTLE_46	Thanks for the love! Stay wellKell		2020.05.02
		https://twitter.com/ChipotleTweets/status/12563359958568	
CHIPOTLE_47	Appreciate the love! -Kell	42753	2020.05.02
CIII OTLE_4/	I'm sorry about that. Please contact our Customer Care	https://twitter.com/ChipotleT	2020.03.02
	team directly at http://chipotle.com/contact-us#report-	weets/status/12559875498367	
CHIPOTLE 48	an-experience for assistanceKell	26272	2020.05.01
CIII OTLL_70	un experience for assistanceIXen	https://twitter.com/ChipotleT	2020.03.01
		weets/status/12556318111592	
CHIPOTLE_49	AmazingKell	65280	2020.04.30
CIM OTEL_19	Timezing. Item	https://twitter.com/ChipotleT	2020.01.30
		weets/status/12552613617618	
CHIPOTLE_50	We miss you too! -Kell	12480	2020.04.29
CIM OTEL_30	We miss you too. Item	https://twitter.com/ChipotleT	2020.01.29
		weets/status/12552631567100	
CHIPOTLE_51	An everyday moodKell	55937	2020.04.29
		https://twitter.com/ChipotleT	
	Can you try deleting your app and re-installing it? -	weets/status/12549017009277	
CHIPOTLE 52	Alex	41953	2020.04.28
_	If you contact us at http://chipotle.com/contact-	https://twitter.com/ChipotleT	
	us#report-an-experience a member of our customer	weets/status/12545234762887	
CHIPOTLE_53	care team will be in touch to helpTy	86432	2020.04.27
_	We're working to get back to each guest in the order	https://twitter.com/ChipotleT	
	they reach out to us. Shoot us a DM with your email	weets/status/12541753044629	
CHIPOTLE_54	addres so we can look into this on our end -Mads	05344	2020.04.26
	That's not how things should go- please let us know	https://twitter.com/ChipotleT	
	more here: http://chipotle.com/contact-us#report-an-	weets/status/12541747128857	
CHIPOTLE_55	experience -Mads	<u>39520</u>	2020.04.26
	We would like the opportunity to follow up on this as		
	soon as possible. Please contact us directly:	https://twitter.com/ChipotleT	
	https://chipotle.com/contact-us#report-an-experience -	weets/status/12537773068222	
CHIPOTLE_56	Alex	<u>09536</u>	2020.04.24
	That's a bummer. Shoot us a message here so we can	https://twitter.com/ChipotleT	
CHIDOTT T	follow up: http://chipotle.com/contact-us#report-an-	weets/status/12537996906063	2020 0 (5 7
CHIPOTLE_57	experience -Mads	<u>09376</u>	2020.04.25
		https://twitter.com/ChipotleT	
CHIDOTE E 50	Co durante Wall	weets/status/12530890325667	2020 04 22
CHIPOTLE_58	So dreamyKell	<u>96288</u>	2020.04.23
	If you don't mind contacting us through our website,	1. the second se	
	someone will be in touch with you directly:	https://twitter.com/ChipotleT	
CHIDOTI E 50	https://chipotle.com/contact-us#report-an-experience -	weets/status/12527126733948	2020 04 22
CHIPOTLE_59	Alex	<u>76416</u>	2020.04.22

That's concerning - please let us know more here: https://chipotle.com/contact-us#report-an-experience - Alex https://twitter.com/ChipotleT weets/status/12523781923099 72993	2020.04.22
CHIPOTLE_60 Can you DM us the location this happened at? -Ty That's concerning - please let us know more here: https://chipotle.com/contact-us#report-an-experience - Alex Alex 42176 https://twitter.com/ChipotleT weets/status/12523781923099 72993	2020.04.22
That's concerning - please let us know more here: https://chipotle.com/contact-us#report-an-experience - Alex https://chipotle.com/contact-us#report-an-experience - Alex https://twitter.com/ChipotleT weets/status/12523781923099 72993	
https://chipotle.com/contact-us#report-an-experience - Weets/status/12523781923099 Alex 72993 2	
CHIPOTLE_61 Alex 72993 2	
	2020.04.21
https://twitter.com/ChipotleT	
Sorry about that. Can you DM us so we can futher weets/status/12520085882868	
	2020.04.20
We would like to speak with you directly. Please send https://twitter.com/ChipotleT	
us a message here: http://chipotle.com/contact- weets/status/12516399171191	
CHIPOTLE_63 us#report-an-experience -Mads 07072	2020.04.19
Please share more with us here so we can follow up: https://twitter.com/ChipotleT	
http://chipotle.com/contact-us#report-an-experience - weets/status/12516568542428	
CHIPOTLE_64 Mads <u>65152</u>	2020.04.19
https://twitter.com/ChipotleT	
weets/status/12512769069571	
_	2020.04.18
Thats concerning. If you contacted us at https://twitter.com/ChipotleT	
http://chipotle.com/contact-us#report-an-experience weets/status/12508961094105	
	2020.04.17
Our crew should be happy to manually enter that	
number but we typically suggest scanning your https://twitter.com/ChipotleT	
rewards code instead or placing your order online to weets/status/12509203798050	
	2020.04.17
Let us know what went wrong at https://twitter.com/ChipotleT	
http://chipotle.com/contact-us#report-an-experience weets/status/12505637397130	
	2020.04.16
Sorry about that. Message us here: https://twitter.com/ChipotleT	
https://chipotle.com/contact-us#report-an-experience weets/status/12501879336230	2020 04 15
	2020.04.15
https://twitter.com/ChipotleT	
If you follow up with them, they can further help Weets/status/12498403377631 92832 2	2020 04 14
	2020.04.14
Oh no. Can you DM us the location you ordered from https://twitter.com/ChipotleT weets/status/12493493928736	
· · · · · · · · · · · · · · · · · · ·	2020.04.12
https://twitter.com/ChipotleT	2020.04.12
weets/status/12494491382757	
	2020.04.13
We should always be friendly and polite to our guests.	2020.UT.13
Let us know a couple details at	
http://chipotle.com/contact-us#report-an-experience https://twitter.com/ChipotleT	
and a member of our customer care team will be in weets/status/12487344297505	
	2020.04.11
We'd like to speak to you directly. Please contact us https://twitter.com/ChipotleT	
here: http://chipotle.com/contact-us#report-an-weets/status/12483965674442	
	2020.04.10
I'm sorry we let you down. If you contact us at	
http://chipotle.com/contact-us#report-an-experience a https://twitter.com/ChipotleT	
member of our customer care team will be in touch to weets/status/12483701417352	
	2020.04.10
Yikes. Sorry about that. Let us know a couple details	
at http://chipotle.com/contact-us#report-an-experience https://twitter.com/ChipotleT	
at http://chipotle.com/contact-us#report-an-experience and a member of our customer care team will be in https://twitter.com/ChipotleT weets/status/12480343880984	2020.04.09

	Will you please contact us at	https://twitter.com/ChipotleT	
	https://chipotle.com/contact-us#report-an-experience	weets/status/12476199548089	
CHIPOTLE_77	so we can follow up with you directly? -Alex	83552	2020.04.07
CHIFOTEE_//	That should never be the case: / Please share more	83332	2020.04.07
		https://twitter.com/ChipetleT	
	with us here so we can be in touch with you directly:	https://twitter.com/ChipotleTweets/status/12476534214165	
CHIDOTI E 79	http://chipotle.com/contact-us#report-an-experience -	09440	2020 04 09
CHIPOTLE_78	Mads	<u>09440</u>	2020.04.08
	We should never fall short. Please share more with us	1 //. : //!! : 1.77	
	here so we can be in touch with you directly:	https://twitter.com/ChipotleT	
CHIPOTH E 70	http://chipotle.com/contact-us#report-an-experience -	weets/status/12469494500119	2020 04 06
CHIPOTLE_79	Mads	06055	2020.04.06
		https://twitter.com/ChipotleT	
		weets/status/12462245395681	
CHIPOTLE_80	Sounds like a nighttttt \delta	77152	2020.04.04
	We're concerned to hear this. Would you please share	https://twitter.com/ChipotleT	
	more here? https://chipotle.com/contact-us#report-an-	weets/status/12458520076817	
CHIPOTLE_81	experience -Alex	<u>77665</u>	2020.04.03
	We would like the opportunity to follow up on this as		
	soon as possible. Please contact us directly:	https://twitter.com/ChipotleT	
	https://chipotle.com/contact-us#report-an-experience -	weets/status/12454985850654	
CHIPOTLE_82	Alex	<u>76096</u>	2020.04.02
	Will you please contact us at	https://twitter.com/ChipotleT	
	https://chipotle.com/contact-us#report-an-experience	weets/status/12451341791986	
CHIPOTLE_83	so we can follow up with you directly? -Alex	15552	2020.04.01
_		https://twitter.com/ChipotleT	
		weets/status/12443389665490	
CHIPOTLE_84	Please DM us the email address you usedTy	32960	2020.03.29
CIM OTEE_OT	Not sure what happened there. If you contact us at	31700	2020.03.29
	http://chipotle.com/contact-us#report-an-experience a	https://twitter.com/ChipotleT	
	member of our customer care team will be in touch to	weets/status/12444110260676	
CHIPOTLE_85	helpTy	64896	2020.03.30
CIII OTEL_03	neip. Ty	https://twitter.com/ChipotleT	2020.03.30
		weets/status/12436843201301	
CHIPOTLE_86	Check your DMs	17635	2020.03.28
CHIFOILE_60	Check your Divis		2020.03.28
		https://twitter.com/ChipotleT	
CHIPOTH E 07	TTI at at a 1 to A1	weets/status/12436836340762	2020 02 20
CHIPOTLE_87	That's the way to do it -Alex	<u>54209</u>	2020.03.28
	Will you please contact us at	https://twitter.com/ChipotleT	
CHIPOTH T. CC	https://chipotle.com/contact-us#report-an-experience	weets/status/12432805183318	2020 02 2 5
CHIPOTLE_88	so we can follow up with you directly? -Alex	17984	2020.03.26
		https://twitter.com/ChipotleT	
GVVP.C======	Oh no. Please DM us the email address that is linked	weets/status/12432861893327	000000
CHIPOTLE_89	to your online ordering account.	<u>79008</u>	2020.03.26
	Sorry to hear that. Contact us here:	https://twitter.com/ChipotleT	
	https://chipotle.com/contact-us#report-an-experience	weets/status/12425896812811	
CHIPOTLE_90	so we can helpAlex	<u>96032</u>	2020.03.25
	Sorry about that. Message us here:	https://twitter.com/ChipotleT	
	https://chipotle.com/contact-us#report-an-experience	weets/status/12422009457667	
CHIPOTLE_91	so we can helpAlex	<u>23585</u>	2020.03.23
		https://twitter.com/ChipotleT	
		weets/status/12414903443252	
CHIPOTLE_92	This makes us happyTy	01920	2020.03.22
	Bummer. Let us know more here:	https://twitter.com/ChipotleT	
	https://chipotle.com/contact-us#report-an-experience -	weets/status/12411494199001	
CHIPOTLE_93	Alex	21088	2020.03.21
<u> </u>	1110/1	<u> </u>	2020.03.21

		https://twitter.com/ChipotleT	
	Please reach out to us directly so we can help:	weets/status/12407860243614	
CHIPOTLE_94	http://chipotle.com/contact-us#report-an-experience.	22848	2020.03.20
		https://twitter.com/ChipotleT	
		weets/status/12407868345457	
CHIPOTLE_95	Eek. Please DM us with the location you visited.	<u>54112</u>	2020.03.20
	I'm sorry about that. If you contact us at		
	http://chipotle.com/contact-us#report-an-experience a	https://twitter.com/ChipotleT	
CHIPOTH F. 0.6	member of our customer care team will be in touch to	weets/status/12400635968364	2020 02 10
CHIPOTLE_96	helpTy	83072	2020.03.18
		https://twitter.com/ChipotleT weets/status/12393283547900	
CHIPOTLE_97	Dight hook at yo (. Ty	<u>weets/status/12393283547900</u> <u>39552</u>	2020.03.16
CHIFOTLE_97	Right back at ya (: -Ty This is concerning. We would like to speak with you	<u>37332</u>	2020.03.10
	directly. Please send us a message here:http://	https://twitter.com/ChipotleT	
	http://chipotle.com/contact-us#report-an-experience.	weets/status/12388589599239	
CHIPOTLE 98	Ty	90528	2020.03.14
	We cook our chips fresh every day. Sometimes they		
	don't get quite as crispy if not cooked long enough.	https://twitter.com/ChipotleT	
	Feel free to let a manager know so we can rectify this.	weets/status/12389705386403	
CHIPOTLE_99	Sorry about thatShaq	<u>38944</u>	2020.03.15
	Our Customer Service team is standing by to assist at	https://twitter.com/ChipotleT	
	http://chipotle.com/contact-us#report-an-experience	weets/status/12385921861841	
CHIPOTLE_100	Shaq	<u>67424</u>	2020.03.14
		https://twitter.com/ChipotleT	
	Sorry about that. Can you DM us the address of the	weets/status/12385350817543	
CHIPOTLE_101	location this happened at? -Ty	86434	2020.03.13
	Con DM of the least on the 1 frame of	https://twitter.com/ChipotleT	
CHIPOTLE_102	Can you DM us the location you ordered from so we can help? -Alex	weets/status/12378557858555 33060	2020.03.11
CHIFOTLE_102	I'm sorry for the wait. Please speak with a manager so	<u>33000</u>	2020.03.11
	they can assist or contact us at	https://twitter.com/ChipotleT	
	http://chipotle.com/contact-us#report-an-experience	weets/status/12370673990833	
CHIPOTLE 103	so we can look into thisTy	93024	2020.03.09
_		https://twitter.com/ChipotleT	
		weets/status/12370950329071	
CHIPOTLE_104	The glow up is realTy	<u>08354</u>	2020.03.09
		https://twitter.com/ChipotleT	
	Eek. Please DM us with the location you visited	weets/status/12367140849275	
CHIPOTLE_105	Shaq	41248	2020.03.08
		https://twitter.com/ChipotleT	
CHIDOTE 104	Transaction of the Administration of the Adm	weets/status/12364214499816	2020.02.02
CHIPOTLE_106	It is the time of year to be luckyAlex	89856	2020.03.08
	Thanks for alerting us. Please give us some more	https://twitter.com/ChipotleT	
CHIPOTLE_107	details at http://chipotle.com/contact-us#report-an- experience so we can follow upShaq	weets/status/12360377657556 17280	2020.03.06
CIM OTLE_10/	experience so we can follow upShaq	https://twitter.com/ChipotleT	2020.03.00
	Really sorry about that. Please DM us what location	weets/status/12360057963972	
CHIPOTLE_108	this was fromShaq	52609	2020.03.06
	Guac mode means you have access to extra rewards	https://twitter.com/ChipotleT	2.22.00
	all year long. You'll be notified when a reward is	weets/status/12353023099717	
CHIPOTLE_109	ready to be used in your accountAlex	55020	2020.03.04
	Sorry about that. If you message us here:	https://twitter.com/ChipotleT	
I		weets/status/12349256763748	
	https://chipotle.com/contact-us#report-an-experience we'll be able to helpAlex	43392	

		https://twitter.com/ChipotleT	
	They are seasonal so it varies depending on the time	weets/status/12349071303747	
CHIPOTLE_111	of yearAlex	37920	2020.03.03
	Sorry we disappointed you. If you contact us at		
	http://chipotle.com/contact-us#report-an-experience a	https://twitter.com/ChipotleT	
	member of our customer care team will be in touch to	weets/status/12342450734804	
CHIPOTLE_112	helpTy	99202	2020.03.02
		https://twitter.com/ChipotleT	
CHIPOTHE 112	Really sorry about that. Please DM us what location	weets/status/12338936559428	2020 02 01
CHIPOTLE_113	this was fromShaq	52609	2020.03.01
	Please share more with us so we can be in touch with	https://twitter.com/ChipotleT weets/status/12338575046326	
CHIPOTLE_114	you: http://chipotle.com/contact-us#report-an-experience.	<u>weets/status/12538575040520</u> 59968	2020.02.29
CHIFOTEE_114	experience.	https://twitter.com/ChipotleT	2020.02.29
		weets/status/12331713040705	
CHIPOTLE_115	Blame Queso BlancoAlex	78176	2020.02.28
01111 0 122_110	We're concerned to hear this. Would you please share	https://twitter.com/ChipotleT	2020102120
	more here? https://chipotle.com/contact-us#report-an-	weets/status/12327658907660	
CHIPOTLE_116	experience -Alex	98432	2020.02.26
	Thanks for alerting us. Please give us some more	https://twitter.com/ChipotleT	
	details at http://chipotle.com/contact-us#report-an-	weets/status/12324387670524	
CHIPOTLE_117	experience so we can follow upShaq	<u>51845</u>	2020.02.26
		https://twitter.com/ChipotleT	
		weets/status/12323982951729	
CHIPOTLE_118	You certainly doAlex	<u>27489</u>	2020.02.25
	Our chips are made fresh every day. If they aren't		
	cooked quite long enough, they won't get that perfect		
	level of crispiness. Sorry about that. Next time you're	https://twitter.com/ChipotleT	
CHIPOTLE_119	in, please let a manager know what happened so they	weets/status/12320862504309 26851	2020.02.25
CHIFOTLE_119	can make it right -Alex Sorry we dropped the ball. Send us a message to	20031	2020.02.23
	http://chipotle.com/contact-us#report-an-	https://twitter.com/ChipotleT	
	experienceand and a member of our customer care	weets/status/12316939803975	
CHIPOTLE_120	team will be in touch with you to assistTy	22944	2020.02.23
	That's a bummer. Send us a quick note to		
	http://chipotle.com/contact-us#report-an-experience	https://twitter.com/ChipotleT	
	and a member of our customer care team will be in	weets/status/12317067491087	
CHIPOTLE_121	touch with you directlyTy	<u>72864</u>	2020.02.24
		https://twitter.com/ChipotleT	
		weets/status/12313034532399	
CHIPOTLE_122	Sorry, our love is always with you though. • -Alex	<u>39072</u>	2020.02.22
	Please share more with us so we can be in touch with	https://twitter.com/ChipotleT	
CHIDOTI E 102	you: http://chipotle.com/contact-us#report-an-	weets/status/12309894796089	2020 02 22
CHIPOTLE_123	experience.	01632	2020.02.22
		https://twitter.com/ChipotleTweets/status/12306114015567	
CHIPOTLE_124	And now this one too (: -Ty	weets/status/1230611401556/ 09377	2020.02.20
CIII OTLE_124	And now this one too (1y	https://twitter.com/ChipotleT	2020.02.20
		weets/status/12298998669369	
CHIPOTLE_125	Can you DM us more details so we can help? -Alex	95840	2020.02.19
JIII J 1 LL_123	Jou Divide More deaths so we can help. They	https://twitter.com/ChipotleT	2020.02.17
		weets/status/12299081803327	
CHIPOTLE_126	We do have some locations in GermanyAlex	11937	2020.02.19
	. ,	https://twitter.com/ChipotleT	
	Send us a quick note to http://chipotle.com/contact-	weets/status/12294986632877	
CHIPOTLE_127	us#report-an-experience and a member of our	<u>17888</u>	2020.02.17

	customer care team will be in touch with you directlyTy		
		https://twitter.com/ChipotleT weets/status/12295471754801	
CHIPOTLE_128	Oh no. DM us more details so we can helpAlex	<u>60256</u>	2020.02.18
	We don't like to hear that. If you contact us at		
	http://chipotle.com/contact-us#report-an-experience a	https://twitter.com/ChipotleT	
	member of our customer care team will be in touch to	weets/status/12287938974777	
CHIPOTLE_129	helpTy	63072	2020.02.15
		https://twitter.com/ChipotleT	
CHIDOTI E 120	Sorry about this. Can you DM us the location you	weets/status/12284610069526	2020 02 15
CHIPOTLE_130	ordered from so we can help? -Alex	60992	2020.02.15
		https://twitter.com/ChipotleT	
CHIDOTI E 121	L ove ven elways Alex	weets/status/12284646282644 23424	2020 02 15
CHIPOTLE_131	Love you always -Alex		2020.02.15
	Go for it. If you're already signed up for rewards,	https://twitter.com/ChipotleTweets/status/12280998845588	
CHIDOTI E 122	you'll automatically be guac mode verified in your	<u>weets/status/12280998845588</u> 48000	2020.02.14
CHIPOTLE_132	appAlex		2020.02.14
	Sorry to hear this. Please reach out to our CS team so	https://twitter.com/ChipotleTweets/status/12276626330351	
CHIPOTLE_133	we can make amends- http://chipotle.com/contact-	<u>weets/status/122/0020550551</u> 53409	2020.02.12
CHIPOTLE_133	us#report-an-experienceShaq		2020.02.12
	That's our regular serving size. Feel free to ask for	https://twitter.com/ChipotleT weets/status/12277383965686	
CHIPOTLE_134	That's our regular serving size. Feel free to ask for more if you needAlex	12864	2020.02.13
CHIFOTLE_134	We reply to every email in the order it comes in. Rest	https://twitter.com/ChipotleT	2020.02.13
	assured, someone from the proper team will be in	weets/status/12273181840526	
CHIPOTLE_135	touch soonShaq	54082	2020.02.11
CIII OTLE_133	touch soonShaq	https://twitter.com/ChipotleT	2020.02.11
	Bummer. Oh no. Can you DM us the location you	weets/status/12273539035171	
CHIPOTLE_136	ordered from so we can help? -Alex	63520	2020.02.12
CIM OTEL_130	Please contact us http://here	https://twitter.com/ChipotleT	2020.02.12
	http://chipotle.com/contact-us#report-an-experience,	weets/status/12269664354166	
CHIPOTLE_137	so we can speak with you directlyTy	94784	2020.02.10
01111 0 122_10 /	so we can speak with you directly. Ty	https://twitter.com/ChipotleT	2020102110
	Really sorry about that. Please DM us what location	weets/status/12266399575795	
CHIPOTLE_138	this was fromShaq	34337	2020.02.10
_	·	https://twitter.com/ChipotleT	
		weets/status/12262556170540	
CHIPOTLE_139	Sorry. Try againAlex	03200	2020.02.08
_	, , ,	https://twitter.com/ChipotleT	
		weets/status/12262520301523	
CHIPOTLE_140	We have that -Alex	64032	2020.02.08
_		https://twitter.com/ChipotleT	
		weets/status/12259122471357	
CHIPOTLE_141	The what?	<u>84962</u>	2020.02.08
		https://twitter.com/ChipotleT	
		weets/status/12259294680295	
CHIPOTLE_142	∂ ∂ ∂ • Ty	<u>21921</u>	2020.02.08
	If you contact us directly through that link, a member	https://twitter.com/ChipotleT	
	of our Customer Care Team can help get you	weets/status/12255297886533	
CHIPOTLE_143	refundedAlex	<u>59104</u>	2020.02.06
	Let us know a couple details at		
	http://chipotle.com/contact-us#report-an-experience	https://twitter.com/ChipotleT	
GIMDOM 2 · · ·	and a member of our customer care team will be in	weets/status/12255590806197	2020 05 05
CHIPOTLE_144	touchTy	<u>08417</u>	2020.02.07

		https://twitter.com/ChipotleT	
	Sorry about this. Can you DM us the location you	weets/status/12251381281610	
CHIPOTLE 145	ordered from so we can help? -Alex	83392	2020.02.05
CIII GILL_I	Our entirely web-based Customer Service team is	https://twitter.com/ChipotleT	2020102102
	standing by to assist at http://chipotle.com/contact-	weets/status/12247840997908	
CHIPOTLE_146	us#report-an-experienceShaq	19328	2020.02.04
_	You should always receive our standard portion sizes.		
	If you feel it's a little smaller always feel free to ask	https://twitter.com/ChipotleT	
	for more, as long as it fits comfortably in your entree-	weets/status/12247650167058	
CHIPOTLE_147	we'll give it to yaShaq	88256	2020.02.04
		https://twitter.com/ChipotleT	
	Really sorry about that. Please DM us what location	weets/status/12244019247802	
CHIPOTLE_148	this was fromShaq	<u>16322</u>	2020.02.03
	We'd like to speak to you directly. Here is where you	https://twitter.com/ChipotleT	
	can contact us:http://http://chipotle.com/contact-	weets/status/12240750357379	
CHIPOTLE_149	us#report-an-experience.	<u>15392</u>	2020.02.02
		https://twitter.com/ChipotleT	
	, ma, ma, ma	weets/status/12240823259037	
CHIPOTLE_150	2 2 2 -Ty	90080	2020.02.02
	Would you mind reaching out to our friends		
DVGG A VVVIII A	@PizzaHutCanada	https://twitter.com/pizzahut/st	2020 0 5 00
PIZZAHUT_1	about this?	atus/1270418420236906496	2020.06.09
DIZZALILIT A	Hi Mark, mind sending us a DM with more details?	https://twitter.com/pizzahut/st	2020 06 00
PIZZAHUT_2	We'd like to help.	atus/1269807140576714752	2020.06.08
DIZZALILIT 2	We'd like to look into this. Would you mind sending	https://twitter.com/pizzahut/st	2020 06 07
PIZZAHUT_3	us a private message with some details?	atus/1269426942937186304	2020.06.07
DIZZALIJT 4	Hi there. Mind sending us a DM with more details about this?	https://twitter.com/pizzahut/st atus/1269284867906273282	2020.06.06
PIZZAHUT_4	Oh no! Mind sending us a DM with your name, email	<u>atus/1209264807900273282</u>	2020.00.00
	address, phone number, and the store's exact street	https://twitter.com/pizzahut/st	
PIZZAHUT_5	address? We'd like to help make this right.	atus/1269301096637325312	2020.06.06
TIZZIMICI_3	That pizza needs some help. Mind sending us a DM	<u>utus/120/3010/003/323312</u>	2020.00.00
	with your name, email address, phone number, and	https://twitter.com/pizzahut/st	
PIZZAHUT_6	the store's exact street address?	atus/1268691551141507073	2020.06.05
	Sorry to hear this. Mind sending us a DM with more	https://twitter.com/pizzahut/st	
PIZZAHUT_7	details about your experience?	atus/1268560389492498432	2020.06.04
_	This doesn't look right. Would you mind sending us a	https://twitter.com/pizzahut/st	
PIZZAHUT_8	private message so we can look into this?	atus/1268255865800241152	2020.06.03
		https://twitter.com/pizzahut/st	
PIZZAHUT_9		atus/1267480363292438529	2020.06.01
		https://twitter.com/pizzahut/st	
PIZZAHUT_10		atus/1267118027478163458	2020.05.31
		https://twitter.com/pizzahut/st	
PIZZAHUT_11	Hi there! Mind checking your DMS for us?	atus/1266567329652936705	2020.05.30
	That pizza needs some help. Mind sending us a DM		
	with your name, email address, phone number, and	https://twitter.com/pizzahut/st	
PIZZAHUT_12	the store's exact street address?	atus/1266851946767413248	2020.05.31
	We hate to see this! Would you mind sharing your		
DIGGALLE 12	contact information and this store's address with us in	https://twitter.com/pizzahut/st	2020 07 20
PIZZAHUT_13	a private message? We'd like to help with this.	atus/1266471196280778752	2020.05.29
	Thanks for bringing this to our attention. Please reach	1.44.54.44.54.54.54.54.54.54.54.54.54.54.	
DIZZALILET 14	out to our customer service line at 1-800-948-8488 for	https://twitter.com/pizzahut/st	2020.05.20
PIZZAHUT_14	further assistance.	atus/1266130259759398914	2020.05.29
DI77AUIT 15	Thanks for reaching out. Mind sending us a DM with	https://twitter.com/pizzahut/st	2020.05.20
PIZZAHUT_15	more details about this?	atus/1266127524175609857	2020.05.29

	Thanks for contacting us. Unfortunately, all 500,000 coupons have been claimed, but don't let the pizza parties stop now. Sign up for Hut Rewards to access		
PIZZAHUT_16	to exclusive deals and start earning points toward free pizza!	https://twitter.com/pizzahut/st atus/1265696968572977159	2020.05.27
PIZZAHUT_17	Congratulations! 🍑 💍	https://twitter.com/pizzahut/st atus/1265361685155508225	2020.05.26
PIZZAHUT_18	▶ %	https://twitter.com/pizzahut/st atus/1265409405949894656	2020.05.27
PIZZAHUT_19	Cajun fries = 000	https://twitter.com/pizzahut/st atus/1265068055752609793	2020.05.26
PIZZAHUT_20	Your safety is our main concern. You can learn more about our efforts here: http://blog.pizzahut.com/live-blog-pizza-hut-community-health-safety/ .	https://twitter.com/pizzahut/st atus/1264630370042966016	2020.05.24
PIZZAHUT_21		https://twitter.com/pizzahut/st atus/1264691579874230272	2020.05.25
PIZZAHUT_22	It's beautiful!	https://twitter.com/pizzahut/st atus/1264324757249355777	2020.05.24
PIZZAHUT_23	Thanks for bringing this to our attention. Mind sending us a private message with more details about this?	https://twitter.com/pizzahut/st atus/1263936739938189312	2020.05.22
PIZZAHUT_24	Oop! 😜	https://twitter.com/pizzahut/st atus/1263932072609017856	2020.05.22
	Hi, unfortunately, this is the account for U.S. related issues. Due to your location, would you mind reaching out to our friends		
PIZZAHUT_25	@PizzaHutUK and/or @pizzahutdeliver? Thanks for your understanding.	https://twitter.com/pizzahut/st atus/1263529724510220288	2020.05.21
PIZZAHUT_26	Oh no! Mind sending us a DM with your name, email address, phone number, and the store's exact street address? We'd like to help make this right.	https://twitter.com/pizzahut/st atus/1263618080678088704	2020.05.22
PIZZAHUT_27	Thanks for bringing this to our attention. Mind sending us a DM with more details about this? We'd like to help.	https://twitter.com/pizzahut/st atus/1262914944405770240	2020.05.20
PIZZAHUT_28	We'd like to look into this. Would you mind sending us a private message with some details?	https://twitter.com/pizzahut/st atus/1262746064097951746	2020.05.19
PIZZAHUT_29	n	https://twitter.com/pizzahut/st atus/1262867550137802752	2020.05.20
PIZZAHUT_30	Thanks for bringing this to our attention. Mind sending us a DM with your email address, phone number, and the store's exact street address?	https://twitter.com/pizzahut/st atus/1262385533235445775	2020.05.18
PIZZAHUT_31	Oh no! Mind sending us a DM with your name, email address, phone number, and the store's address?	https://twitter.com/pizzahut/st atus/1262383156419846146	2020.05.18
PIZZAHUT_32	Good call.	https://twitter.com/pizzahut/st atus/1262125213589725185	2020.05.17
PIZZAHUT_33	If you change your mind please feel free to reach out to us. We'd like to look into this for you.	https://twitter.com/pizzahut/st atus/1261801578916245504	2020.05.17
PIZZAHUT_34	It's #NationalPizzaPartyDay! What are your favorite pizza toppings?	https://twitter.com/pizzahut/st atus/1261423636017225728	2020.05.16
PIZZAHUT_35	©	https://twitter.com/pizzahut/st atus/1261441772997107712	2020.05.16
PIZZAHUT_36	Thanks for bringing this to our attention. Mind sending us a DM with more details about this? We'd like to help.	https://twitter.com/pizzahut/st atus/1261083527187054592	2020.05.15
PIZZAHUT_37	**	https://twitter.com/pizzahut/st atus/1261004833563176961	2020.05.14

PIZZAHUT 40 PIZZAHUT 41 PIZZAHUT 42 PIZZAHUT 42 PIZZAHUT 43 PIZZAHUT 43 PIZZAHUT 44 PIZZAHUT 45 PIZZAHUT 46 PIZZAHUT 47 PIZZAHUT 47 PIZZAHUT 48 PIZZAHUT 48 PIZZAHUT 49 PIZZAHUT 50 PIZZ		We can try to help. Mind sending us a private	https://twitter.com/pizzahut/st	
PIZZAHUT_40 PIZZAHUT_41 PIZZAHUT_41 PIZZAHUT_41 PIZZAHUT_42 PIZZAHUT_42 PIZZAHUT_42 Sorry to hear this. Mind sending us a private message with your contact info and the store's address so we can look into this? PIZZAHUT_43 Sorry to hear this. Mind sending us a DM with the street address of the store you ordered from? HI Natasha, that's delimitely not the experience we want for you. Would you mind sending us a private message with your contact info and the store's address so so we can look into this? PIZZAHUT_45 PIZZAHUT_45 PIZZAHUT_46 PIZZAHUT_47 PIZZAHUT_48 PIZZAHUT_48 PIZZAHUT_48 PIZZAHUT_49 PIZZAHUT_49 PIZZAHUT_49 PIZZAHUT_49 PIZZAHUT_49 PIZZAHUT_49 PIZZAHUT_49 PIZZAHUT_49 PIZZAHUT_50 PIZZAHUT	PIZZAHUT 38			2020.05.13
PIZZAHUT_40 Thank you for bringing this to our attention. Would you mind sending us a private message with your contact info and the store's address so we can look into this? PIZZAHUT_41	112211101_00	incoonge.		2020100110
PIZZAHUT_40 Thank you for bringing this to our attention. Would you mind sending us a private message with your contact info and the store's address so we can look into this? PIZZAHUT_41 Sorry to hear this. Mind sending us a DM with the street address of the store you ordered from? Sorry to hear this. Mind sending us a private message with your contact info and the store's address so we can look into this? PIZZAHUT_43 Sorry to hear this. Mind sending us a DM with the street address of the store you ordered from? His Natash, thar's definitely not the experience we want for you. Would you mind sending us a private message with your contact info and the store's address so we can look into this? PIZZAHUT_45 Oh, no! Were you able to contact your local store about your missing ticen? Dhanks for bringing this to our attention. Mind sending us a DM with more details about this? We'd like to help. Dhanks for bringing this to our attention. Mind sending us a DM with more details about this? We'd like to help. Dhanks for bringing this to our attention. Mind address, phone number, and the store's exact street address? Dhanks you for bringing this to our attention. Would you mind sending us a DM with your name, email address, phone number, and the store's exact street address? Dhank you for bringing this to our attention. Would you mind sending us a private message so we can look into this? Dhank you for bringing this to our attention. Would you mind sending us a private message on Facebook. Do you mind checking your messages for use? Thank you? PIZZAHUT_54 PIZZAHUT_55 PIZZAHUT_55 PIZZAHUT_56 PIZZAHUT_56 PIZZAHUT_56 PIZZAHUT_57 PIZZAHUT_57 PIZZAHUT_58 PIZZAHUT_58 Oh no! Have you reached out to the store about this? Dhanks you wind sending us a DM with more details? Dhanks you wind sending us a DM with more details? Dhanks you wind sending us a DM with more details? Dhanks you wind you mind sending us a DM with your mane, email address, phone number, and the store's	PIZZAHIIT 39			2020 05 13
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PIZZAHUT_54 us? Thank you! atus/1257070572460097538 2020.05.04 This is definitely not the experience we wanted for you. Mind sending us a DM with more details? That pizza needs some help. Mind sending us a DM with your name, email address, phone number, and the store's exact street address? PIZZAHUT_56 We wanted to check in. Were you able to contact the store and receive your order? PIZZAHUT_57 Store and receive your order? PIZZAHUT_58 Oh no! Have you reached out to the store about this? atus/1257070572460097538 2020.05.04 https://twitter.com/pizzahut/st atus/1256601726527758338 2020.05.02 https://twitter.com/pizzahut/st atus/1256365303975432193 2020.05.02 https://twitter.com/pizzahut/st atus/1255977554202128385 2020.05.01 https://twitter.com/pizzahut/st atus/1255977554202128385 2020.05.01			Later and American and American and American	
This is definitely not the experience we wanted for you. Mind sending us a DM with more details? That pizza needs some help. Mind sending us a DM with your name, email address, phone number, and the store's exact street address? We wanted to check in. Were you able to contact the store and receive your order? PIZZAHUT_57 We wanted to check in. Were you able to contact the store and receive your order? PIZZAHUT_58 Oh no! Have you reached out to the store about this? This is definitely not the experience we wanted for atus/1257057311639498752 2020.05.04 https://twitter.com/pizzahut/st atus/1256601726527758338 2020.05.02 https://twitter.com/pizzahut/st atus/1256365303975432193 2020.05.02 https://twitter.com/pizzahut/st atus/1255977554202128385 2020.05.01 https://twitter.com/pizzahut/st	DIZZALITZE CA			2020.05.04
PIZZAHUT_55 you. Mind sending us a DM with more details? That pizza needs some help. Mind sending us a DM with your name, email address, phone number, and the store's exact street address? We wanted to check in. Were you able to contact the PIZZAHUT_57 store and receive your order? PIZZAHUT_58 Oh no! Have you reached out to the store about this? PIZZAHUT_58 Oh no! Have you reached out to the store about this? PIZZAHUT_58 Oh no! Have you reached out to the store about this? PIZZAHUT_58 Oh no! Have you reached out to the store about this? PIZZAHUT_58 Oh no! Have you reached out to the store about this? PIZZAHUT_58 Oh no! Have you reached out to the store about this? PIZZAHUT_58 Oh no! Have you reached out to the store about this?	PIZZAHUT_54			2020.05.04
That pizza needs some help. Mind sending us a DM with your name, email address, phone number, and the store's exact street address? We wanted to check in. Were you able to contact the pIZZAHUT_57 We wanted receive your order? PIZZAHUT_58 Oh no! Have you reached out to the store about this? That pizza needs some help. Mind sending us a DM https://twitter.com/pizzahut/st atus/1256601726527758338 2020.05.02 https://twitter.com/pizzahut/st atus/1256365303975432193 PIZZAHUT_58 Oh no! Have you reached out to the store about this? https://twitter.com/pizzahut/st atus/1255977554202128385 https://twitter.com/pizzahut/st				
with your name, email address, phone number, and the store's exact street address? We wanted to check in. Were you able to contact the store and receive your order? PIZZAHUT_57 We wanted to check in. Were you able to contact the store and receive your order? PIZZAHUT_57 Oh no! Have you reached out to the store about this? with your name, email address, phone number, and thus://twitter.com/pizzahut/st atus/1256601726527758338 2020.05.02 https://twitter.com/pizzahut/st atus/1255977554202128385 2020.05.01 https://twitter.com/pizzahut/st atus/1255977554202128385	PIZZAHUT_55	·	atus/1257057311639498752	2020.05.04
with your name, email address, phone number, and the store's exact street address? We wanted to check in. Were you able to contact the store and receive your order? PIZZAHUT_57 We wanted to check in. Were you able to contact the store and receive your order? PIZZAHUT_57 Oh no! Have you reached out to the store about this? with your name, email address, phone number, and thus://twitter.com/pizzahut/st atus/1256601726527758338 2020.05.02 https://twitter.com/pizzahut/st atus/1255977554202128385 2020.05.01 https://twitter.com/pizzahut/st atus/1255977554202128385				
PIZZAHUT_56 the store's exact street address? atus/1256601726527758338 2020.05.02 We wanted to check in. Were you able to contact the store and receive your order? https://twitter.com/pizzahut/st atus/1256365303975432193 2020.05.02 PIZZAHUT_58 Oh no! Have you reached out to the store about this? https://twitter.com/pizzahut/st atus/1255977554202128385 2020.05.01 https://twitter.com/pizzahut/st atus/1255977554202128385 2020.05.01			https://twitter.com/pizzahut/st	
We wanted to check in. Were you able to contact the store and receive your order? PIZZAHUT_57 We wanted to check in. Were you able to contact the store about this? https://twitter.com/pizzahut/st atus/1256365303975432193 Dhitps://twitter.com/pizzahut/st atus/1255977554202128385 Dhitps://twitter.com/pizzahut/st atus/1255977554202128385 Dhitps://twitter.com/pizzahut/st	PIZZAHUT 56			2020.05.02
PIZZAHUT_57 store and receive your order? atus/1256365303975432193 2020.05.02 PIZZAHUT_58 Oh no! Have you reached out to the store about this? atus/1255977554202128385 2020.05.01 https://twitter.com/pizzahut/st				
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PIZZAHUT_58 Oh no! Have you reached out to the store about this? atus/1255977554202128385 2020.05.01 https://twitter.com/pizzahut/st	1122FXIIU1_J/	store and receive your order:		2020.03.02
https://twitter.com/pizzahut/st	DIZZALIUZ CO			2020.05.01
	PIZZAHUT_58	On no! Have you reached out to the store about this?		2020.05.01
PIZZAHUT_59 Always! <u>atus/1255987280579158017</u> 2020.05.01				
	PIZZAHUT_59	Always!	atus/1255987280579158017	2020.05.01

	We can try to help. Mind sending us a private	https://twitter.com/pizzahut/st	
PIZZAHUT_60	message with some details?	atus/1255617379817517056	2020.04.30
PIZZAHUT_61	₽	https://twitter.com/pizzahut/st atus/1255643200275931138	2020.04.30
PIZZAHUT_62	Sorry for the delay. Were you able to get in touch with your store?	https://twitter.com/pizzahut/st atus/1254979212768772099	2020.04.28
PIZZAHUT_63	Hi there, did you end up receiving your order after reaching out to us?	https://twitter.com/pizzahut/st atus/1254602405523501056	2020.04.27
PIZZAHUT_64	00	https://twitter.com/pizzahut/st atus/1254839566005006336	2020.04.27
	Hi, the best way to resolve Hut Rewards issues is by		
PIZZAHUT_65	using our Hut Rewards customer support line at 1-844-244-2552 between 1p-11p CT.	https://twitter.com/pizzahut/st atus/1254517462613147649	2020.04.27
PIZZAHUT_66	Our hearts. 💝 🤩	https://twitter.com/pizzahut/st atus/1254252128295518208	2020.04.26
PIZZAHUT_67	Sounds delicious!	https://twitter.com/pizzahut/st atus/1254175470796464128	2020.04.26
_		https://twitter.com/pizzahut/st	
PIZZAHUT_68		atus/1254130275295977474	2020.04.25
DIZZALILIT CO	Those could use some help! Would you mind sending us a private message with this store's address and your	https://twitter.com/pizzahut/st	2020 04 25
PIZZAHUT_69	contact info for this order? Oh no! Would you mind sending us a private message	atus/1253790967838081024	2020.04.25
PIZZAHUT_70	with your contact info and the store's address so we can look into this?	https://twitter.com/pizzahut/st atus/1253812850457407488	2020.04.25
	Mind sending us a DM with more details about this?	https://twitter.com/pizzahut/st	
PIZZAHUT_71	We'd like to help.	atus/1253452375055986688	2020.04.24
PIZZAHUT_72	We're shook. But, we get it.	https://twitter.com/pizzahut/st atus/1253065954419896320	2020.04.22
PIZZAHUT_73		https://twitter.com/pizzahut/st atus/1253044537435361280	2020.04.22
_	This is definitely not the experience we wanted for		
	you. Mind sending us a DM with your name, email		
DIZZALILIT 74	address, phone number, and the store's exact street	https://twitter.com/pizzahut/st	2020 04 22
PIZZAHUT_74	address? Thanks for contacting us! Please reach out to our	atus/1252704592606883840	2020.04.22
PIZZAHUT_75	friends @PizzaHutUK for further assistance. Thanks for your understanding.	https://twitter.com/pizzahut/st atus/1252345036311691266	2020.04.21
		https://twitter.com/pizzahut/st	
PIZZAHUT_76		atus/1252333131878682630	2020.04.20
PIZZAHUT_77	Just checking in! Did you end up receiving your order after sharing this with us?	https://twitter.com/pizzahut/st atus/1252011827287830529	2020.04.20
	Our best delivery deal is here. Choose from up to three toppings for \$9.99 and three ways to get it. Ask	https://twitter.com/pizzahut/st	
PIZZAHUT_78	for contactless delivery, carryout or curbside pickup.	atus/1251556126203797504	2020.04.18
	Due to your location, would you mind reaching out to	https://twitter.com/pizzahut/st	
PIZZAHUT_79	our friends @PizzaHutUK and/or @pizzahutdeliver? Thanks for your understanding.	atus/1251641949766877184	2020.04.19
PIZZAHUT_80	Save us a slice?	https://twitter.com/pizzahut/st atus/1251252064929280000	2020.04.17
PIZZAHUT_81	n	https://twitter.com/pizzahut/st atus/1251246242522226688	2020.04.17
112211101_01	Thanks for reaching out. Mind sending us a DM with	https://twitter.com/pizzahut/st	2020.07.17
PIZZAHUT_82	a screenshot of your pizza builder? We'd like to help.	atus/1250913302781161472	2020.04.17

	Jim, thanks for reaching out. Many locations are open	144	
PIZZAHUT_83	for delivery and carry out. You can learn more by visiting http://pizzahut.com.	https://twitter.com/pizzahut/st atus/1250454828972568576	2020.04.15
TIZZAITO 1_03	visiting http://pizzandt.com.	https://twitter.com/pizzahut/st	2020.04.13
PIZZAHUT_84	Pizza is always a good idea.	atus/1250519730944831488	2020.04.15
	Thanks for contacting us! Please reach out to our		
	friends @PizzaHutUK for further assistance. Thanks	https://twitter.com/pizzahut/st	
PIZZAHUT_85	for your understanding.	atus/1250094546005807104	2020.04.14
		https://twitter.com/pizzahut/st	
PIZZAHUT_86	<u></u>	atus/1250156884985708545	2020.04.14
DIZZ A LILIZE OZ	XX 6 41 🐣	https://twitter.com/pizzahut/st	2020 04 12
PIZZAHUT_87	Here for this.	atus/1249700504386461697	2020.04.13
PIZZAHUT_88	Mind sending us a private message so we can look into this?	https://twitter.com/pizzahut/st atus/1249701059150221316	2020.04.13
FIZZAITU1_66	Hi, we're sorry to hear this but thank you for bringing	<u>atus/1249/01039130221310</u>	2020.04.13
	it to our attention. Would you mind sharing this at		
	http://pizzahut.com/contactus so our team can look	https://twitter.com/pizzahut/st	
PIZZAHUT_89	into this further?	atus/1249444036605169665	2020.04.13
	Mind sending us a DM with more details about this?	https://twitter.com/pizzahut/st	
PIZZAHUT_90	We'd like to help.	atus/1249048536018083840	2020.04.11
		https://twitter.com/pizzahut/st	
PIZZAHUT_91	9	atus/1248814590537789440	2020.04.11
DIZZ A LILIZE 02	Hi, there! Please visit http://pizzahut.com/deals to see	https://twitter.com/pizzahut/st	2020 04 11
PIZZAHUT_92	the deals currently offered at your store.	atus/1248743361567055872	2020.04.11
	Michael, this is not the quality we wanted for you. Mind sending us a DM with your name, email		
	address, phone number, and the store's exact street	https://twitter.com/pizzahut/st	
PIZZAHUT_93	address?	atus/1248681452608212992	2020.04.10
	Due to your location, would you mind reaching out to		
	our friends @PizzaHutUK and/or @pizzahutdeliver?	https://twitter.com/pizzahut/st	
PIZZAHUT_94	Thanks for your understanding.	atus/1248351909708066816	2020.04.09
	We might be able to help. Mind sending us a private	https://twitter.com/pizzahut/st	
PIZZAHUT_95	message?	atus/1247982627849523200	2020.04.08
DIZZALIJE 06		https://twitter.com/pizzahut/st	2020 04 00
PIZZAHUT_96		atus/1247917658210631680	2020.04.08
DIZZALIJT 07	Jessica, thanks for reaching out. Mind sending us a DM so we can look into this further?	https://twitter.com/pizzahut/st atus/1247623422269513729	2020.04.07
PIZZAHUT_97	Thanks for bringing this to our attention. Mind		2020.04.07
PIZZAHUT_98	sending us a DM so we can look into this?	https://twitter.com/pizzahut/st atus/1247596823650299905	2020.04.07
TIZZAITO1_76	We'd like to look into this. Would you mind sending	https://twitter.com/pizzahut/st	2020.04.07
PIZZAHUT_99	us a private message with some details?	atus/1247199892528750597	2020.04.06
112211101_>>	We don't take issues like this lightly. Would you mind	https://twitter.com/pizzahut/st	202010 1100
PIZZAHUT_100	sending us a private message so we can try to help?	atus/1246908104169512961	2020.04.06
	That's not the quality we wanted for you. Did you by	https://twitter.com/pizzahut/st	
PIZZAHUT_101	chance try reaching out to your store about this?	atus/1246647277529100288	2020.04.05
	Sorry to hear this. Due to your location, would you		
	mind reaching out to our friends	https://twitter.com/pizzahut/st	
PIZZAHUT_102	@PizzaHutUK? Thanks for your understanding.	atus/1246505150836920320	2020.04.04
	Thanks for contacting us. Please reach out to our		
	friends	harman //www.iata.an.an.an./ata.an.an.	
PIZZAHUT_103	@PizzaHutUK for further assistance. Thanks for your	https://twitter.com/pizzahut/st atus/1246555505494880257	2020.04.05
11ZZATU1_1U3	understanding. Hi, would you mind sharing this at	<u>atus/1240333303474880231</u>	2020.04.03
	http://pizzahut.com/contactus so our team can look	https://twitter.com/pizzahut/st	
PIZZAHUT_104	into this further?	atus/1246213822303498240	2020.04.04
- 122. 110 1_10 1			_0_0.01.01

PIZZAHUT 105 message so we can look into this for you? Mind sending us a private message with your contact info and store address so that we can look into this further? Mind sending us a private message with your contact info and store address so that we can look into this further? Happy to hear! If we can help with anything else please let us know. HI Jone 20 We'd recommend calling your local store whout this. Nope, not alone. Mind sending us a DM with more details about this? PIZZAHUT_110 Nope, not alone. Mind sending us a DM with more details about this? PIZZAHUT 111 We'd like to help. HI Sort, that's definitely not the experience we want for you. Would you mind sending us a private message with your contact info and the store's address so we can look into this? PIZZAHUT_115 You too! Thank you for reaching out. Would you mind sending us a private message with your contact info and the store's address so we can look into this? PIZZAHUT_115 You too! Thank you for reaching out. Would you mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_115 You too! Thank you for reaching out. Would you mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_116 Oh. no! Would you mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_117 Oh. no! Would you mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_117 Oh. no! Would you mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_119 Oh. no! Would you mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_120 Oh. no! Would you mind sending us a DM with the address of the store y		Oh, no! Would you mind sending us a private	https://twitter.com/pizzahut/st	
PIZZAHUT_105 Mind sending us a private message with your contact info and store address so that we can look into this further? Mind sending us a private message with your contact info and store address so that we can look into this further? Mind sending us a private message with your contact info and store address so that we can look into this further? Mind sending us a private message with a screenshot of what your information address of the store you of the store saddress so we can look into this? Mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_111 Mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_112 Mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_113 Mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_114 Mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_115 Mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_115 Mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_116 Mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_117 Mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_118 Mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_119 Mind sending us a private message with a screenshot of what you're seeing and the store's address of the store you wis	PIZZAHUT 105	message so we can look into this for you?		2020 04 03
PIZZAHUT_107 Mind sending us a private message with your contact info and store address so that we can look into this further? PIZZAHUT_107 Happy to hear! If we can help with anything else please let us know. Hi Lorenzo! We'd recommend calling your local store about this. PIZZAHUT_109 PIZZAHUT_110 Nope, not alone. Mind sending us a DM with more details about this? PIZZAHUT_111 Nope, not alone. Mind sending us a DM with more details about this? PIZZAHUT_112 We'd like to help. HI Scott, that's definitely not the experience we want for you. Would you mind sending us a private message with your contact info and the store's address so we can look into this? PIZZAHUT_111 You too! Thank you for reaching out. Would you mind sending us a private message with a screenshot of what you're sceing and the store's address so we can look into this? PIZZAHUT_116 Oh, no! Would you mind sending us a private message with a screenshot of what you're sceing and the store's address so we can look into this? PIZZAHUT_117 Oh, no! Would you mind sending us a private message with a screenshot of what you're sceing and the store's address so we can look into this? PIZZAHUT_116 PIZZAHUT_117 Oh, no! Would you mind sending us a private message with a screenshot of what you're sceing and the store's address so we can look into this? PIZZAHUT_118 PIZZAHUT_119 PIZZAHUT_119 I have the screen private message with a screenshot of what you're sceing and the store's address so we can look into this? PIZZAHUT_119 PIZZAHUT_119 PIZZAHUT_119 PIZZAHUT_119 PIZZAHUT_120 PIZZAHUT_121 PIZZAHUT_121 PIZZAHUT_121 PIZZAHUT_121 PIZZAHUT_121 PIZZAHUT_121 PIZZAHUT_121 PIZZAHUT_121 PIZZAHUT_122 PIZZAHUT_121 PIZZAHUT_123 PIZZAHUT_124 We're glad to hear this! Fijoy. PIZZAHUT_125 PIZZAHUT_125 PIZZAHUT_125 PIZZAHUT_126 PIZZAHUT_126 PIZZAHUT_127 PIZZAHUT_127 PIZZAHUT_127 PIZZAHUT_128 PIZZAHUT_129 PIZZAHUT_129 PIZZAHUT_129 PIZZAHUT_129 PIZZAHUT_129 PIZZAHUT_129 PIZZAHUT_129 PIZZAHUT_129 PIZZAHUT_129 PIZZ	1122/11101_103	message so we can rook into this for you.		2020.04.03
Mind sending us a private message with your contact into and store address so that we can look into this further? PIZZAHUT_107 Happy to hear! If we can help with anything else please let us know. Happy to hear! If we can help with anything else please let us know. Happy to hear! If we can help with anything else please let us know. Happy to hear! If we can help with anything else please let us know. Happy to hear! If we can help with anything else please let us know. Happy to hear! If we can help with anything else please let us know. Happy to hear! If we can help with anything else please let us know. Happy to hear! If we can help with anything else please let us know. Happy to hear! If we can help with anything else please let us know. Happy to hear! If we can help with anything else please let us know. Happy to hear! If we can help with anything else please let us know. Happy to hear! If we can help with anything else please let us know. Happy to hear! If we can help with anything else please let us know. Happy to hear! If we can help with anything else please let us know. Happy to hear! If we can help with anything else please let us know. Happy to hear! If we can help with anything else hipps.//twitter.com/pizzahut/st aux/124/3769/2775169/2288 2020.03.30 https://twitter.com/pizzahut/st aux/124/3769/275169/2288 2020.03.30 https://twitter.com/pizzahut/st aux/124/3769/275169/2288 2020.03.20 https://twitter.com/pizzahut/st aux/124/3769/275169/2288 2020.03.20 https://twitter.com/pizzahut/st aux/124/3769/275169/2288 2020.03.20 https://twitter.com/pizzahut/st aux/124/3265/3750/17985 2020.03.25 https://twitter.com/pizzahut/st aux/124/3265/3793/2550/3700/22598 https://twitter.com/pizzahut/st aux/124/3265/3793/2556/48 2020.03.26 https://twitter.com/pizzahut/st aux/124/3865/3790/37998 2020.03.26 https://twitter.com/pizzahut/st aux/124/315/31/209/0779/998 2020.03.26 https://twitter.com/pizzahut/st aux/124/315/31/209/0779/998 2020.03.26 https://twitter.com/pizzahut/st aux/124/315/31/209/0779/998 2020.03.22 https://t	DI77AHIIT 106			2020 04 03
PIZZAHUT_107 further? Happy to hear! If we can help with anything else please let us know. Hi Lorenzo! We'd recommend calling your local store about this. PIZZAHUT_109 Nope, not alone. □ 2020.04.01 Hii, Due to your location, would you mind reaching out to our friends @PizzaHutCanada? Thanks for your understanding. Mind sending us a DM with more details about this? PIZZAHUT_111 We'd like to help. Hii Suct, that's definitely not the experience we want for you. Would you mind sending us a private message with your contact info and the store's address so we can look into this? PIZZAHUT_115 You too! □ Thank you for reaching out. Would you mind sending us a private message with your contact info and the store's address so we can look into this? PIZZAHUT_116 You too! □ Thank you for reaching out. Would you mind sending us a private message with your contact info and the store's address so we can look into this? PIZZAHUT_116 You too! □ Thank you for reaching out. Would you mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_116 this? PIZZAHUT_117 □ Thank you for reaching out. Would you mind sending us a private message with our contact info and the store's address so we can look into this? PIZZAHUT_117 □ Thank you for reaching out. Would you mind sending us a private message with your contact info and the store's address so we can look into this? PIZZAHUT_117 □ Thank you for reaching out. Would you mind sending us a private message with your contact info and the store's address so we can look into this? PIZZAHUT_118 □ Thank you for reaching out. Would you mind sending us a private message so we can try to help? PIZZAHUT_119 □ This is definitely not the experience we wanted for you. Wind sending us a DM with the address of the store you visited? PIZZAHUT_120 □ This is definitely not the experience we wanted for you. Wind sending us a DM with more details about this? PIZZAHUT_121 □ This is definitely not the experience we	TIZZAITO I_100	•	<u>atus/1243630/3743/430046</u>	2020.04.03
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Happy to hear! If we can help with anything else please let us know. Hi Lorenze! We'd recommend calling your local store about this. PIZZAHUT_109 Nope, not alone. Hi Due to your location, would you mind reaching out to our friends. Pizzahut's atus/1245112269135986688 PIZZAHUT_111 Nope, not alone. We'd like to help. Hi Scott, that's definitely not the experience we want for you. Would you mind sending us a private message with your contact info and the store's address of the store you visited? PIZZAHUT_115 You tool Thank you for reaching out. Would you mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_117 PIZZAHUT_118 PIZZAHUT_119 Oh, no! Would you mind sending us a private message so we can the store you ordered from? PIZZAHUT_120 PIZZAHUT_121 We'l like to help. Thank you for reaching out. Would you mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_116 Oh, no! Would you mind sending us a private message so we can try to help? Hi Julie, mind sending us a DM with the address of the store you visited? PIZZAHUT_120 PIZZAHUT_121 We're glad to hear this! Enjoy. We're glad to hear this! Store's address so with us in a private message? We'd like to help with this. Thanks for reaching out, David. Mind sending us a phutps://twitter.com/pizzahut/st atus/124359234093556648 PIZZAHUT_124 We're glad to hear this! Enjoy. We're glad to hear this! Enjoy. We're glow to help? We're glad to hear this! Enjoy. We're glad to hear this! Store's address with us in a private message? We'd like to help with this. PIZZAHUT_125 We're glad to hear this! Store's address so want of the store you ordered from? PIZZAHUT_125 We're glad to hear this! Store's address with us in a private message? We'd like to help with this. Thanks for reaching out.	DIZZALILIT 107			2020 04 02
PIZZAHUT_109 please let us know. Hi Lorenzo! We'd recommend calling your local store is bit Lorenzo! We'd recommend calling your local store is bit Lorenzo! We'd recommend calling your local store is bit Lorenzo! We'd recommend calling your local store is bit Lorenzo! We'd like to help. Hi Lorenzo! We'd recommend calling your local store is bit Lorenzo! We'd like to help. Hi Lorenzo! We'd recommend calling your local store is bit Lorenzo! We'd like to help. Hi Doe to your location, would you mind reaching out to our friends of BrizzaHutCanada? Thanks for your understanding. Mind sending us a DM with more details about this? Hi Scort, that's definitely not the experience we want for you. Would you mind sending us a private message with your contact info and the store's address so we can look into this? PIZZAHUT_113	PIZZAHU1_10/			2020.04.02
HI Lorenzo! We'd recommend calling your local store about this. PIZZAHUT_109 about this. PIZZAHUT_110 Nope, not alone. ▶	DIGGALILIE 100			2020 02 21
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Hi, Due to your location, would you mind reaching out to our friends @PizzaHutCanada? Thanks for your understanding. Mind sending us a DM with more details about this? PIZZAHUT_112 We'd like to help. Hi Scott, that's definitely not the experience we want for you. Would you mind sending us a private message with your contact info and the store's address so we can look into this? PIZZAHUT_113 You too! Thank you for reaching out. Would you mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_116 PIZZAHUT_117 Oh, no! Would you mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_119 PIZZAHUT_119 Oh, no! Would you mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_119 Oh, no! Would you mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_119 Oh, no! Would you mind sending us a private message so we can try to help? Hi Jule, mind sending us a DM with the address of the store you visited? PIZZAHUT_120 PIZZAHUT_120 PIZZAHUT_121 PIZZAHUT_121 We're glad to hear this! Enjoy. Hi We're glad to hear this! Enjoy. We wanted to follow up. Was the store able to replace your pizza? PIZZAHUT_124 We're glad to hear this! Enjoy. We wanted to follow up. Was the store able to replace your pizza? PIZZAHUT_125 We wanted to follow up. Was the store able to replace your pizza? We wanted to follow up. Was the store able to replace your pizza? We wanted to follow up. Was the store able to replace your pizza? We wanted to follow up. Was the store able to replace your pizza? We wanted to follow up. Was the store able to replace your pizza? We wanted to follow up. Was the store able to replace your pizza? We wanted to follow up. Was the store able to replace your pizza? We wanted to follow		• •		
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Mind sending us a DM with more details about this? We'd like to help. Hi Scott, that's definitely not the experience we want for you. Would you mind sending us a private message with your contact info and the store's address a tuts/1244004295898357760 2020.03.28 PIZZAHUT_114 PIZZAHUT_115 You too! Thank you for reaching out. Would you mind sending us a private message with a screenshot of what you're sceing and the store's address so we can look into this? PIZZAHUT_116 PIZZAHUT_117 Oh, no! Would you mind sending us a private message with a screenshot of what you're sceing and the store's address so we can look into this? PIZZAHUT_117 Discreption of the store's address so we can look into this? PIZZAHUT_118 PIZZAHUT_119 Oh, no! Would you mind sending us a private message so we can try to help? Hi Julie, mind sending us a DM with the address of the store you visited? PIZZAHUT_119 PIZZAHUT_120 PIZZAHUT_120 This is definitely not the experience we wanted for you. Mind sending us a DM with more details about this? PIZZAHUT_121 Hi there, we'd really like to help. Mind sending us a DM with the address of the store you ordered from? PIZZAHUT_122 PIZZAHUT_123 We're glad to hear this! Enjoy. We wanted to follow up. Was the store able to replace your pizzah We're glad to hear this! Enjoy. We wanted to follow up. Was the store able to replace your pizzah We're glad to hear this! Snow and this store's address with us in a private message? We'd like to help with this. ### PIZZAHUT_126 We wanted to follow up. Was the store able to replace your pizzah We're glad to hear this! Snow and this store's address with us in a private message? We'd like to help with this. #### PIZZAHUT_126 We hate to hear this. Would you mind sending us a https://witter.com/pizzahut/st atus/124191097975003137 #### PIZZAHUT_126 PIZZAHUT_126 We hate to hear this. Would you mind sending us a https://witter.com/pizzahut/st atus/124191097975003137 #### PIZZAHUT_126 We're glad to hear this! Enjoy. We hate to hear this.				
HISZAHUT_113 We'd like to help. HI Scott, that's definitely not the experience we want for you. Would you mind sending us a private message with your contact info and the store's address so we can look into this? PIZZAHUT_113 PIZZAHUT_114	PIZZAHUT_111	your understanding.	atus/1244639152965996544	2020.03.30
Hi Scott, that's definitely not the experience we want for you. Would you mind sending us a private message with your contact info and the store's address so we can look into this? PIZZAHUT_114 PIZZAHUT_115 PIZZAHUT_115 PIZZAHUT_115 PIZZAHUT_116 PIZZAHUT_116 Day to this? Thank you for reaching out. Would you mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_117 Oh, no! Would you mind sending us a private message with a screenshot of what you're seeing and the store's address so we can look into this? PIZZAHUT_117 Oh, no! Would you mind sending us a private message so we can try to help? PIZZAHUT_118 PIZZAHUT_119 Oh, no! Would you mind sending us a DM with the address of the store you visited? HI Julie, mind sending us a DM with the address of the store you visited? This is definitely not the experience we wanted for you. Mind sending us a DM with more details about this? PIZZAHUT_120 This is definitely not the experience we wanted for you. Mind sending us a DM with more details about this? PIZZAHUT_121 PIZZAHUT_122 We're glad to hear this! Enjoy. We're glad to hear this! Enjoy. We wanted to follow up. Was the store able to replace your pizzahut/st apus/1241563899389169664 We're glad to hear this! Would you mind sending us a private message? We'd like to help with this. PIZZAHUT_126 We wanted to follow up. Was the store able to replace your pizzahut/st apus/1241563899389169692 We hate to hear this. Would you mind sending us a https://twitter.com/pizzahut/st apus/12415638993891696912 PIZZAHUT_126 We hate to hear this. Would you mind sending us a https://twitter.com/pizzahut/st apus/12415638993891696912 PIZZAHUT_126 This is definitely not the experience we wanted for you. Mind sending us a DM with more details about this? Hittps://twitter.com/pizzahut/st apus/1241563899389169664 Apus/1241563899389169664 Apus/1241563899389169664 Apus/1241563899389169664 Apus/1241563899389169664 Apus/1241563899389		Mind sending us a DM with more details about this?	https://twitter.com/pizzahut/st	
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	PIZZAHUT_126			2020.03.20
PIZZAHUT_12/ DM with your email address and phone number? <u>atus/1240743948018167829</u> 2020.03.19	DIGG ATTEM 10-			2020.05.15
	PIZZAHUT_127	DM with your email address and phone number?	atus/1240/43948018167829	2020.03.19

	Oh, no! Were you able to contact your local store	https://twitter.com/pizzahut/st	
PIZZAHUT_128	about your order?	atus/1240701310451585024	2020.03.19
PIZZAHUT_129	Hi there! Mind checking your DMs for us?	https://twitter.com/pizzahut/st atus/1240411541591085056	2020.03.19
PIZZAHUT 130	•	https://twitter.com/pizzahut/st atus/1240370281073364992	2020.03.18
1122/11101_130	Thanks for bringing this to our attention. Please reach	<u>attas/12+03/02010/330+//2</u>	2020.03.10
	out to the Hut Rewards Hotline at 1-844-244-2552	https://twitter.com/pizzahut/st	
PIZZAHUT_131	and they should be able to assist you with this.	atus/1239350422495612929	2020.03.16
112211101_131	This doesn't look right! Mind sending us a DM with	4445/123/3301221/3301272/	2020:03:10
	your full name, phone number, email address, and the	https://twitter.com/pizzahut/st	
PIZZAHUT 132	store's street address?	atus/1239580052829831168	2020.03.16
	Thanks for reaching out about this, Craig. Do you		
	mind trying to redeem your points through a web	https://twitter.com/pizzahut/st	
PIZZAHUT_133	browser to see if that works?	atus/1239335020088549377	2020.03.16
	This doesn't look right at all! Mind sending us a DM		
	with your phone number, email address, and the	https://twitter.com/pizzahut/st	
PIZZAHUT_134	store's street address?	atus/1239191169394806784	2020.03.15
		https://twitter.com/pizzahut/st	
PIZZAHUT_135	You're bringing back some memories! ©	atus/1238971193534722048	2020.03.15
	We don;t take issues like this lightly. Would you		
	please send us a private message so we can look into	https://twitter.com/pizzahut/st	
PIZZAHUT 136	this?	atus/1238529462855020544	2020.03.13
	Oh, no! Would you mind letting our friends	https://twitter.com/pizzahut/st	
PIZZAHUT_137	@pizzahutuk or @pizzahutdeliver know about this?	atus/1238492126440128513	2020.03.13
	Hi there. Mind sending us a DM so that we can look	https://twitter.com/pizzahut/st	
PIZZAHUT 138	into this?	atus/1238219048548044800	2020.03.12
		https://twitter.com/pizzahut/st	
PIZZAHUT 139	Thank you!	atus/1238160228224356352	2020.03.12
	This isn't what we want to hear. Were you able to	https://twitter.com/pizzahut/st	
PIZZAHUT_140	contact your local store about this?	atus/1237880292125208576	2020.03.12
		https://twitter.com/pizzahut/st	
PIZZAHUT_141	Can't be true.	atus/1237850495563132933	2020.03.11
		https://twitter.com/pizzahut/st	
PIZZAHUT_142	Have a great night!	atus/1237510192511586304	2020.03.11
		https://twitter.com/pizzahut/st	
PIZZAHUT_143		atus/1237488167302774784	2020.03.10
	This isn't what we want to hear. Would you mind	https://twitter.com/pizzahut/st	
PIZZAHUT_144	sending us a private message so we can try to help?	atus/1237115585718190080	2020.03.09
		https://twitter.com/pizzahut/st	
PIZZAHUT_145	│ <mark>क़</mark>	atus/1237123342567493633	2020.03.09
	We hate to see this, Hannah! Would you mind sharing		
	your contact information and this store's address with	https://twitter.com/pizzahut/st	
PIZZAHUT_146	us in a private message? We'd like to help with this.	atus/1236795806557933568	2020.03.09
	Thanks for contacting us! Please reach out to our		
	friends @PizzaHutUK for further assistance. Thanks	https://twitter.com/pizzahut/st	1
PIZZAHUT_147	for your understanding.	atus/1236376071718580224	2020.03.07
		https://twitter.com/pizzahut/st	
PIZZAHUT_148	Our mind is blown.	atus/1236410840493907968	2020.03.07
		https://twitter.com/pizzahut/st	
PIZZAHUT_149	We're just givin' the people what they need!	atus/1236067287167205376	2020.03.07
		https://twitter.com/pizzahut/st	
PIZZAHUT_150	Nope, breadsticks + Cinnamon Sticks. 😯	atus/1236048451768479744	2020.03.06

Appendix 2. The most frequent words in the WENDYS subcorpus, their semantic frame types, frequency and range in the subcorpus.

Word	Semantic frame type	Frequency	Range
dm	CONTACTING	47	47
please	REQUEST	39	38
make	CAUSE_CHANGE	32	31
location	LOCALE/LOCALE_BY_USE	31	31
phone	CONTACTING	26	26
thanks	JUDGMENT_DIRECT_ADDRESS	25	25
right	CORRECTNESS / TIME_VECTOR	23	20
address	LOCALE / CONTACTING	21	17
number	CONTACTING	20	20
restaurant	LOCALE_BY_USE	17	17
hear	PERCEPTION_EXPERIENCE	14	14
info	INFORMATION	14	14
look	SCRUTINY / ARTISTIC_STYLE	11	11
contact	CONTACTING	10	10
disappointed	EMOTION_DIRECTED	9	9
expect	EXPECTATION	9	9
name	BEING_NAMED	8	8
sorry	CONTRITION	8	8
visited	VISITING	8	8
visit	VISITING	7	7
email	CONTACTING	6	5
love	EXPERIENCER_FOCUSED_EMOTION	6	6
service	PUBLIC_SERVICES	6	6
full	COMPLETENESS	5	5
further	INCREMENT	5	5
okay	DESIRABILITY	5	5
send	CONTACTING	5	5
team	TEAM	5	4
things	ENTITY	5	5

Appendix 3. The most frequent words in the BKING subcorpus, their semantic frame types, frequency and range in the subcorpus.

Word	Semantic frame type	Frequency	Range
dm	CONTACTING	99	99
email	CONTACTING	79	79
contact	CONTACTING	71	70
phone	CONTACTING	71	71
info	INFORMATION	68	66
look	PERCEPTION_ACTIVE	68	68
time	LOCATION_IN_TIME	58	57
date	LOCATION_IN_TIME	51	51
location	LOCALE / LOCALE_BY_USE	51	50
full	COMPLETENESS	50	50
name	BEING_NAMED	50	50
plz	REQUEST	48	46
address	CONTACTING / LOCALE	45	40
visit	VISITING	45	45
like	DESIRING	43	42
sorry	CONTRITION	33	33
hear	PERCEPTION_EXPERIENCE	32	32
please	REQUEST	22	18
thx	JUDGMENT_DIRECT_ADDRESS	22	22
details	INFORMATION	20	19
further	INCREMENT	20	20
more	INCREMENT	19	17
reaching	CONTACTING	19	19
restaurant	LOCALE_BY_USE	18	18
арр	SOFTWARE	17	16
experience	PERCEPTION_EXPERIENCE	17	16
attention	ATTENTION	15	15
bringing	CAUSE_TO_PERCEIVE	15	15

thanks	JUDGMENT_DIRECT_ADDRESS	15	15
bk	TEAM	14	9
happened	EVENT	14	14
send	CONTACTING	12	12
associated	MEMBERSHIP	11	11
order	REQUEST_ENTITY	11	10
recent	RELATIVE_TIME	10	10
appreciate	JUDGMENT	8	8
check	SCRUTINY	8	8
include	CAUSE_TO_BE_INCLUDED	8	8
account	RECORDS	7	7
best	USEFULNESS	7	7
information	INFORMATION	7	7
offline	NETWORK	7	7
ordered	REQUEST_ENTITY	7	7
thank	JUDGMENT_DIRECT_ADDRESS	7	7
visited	VISITING	7	7
feedback	ASSESSING	6	6
number	CONTACTING	6	5
way	MANNER	6	6
assist	ASSISTANCE	5	5
customer	COMMERCE_BUY	5	5
gravity	IMPORTANCE	5	5
improve	IMPROVEMENT_OR_DECLINE	5	5
linked	BEING_ATTACHED	5	5
mind	COMPLIANCE	5	5
mobile	CONTACTING	5	5
situation	INSTANCE	5	5
store	LOCALE_BY_USE	5	5

Appendix 4. The most frequent words in the STARBUCKS subcorpus, their semantic frame types, frequency and range in the subcorpus.

Word	Semantic frame type	Frequency	Range
store	LOCALE_BY_USE	17	11
birthday	COMMEMORATIVE	12	8
sip	INGESTION	12	11
happy	EMOTION_DIRECTED	11	11
starbucks	TEAM	11	10
local	GRADABLE_PROXIMITY	10	7
new	AGE	10	9
recommend	ATTEMPT_SUASION	9	9
stores	LOCALE_BY_USE	9	8
community	AGGREGATE	8	8
delicious	CHEMICAL_SENSE_DESCRIPTION	8	8
favorite	PREFERENCE	8	8
open	ACTIVITY_START	8	8
арр	SOFTWARE	7	7
day	TIMESPAN	7	7
enjoy	EMOTIONS_OF_MENTAL_ACTIVITY	6	6
first	FIRST_EXPERIENCE	6	6
forward	DIRECTION	6	6
friend	PERSONAL_RELATIONSHIP	6	6
location	LOCALE_BY_USE	6	6
looking	SCRUTINY / DIRECTION	6	6
love	EXPERIENCER_FOCUSED_EMOTION	6	6
make	COOKING_CREATION / CREATING CAUSE_CHANGE	6	6
miss	DESIRING	6	6
more	INCREMENT	6	6
reward	REWARDS_AND_PUNSIHMENTS	6	6
safe	BEING_AT_RISK	6	6
stay	STATE_CONTINUE	6	6

arrive	ARRIVING	5	5
celebrate	COMMEMORATIVE	5	5
check	SCRUTINY	5	5
coffee	FOOD	5	4
company	TEAM	5	5
different	SIMILARITY	5	5
drive-thru	LOCALE_BY_USE	5	5
favorites	PREFERENCE	5	5
iced	TEMPERATURE	5	5
joy	FEELING	5	5
near	GRADABLE_PROXIMITY	5	5
now	TEMPORAL_COLLOCATION	5	5
soon	TIME_VECTOR	5	5
staff	TEAM	5	5
time	LOCATION_IN_TIME	5	5
wait	WAITING	5	5

Appendix 5. The most frequent words in the CHIPOTLE subcorpus, their semantic frame types, frequency and range in the subcorpus.

Word	Semantic frame type	Frequency	Range
contact	CONTACTING	100	76
chipotle	TEAM	75	75
report	REPORTING	74	74
experience	PERCEPTION_EXPERIENCE	73	73
alex	TEAM	49	49
please	REQUEST	43	43
ty	TEAM	35	35
team	TEAM	31	31
touch	COMMUNICATION	31	31
sorry	CONTRITION	30	30
customer	COMMERCE_BUY	28	28
help	ASSISTANCE	28	28

care	RESPONSIBILITY	26	26
directly	CANDIDNESS	26	26
kell	TEAM	23	23
member	TEAM	23	23
mads	TEAM	22	22
dm	CONTACTING	21	21
more	INCREMENT	20	20
let	TELLING	16	16
know	AWARENESS	15	15
like	DESIRING	14	14
message	CONTACTING	14	14
location	LOCALE_BY_USE	13	13
send	CONTACTING	13	13
shaq	TEAM	13	13
follow	СОТНЕМЕ	12	12
speak	CHATTING	10	10
details	INFORMATION	9	9
share	COMMUNICATION	9	9
hear	PERCEPTION_EXPERIENCE	8	8
always	FREQUENCY	7	6
concerning	STIMULUS_FOCUS	7	7
love	EXPERIENCER_FOCUSED_EMOTION	7	7
ordered	REQUEST_ENTITY	7	7
assist	ASSISTANCE	6	6
couple	CARDINAL_NUMBERS	5	5
email	CONTACTING	5	5
happened	EVENT	5	5
soon	TIME_VECTOR	5	5

Appendix 6. The most frequent words in the PIZZAHUT subcorpus, their semantic frame types, frequency and range in the subcorpus.

Semantic frame type	Frequency	Range
PERCEPTION_EXPERIENCE COMPLIANCE	72	72
CONTACTING	54	54
CONTACTING/LOCALE	39	27
LOCALE_BY_USE	36	36
CONTACTING	32	32
JUDGMENT_DIRECT_ADDRESS	28	24
CONTACTING	27	27
SECRECY_STATUS	27	27
ASSISTANCE	25	25
SCRUTINY	24	23
DESIRING	20	20
INFORMATION	17	17
INCREMENT	15	15
CONTACTING	15	15
CONTACTING	14	14
CONTACTING	13	13
CONTACTING	13	13
CONTACTING	13	13
CAUSE_TO_PERCEIVE	12	12
LOCALE	12	12
ATTENTION	11	11
PERSONAL_RELATIONSHIP	11	11
CONTACTING	10	10
FOOD	10	9
REQUEST	10	10
ACCURACY	9	9
INCREMENT	9	9
PERCEPTION_EXPERIENCE	9	9
	PERCEPTION_EXPERIENCE COMPLIANCE CONTACTING CONTACTING/LOCALE LOCALE_BY_USE CONTACTING JUDGMENT_DIRECT_ADDRESS CONTACTING SECRECY_STATUS ASSISTANCE SCRUTINY DESIRING INFORMATION INCREMENT CONTACTING PERSONAL_RELATIONSHIP CONTACTING FOOD REQUEST ACCURACY INCREMENT	PERCEPTION_EXPERIENCE 72 COMPLIANCE 54 CONTACTING 54 CONTACTING/LOCALE 39 LOCALE_BY_USE 36 CONTACTING 32 JUDGMENT_DIRECT_ADDRESS 28 CONTACTING 27 SECRECY_STATUS 27 ASSISTANCE 25 SCRUTINY 24 DESIRING 20 INFORMATION 17 INCREMENT 15 CONTACTING 15 CONTACTING 13 CONTACTING 13 CONTACTING 13 CONTACTING 13 CAUSE_TO_PERCEIVE 12 LOCALE 12 ATTENTION 11 PERSONAL_RELATIONSHIP 11 CONTACTING 10 REQUEST 10 ACCURACY 9 INCREMENT 9

some	PROPORTIONAL_QUANTITY	9	9
understanding	AWARENESS	9	9
able	CAPABILITY	8	8
wanted	DESIRING	8	8
experience	PERCEPTION_EXPERIENCE	7	7
info	INFORMATION	7	7
reach	CONTACTING	7	7
definitely	DEGREE	6	6
sharing	COMMUNICATION	6	6
sorry	CONTRITION	6	6
thank	JUDGMENT_DIRECT_ADDRESS	6	6
try	ATTEMPT	6	6
assistance	ASSISTANCE	5	5
contacting	CONTACTING	5	5
hut	TEAM	5	4
location	LOCALE	5	5
order	REQUEST_ENTITY	5	5
right	CORRECTNESS	5	5

Appendix 7. 5-word lexical bundles (min. frequency 5, min. range 5) belonging to the CONTACTING frame in the WENDYS subcorpus (in a random order).

Lexical bundle	Frequency	Range
dm us the restaurant location	14	14
dm us the address of	7	7
dm us with info on	6	6
dm us the full address	5	5
phone # so we can make	10	10
phone number so we can	8	8
number and we ll make	6	6
number so we can make	5	5

Appendix 8. 5-word lexical bundles (min. frequency 5, min. range 5) belonging to the CONTACTING frame in the BKING subcorpus (in a random order).

Lexical bundle	Frequency	Range
dm us your contact info	23	23
dm us with your contact	6	6
contact info full name phone	25	25
contact info full name email	14	14
contact info phone and email	9	9
send us a dm with	5	5

Appendix 9. 5-word lexical bundles (min. frequency 5, min. range 5) belonging to the CONTACTING frame in the CHIPOTLE subcorpus (in a random order).

Lexical bundle	Frequency	Range
dm us the location you	5	5
send us a message here	6	6

Appendix 10. 5-word lexical bundles (min. frequency 5, min. range 5) belonging to the CONTACTING frame in the PIZZAHUT subcorpus (in a random order).

Lexical bundle	Frequency	Range
sending us a dm with	29	29
sending us a private message	22	22
address phone number and the	10	10
address so we can look	6	6
dm with more details about	10	10
dm with your name email	9	9
message with your contact info	6	6
message so we can look	5	5
reaching out to our friends	6	6
email address phone number and	10	10
phone number and the store	10	10

Appendix 11. Multimodal signs and their frequency in the WENDYS subcorpus (in a random order).

Multimodal sign	Frequency
phone #	12
©	4
:)	1
#XGAMES	1

Appendix 12. Multimodal signs and their frequency in the BKING subcorpus (in a random order).

	_
Multimodal sign	Frequency
©	2
.	1
	2
	1
•	1
phone #	67
https://company.bk.com/international.	2
http://imgur.com/a/mZR58c7	1
C_\ \\("5") / ^\ / / \\ / / get it ((、 /、\ / \ / \ / \ / \	
	1
order #	1

Appendix 13. Multimodal signs and their frequency in the STARBUCKSsubcorpus (in a random order).

Multimodal sign	Frequency
•	32
	1
&	2
•	3
6	9
•	3
©	1
©	1
©	5
8	1
€	1
G	3
2	1
8	1
Q	1
~	1
€	1
<u>&</u>	1
lacktriangledown	1
<u> </u>	1
	1
http://sbux.co/learn	1
https://t.co/TZ87aiMINQ	1
https://t.co/RWP88MOTyf	1
https://t.co/RB89jAyMzy	1
https://t.co/3r53zArgb3	1

See you soon.	1
https://t.co/RWP88MOTyf	1
https://t.co/3r53zArgb3	1
bit.ly/2yyxZL4	1
https://t.co/Rb8bj516NL	1
https://t.co/09r3RiLPWh	1
https://t.co/RWP88MOTyf	1

Appendix 14. Multimodal signs and their frequency in the WENDYS subcorpus (in a random order).

Multimodal sign	Frequency
•	3
	1
8	1
€	1
9	1
6	3
	3
http://chipotle.com/contact-us#report-an-experience	55
https://chipotle.ca/contact-us	1
:)	2

Appendix 15. Multimodal signs and their frequency in the WENDYS subcorpus (in a random order).

Multimodal sign	Frequency
▶	11
6	5
•	9
	1
&	2
	4

	3
n	7
©	2
⊙	1
©	5
⊚	3
•	1
	2
△	1
	3
©	1
	2
♥	1
	1
€	1
@PizzaHutCanada	2
http://blog.pizzahut.com/live-blog-pizza-hut-community-health-safety/.	1
@PizzaHutUK	9
@pizzahutdeliver	4
#NationalPizzaPartyDay!	1
http://pizzahut.com/deals	2