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**Fast Food Chains on Twitter: The Formation of Corporate Identity  
through Frames and Multimodality**

Thesis submitted in partial fulfilment of requirements for the degree of MA in English Studies

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2022

## **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" (Petrucci 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.” (Torring, 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)identity 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 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_STYLE / PERCEPTION_ACTIVE	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 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** [**us**COMMUNICATOR] [**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 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** [**usCOMMUNICATOR**] [**[yourADDRESSEE] contact info**TOPIC] (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 DMADDRESS**] **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** [**usCOMMUNICATOR**] [**the locationPLACE**] [**youADDRESSEE**] 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** [**usCOMMUNICATOR**] [**a messageCOMMUNICATION**] [**hereMEDIUM**]:<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 + COMMUNICATION + 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 messageADDRESS]** 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 numberTOPIC**], **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 [DMADDRESS] with [more details aboutTOPIC] 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 [messageADDRESS] 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 number**TOPIC], **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 there**INTERJECTION] 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) [[Hi**INTERJECTION**] **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) [[hi**INTERJECTION**] [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)

(25) 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) 🍔 (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: 🍔 for Burger King, ☕ for Starbucks 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 (❤️, 🌿, 🧡, 📍, 🖤, 😊) and different facial expressions (😊, 😊, 😊, 😊).

- (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 🎉, 🎂 or 📍, 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:



(44) STARBUCKS\_14



(45) BKING\_134

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.

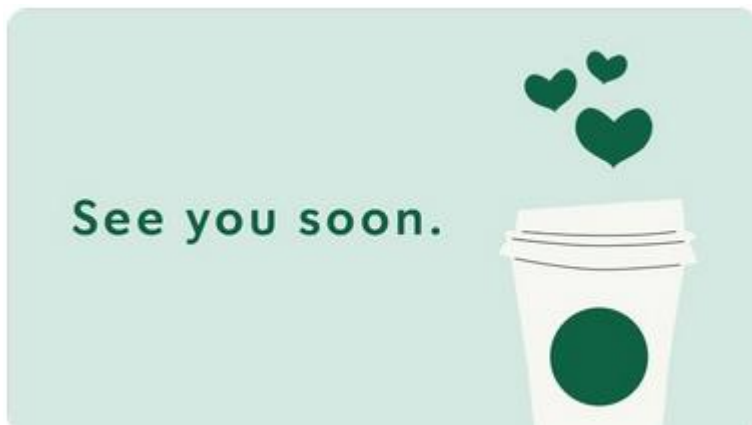
#### **4.2.4.2. Other modes**

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 ☕ 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 paveikslukai, 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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- Pizza Hut [@pizzahut]. (n.d.) *Tweets*. Accessed from <https://twitter.com/pizzahut> Accessed in January 2021.
- Starbucks [@Starbucks]. (n.d.) *Tweets*. Accessed from <https://twitter.com/Starbucks> Accessed in January 2021.
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## Appendices

### Appendix 1. Corpus of the present study.

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

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

WENDYS_45	no clue	<a href="https://twitter.com/Wendys/status/1255957102390059009">https://twitter.com/Wendys/status/1255957102390059009</a>	2020.04.30
WENDYS_46	That's not okay! Please DM us the restaurant location and your phone # so we can look into this. Thanks!	<a href="https://twitter.com/Wendys/status/1256668519015612416">https://twitter.com/Wendys/status/1256668519015612416</a>	2020.05.02
WENDYS_47	or maybe just busy	<a href="https://twitter.com/Wendys/status/1255563064654606339">https://twitter.com/Wendys/status/1255563064654606339</a>	2020.04.29
WENDYS_48	Great point	<a href="https://twitter.com/Wendys/status/1255517983415455745">https://twitter.com/Wendys/status/1255517983415455745</a>	2020.04.29
WENDYS_49	chicken is what we're serving	<a href="https://twitter.com/Wendys/status/1255232412138823683">https://twitter.com/Wendys/status/1255232412138823683</a>	2020.04.28
WENDYS_50	solid	<a href="https://twitter.com/Wendys/status/1255228943487111169">https://twitter.com/Wendys/status/1255228943487111169</a>	2020.04.28
WENDYS_51	why would you do that to yourself	<a href="https://twitter.com/Wendys/status/1254786165850296325">https://twitter.com/Wendys/status/1254786165850296325</a>	2020.04.27
WENDYS_52	no	<a href="https://twitter.com/Wendys/status/1254796122792607744">https://twitter.com/Wendys/status/1254796122792607744</a>	2020.04.27
WENDYS_53	You aren't blocked	<a href="https://twitter.com/Wendys/status/1254135193700577281">https://twitter.com/Wendys/status/1254135193700577281</a>	2020.04.25
WENDYS_54	And the food rules	<a href="https://twitter.com/Wendys/status/1253343661879963649">https://twitter.com/Wendys/status/1253343661879963649</a>	2020.04.23
WENDYS_55	no prob 😊	<a href="https://twitter.com/Wendys/status/1253356527760662530">https://twitter.com/Wendys/status/1253356527760662530</a>	2020.04.23
WENDYS_56	it's for either	<a href="https://twitter.com/Wendys/status/1252671205489983489">https://twitter.com/Wendys/status/1252671205489983489</a>	2020.04.21
WENDYS_57	Oh no! Please DM us the restaurant location and your phone # so we can make this right. Thanks!	<a href="https://twitter.com/Wendys/status/1252690803484483586">https://twitter.com/Wendys/status/1252690803484483586</a>	2020.04.21
WENDYS_58	same	<a href="https://twitter.com/Wendys/status/1252378314456489987">https://twitter.com/Wendys/status/1252378314456489987</a>	2020.04.21
WENDYS_59	it still exists and is very easy to find	<a href="https://twitter.com/Wendys/status/1251223896105332739">https://twitter.com/Wendys/status/1251223896105332739</a>	2020.04.17
WENDYS_60	That doesn't look right! Please DM us the restaurant location and your phone # so we can make this right. Thanks!	<a href="https://twitter.com/Wendys/status/1251919869077082112">https://twitter.com/Wendys/status/1251919869077082112</a>	2020.04.19
WENDYS_61	Sunshine is a really good Mario soundtrack for sure	<a href="https://twitter.com/Wendys/status/1250897253251850243">https://twitter.com/Wendys/status/1250897253251850243</a>	2020.04.17
WENDYS_62	This was in the almost put that in there pile	<a href="https://twitter.com/Wendys/status/1250896485677481985">https://twitter.com/Wendys/status/1250896485677481985</a>	2020.04.17
WENDYS_63	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.	<a href="https://twitter.com/Wendys/status/1250493058556350464">https://twitter.com/Wendys/status/1250493058556350464</a>	2020.04.15
WENDYS_64	Heck yes!	<a href="https://twitter.com/Wendys/status/1250091224859541505">https://twitter.com/Wendys/status/1250091224859541505</a>	2020.04.14
WENDYS_65	ooh, good one	<a href="https://twitter.com/Wendys/status/1250066050688995328">https://twitter.com/Wendys/status/1250066050688995328</a>	2020.04.14
WENDYS_66	interesting	<a href="https://twitter.com/Wendys/status/1249758288960520203">https://twitter.com/Wendys/status/1249758288960520203</a>	2020.04.13
WENDYS_67	don't even know	<a href="https://twitter.com/Wendys/status/1249773527709999111">https://twitter.com/Wendys/status/1249773527709999111</a>	2020.04.13
WENDYS_68	same	<a href="https://twitter.com/Wendys/status/1248717168096804864">https://twitter.com/Wendys/status/1248717168096804864</a>	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!	<a href="https://twitter.com/Wendys/status/1249370647479844865">https://twitter.com/Wendys/status/1249370647479844865</a>	2020.04.12
WENDYS_70	This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and we'll make it up to you.	<a href="https://twitter.com/Wendys/status/1248313493406855168">https://twitter.com/Wendys/status/1248313493406855168</a>	2020.04.09



WENDYS_96	We're disappointed to hear this! Please DM us the restaurant location and your phone number so we can make this right.	<a href="https://twitter.com/Wendys/status/1239575187823230979">https://twitter.com/Wendys/status/1239575187823230979</a>	2020.03.16
WENDYS_97	Oh no! Please DM us the restaurant location along with your name and phone # so we can make this right. Thanks!	<a href="https://twitter.com/Wendys/status/1239156102446669826">https://twitter.com/Wendys/status/1239156102446669826</a>	2020.03.15
WENDYS_98	thanks, friend	<a href="https://twitter.com/Wendys/status/1238493731562696706">https://twitter.com/Wendys/status/1238493731562696706</a>	2020.03.13
WENDYS_99	not an intern	<a href="https://twitter.com/Wendys/status/1237776591343816704">https://twitter.com/Wendys/status/1237776591343816704</a>	2020.03.11
WENDYS_100	thanks	<a href="https://twitter.com/Wendys/status/1237776465413931014">https://twitter.com/Wendys/status/1237776465413931014</a>	2020.03.11
WENDYS_101	We're disappointed to hear this. Can you DM us the address of your visit and your contact info? We'd love to make things up to you.	<a href="https://twitter.com/Wendys/status/1237086740172677125">https://twitter.com/Wendys/status/1237086740172677125</a>	2020.03.09
WENDYS_102	Oh no! Please DM us with info on this location, along with your number, and we'll make it up to you.	<a href="https://twitter.com/Wendys/status/1237070687942123523">https://twitter.com/Wendys/status/1237070687942123523</a>	2020.03.09
WENDYS_103	That's not okay. Please DM us the full address of your visit, along with your e-mail address or phone number so we can have someone reach out to address this.	<a href="https://twitter.com/Wendys/status/1236339262569828355">https://twitter.com/Wendys/status/1236339262569828355</a>	2020.03.07
WENDYS_104	That is wonderful to hear! We'll make sure that this team member is recognized for their fantastic service. Thank you so much for your feedback.	<a href="https://twitter.com/Wendys/status/1236053989608886274">https://twitter.com/Wendys/status/1236053989608886274</a>	2020.03.07
WENDYS_105	This isn't the quality we expect. Can you DM us the full address of the location you visited, along with your name and phone number so we can have someone follow up with you?	<a href="https://twitter.com/Wendys/status/1236022372416794624">https://twitter.com/Wendys/status/1236022372416794624</a>	2020.03.06
WENDYS_106	We're disappointed to hear that! Please DM us the restaurant location and your phone # so we can make this right. Thanks!	<a href="https://twitter.com/Wendys/status/1235348315702734853">https://twitter.com/Wendys/status/1235348315702734853</a>	2020.03.05
WENDYS_107	That's too long to wait! Can you DM us the address of the restaurant you visited and your phone number so we can make this up to you?	<a href="https://twitter.com/Wendys/status/1234953410396463106">https://twitter.com/Wendys/status/1234953410396463106</a>	2020.03.03
WENDYS_108	Gee, wonder why the cowards tried that one. lol	<a href="https://twitter.com/Wendys/status/1234548877728133121">https://twitter.com/Wendys/status/1234548877728133121</a>	2020.03.02
WENDYS_109	This isn't the quality we'd expect. Please DM us with info on this location, along with your number, and we'll make it up to you.	<a href="https://twitter.com/Wendys/status/1234584589844254720">https://twitter.com/Wendys/status/1234584589844254720</a>	2020.03.02
WENDYS_110	Dope	<a href="https://twitter.com/Wendys/status/1234147806874652672">https://twitter.com/Wendys/status/1234147806874652672</a>	2020.03.01
WENDYS_111	We take things like this very seriously. Can you please DM us the full address of the location you visited, along with your name and phone number so we can have someone follow up with you? Thanks!	<a href="https://twitter.com/Wendys/status/1234181472782897153">https://twitter.com/Wendys/status/1234181472782897153</a>	2020.03.01
WENDYS_112	no bamboozle	<a href="https://twitter.com/Wendys/status/1232408670836809728">https://twitter.com/Wendys/status/1232408670836809728</a>	2020.02.25
WENDYS_113	We'll have a Maple Bacon Chicken on our new breakfast menu	<a href="https://twitter.com/Wendys/status/1232061750066995206">https://twitter.com/Wendys/status/1232061750066995206</a>	2020.02.24
WENDYS_114	Admiring that forward planning	<a href="https://twitter.com/Wendys/status/1231994519685562371">https://twitter.com/Wendys/status/1231994519685562371</a>	2020.02.24
WENDYS_115	We're sorry you left disappointed! Can you DM us the address of your visit and your phone number? We'd love to make things up to you.	<a href="https://twitter.com/Wendys/status/1231042154744680449">https://twitter.com/Wendys/status/1231042154744680449</a>	2020.02.22
WENDYS_116	YES!	<a href="https://twitter.com/Wendys/status/1230904448391819266">https://twitter.com/Wendys/status/1230904448391819266</a>	2020.02.21


WENDYS_117	for the giggles mostly	<a href="https://twitter.com/Wendys/status/1230529459314397185">https://twitter.com/Wendys/status/1230529459314397185</a>	2020.02.20
WENDYS_118	Thanks for that Zero Ultra this morning	<a href="https://twitter.com/Wendys/status/1230196399297433600">https://twitter.com/Wendys/status/1230196399297433600</a>	2020.02.19
WENDYS_119	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 restaurant? If so, please DM us your phone number/email!	<a href="https://twitter.com/Wendys/status/1230244383703871489">https://twitter.com/Wendys/status/1230244383703871489</a>	2020.02.19
WENDYS_120	Ouch. Good one. Absolutely rekt. Not sure we'll ever recover.	<a href="https://twitter.com/Wendys/status/1229896115576803329">https://twitter.com/Wendys/status/1229896115576803329</a>	2020.02.19
WENDYS_121	sometimes	<a href="https://twitter.com/Wendys/status/1229811163422248960">https://twitter.com/Wendys/status/1229811163422248960</a>	2020.02.18
WENDYS_122	This isn't the service we expect. Please DM us with the location and your contact info so we can look into this further.	<a href="https://twitter.com/Wendys/status/1229533655015575553">https://twitter.com/Wendys/status/1229533655015575553</a>	2020.02.18
WENDYS_123	Oh wow. Seems we've got you a bit hot under the collar 😊	<a href="https://twitter.com/Wendys/status/1228413231510753280">https://twitter.com/Wendys/status/1228413231510753280</a>	2020.02.14
WENDYS_124	Hi there! Can you please DM us the address of the store you work, along with your first and last name, phone number and email address so we can send a report to human resources? Thanks!	<a href="https://twitter.com/Wendys/status/1228438276786311168">https://twitter.com/Wendys/status/1228438276786311168</a>	2020.02.14
WENDYS_125	We sell singles, doubles, and triples	<a href="https://twitter.com/Wendys/status/1228059202763055107">https://twitter.com/Wendys/status/1228059202763055107</a>	2020.02.13
WENDYS_126	a ride to Wendy's	<a href="https://twitter.com/Wendys/status/1227977715103543297">https://twitter.com/Wendys/status/1227977715103543297</a>	2020.02.13
WENDYS_127	nailed it	<a href="https://twitter.com/Wendys/status/1227613184707768320">https://twitter.com/Wendys/status/1227613184707768320</a>	2020.02.12
WENDYS_128	no	<a href="https://twitter.com/Wendys/status/1227618144526708736">https://twitter.com/Wendys/status/1227618144526708736</a>	2020.02.12
WENDYS_129	Come through	<a href="https://twitter.com/Wendys/status/1227353941404463106">https://twitter.com/Wendys/status/1227353941404463106</a>	2020.02.12
WENDYS_130	Wendy's	<a href="https://twitter.com/Wendys/status/1226960104781754371">https://twitter.com/Wendys/status/1226960104781754371</a>	2020.02.10
WENDYS_131	Less than a month now	<a href="https://twitter.com/Wendys/status/1226959184421367810">https://twitter.com/Wendys/status/1226959184421367810</a>	2020.02.10
WENDYS_132	believable	<a href="https://twitter.com/Wendys/status/1225869552820609024">https://twitter.com/Wendys/status/1225869552820609024</a>	2020.02.07
WENDYS_133	Oh no! Can you please DM us the address of the location you visited, along with your phone number so we can make this right? Thanks!	<a href="https://twitter.com/Wendys/status/1226581833774747648">https://twitter.com/Wendys/status/1226581833774747648</a>	2020.02.09
WENDYS_134	That doesn't look right! Please DM us the restaurant location and your phone # so we can make this right. Thanks!	<a href="https://twitter.com/Wendys/status/1225528812642934784">https://twitter.com/Wendys/status/1225528812642934784</a>	2020.02.06
WENDYS_135	we just want the smoke	<a href="https://twitter.com/Wendys/status/1225158428353536000">https://twitter.com/Wendys/status/1225158428353536000</a>	2020.02.05
WENDYS_136	believe it	<a href="https://twitter.com/Wendys/status/1225161853149466624">https://twitter.com/Wendys/status/1225161853149466624</a>	2020.02.05
WENDYS_137	Ahem. Feast of Legends 😊	<a href="https://twitter.com/Wendys/status/1224804688987553793">https://twitter.com/Wendys/status/1224804688987553793</a>	2020.02.04
WENDYS_138	we'd watch that video	<a href="https://twitter.com/Wendys/status/1224837060927860736">https://twitter.com/Wendys/status/1224837060927860736</a>	2020.02.05
WENDYS_139	Everybody better get ready	<a href="https://twitter.com/Wendys/status/1224451468066844672">https://twitter.com/Wendys/status/1224451468066844672</a>	2020.02.03

WENDYS_140	please don't lower our property value	<a href="https://twitter.com/Wendys/status/1224385427869773826">https://twitter.com/Wendys/status/1224385427869773826</a>	2020.02.03
WENDYS_141	That is wonderful to hear! Can you DM us with the address of the restaurant you visited? We'd love to share your compliments with their management team.	<a href="https://twitter.com/Wendys/status/1223690335165059072">https://twitter.com/Wendys/status/1223690335165059072</a>	2020.02.01
WENDYS_142	Dang. They called you Weedle like you were a Pokemon. That really sucks Window. We'll get it right next time.	<a href="https://twitter.com/Wendys/status/1223323536808448005">https://twitter.com/Wendys/status/1223323536808448005</a>	2020.01.31
WENDYS_143	We're sorry you left disappointed! Can you DM us your phone number? We'd love to make things up to you.	<a href="https://twitter.com/Wendys/status/1223297779537268737">https://twitter.com/Wendys/status/1223297779537268737</a>	2020.01.31
WENDYS_144	That's not okay! Can you please DM us the address of the location you visited, along with more details of your visit? Thanks!	<a href="https://twitter.com/Wendys/status/1222913611695304705">https://twitter.com/Wendys/status/1222913611695304705</a>	2020.01.30
WENDYS_145	Very very	<a href="https://twitter.com/Wendys/status/1223001056025759744">https://twitter.com/Wendys/status/1223001056025759744</a>	2020.01.30
WENDYS_146	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 experience.	<a href="https://twitter.com/Wendys/status/1222256979214831617">https://twitter.com/Wendys/status/1222256979214831617</a>	2020.01.28
WENDYS_147	This isn't the service we expect. Please DM us the restaurant location and your phone # so we can make this right. Thanks!	<a href="https://twitter.com/Wendys/status/1222317387103588358">https://twitter.com/Wendys/status/1222317387103588358</a>	2020.01.29
WENDYS_148	we sell cheeseburgers	<a href="https://twitter.com/Wendys/status/1221893909703528449">https://twitter.com/Wendys/status/1221893909703528449</a>	2020.01.27
WENDYS_149	Wendy's at the #XGAMES with @jackmitrani . You up for this?	<a href="https://twitter.com/Wendys/status/1221487089969258497">https://twitter.com/Wendys/status/1221487089969258497</a>	2020.01.26
WENDYS_150	we'll let you know very very soon	<a href="https://twitter.com/Wendys/status/1221539898399907843">https://twitter.com/Wendys/status/1221539898399907843</a>	2020.01.26
BKING_1	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 issues, and your contact info (full name, phone# and email address)?	<a href="https://twitter.com/BurgerKing/status/1270862363609227269">https://twitter.com/BurgerKing/status/1270862363609227269</a>	2020.06.11
BKING_2	its worth it	<a href="https://twitter.com/BurgerKing/status/1270439549135736832">https://twitter.com/BurgerKing/status/1270439549135736832</a>	2020.06.09
BKING_3	warming up for 1/4 pound whopper curls	<a href="https://twitter.com/BurgerKing/status/1270112391133528066">https://twitter.com/BurgerKing/status/1270112391133528066</a>	2020.06.09
BKING_4	sorry to hear that, Kyle. 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 date/time of your most recent visit, and your contact info (email and phone#)?	<a href="https://twitter.com/BurgerKing/status/1269761292954411008">https://twitter.com/BurgerKing/status/1269761292954411008</a>	2020.06.08
BKING_5	we're sorry to hear about that George. please send us DM with the email address associated with your mobile app, so that we can look into it.	<a href="https://twitter.com/BurgerKing/status/1269030547306708994">https://twitter.com/BurgerKing/status/1269030547306708994</a>	2020.06.06
BKING_6	hi Colodius. please look for a DM from us.	<a href="https://twitter.com/BurgerKing/status/1269051759865081857">https://twitter.com/BurgerKing/status/1269051759865081857</a>	2020.06.06
BKING_7	thanks for bringing it to our attention. can you DM us your contact info (full name, phone#), and location address, so we can follow up on this?	<a href="https://twitter.com/BurgerKing/status/1267987215638036480">https://twitter.com/BurgerKing/status/1267987215638036480</a>	2020.06.03

BKING_8	we're sorry this happened to you, Patty. plz DM us the full address of the BK you ordered from, date/time of order and your contact info (phone # and email address tied to your BK account) so we can assist you further.	<a href="https://twitter.com/BurgerKing/status/1267623845688561664">https://twitter.com/BurgerKing/status/1267623845688561664</a>	2020.06.02
BKING_9	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 and your contact info (phone # and email)? we would like to check in on things.	<a href="https://twitter.com/BurgerKing/status/1267592842421178369">https://twitter.com/BurgerKing/status/1267592842421178369</a>	2020.06.02
BKING_10	we're so disappointed to hear about your recent experience! could you DM us with your contact info (full name, email, and phone#), and the time of your visit? we'd like to look into this for you. thx!	<a href="https://twitter.com/BurgerKing/status/1267198566994448386">https://twitter.com/BurgerKing/status/1267198566994448386</a>	2020.05.31
BKING_11	we're sorry you were disappointed with your recent experience! could you DM us with the location address/time/method of ordering and your contact info (full name, email & phone #)? we'd like to look into this for you.	<a href="https://twitter.com/BurgerKing/status/1266495008145842177">https://twitter.com/BurgerKing/status/1266495008145842177</a>	2020.05.30
BKING_12	we're so sorry to hear about this! could you DM us with your contact info (full name, email, and phone#), the location/time of your visit, and your method of ordering? we'd like to look into this for you. thx!	<a href="https://twitter.com/BurgerKing/status/1266417547714400257">https://twitter.com/BurgerKing/status/1266417547714400257</a>	2020.05.29
BKING_13	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 address linked to your app account)? we'd like to have a look at this.	<a href="https://twitter.com/BurgerKing/status/1265727822573834240">https://twitter.com/BurgerKing/status/1265727822573834240</a>	2020.05.27
BKING_14	well that's not what we like to hear. plz DM us the date and time of your purchase, and your contact info (phone #, and email address), so we can look into this further offline.	<a href="https://twitter.com/BurgerKing/status/1265741992904011783">https://twitter.com/BurgerKing/status/1265741992904011783</a>	2020.05.27
BKING_15	hi Paulina! we've sent you a DM, please look for it. thank you.	<a href="https://twitter.com/BurgerKing/status/1265264301239144448">https://twitter.com/BurgerKing/status/1265264301239144448</a>	2020.05.26
BKING_16	don't settle for anything else	<a href="https://twitter.com/BurgerKing/status/1263859332929794048">https://twitter.com/BurgerKing/status/1263859332929794048</a>	2020.05.22
BKING_17	oh no! could you pls DM us your contact info (full name, email and phone#), as well as some more details about your experience and and date/time of your visit? we'd like to have a look at this.	<a href="https://twitter.com/BurgerKing/status/1264634995907461120">https://twitter.com/BurgerKing/status/1264634995907461120</a>	2020.05.24
BKING_18	marry him	<a href="https://twitter.com/BurgerKing/status/1263161960151080962">https://twitter.com/BurgerKing/status/1263161960151080962</a>	2020.05.20
BKING_19	soft serve	<a href="https://twitter.com/BurgerKing/status/1263538224095510529">https://twitter.com/BurgerKing/status/1263538224095510529</a>	2020.05.21
BKING_20	better keep your word	<a href="https://twitter.com/BurgerKing/status/1262522419878727681">https://twitter.com/BurgerKing/status/1262522419878727681</a>	2020.05.19
BKING_21	👁️	<a href="https://twitter.com/BurgerKing/status/1262435337193824257">https://twitter.com/BurgerKing/status/1262435337193824257</a>	2020.05.18
BKING_22	we're sorry to hear about that. please send us a DM so that we can look into this for you.	<a href="https://twitter.com/BurgerKing/status/1261861902549999621">https://twitter.com/BurgerKing/status/1261861902549999621</a>	2020.05.17



BKING_23	we're so sorry to hear about this! could you DM us with your contact info (full name, email, and phone#), and the date/time of your visit? wed' like to look into this for you. thx!	<a href="https://twitter.com/BurgerKing/status/1261775291007086599">https://twitter.com/BurgerKing/status/1261775291007086599</a>	2020.05.17
BKING_24	hi there. we saw your message and would like to learn more about this. could you plz DM us with more details about your experience? plz also send us your phone # and email address.	<a href="https://twitter.com/BurgerKing/status/1260996307939995649">https://twitter.com/BurgerKing/status/1260996307939995649</a>	2020.05.14
BKING_25	"did it work"	<a href="https://twitter.com/BurgerKing/status/1259876016765501443">https://twitter.com/BurgerKing/status/1259876016765501443</a>	2020.05.11
BKING_26	hi Chris. we are sorry to hear about this experience. plz look for a DM from us, so we can check this out.	<a href="https://twitter.com/BurgerKing/status/1260296764009123842">https://twitter.com/BurgerKing/status/1260296764009123842</a>	2020.05.12
BKING_27	it's our job	<a href="https://twitter.com/BurgerKing/status/1258793869942165506">https://twitter.com/BurgerKing/status/1258793869942165506</a>	2020.05.08
BKING_28	that's not what we like to hear, Maribel! plz send us a DM 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!	<a href="https://twitter.com/BurgerKing/status/1259485824745340929">https://twitter.com/BurgerKing/status/1259485824745340929</a>	2020.05.10
BKING_29	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, the address of the location you visited and date/time of your visit? we'd like to have a look at this.	<a href="https://twitter.com/BurgerKing/status/1258481454746611718">https://twitter.com/BurgerKing/status/1258481454746611718</a>	2020.05.07
BKING_30	hello, look for a DM from us.	<a href="https://twitter.com/BurgerKing/status/1258167291130392578">https://twitter.com/BurgerKing/status/1258167291130392578</a>	2020.05.07
BKING_31	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 your method of ordering. we'd like to look into this for you.	<a href="https://twitter.com/BurgerKing/status/1256617951140155394">https://twitter.com/BurgerKing/status/1256617951140155394</a>	2020.05.02
BKING_32	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 email) and your method of ordering. we want to look into this ASAP.	<a href="https://twitter.com/BurgerKing/status/1256646264206372865">https://twitter.com/BurgerKing/status/1256646264206372865</a>	2020.05.02
BKING_33	DM us 🍔	<a href="https://twitter.com/BurgerKing/status/1256243034171334656">https://twitter.com/BurgerKing/status/1256243034171334656</a>	2020.05.01
BKING_34	\$1 for 8 mood	<a href="https://twitter.com/BurgerKing/status/1255870373708673025">https://twitter.com/BurgerKing/status/1255870373708673025</a>	2020.04.30
BKING_35	sir its a billboard	<a href="https://twitter.com/BurgerKing/status/1255591711650217984">https://twitter.com/BurgerKing/status/1255591711650217984</a>	2020.04.29
BKING_36	we appreciate you sharing your feedback with us. plz connect via DM and kindly share the specific restaurant address, date/time of your visit and your full name, so we can have a look at this.	<a href="https://twitter.com/BurgerKing/status/1254787969086451722">https://twitter.com/BurgerKing/status/1254787969086451722</a>	2020.04.27
BKING_37	yikes, we're sorry to hear this happened. could you plz send us a DM with your contact info (email & phone # linked with your BK app) and the date/time of order placed? so we can look into this for you.	<a href="https://twitter.com/BurgerKing/status/1254934676352962560">https://twitter.com/BurgerKing/status/1254934676352962560</a>	2020.04.28



BKING_38	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 your experience? please include your full name, phone #, and email.	<a href="https://twitter.com/BurgerKing/status/1254497707902763009">https://twitter.com/BurgerKing/status/1254497707902763009</a>	2020.04.26
BKING_39	for cleaning floors, not your insides	<a href="https://twitter.com/BurgerKing/status/1253701492147736579">https://twitter.com/BurgerKing/status/1253701492147736579</a>	2020.04.24
BKING_40	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 include your full name, phone #, and email.	<a href="https://twitter.com/BurgerKing/status/1253368835798970370">https://twitter.com/BurgerKing/status/1253368835798970370</a>	2020.04.23
BKING_41	<a href="https://imgur.com/a/mZR58c7">"um...is that the Burger King in your background?" yes, Karen. it is. http://imgur.com/a/mZR58c7</a>	<a href="https://twitter.com/BurgerKing/status/1252946827349024769">https://twitter.com/BurgerKing/status/1252946827349024769</a>	2020.04.22
BKING_42	thanks for letting us know, Preston. can you DM us your contact info (phone #, and email address associated with the mobile app), so we can check this out?	<a href="https://twitter.com/BurgerKing/status/1252718012127420417">https://twitter.com/BurgerKing/status/1252718012127420417</a>	2020.04.22
BKING_43	let's make an alliance...you watch the streams, we'll get you deals, deal?	<a href="https://twitter.com/BurgerKing/status/1251621359706427394">https://twitter.com/BurgerKing/status/1251621359706427394</a>	2020.04.19
BKING_44	hi Jose. we appreciate you contacting us. can you plz connect via DM with us, so we can check this out?	<a href="https://twitter.com/BurgerKing/status/1252308695083552769">https://twitter.com/BurgerKing/status/1252308695083552769</a>	2020.04.20
BKING_45	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 your full name, email address linked with the BK app, and screenshots of the error you're experiencing? thx!	<a href="https://twitter.com/BurgerKing/status/1250955913093054471">https://twitter.com/BurgerKing/status/1250955913093054471</a>	2020.04.17
BKING_46		<a href="https://twitter.com/BurgerKing/status/1250869283967680512">https://twitter.com/BurgerKing/status/1250869283967680512</a>	2020.04.16
BKING_47	thanks for reaching out, Tim. can you DM us your contact info (phone #, and email), the location address, and date/time of this visit, so we can check this out?	<a href="https://twitter.com/BurgerKing/status/1250209697698910214">https://twitter.com/BurgerKing/status/1250209697698910214</a>	2020.04.15
BKING_48	hi Humza. thx for contacting us. can you plz DM us with more details? we'd like to look into this.	<a href="https://twitter.com/BurgerKing/status/1250443504620204033">https://twitter.com/BurgerKing/status/1250443504620204033</a>	2020.04.15
BKING_49	we're sorry to hear this happened to you, Ravneet. plz DM us your contact info (phone number and email) and the location/date/time of your visit, so we can look into this for you. thx!	<a href="https://twitter.com/BurgerKing/status/1248813276194054145">https://twitter.com/BurgerKing/status/1248813276194054145</a>	2020.04.11
BKING_50	onion rings are a restaurant's best friend	<a href="https://twitter.com/BurgerKing/status/1248238978530230273">https://twitter.com/BurgerKing/status/1248238978530230273</a>	2020.04.09
BKING_51	hi Michael! we've sent you a PM, please look for it. Thank you.	<a href="https://twitter.com/BurgerKing/status/1248686715235119104">https://twitter.com/BurgerKing/status/1248686715235119104</a>	2020.04.10
BKING_52	thx for reaching out, Chad. plz try uninstalling and reinstalling your app. if you are still having some trouble, kindly DM us the email address linked to your app account, so we can check what's going on.	<a href="https://twitter.com/BurgerKing/status/1247200076436574208">https://twitter.com/BurgerKing/status/1247200076436574208</a>	2020.04.06
BKING_53	we're so sorry to hear about this, it's not at all what we want for our guests! could you DM us back with your	<a href="https://twitter.com/BurgerKing/status/1246932661647654913">https://twitter.com/BurgerKing/status/1246932661647654913</a>	2020.04.06

	contact info (full name, email, and phone#)? we'd like to look into this for you. thx!		
BKING_54	hi, sorry to hear about this. plz DM us your full name and email address attached to your BK account. we will look into this for you.	<a href="https://twitter.com/BurgerKing/status/1246826622415785984">https://twitter.com/BurgerKing/status/1246826622415785984</a>	2020.04.05
BKING_55	well that's not what we like to hear. plz DM us the location address and your contact info, so we can look into this.	<a href="https://twitter.com/BurgerKing/status/1246522612529934338">https://twitter.com/BurgerKing/status/1246522612529934338</a>	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.	<a href="https://twitter.com/BurgerKing/status/1245699861892259840">https://twitter.com/BurgerKing/status/1245699861892259840</a>	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.	<a href="https://twitter.com/BurgerKing/status/1244689998571593728">https://twitter.com/BurgerKing/status/1244689998571593728</a>	2020.03.30
BKING_58	thank you subject	<a href="https://twitter.com/BurgerKing/status/1245387749584187393">https://twitter.com/BurgerKing/status/1245387749584187393</a>	2020.04.01
BKING_59	staying at home	<a href="https://twitter.com/BurgerKing/status/1243690133754466305">https://twitter.com/BurgerKing/status/1243690133754466305</a>	2020.03.28
BKING_60	we would like to review this, Tara. please DM us with your contact info, and the case ID referencing your previous contact, so we can look into the delay.	<a href="https://twitter.com/BurgerKing/status/1243696532299407362">https://twitter.com/BurgerKing/status/1243696532299407362</a>	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.	<a href="https://twitter.com/BurgerKing/status/1242257358895620102">https://twitter.com/BurgerKing/status/1242257358895620102</a>	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!	<a href="https://twitter.com/BurgerKing/status/1241873371740229633">https://twitter.com/BurgerKing/status/1241873371740229633</a>	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.	<a href="https://twitter.com/BurgerKing/status/1240842438794719233">https://twitter.com/BurgerKing/status/1240842438794719233</a>	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.	<a href="https://twitter.com/BurgerKing/status/1240654194094125057">https://twitter.com/BurgerKing/status/1240654194094125057</a>	2020.03.19
BKING_65	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 look into this for you.	<a href="https://twitter.com/BurgerKing/status/1239394367825162246">https://twitter.com/BurgerKing/status/1239394367825162246</a>	2020.03.16
BKING_66	thank you for letting us know. we've sent you a DM.	<a href="https://twitter.com/BurgerKing/status/1237868550158553092">https://twitter.com/BurgerKing/status/1237868550158553092</a>	2020.03.12
BKING_67	we understand the gravity of this situation. please DM us ASAP with more information.	<a href="https://twitter.com/BurgerKing/status/1237087275483385858">https://twitter.com/BurgerKing/status/1237087275483385858</a>	2020.03.09
BKING_68	this is all we need	<a href="https://twitter.com/BurgerKing/status/1237096446261956609">https://twitter.com/BurgerKing/status/1237096446261956609</a>	2020.03.09



BKING_80	thx for bringing this to our attention, Matt. do you mind reaching out over DM with the email address and phone # you signed up with?	<a href="https://twitter.com/BurgerKing/status/1230250839144648704">https://twitter.com/BurgerKing/status/1230250839144648704</a>	2020.02.20
BKING_81	thank you for bringing this to our attention. we'd appreciate getting more information ASAP - please DM us your contact info and more details about your visit.	<a href="https://twitter.com/BurgerKing/status/1229539080523931653">https://twitter.com/BurgerKing/status/1229539080523931653</a>	2020.02.18
BKING_82	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 also send us the email address associated with your app.	<a href="https://twitter.com/BurgerKing/status/1229861981903097856">https://twitter.com/BurgerKing/status/1229861981903097856</a>	2020.02.18
BKING_83	we're sorry you were disappointed with your recent experience! could you 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.	<a href="https://twitter.com/BurgerKing/status/1228722044835110912">https://twitter.com/BurgerKing/status/1228722044835110912</a>	2020.02.15
BKING_84	bring back the brooms	<a href="https://twitter.com/BurgerKing/status/1227259759646121985">https://twitter.com/BurgerKing/status/1227259759646121985</a>	2020.02.11
BKING_85	nah people are stealing them for TikToks	<a href="https://twitter.com/BurgerKing/status/1227253726634749957">https://twitter.com/BurgerKing/status/1227253726634749957</a>	2020.02.11
BKING_86	oh no! can you DM us the store location and your contact info? we'd like to resolve this ASAP.	<a href="https://twitter.com/BurgerKing/status/1226691551583186944">https://twitter.com/BurgerKing/status/1226691551583186944</a>	2020.02.10
BKING_87	thanks for reaching out. please DM us your contact information (full name, phone # and email address associated to mobile app), the restaurant location, time/date, order number, and what you had ordered, so we can look into this.	<a href="https://twitter.com/BurgerKing/status/1225983709976940545">https://twitter.com/BurgerKing/status/1225983709976940545</a>	2020.02.08
BKING_88	well that's not what we like to hear. plz DM us your full name, phone number, email address. also, include the restaurant location, date/time of recent visit, and what you ordered vs. what you got, so we can look into this further.	<a href="https://twitter.com/BurgerKing/status/1225645849172013062">https://twitter.com/BurgerKing/status/1225645849172013062</a>	2020.02.07
BKING_89	a workout for your fingers	<a href="https://twitter.com/BurgerKing/status/1225520907281719298">https://twitter.com/BurgerKing/status/1225520907281719298</a>	2020.02.06
BKING_90	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 & phone #), and the date/time of your visit? we'd like to look into this for you.	<a href="https://twitter.com/BurgerKing/status/1225149328844578824">https://twitter.com/BurgerKing/status/1225149328844578824</a>	2020.02.05
BKING_91	this isn't the quality we'd expect, Albert. plz DM us your contact info (full name, phone # and email), along with the date/time of your visit, so we can look into this further.	<a href="https://twitter.com/BurgerKing/status/1223832879064592386">https://twitter.com/BurgerKing/status/1223832879064592386</a>	2020.02.02
BKING_92	this isn't the quality we'd expect. we would like to further look into this for you. plz provide us with the location you visited, date/time of visit, along with your contact info ,(phone#, email).	<a href="https://twitter.com/BurgerKing/status/1224758197392695297">https://twitter.com/BurgerKing/status/1224758197392695297</a>	2020.02.04
BKING_93	this isn't the quality we'd expect. plz DM us the restaurant location, the date/time of your visit and your phone #, so we can look into this for you. thx!	<a href="https://twitter.com/BurgerKing/status/1223464289471815680">https://twitter.com/BurgerKing/status/1223464289471815680</a>	2020.02.01
BKING_94	onion rings are a girl's best friend	<a href="https://twitter.com/BurgerKing/status/1223007188366524416">https://twitter.com/BurgerKing/status/1223007188366524416</a>	2020.01.31












BKING_95	sorry to hear that, Matt. please check out for a DM that we sent you.	<a href="https://twitter.com/BurgerKing/status/1222706614148444162">https://twitter.com/BurgerKing/status/1222706614148444162</a>	2020.01.30
BKING_96	thx for bringing this to our attention, Karen. plz, DM us with your contact info (full name, email & phone #) along with the restaurant address and the date/time that this happened. so we can assist you further.	<a href="https://twitter.com/BurgerKing/status/1222198189815664645">https://twitter.com/BurgerKing/status/1222198189815664645</a>	2020.01.28
BKING_97	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.	<a href="https://twitter.com/BurgerKing/status/1221535413115981826">https://twitter.com/BurgerKing/status/1221535413115981826</a>	2020.01.26
BKING_98	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.	<a href="https://twitter.com/BurgerKing/status/1220406267858079745">https://twitter.com/BurgerKing/status/1220406267858079745</a>	2020.01.23
BKING_99	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.	<a href="https://twitter.com/BurgerKing/status/1220532990838824965">https://twitter.com/BurgerKing/status/1220532990838824965</a>	2020.01.24
BKING_100	hi there, thx 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.	<a href="https://twitter.com/BurgerKing/status/1219832622500675584">https://twitter.com/BurgerKing/status/1219832622500675584</a>	2020.01.22
BKING_101	there's leaders and there's followers	<a href="https://twitter.com/BurgerKing/status/1219342878788476928">https://twitter.com/BurgerKing/status/1219342878788476928</a>	2020.01.20
BKING_102	thx for reaching out, Jasmeet, plz can you DM us with your contact info (email & phone #)? so we can assist you further.	<a href="https://twitter.com/BurgerKing/status/1219306352553709568">https://twitter.com/BurgerKing/status/1219306352553709568</a>	2020.01.20
BKING_103	born this way	<a href="https://twitter.com/BurgerKing/status/1216884552066650114">https://twitter.com/BurgerKing/status/1216884552066650114</a>	2020.01.14
BKING_104	plz, can you DM us, so we can gather more information?	<a href="https://twitter.com/BurgerKing/status/1217170755659739142">https://twitter.com/BurgerKing/status/1217170755659739142</a>	2020.01.14
BKING_105	see you on sunday	<a href="https://twitter.com/BurgerKing/status/1215346922917187591">https://twitter.com/BurgerKing/status/1215346922917187591</a>	2020.01.09
BKING_106	because #marketing	<a href="https://twitter.com/BurgerKing/status/1214941976338092032">https://twitter.com/BurgerKing/status/1214941976338092032</a>	2020.01.08
BKING_107	look out for a DM from us.	<a href="https://twitter.com/BurgerKing/status/1214402781404160000">https://twitter.com/BurgerKing/status/1214402781404160000</a>	2020.01.07
BKING_108	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.	<a href="https://twitter.com/BurgerKing/status/1212216088978763779">https://twitter.com/BurgerKing/status/1212216088978763779</a>	2020.01.01
BKING_109	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.	<a href="https://twitter.com/BurgerKing/status/1211809026465583104">https://twitter.com/BurgerKing/status/1211809026465583104</a>	2019.12.31
BKING_110	hmmm...we'd like to look into this, Jared. can you DM us with the email attached to your app account?	<a href="https://twitter.com/BurgerKing/status/1210998348754411520">https://twitter.com/BurgerKing/status/1210998348754411520</a>	2019.12.28

BKING_111	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 ordered vs. what you received, so we can look into this.	<a href="https://twitter.com/BurgerKing/status/1210678199673380869">https://twitter.com/BurgerKing/status/1210678199673380869</a>	2019.12.27
BKING_112	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 location you visited, your contact info (phone # and email), and more details about your experience? thx!	<a href="https://twitter.com/BurgerKing/status/1208821739200897024">https://twitter.com/BurgerKing/status/1208821739200897024</a>	2019.12.22
BKING_113	sounds like a plan	<a href="https://twitter.com/BurgerKing/status/1208044166317592576">https://twitter.com/BurgerKing/status/1208044166317592576</a>	2019.12.20
BKING_114	we're sorry this happened to you. plz DM us your contact info (full name, phone #, email address), time of visit, and the restaurant location. we'd like to look into this further.	<a href="https://twitter.com/BurgerKing/status/1207523929037983750">https://twitter.com/BurgerKing/status/1207523929037983750</a>	2019.12.19
BKING_115		<a href="https://twitter.com/BurgerKing/status/1208043478061596672">https://twitter.com/BurgerKing/status/1208043478061596672</a>	2019.12.20
BKING_116	perfect	<a href="https://twitter.com/BurgerKing/status/1207039565741150209">https://twitter.com/BurgerKing/status/1207039565741150209</a>	2019.12.17
BKING_117		<a href="https://twitter.com/BurgerKing/status/1207060463491731458">https://twitter.com/BurgerKing/status/1207060463491731458</a>	2019.12.18
BKING_118	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: <a href="https://company.bk.com/international">https://company.bk.com/international</a> .	<a href="https://twitter.com/BurgerKing/status/1205636522185306113">https://twitter.com/BurgerKing/status/1205636522185306113</a>	2019.12.14
BKING_119	we're sorry this happened to you. plz DM us your contact info (full name, phone # and email associated with your BK account), and some screen shots of the errors you're encountering. we'd like to look into this for you.	<a href="https://twitter.com/BurgerKing/status/1205630930792177664">https://twitter.com/BurgerKing/status/1205630930792177664</a>	2019.12.14
BKING_120	McTake It Back	<a href="https://twitter.com/BurgerKing/status/1205595237596516353">https://twitter.com/BurgerKing/status/1205595237596516353</a>	2019.12.13
BKING_121	we understand the gravity of this situation. can you plz DM us with the location address and your contact info (full name, phone #, email), so that we can assist you?	<a href="https://twitter.com/BurgerKing/status/1204238949872545792">https://twitter.com/BurgerKing/status/1204238949872545792</a>	2019.12.10
BKING_122	well that's no good. plz DM us your contact info (full name, phone # and email), the restaurant location, the date/time of your visit, and your order details, so we can figure this out!	<a href="https://twitter.com/BurgerKing/status/1204587194314309632">https://twitter.com/BurgerKing/status/1204587194314309632</a>	2019.12.11
BKING_123	hmmm...we'll look into this for you. can you DM us the email associated with your BK app, and a bit more details about your experience?	<a href="https://twitter.com/BurgerKing/status/1203065522818109440">https://twitter.com/BurgerKing/status/1203065522818109440</a>	2019.12.06
BKING_124	if you ask nicely	<a href="https://twitter.com/BurgerKing/status/1202650276504784897">https://twitter.com/BurgerKing/status/1202650276504784897</a>	2019.12.05
BKING_125	we're sorry to hear about this, thx for letting us know. can you DM us your email associated with the app, so we can pass along to our team?	<a href="https://twitter.com/BurgerKing/status/1203177204282204160">https://twitter.com/BurgerKing/status/1203177204282204160</a>	2019.12.07

BKING_126	so predictable	<a href="https://twitter.com/BurgerKing/status/1202652790516015106">https://twitter.com/BurgerKing/status/1202652790516015106</a>	2019.12.05
BKING_127	well, that's no good, Nadine. plz, DM us so we can look into this.	<a href="https://twitter.com/BurgerKing/status/1202676681233842184">https://twitter.com/BurgerKing/status/1202676681233842184</a>	2019.12.05
BKING_128	<a href="https://twitter.com/BurgerKing/status/1201204125108768768">hey, Victor! you have reached the BK North America office. you can find the office of the BK team in your country here: https://bk.com/international.</a>	<a href="https://twitter.com/BurgerKing/status/1201204125108768768">https://twitter.com/BurgerKing/status/1201204125108768768</a>	2019.12.01
BKING_129	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 send us your contact info (full name, phone # and email), and the date/time of your visit ? thx!	<a href="https://twitter.com/BurgerKing/status/1199896530393747456">https://twitter.com/BurgerKing/status/1199896530393747456</a>	2019.11.28
BKING_130	we're sorry this happened to you, Rick. plz DM us your contact info (phone # and email), the restaurant location, and the date/time of your visit, so we can look into this for you.	<a href="https://twitter.com/BurgerKing/status/1199537471970779139">https://twitter.com/BurgerKing/status/1199537471970779139</a>	2019.11.27
BKING_131	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 of your visit and your contact info(full name, phone # and email), so we can sort this out with the location you visited?	<a href="https://twitter.com/BurgerKing/status/1198966503804211201">https://twitter.com/BurgerKing/status/1198966503804211201</a>	2019.11.25
BKING_132	thank you for reaching out, Joel. Kindly send us a DM with your email address associated with the Mobile App, so we can take a look at it.	<a href="https://twitter.com/BurgerKing/status/1199414097261019136">https://twitter.com/BurgerKing/status/1199414097261019136</a>	2019.11.26
BKING_133	well that's not what we like to hear. plz DM us your contact info (full name, phone #, email), and the location address, so we can look into this further offline.	<a href="https://twitter.com/BurgerKing/status/1198027744078155776">https://twitter.com/BurgerKing/status/1198027744078155776</a>	2019.11.23
BKING_134	they say you are what you eat.	<a href="https://twitter.com/BurgerKing/status/1195822678994763781">https://twitter.com/BurgerKing/status/1195822678994763781</a>	2019.11.16
BKING_135	well that's not what we like to hear. plz DM us the location/date/time of your most recent visit, along with your contact info (full name, email & phone #) so we can look into this further offline.	<a href="https://twitter.com/BurgerKing/status/1195767994250604544">https://twitter.com/BurgerKing/status/1195767994250604544</a>	2019.11.16
BKING_136	well that's no good. plz DM us your contact info (full name, phone #, and email), the restaurant location, the date/time of your visit, and what you ordered versus what you received, so we can figure this out!	<a href="https://twitter.com/BurgerKing/status/1194367207989547008">https://twitter.com/BurgerKing/status/1194367207989547008</a>	2019.11.12
BKING_137	this isn't the quality we'd expect! plz send us a DM with the restaurant location, the time of your visit and your contact info (phone #, email).	<a href="https://twitter.com/BurgerKing/status/1194033715049050112">https://twitter.com/BurgerKing/status/1194033715049050112</a>	2019.11.12
BKING_138	sorry to hear that, Logan. first-hand customer feedback is the best way we can improve, so we appreciate you bringing this to our attention. can you DM us your contact info, so we can look into this?	<a href="https://twitter.com/BurgerKing/status/1193707126167920640">https://twitter.com/BurgerKing/status/1193707126167920640</a>	2019.11.11
BKING_139	angelas got jokes. tell you what...DM us the email linked to your BK App and we'll send you a coupon for a free Impossible Whopper.	<a href="https://twitter.com/BurgerKing/status/1192165891934429187">https://twitter.com/BurgerKing/status/1192165891934429187</a>	2019.11.06
BKING_140	definitely not ok, thanks for reaching out. can you send us a DM with your contact info (full name, phone # and email), the restaurant location, and the date/time of your visit? we'd like to look into this for you.	<a href="https://twitter.com/BurgerKing/status/1192964224550678529">https://twitter.com/BurgerKing/status/1192964224550678529</a>	2019.11.09



BKING_141	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 contact info (full name, phone #, email), so we can look further into this.	<a href="https://twitter.com/BurgerKing/status/1190760540701954048">https://twitter.com/BurgerKing/status/1190760540701954048</a>	2019.11.03
BKING_142	we're sorry this happened to you, Trenton. plz DM us your contact info (phone #, email), the store location and the date/time of your visit, so we can look into this for you.	<a href="https://twitter.com/BurgerKing/status/1190750787619688448">https://twitter.com/BurgerKing/status/1190750787619688448</a>	2019.11.03
BKING_143	we're sorry this happened to you, Angel. plz DM us what item you were trying to purchase, your contact info (full name, phone # and email) and the store location so we can look into this for you.	<a href="https://twitter.com/BurgerKing/status/1189722080830459905">https://twitter.com/BurgerKing/status/1189722080830459905</a>	2019.10.31
BKING_144	a stan	<a href="https://twitter.com/BurgerKing/status/1188607020984918021">https://twitter.com/BurgerKing/status/1188607020984918021</a>	2019.10.28
BKING_145	tell your professor we say hi	<a href="https://twitter.com/BurgerKing/status/1188902985197338625">https://twitter.com/BurgerKing/status/1188902985197338625</a>	2019.10.28
BKING_146	oh no! can you have your friend DM us the store location and their contact info (phone #, email) along with the date and time of their visit? so we can look into this further offline.	<a href="https://twitter.com/BurgerKing/status/1187466677497282560">https://twitter.com/BurgerKing/status/1187466677497282560</a>	2019.10.24
BKING_147	re	<a href="https://twitter.com/BurgerKing/status/1187792871304433668">https://twitter.com/BurgerKing/status/1187792871304433668</a>	2019.10.25
BKING_148	just don't wanna get hamburgled	<a href="https://twitter.com/BurgerKing/status/1187070606556184576">https://twitter.com/BurgerKing/status/1187070606556184576</a>	2019.10.23
BKING_149	❤	<a href="https://twitter.com/BurgerKing/status/1186698537859457025">https://twitter.com/BurgerKing/status/1186698537859457025</a>	2019.10.22
BKING_150	definitely not ok, thanks for reaching out, Jon. can you shoot us a DM with the specific location, your contact info (full name, phone #, email) and the date and time of your visit?	<a href="https://twitter.com/BurgerKing/status/1186092844634857472">https://twitter.com/BurgerKing/status/1186092844634857472</a>	2019.10.21
STARBUCKS_1	Yes, we found this sauce was no longer as popular 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 Cinnamon Dolce Latte.	<a href="https://twitter.com/Starbucks/status/1270141929817137152">https://twitter.com/Starbucks/status/1270141929817137152</a>	2020.06.09
STARBUCKS_2	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 owned location to enjoy all of your rewards benefits.	<a href="https://twitter.com/Starbucks/status/1270068584551571464">https://twitter.com/Starbucks/status/1270068584551571464</a>	2020.06.08
STARBUCKS_3	To Be Welcoming courses are available to the public at no cost to learners. Find them here: <a href="http://sbux.co/learn">http://sbux.co/learn</a>	<a href="https://twitter.com/Starbucks/status/1268546890997645314">https://twitter.com/Starbucks/status/1268546890997645314</a>	2020.06.04
STARBUCKS_4	While there is progress we know there is more work to be done. We will continue to welcome our partners, civil rights and community leaders to advise us along this journey.	<a href="https://twitter.com/Starbucks/status/1268564464338530304">https://twitter.com/Starbucks/status/1268564464338530304</a>	2020.06.04
STARBUCKS_5	Hi Trisha. The Bling Pride Cup is available at company-owned and licensed stores. Stores will be restocked throughout the summer. Exact merchandise assortment and availability vary by store so please	<a href="https://twitter.com/Starbucks/status/1267449386428030976">https://twitter.com/Starbucks/status/1267449386428030976</a>	2020.06.01

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

	beforehand. We can't wait to celebrate you on your big day!		
STARBUCKS_27	Cheers to new favorites!	<a href="https://twitter.com/Starbucks/status/1260675142016876546">https://twitter.com/Starbucks/status/1260675142016876546</a>	2020.05.13
STARBUCKS_28	You'd love the Iced Guava White Tea Lemonade!	<a href="https://twitter.com/Starbucks/status/1260394435294015490">https://twitter.com/Starbucks/status/1260394435294015490</a>	2020.05.13
STARBUCKS_29	How could we forget our friend?	<a href="https://twitter.com/Starbucks/status/1260721372335968257">https://twitter.com/Starbucks/status/1260721372335968257</a>	2020.05.14
STARBUCKS_30	We're ready to hang with our friend!	<a href="https://twitter.com/Starbucks/status/1260342721786425344">https://twitter.com/Starbucks/status/1260342721786425344</a>	2020.05.13
STARBUCKS_31	We may or may not be crying! 😊❤️	<a href="https://twitter.com/Starbucks/status/1260344309229871104">https://twitter.com/Starbucks/status/1260344309229871104</a>	2020.05.13
STARBUCKS_32	Hi, friend! Check our Starbucks Mobile App to see if there is a local store open near you.	<a href="https://twitter.com/Starbucks/status/1259561725365350400">https://twitter.com/Starbucks/status/1259561725365350400</a>	2020.05.10
STARBUCKS_33	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 the confusion.	<a href="https://twitter.com/Starbucks/status/1259973068157415424">https://twitter.com/Starbucks/status/1259973068157415424</a>	2020.05.12
STARBUCKS_34	Every brew wants to be like iced! 😊	<a href="https://twitter.com/Starbucks/status/1259205494700294144">https://twitter.com/Starbucks/status/1259205494700294144</a>	2020.05.09
STARBUCKS_35	An unbeatable combo. We'll be back soon and look forward to reuniting you with your favorites. ❤️	<a href="https://twitter.com/Starbucks/status/1259206672708333569">https://twitter.com/Starbucks/status/1259206672708333569</a>	2020.05.09
STARBUCKS_36	Was your day filled with your favorite sips?	<a href="https://twitter.com/Starbucks/status/1258844854953492481">https://twitter.com/Starbucks/status/1258844854953492481</a>	2020.05.08
STARBUCKS_37	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 sold.	<a href="https://twitter.com/Starbucks/status/1258842928635449344">https://twitter.com/Starbucks/status/1258842928635449344</a>	2020.05.08
STARBUCKS_38	Looks delish! 😊	<a href="https://twitter.com/Starbucks/status/1258372436652785667">https://twitter.com/Starbucks/status/1258372436652785667</a>	2020.05.07
STARBUCKS_39	We're happy to be back and we hope that first sip feeling made you smile! ❤️	<a href="https://twitter.com/Starbucks/status/1258501740048945153">https://twitter.com/Starbucks/status/1258501740048945153</a>	2020.05.07
STARBUCKS_40	Looks good!	<a href="https://twitter.com/Starbucks/status/1257855581928353792">https://twitter.com/Starbucks/status/1257855581928353792</a>	2020.05.06
STARBUCKS_41	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 special day.	<a href="https://twitter.com/Starbucks/status/1258064300607856640">https://twitter.com/Starbucks/status/1258064300607856640</a>	2020.05.06
STARBUCKS_42	Sounds like the perfect pair!	<a href="https://twitter.com/Starbucks/status/1257771306063327233">https://twitter.com/Starbucks/status/1257771306063327233</a>	2020.05.05
STARBUCKS_43	Sounds like a plan minus the tears --- unless their tears of joy. 😊	<a href="https://twitter.com/Starbucks/status/1257442723709300744">https://twitter.com/Starbucks/status/1257442723709300744</a>	2020.05.05
STARBUCKS_44	We're working on welcoming you back to more locations. ❤️  To see if your neighborhood store is open, check the Starbucks App.	<a href="https://twitter.com/Starbucks/status/1256236941630005248">https://twitter.com/Starbucks/status/1256236941630005248</a>	2020.05.01
STARBUCKS_45	Cheers to kind cups!	<a href="https://twitter.com/Starbucks/status/1256767301942042624">https://twitter.com/Starbucks/status/1256767301942042624</a>	2020.05.03
STARBUCKS_46	While some Drive-Thru stores remain open, they may have reduced hours due to the availability of local staff. We recommend contacting your location directly to confirm.	<a href="https://twitter.com/Starbucks/status/1255914000438583296">https://twitter.com/Starbucks/status/1255914000438583296</a>	2020.04.30

STARBUCKS_47	You totally do. 	<a href="https://twitter.com/Starbucks/status/1255914628967567360">https://twitter.com/Starbucks/status/1255914628967567360</a>	2020.04.30
STARBUCKS_48	Coffee on the chilled side. It works for us!	<a href="https://twitter.com/Starbucks/status/1255575099962343425">https://twitter.com/Starbucks/status/1255575099962343425</a>	2020.04.29
STARBUCKS_49	You can totally mix it up!	<a href="https://twitter.com/Starbucks/status/1255629848338288640">https://twitter.com/Starbucks/status/1255629848338288640</a>	2020.04.30
STARBUCKS_50	All about that work-life balance we see.	<a href="https://twitter.com/Starbucks/status/1255160013846228996">https://twitter.com/Starbucks/status/1255160013846228996</a>	2020.04.28
STARBUCKS_51	We completely understand!	<a href="https://twitter.com/Starbucks/status/1255153732448206848">https://twitter.com/Starbucks/status/1255153732448206848</a>	2020.04.28
STARBUCKS_52	Oh no! Can you give us a follow and then try again? Thanks, Sara!	<a href="https://twitter.com/Starbucks/status/1254795976625147905">https://twitter.com/Starbucks/status/1254795976625147905</a>	2020.04.27
STARBUCKS_53	Looking forward to having you join our team, Zoe! 	<a href="https://twitter.com/Starbucks/status/1254887209271885824">https://twitter.com/Starbucks/status/1254887209271885824</a>	2020.04.28
STARBUCKS_54	That smile could cheer anyone right pup!	<a href="https://twitter.com/Starbucks/status/1254415512668262402">https://twitter.com/Starbucks/status/1254415512668262402</a>	2020.04.26
STARBUCKS_55	It's always fun to try something new. Stay safe!	<a href="https://twitter.com/Starbucks/status/1254518234419621889">https://twitter.com/Starbucks/status/1254518234419621889</a>	2020.04.27
STARBUCKS_56	Miss you more!	<a href="https://twitter.com/Starbucks/status/1254194878700941312">https://twitter.com/Starbucks/status/1254194878700941312</a>	2020.04.26
STARBUCKS_57	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:	<a href="https://twitter.com/Starbucks/status/1254006884878540800">https://twitter.com/Starbucks/status/1254006884878540800</a>	2020.04.25
STARBUCKS_58	And, thank you for all you are doing! Enjoy your coffee. 	<a href="https://twitter.com/Starbucks/status/1253478479670071296">https://twitter.com/Starbucks/status/1253478479670071296</a>	2020.04.24
STARBUCKS_59	Maybe this could help satisfy your craving: <a href="https://bit.ly/2yyxZL4">bit.ly/2yyxZL4</a>	<a href="https://twitter.com/Starbucks/status/1253299845638418433">https://twitter.com/Starbucks/status/1253299845638418433</a>	2020.04.23
STARBUCKS_60	Aw, now you're making us blush. 	<a href="https://twitter.com/Starbucks/status/1253392394361298945">https://twitter.com/Starbucks/status/1253392394361298945</a>	2020.04.23
STARBUCKS_61	Maybe our Caramel Macchiato Creamer can help you satisfy that craving for now:	<a href="https://twitter.com/Starbucks/status/1252972966100430848">https://twitter.com/Starbucks/status/1252972966100430848</a>	2020.04.22
STARBUCKS_62	Delicious tip!	<a href="https://twitter.com/Starbucks/status/1252783595963379713">https://twitter.com/Starbucks/status/1252783595963379713</a>	2020.04.22
STARBUCKS_63	Miss you too. 	<a href="https://twitter.com/Starbucks/status/1252713971762688000">https://twitter.com/Starbucks/status/1252713971762688000</a>	2020.04.22
STARBUCKS_64	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.	<a href="https://twitter.com/Starbucks/status/1252604472653524993">https://twitter.com/Starbucks/status/1252604472653524993</a>	2020.04.21
STARBUCKS_65	Can't wait to make new memories with you. 	<a href="https://twitter.com/Starbucks/status/1252381421294911489">https://twitter.com/Starbucks/status/1252381421294911489</a>	2020.04.21
STARBUCKS_66	Missing you! 	<a href="https://twitter.com/Starbucks/status/1252333350838140928">https://twitter.com/Starbucks/status/1252333350838140928</a>	2020.04.20
STARBUCKS_67	What do you have in that cute mug, friend?	<a href="https://twitter.com/Starbucks/status/1251921451273216001">https://twitter.com/Starbucks/status/1251921451273216001</a>	2020.04.19
STARBUCKS_68	We miss you, too. Stay safe, and we will be together again before you know it. 	<a href="https://twitter.com/Starbucks/status/1252023263703650305">https://twitter.com/Starbucks/status/1252023263703650305</a>	2020.04.20
STARBUCKS_69	You might find your favorites on Amazon:	<a href="https://twitter.com/Starbucks/status/1251485438923030528">https://twitter.com/Starbucks/status/1251485438923030528</a>	2020.04.18
STARBUCKS_70	The ultimate. 	<a href="https://twitter.com/Starbucks/status/1251606851667365888">https://twitter.com/Starbucks/status/1251606851667365888</a>	2020.04.18
STARBUCKS_71	Every morning you get to sip a memory. 	<a href="https://twitter.com/Starbucks/status/1251242676910874625">https://twitter.com/Starbucks/status/1251242676910874625</a>	2020.04.17

STARBUCKS_72	At home in the bath, the *second* happiest place on earth. 😊	<a href="https://twitter.com/Starbucks/status/1251277173022834688">https://twitter.com/Starbucks/status/1251277173022834688</a>	2020.04.18
STARBUCKS_73	In May, where it is safe and responsible to do so, company-operated stores in the U.S. will begin to reopen with modified operations. We are looking forward to seeing you!	<a href="https://twitter.com/Starbucks/status/1250814259916763137">https://twitter.com/Starbucks/status/1250814259916763137</a>	2020.04.16
STARBUCKS_74	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 remain open.	<a href="https://twitter.com/Starbucks/status/1250848153827332097">https://twitter.com/Starbucks/status/1250848153827332097</a>	2020.04.16
STARBUCKS_75	We miss you too and can't wait to serve you a cup of joy!	<a href="https://twitter.com/Starbucks/status/1250520125909823488">https://twitter.com/Starbucks/status/1250520125909823488</a>	2020.04.15
STARBUCKS_76	Awesome because we do too! Can we make it official? 🍷❤️	<a href="https://twitter.com/Starbucks/status/1250474558362013697">https://twitter.com/Starbucks/status/1250474558362013697</a>	2020.04.15
STARBUCKS_77	Clearly a true blonde blend lover. Enjoy every drop!	<a href="https://twitter.com/Starbucks/status/1250084070417031168">https://twitter.com/Starbucks/status/1250084070417031168</a>	2020.04.14
STARBUCKS_78	Miss you too. 😊	<a href="https://twitter.com/Starbucks/status/1250171150090432513">https://twitter.com/Starbucks/status/1250171150090432513</a>	2020.04.15
STARBUCKS_79	Great job taking care of yourself!	<a href="https://twitter.com/Starbucks/status/1249803896014307329">https://twitter.com/Starbucks/status/1249803896014307329</a>	2020.04.13
STARBUCKS_80	That's awesome!	<a href="https://twitter.com/Starbucks/status/1249797075467825152">https://twitter.com/Starbucks/status/1249797075467825152</a>	2020.04.13
STARBUCKS_81	We miss you, too. Stay safe, and we will be together again when the time is right. ❤️	<a href="https://twitter.com/Starbucks/status/1249434464901464069">https://twitter.com/Starbucks/status/1249434464901464069</a>	2020.04.12
STARBUCKS_82	You're doing great. We'll be back as soon as we can. ❤️	<a href="https://twitter.com/Starbucks/status/1249387375291138050">https://twitter.com/Starbucks/status/1249387375291138050</a>	2020.04.12
STARBUCKS_83	We'll be back as soon as possible and we'll be ready with your favorites, Davida. ❤️	<a href="https://twitter.com/Starbucks/status/1249064707459149824">https://twitter.com/Starbucks/status/1249064707459149824</a>	2020.04.11
STARBUCKS_84	You're welcome, Amanda! We look forward to celebrating with you. 🍷	<a href="https://twitter.com/Starbucks/status/1249004612792627200">https://twitter.com/Starbucks/status/1249004612792627200</a>	2020.04.11
STARBUCKS_85	Delicious down to the last sip!	<a href="https://twitter.com/Starbucks/status/1248705716329709568">https://twitter.com/Starbucks/status/1248705716329709568</a>	2020.04.10
STARBUCKS_86	❤️	<a href="https://twitter.com/Starbucks/status/1248324898096734208">https://twitter.com/Starbucks/status/1248324898096734208</a>	2020.04.09
STARBUCKS_87	You know it, Desiree.	<a href="https://twitter.com/Starbucks/status/1247905359697608711">https://twitter.com/Starbucks/status/1247905359697608711</a>	2020.04.08
STARBUCKS_88	Every community is different and hours will vary based on the availability of local staff. We recommend contacting your location directly.	<a href="https://twitter.com/Starbucks/status/1247534224241881088">https://twitter.com/Starbucks/status/1247534224241881088</a>	2020.04.07
STARBUCKS_89	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 near you.	<a href="https://twitter.com/Starbucks/status/1247574550314811392">https://twitter.com/Starbucks/status/1247574550314811392</a>	2020.04.07
STARBUCKS_90	Now that's the way to do it!	<a href="https://twitter.com/Starbucks/status/1247267056698798080">https://twitter.com/Starbucks/status/1247267056698798080</a>	2020.04.06
STARBUCKS_91	Looks delish!	<a href="https://twitter.com/Starbucks/status/1247303837167181824">https://twitter.com/Starbucks/status/1247303837167181824</a>	2020.04.07
STARBUCKS_92	Wow we feel this.	<a href="https://twitter.com/Starbucks/status/1246215415291711488">https://twitter.com/Starbucks/status/1246215415291711488</a>	2020.04.04
STARBUCKS_93	When life hands you lemons, it might as well be a Lemon Cake Pop!	<a href="https://twitter.com/Starbucks/status/1246194547559813120">https://twitter.com/Starbucks/status/1246194547559813120</a>	2020.04.04
STARBUCKS_94	We agree! We've extended Star expiration until June 1st.	<a href="https://twitter.com/Starbucks/status/1246113353761566720">https://twitter.com/Starbucks/status/1246113353761566720</a>	2020.04.03

STARBUCKS_95	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 near you.	<a href="https://twitter.com/Starbucks/status/1246087757534879749">https://twitter.com/Starbucks/status/1246087757534879749</a>	2020.04.03
STARBUCKS_96	Sounds like you've found your favorite!	<a href="https://twitter.com/Starbucks/status/1245737087283818496">https://twitter.com/Starbucks/status/1245737087283818496</a>	2020.04.02
STARBUCKS_97	The game may have changed, but it's never been more delicious. Enjoy!	<a href="https://twitter.com/Starbucks/status/1245756745072271360">https://twitter.com/Starbucks/status/1245756745072271360</a>	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!	<a href="https://twitter.com/Starbucks/status/1245410691533529088">https://twitter.com/Starbucks/status/1245410691533529088</a>	2020.04.01
STARBUCKS_99	😞	<a href="https://twitter.com/Starbucks/status/1245429099021004800">https://twitter.com/Starbucks/status/1245429099021004800</a>	2020.04.01
STARBUCKS_100	Thinking of you. ❤️	<a href="https://twitter.com/Starbucks/status/1245068571987914755">https://twitter.com/Starbucks/status/1245068571987914755</a>	2020.03.31
STARBUCKS_101	❤️❤️❤️	<a href="https://twitter.com/Starbucks/status/1245070041856401408">https://twitter.com/Starbucks/status/1245070041856401408</a>	2020.03.31
STARBUCKS_102	Happy to be here for you.	<a href="https://twitter.com/Starbucks/status/1244286422699266048">https://twitter.com/Starbucks/status/1244286422699266048</a>	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!	<a href="https://twitter.com/Starbucks/status/1244353734613712897">https://twitter.com/Starbucks/status/1244353734613712897</a>	2020.03.29
STARBUCKS_104	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 near you.	<a href="https://twitter.com/Starbucks/status/1243895997941481473">https://twitter.com/Starbucks/status/1243895997941481473</a>	2020.03.28
STARBUCKS_105	Better together. We appreciate you! ❤️	<a href="https://twitter.com/Starbucks/status/1243209091389878272">https://twitter.com/Starbucks/status/1243209091389878272</a>	2020.03.26
STARBUCKS_106	You're welcome.	<a href="https://twitter.com/Starbucks/status/1243596456558096384">https://twitter.com/Starbucks/status/1243596456558096384</a>	2020.03.27
STARBUCKS_107	You know we will! Life is hard without you both. ❤️	<a href="https://twitter.com/Starbucks/status/1243658889377099779">https://twitter.com/Starbucks/status/1243658889377099779</a>	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!	<a href="https://twitter.com/Starbucks/status/1242902669733154816">https://twitter.com/Starbucks/status/1242902669733154816</a>	2020.03.25
STARBUCKS_109	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 clinics run.	<a href="https://twitter.com/Starbucks/status/1242911127568146432">https://twitter.com/Starbucks/status/1242911127568146432</a>	2020.03.25
STARBUCKS_110	Cheers until we sip again, friend. Stay safe. ❤️	<a href="https://twitter.com/Starbucks/status/1242495307226607616">https://twitter.com/Starbucks/status/1242495307226607616</a>	2020.03.24
STARBUCKS_111	Love you more! ❤️ Happy birthday!	<a href="https://twitter.com/Starbucks/status/1242515440015798272">https://twitter.com/Starbucks/status/1242515440015798272</a>	2020.03.24
STARBUCKS_112	You two take care and we'll be looking forward to seeing you soon! ❤️	<a href="https://twitter.com/Starbucks/status/1242187704541954050">https://twitter.com/Starbucks/status/1242187704541954050</a>	2020.03.23
STARBUCKS_113	Of course! Your birthday reward will be available until June 1st.	<a href="https://twitter.com/Starbucks/status/1242231717525516288">https://twitter.com/Starbucks/status/1242231717525516288</a>	2020.03.24
STARBUCKS_114	When we are reunited it's going to be beautiful.	<a href="https://twitter.com/Starbucks/status/1241499319208824834">https://twitter.com/Starbucks/status/1241499319208824834</a>	2020.03.22
STARBUCKS_115	It's definitely worth adding to your sip list!	<a href="https://twitter.com/Starbucks/status/1241871586157670400">https://twitter.com/Starbucks/status/1241871586157670400</a>	2020.03.23

STARBUCKS_116	Thanks for including us in your day. ❤️	<a href="https://twitter.com/Starbucks/status/1241474955813900289">https://twitter.com/Starbucks/status/1241474955813900289</a>	2020.03.21
STARBUCKS_117	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 our communities. ❤️	<a href="https://twitter.com/Starbucks/status/1241483402080968705">https://twitter.com/Starbucks/status/1241483402080968705</a>	2020.03.21
STARBUCKS_118	This is a great idea and we encourage you to share share it with your DM.	<a href="https://twitter.com/Starbucks/status/1240769344872697856">https://twitter.com/Starbucks/status/1240769344872697856</a>	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!	<a href="https://twitter.com/Starbucks/status/1240739872257634304">https://twitter.com/Starbucks/status/1240739872257634304</a>	2020.03.19
STARBUCKS_120	The combo of melty cheese and crispy bread is like a party for your taste buds!	<a href="https://twitter.com/Starbucks/status/1239725641127190528?s=20">https://twitter.com/Starbucks/status/1239725641127190528?s=20</a>	2020.03.17
STARBUCKS_121	We love that you've found a favorite sip to enjoy.	<a href="https://twitter.com/Starbucks/status/1240316857682288640?s=20">https://twitter.com/Starbucks/status/1240316857682288640?s=20</a>	2020.03.18
STARBUCKS_122	Honestly sounds delish! A perfectly pink favorite. 😊	<a href="https://twitter.com/Starbucks/status/1239609368586244096">https://twitter.com/Starbucks/status/1239609368586244096</a>	2020.03.16
STARBUCKS_123	A Dragon Drink would be something similar, but also different!	<a href="https://twitter.com/Starbucks/status/1239602265670877185">https://twitter.com/Starbucks/status/1239602265670877185</a>	2020.03.16
STARBUCKS_124	It's the perfect treat if you're looking for something creamy and delicious!	<a href="https://twitter.com/Starbucks/status/1239256485042905088">https://twitter.com/Starbucks/status/1239256485042905088</a>	2020.03.15
STARBUCKS_125	Lucky for us, it's here to stay!	<a href="https://twitter.com/Starbucks/status/1239257613058994176">https://twitter.com/Starbucks/status/1239257613058994176</a>	2020.03.15
STARBUCKS_126	Nitro Cold Brew: serving delicious woahments one sip at a time! 😊	<a href="https://twitter.com/Starbucks/status/1238933100316332032">https://twitter.com/Starbucks/status/1238933100316332032</a>	2020.03.14
STARBUCKS_127	Say less! 😊	<a href="https://twitter.com/Starbucks/status/1238935175301484544">https://twitter.com/Starbucks/status/1238935175301484544</a>	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.	<a href="https://twitter.com/Starbucks/status/1238492837236207617">https://twitter.com/Starbucks/status/1238492837236207617</a>	2020.03.13
STARBUCKS_129	Happy Hour will be back. Keep an eye on your app.	<a href="https://twitter.com/Starbucks/status/1238437511405297666">https://twitter.com/Starbucks/status/1238437511405297666</a>	2020.03.13
STARBUCKS_130	How sweet! Happy Birthday, Stephanie! 🎉	<a href="https://twitter.com/Starbucks/status/1238236071873273856">https://twitter.com/Starbucks/status/1238236071873273856</a>	2020.03.13
STARBUCKS_131	So glad you like it!	<a href="https://twitter.com/Starbucks/status/1238213934848471041">https://twitter.com/Starbucks/status/1238213934848471041</a>	2020.03.12
STARBUCKS_132	As long as we get to spend time with you soon, we're happy!	<a href="https://twitter.com/Starbucks/status/1237835639682260992">https://twitter.com/Starbucks/status/1237835639682260992</a>	2020.03.11
STARBUCKS_133	No need to speed, we'll put your name on the cup! 🚗👉	<a href="https://twitter.com/Starbucks/status/1237856277432156166">https://twitter.com/Starbucks/status/1237856277432156166</a>	2020.03.11
STARBUCKS_134	Tell 'em! 😊	<a href="https://twitter.com/Starbucks/status/1237478679900377088">https://twitter.com/Starbucks/status/1237478679900377088</a>	2020.03.10
STARBUCKS_135	Nothing like that first sip feeling hitting your taste buds every time. 🤞	<a href="https://twitter.com/Starbucks/status/1237478621494652928">https://twitter.com/Starbucks/status/1237478621494652928</a>	2020.03.10
STARBUCKS_136	You can order a Mocha Macchiato and sub Coconutmilk!	<a href="https://twitter.com/Starbucks/status/1237092321021190144">https://twitter.com/Starbucks/status/1237092321021190144</a>	2020.03.09
STARBUCKS_137	Delicious! 😊	<a href="https://twitter.com/Starbucks/status/1237128900678840322">https://twitter.com/Starbucks/status/1237128900678840322</a>	2020.03.09
STARBUCKS_138	The Iced Caramel Cloud Macchiato is one of our favorites!	<a href="https://twitter.com/Starbucks/status/1236741672005808128">https://twitter.com/Starbucks/status/1236741672005808128</a>	2020.03.08

STARBUCKS_139	Check with your local Starbucks on employment opportunities!	<a href="https://twitter.com/Starbucks/status/1236745454848577537">https://twitter.com/Starbucks/status/1236745454848577537</a>	2020.03.08
STARBUCKS_140	It's got a peach of your heart, huh? 🍑😊	<a href="https://twitter.com/Starbucks/status/1236414136445063168">https://twitter.com/Starbucks/status/1236414136445063168</a>	2020.03.08
STARBUCKS_141	Just the right amount for sweetness. Our new Iced Golden Ginger Drink is a combination of turmeric essence and pineapple and ginger flavors shaken with coconutmilk and ice.	<a href="https://twitter.com/Starbucks/status/1236424721580740608">https://twitter.com/Starbucks/status/1236424721580740608</a>	2020.03.08
STARBUCKS_142	Thanks for the feedback, Kiki. We can't for your to try our other new spring drinks!	<a href="https://twitter.com/Starbucks/status/1236038183248257025">https://twitter.com/Starbucks/status/1236038183248257025</a>	2020.03.06
STARBUCKS_143	It's heaven in a cup!	<a href="https://twitter.com/Starbucks/status/1236027307833188352">https://twitter.com/Starbucks/status/1236027307833188352</a>	2020.03.06
STARBUCKS_144	A good morning is about to become a Happy afternoon! 😊	<a href="https://twitter.com/Starbucks/status/1235611329219579904">https://twitter.com/Starbucks/status/1235611329219579904</a>	2020.03.05
STARBUCKS_145	If only every problem could be solved with such delicious results. 😊	<a href="https://twitter.com/Starbucks/status/1235610672211218432">https://twitter.com/Starbucks/status/1235610672211218432</a>	2020.03.05
STARBUCKS_146	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 big day!	<a href="https://twitter.com/Starbucks/status/1235229645542486017">https://twitter.com/Starbucks/status/1235229645542486017</a>	2020.03.04
STARBUCKS_147	Love it! ❤️	<a href="https://twitter.com/Starbucks/status/1235294553172848646">https://twitter.com/Starbucks/status/1235294553172848646</a>	2020.03.04
STARBUCKS_148	And so refreshing at the same time!	<a href="https://twitter.com/Starbucks/status/1234926439218044929">https://twitter.com/Starbucks/status/1234926439218044929</a>	2020.03.03
STARBUCKS_149	Visit.	<a href="https://twitter.com/Starbucks/status/1234944095857963008">https://twitter.com/Starbucks/status/1234944095857963008</a>	2020.03.03
STARBUCKS_150	HI! We can confirm that S'mores is a seasonal drink and don't have any news to share about it right now. Stay tuned!	<a href="https://twitter.com/Starbucks/status/1234622081775521793">https://twitter.com/Starbucks/status/1234622081775521793</a>	2020.03.03
CHIPOTLE_1	This is concerning. We would like to speak with you directly. Please send us a message here: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> . -Ty	<a href="https://twitter.com/ChipotleTweets/status/1270863423895597057">https://twitter.com/ChipotleTweets/status/1270863423895597057</a>	2020.06.11
CHIPOTLE_2	Same. What's your go to order? -Alex	<a href="https://twitter.com/ChipotleTweets/status/1270844812866940928">https://twitter.com/ChipotleTweets/status/1270844812866940928</a>	2020.06.11
CHIPOTLE_3	That's concerning - please let us know more here: <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> - Alex	<a href="https://twitter.com/ChipotleTweets/status/1270469655010799617">https://twitter.com/ChipotleTweets/status/1270469655010799617</a>	2020.06.10
CHIPOTLE_4	We would like to speak with you directly. Please send us a message here: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> -Mads	<a href="https://twitter.com/ChipotleTweets/status/1270094463709282304">https://twitter.com/ChipotleTweets/status/1270094463709282304</a>	2020.06.08
CHIPOTLE_5	We would like the opportunity to follow up on this as soon as possible. Please contact us directly: <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> - Alex	<a href="https://twitter.com/ChipotleTweets/status/126977408986388896">https://twitter.com/ChipotleTweets/status/126977408986388896</a>	2020.06.08
CHIPOTLE_6	Love to hear it! -Mads	<a href="https://twitter.com/ChipotleTweets/status/1269712214165827584">https://twitter.com/ChipotleTweets/status/1269712214165827584</a>	2020.06.07
CHIPOTLE_7	That's our bad. Contact us at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> so we can help -Mads	<a href="https://twitter.com/ChipotleTweets/status/1269404049536774144">https://twitter.com/ChipotleTweets/status/1269404049536774144</a>	2020.06.07
CHIPOTLE_8	Much love to you too ❤️ -Alex	<a href="https://twitter.com/ChipotleTweets/status/1268991307063545856">https://twitter.com/ChipotleTweets/status/1268991307063545856</a>	2020.06.05



CHIPOTLE_9	That's odd. Mind screenshotting that message and shooting us a DM? -Mads	<a href="https://twitter.com/ChipotleTweets/status/1269028523617824768">https://twitter.com/ChipotleTweets/status/1269028523617824768</a>	2020.06.06
CHIPOTLE_10	Let us know where you ordered from here: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> -Mads	<a href="https://twitter.com/ChipotleTweets/status/1268669337847529472">https://twitter.com/ChipotleTweets/status/1268669337847529472</a>	2020.06.05
CHIPOTLE_11	The commitment is real. -Kell	<a href="https://twitter.com/ChipotleTweets/status/1268307151031689217">https://twitter.com/ChipotleTweets/status/1268307151031689217</a>	2020.06.04
CHIPOTLE_12	Oh no, so sorry about that. Send us a message to <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> and a member of our customer care team will be in touch with you to assist. -Kell	<a href="https://twitter.com/ChipotleTweets/status/1267866771937091584">https://twitter.com/ChipotleTweets/status/1267866771937091584</a>	2020.06.02
CHIPOTLE_13	Sorry to hear that. If you contact us at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> a member of our customer care team will be in touch to help improve this. -Kell	<a href="https://twitter.com/ChipotleTweets/status/1267865948129656832">https://twitter.com/ChipotleTweets/status/1267865948129656832</a>	2020.06.02
CHIPOTLE_14	Love you back! -Kell	<a href="https://twitter.com/ChipotleTweets/status/1266868845316157440">https://twitter.com/ChipotleTweets/status/1266868845316157440</a>	2020.05.31
CHIPOTLE_15	Oh no, sorry about that! Send us a message to <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> and a member of our customer care team will be in touch with you to assist. -Kell	<a href="https://twitter.com/ChipotleTweets/status/1266862072282796032">https://twitter.com/ChipotleTweets/status/1266862072282796032</a>	2020.05.31
CHIPOTLE_16	Oh no, sorry about that. If you contact us at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> a member of our customer care team will be in touch to help. -Kell	<a href="https://twitter.com/ChipotleTweets/status/1266138604528562178">https://twitter.com/ChipotleTweets/status/1266138604528562178</a>	2020.05.29
CHIPOTLE_17	Let us know a couple details at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> and a member of our customer care team will be in touch. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1265773021538553856">https://twitter.com/ChipotleTweets/status/1265773021538553856</a>	2020.05.28
CHIPOTLE_18	Perfect Picnic 🍷 -Alex	<a href="https://twitter.com/ChipotleTweets/status/1265339028141862912">https://twitter.com/ChipotleTweets/status/1265339028141862912</a>	2020.05.26
CHIPOTLE_19	Super Cool. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1265381235586551809">https://twitter.com/ChipotleTweets/status/1265381235586551809</a>	2020.05.26
CHIPOTLE_20	That's no fun at all. Send us a quick note to <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> and a member of our customer care team will be in touch with you directly. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1265003035912069120">https://twitter.com/ChipotleTweets/status/1265003035912069120</a>	2020.05.25
CHIPOTLE_21	Mmm, enjoy! -Kell	<a href="https://twitter.com/ChipotleTweets/status/1264691888746971137">https://twitter.com/ChipotleTweets/status/1264691888746971137</a>	2020.05.25
CHIPOTLE_22	I'm sorry about that! Please reach our to our support team for further assistance: <a href="https://chipotle.ca/contact-us">https://chipotle.ca/contact-us</a> -Kell	<a href="https://twitter.com/ChipotleTweets/status/1263926501390467073">https://twitter.com/ChipotleTweets/status/1263926501390467073</a>	2020.05.22
CHIPOTLE_23	Oh no. Let us know a couple details at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> and a member of our customer care team will be in touch. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1263955083416399872">https://twitter.com/ChipotleTweets/status/1263955083416399872</a>	2020.05.23
CHIPOTLE_24	Not too sure what happened there. If you contact us at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> a member of our customer care team will be in touch to help. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1263601297900503040">https://twitter.com/ChipotleTweets/status/1263601297900503040</a>	2020.05.22

CHIPOTLE_25	That's concerning - please let us know more here: <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> - Alex	<a href="https://twitter.com/ChipotleTweets/status/1263227581198766080">https://twitter.com/ChipotleTweets/status/1263227581198766080</a>	2020.05.21
CHIPOTLE_26	Please provide some additional info to <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> and a member of our customer care team will be in touch. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1262894523547553793">https://twitter.com/ChipotleTweets/status/1262894523547553793</a>	2020.05.20
CHIPOTLE_27	I'm sorry about that. Send us a quick note to <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> and a member of our customer care team will be in touch with you directly. -Kell	<a href="https://twitter.com/ChipotleTweets/status/1262833623243165696">https://twitter.com/ChipotleTweets/status/1262833623243165696</a>	2020.05.19
CHIPOTLE_28	You should always receive a full 4 oz portion. Let us know where you ordered from here: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> - Mads	<a href="https://twitter.com/ChipotleTweets/status/1262488098417414144">https://twitter.com/ChipotleTweets/status/1262488098417414144</a>	2020.05.18
CHIPOTLE_29	Our customer care team can help at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> . -Ty	<a href="https://twitter.com/ChipotleTweets/status/1262158883016957952">https://twitter.com/ChipotleTweets/status/1262158883016957952</a>	2020.05.18
CHIPOTLE_30	Please share more with us so we can be in touch with you: <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> - Alex	<a href="https://twitter.com/ChipotleTweets/status/1261806629231550464">https://twitter.com/ChipotleTweets/status/1261806629231550464</a>	2020.05.17
CHIPOTLE_31	Hate to hear that. Contact us here: <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> so we can help. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1261420207383277568">https://twitter.com/ChipotleTweets/status/1261420207383277568</a>	2020.05.16
CHIPOTLE_32	Not currently, but that feature is coming soon. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1261076109652684800">https://twitter.com/ChipotleTweets/status/1261076109652684800</a>	2020.05.15
CHIPOTLE_33	Definitely not a problem. -Kell	<a href="https://twitter.com/ChipotleTweets/status/1260348733243326464">https://twitter.com/ChipotleTweets/status/1260348733243326464</a>	2020.05.13
CHIPOTLE_34	This is concerning. We would like to speak with you directly. Please send us a message here: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> . -Kell	<a href="https://twitter.com/ChipotleTweets/status/1259988052132237312">https://twitter.com/ChipotleTweets/status/1259988052132237312</a>	2020.05.12
CHIPOTLE_35	We'd like to speak to you directly. Please contact us here: <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> -Kell	<a href="https://twitter.com/ChipotleTweets/status/1259977935676600321">https://twitter.com/ChipotleTweets/status/1259977935676600321</a>	2020.05.12
CHIPOTLE_36	Oooh, killin' it! -Kell	<a href="https://twitter.com/ChipotleTweets/status/1259251846029295617">https://twitter.com/ChipotleTweets/status/1259251846029295617</a>	2020.05.10
CHIPOTLE_37	Always happy to help! -Kell	<a href="https://twitter.com/ChipotleTweets/status/1259267158313365504">https://twitter.com/ChipotleTweets/status/1259267158313365504</a>	2020.05.10
CHIPOTLE_38	Not sure how we could forget about that, it's the most important part. Shoot this over to us at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> so we can follow up -Mads	<a href="https://twitter.com/ChipotleTweets/status/1258888717046931457">https://twitter.com/ChipotleTweets/status/1258888717046931457</a>	2020.05.09
CHIPOTLE_39	Sounds like we dropped the ball. Share more with us here: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> -Mads	<a href="https://twitter.com/ChipotleTweets/status/1258542940990758912">https://twitter.com/ChipotleTweets/status/1258542940990758912</a>	2020.05.08
CHIPOTLE_40	I truly appreciate the distraction! -Kell	<a href="https://twitter.com/ChipotleTweets/status/1257817870576185346">https://twitter.com/ChipotleTweets/status/1257817870576185346</a>	2020.05.06
CHIPOTLE_41	Lucky you. -Kell	<a href="https://twitter.com/ChipotleTweets/status/1257435187799040001">https://twitter.com/ChipotleTweets/status/1257435187799040001</a>	2020.05.05

CHIPOTLE_42	That shouldn't be the case. We suggest updating your phone to the most recent version and checking out the sides section of the app -Mads	<a href="https://twitter.com/ChipotleTweets/status/1257055567861800960">https://twitter.com/ChipotleTweets/status/1257055567861800960</a>	2020.05.04
CHIPOTLE_43	During this challenging time, we are not running any in restaurant only promotions or events. -Mads	<a href="https://twitter.com/ChipotleTweets/status/1257095438907273216">https://twitter.com/ChipotleTweets/status/1257095438907273216</a>	2020.05.04
CHIPOTLE_44	Yikes. Send us a message here: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> -Mads	<a href="https://twitter.com/ChipotleTweets/status/1256725401990135808">https://twitter.com/ChipotleTweets/status/1256725401990135808</a>	2020.05.03
CHIPOTLE_45	Shoot us a DM with your email address so we can check on that -Mads	<a href="https://twitter.com/ChipotleTweets/status/1256704438049239040">https://twitter.com/ChipotleTweets/status/1256704438049239040</a>	2020.05.03
CHIPOTLE_46	Thanks for the love! Stay well. -Kell	<a href="https://twitter.com/ChipotleTweets/status/1256337613998272513">https://twitter.com/ChipotleTweets/status/1256337613998272513</a>	2020.05.02
CHIPOTLE_47	Appreciate the love! -Kell	<a href="https://twitter.com/ChipotleTweets/status/1256335995856842753">https://twitter.com/ChipotleTweets/status/1256335995856842753</a>	2020.05.02
CHIPOTLE_48	I'm sorry about that. Please contact our Customer Care team directly at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> for assistance. -Kell	<a href="https://twitter.com/ChipotleTweets/status/1255987549836726272">https://twitter.com/ChipotleTweets/status/1255987549836726272</a>	2020.05.01
CHIPOTLE_49	Amazing. -Kell	<a href="https://twitter.com/ChipotleTweets/status/1255631811159265280">https://twitter.com/ChipotleTweets/status/1255631811159265280</a>	2020.04.30
CHIPOTLE_50	We miss you too! -Kell	<a href="https://twitter.com/ChipotleTweets/status/1255261361761812480">https://twitter.com/ChipotleTweets/status/1255261361761812480</a>	2020.04.29
CHIPOTLE_51	An everyday mood. -Kell	<a href="https://twitter.com/ChipotleTweets/status/1255263156710055937">https://twitter.com/ChipotleTweets/status/1255263156710055937</a>	2020.04.29
CHIPOTLE_52	Can you try deleting your app and re-installing it? -Alex	<a href="https://twitter.com/ChipotleTweets/status/1254901700927741953">https://twitter.com/ChipotleTweets/status/1254901700927741953</a>	2020.04.28
CHIPOTLE_53	If you contact us at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> a member of our customer care team will be in touch to help. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1254523476288786432">https://twitter.com/ChipotleTweets/status/1254523476288786432</a>	2020.04.27
CHIPOTLE_54	We're working to get back to each guest in the order they reach out to us. Shoot us a DM with your email address so we can look into this on our end -Mads	<a href="https://twitter.com/ChipotleTweets/status/1254175304462905344">https://twitter.com/ChipotleTweets/status/1254175304462905344</a>	2020.04.26
CHIPOTLE_55	That's not how things should go- please let us know more here: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> -Mads	<a href="https://twitter.com/ChipotleTweets/status/1254174712885739520">https://twitter.com/ChipotleTweets/status/1254174712885739520</a>	2020.04.26
CHIPOTLE_56	We would like the opportunity to follow up on this as soon as possible. Please contact us directly: <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> -Alex	<a href="https://twitter.com/ChipotleTweets/status/1253777306822209536">https://twitter.com/ChipotleTweets/status/1253777306822209536</a>	2020.04.24
CHIPOTLE_57	That's a bummer. Shoot us a message here so we can follow up: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> -Mads	<a href="https://twitter.com/ChipotleTweets/status/1253799690606309376">https://twitter.com/ChipotleTweets/status/1253799690606309376</a>	2020.04.25
CHIPOTLE_58	So dreamy. -Kell	<a href="https://twitter.com/ChipotleTweets/status/1253089032566796288">https://twitter.com/ChipotleTweets/status/1253089032566796288</a>	2020.04.23
CHIPOTLE_59	If you don't mind contacting us through our website, someone will be in touch with you directly: <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> -Alex	<a href="https://twitter.com/ChipotleTweets/status/1252712673394876416">https://twitter.com/ChipotleTweets/status/1252712673394876416</a>	2020.04.22

CHIPOTLE_60	Can you DM us the location this happened at? -Ty	<a href="https://twitter.com/ChipotleTweets/status/1252718606686642176">https://twitter.com/ChipotleTweets/status/1252718606686642176</a>	2020.04.22
CHIPOTLE_61	That's concerning - please let us know more here: <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> -Alex	<a href="https://twitter.com/ChipotleTweets/status/1252378192309972993">https://twitter.com/ChipotleTweets/status/1252378192309972993</a>	2020.04.21
CHIPOTLE_62	Sorry about that. Can you DM us so we can futher help? -Alex	<a href="https://twitter.com/ChipotleTweets/status/1252008588286898178">https://twitter.com/ChipotleTweets/status/1252008588286898178</a>	2020.04.20
CHIPOTLE_63	We would like to speak with you directly. Please send us a message here: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> -Mads	<a href="https://twitter.com/ChipotleTweets/status/1251639917119107072">https://twitter.com/ChipotleTweets/status/1251639917119107072</a>	2020.04.19
CHIPOTLE_64	Please share more with us here so we can follow up: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> -Mads	<a href="https://twitter.com/ChipotleTweets/status/1251656854242865152">https://twitter.com/ChipotleTweets/status/1251656854242865152</a>	2020.04.19
CHIPOTLE_65	Hang tight while our tech gurus find a fast fix -Mads	<a href="https://twitter.com/ChipotleTweets/status/1251276906957135872">https://twitter.com/ChipotleTweets/status/1251276906957135872</a>	2020.04.18
CHIPOTLE_66	Thats concerning. If you contacted us at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> our customer care team will be in touch. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1250896109410500608">https://twitter.com/ChipotleTweets/status/1250896109410500608</a>	2020.04.17
CHIPOTLE_67	Our crew should be happy to manually enter that number but we typically suggest scanning your rewards code instead or placing your order online to automatically accrue points -Mads	<a href="https://twitter.com/ChipotleTweets/status/1250920379805097984">https://twitter.com/ChipotleTweets/status/1250920379805097984</a>	2020.04.17
CHIPOTLE_68	Let us know what went wrong at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> so we can be in touch directly -Mads	<a href="https://twitter.com/ChipotleTweets/status/1250563739713040384">https://twitter.com/ChipotleTweets/status/1250563739713040384</a>	2020.04.16
CHIPOTLE_69	Sorry about that. Message us here: <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> and we can help. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1250187933623050241">https://twitter.com/ChipotleTweets/status/1250187933623050241</a>	2020.04.15
CHIPOTLE_70	If you follow up with them, they can further help. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1249840337763192832">https://twitter.com/ChipotleTweets/status/1249840337763192832</a>	2020.04.14
CHIPOTLE_71	Oh no. Can you DM us the location you ordered from so we can help? -Alex	<a href="https://twitter.com/ChipotleTweets/status/1249349392873611265">https://twitter.com/ChipotleTweets/status/1249349392873611265</a>	2020.04.12
CHIPOTLE_72	We're closed today :) -Ty	<a href="https://twitter.com/ChipotleTweets/status/1249449138275725315">https://twitter.com/ChipotleTweets/status/1249449138275725315</a>	2020.04.13
CHIPOTLE_73	We should always be friendly and polite to our guests. Let us know a couple details at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> and a member of our customer care team will be in touch. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1248734429750505472">https://twitter.com/ChipotleTweets/status/1248734429750505472</a>	2020.04.11
CHIPOTLE_74	We'd like to speak to you directly. Please contact us here: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> . -Ty	<a href="https://twitter.com/ChipotleTweets/status/1248396567444242437">https://twitter.com/ChipotleTweets/status/1248396567444242437</a>	2020.04.10
CHIPOTLE_75	I'm sorry we let you down. If you contact us at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> a member of our customer care team will be in touch to help. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1248370141735211009">https://twitter.com/ChipotleTweets/status/1248370141735211009</a>	2020.04.10
CHIPOTLE_76	Yikes. Sorry about that. Let us know a couple details at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> and a member of our customer care team will be in touch. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1248034388098420736">https://twitter.com/ChipotleTweets/status/1248034388098420736</a>	2020.04.09

CHIPOTLE_77	Will you please contact us at <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> so we can follow up with you directly? -Alex	<a href="https://twitter.com/ChipotleTweets/status/1247619954808983552">https://twitter.com/ChipotleTweets/status/1247619954808983552</a>	2020.04.07
CHIPOTLE_78	That should never be the case :/ Please share more with us here so we can be in touch with you directly: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> -Mads	<a href="https://twitter.com/ChipotleTweets/status/1247653421416509440">https://twitter.com/ChipotleTweets/status/1247653421416509440</a>	2020.04.08
CHIPOTLE_79	We should never fall short. Please share more with us here so we can be in touch with you directly: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> -Mads	<a href="https://twitter.com/ChipotleTweets/status/1246949450011906055">https://twitter.com/ChipotleTweets/status/1246949450011906055</a>	2020.04.06
CHIPOTLE_80	Sounds like a nighttttt 🙄	<a href="https://twitter.com/ChipotleTweets/status/1246224539568177152">https://twitter.com/ChipotleTweets/status/1246224539568177152</a>	2020.04.04
CHIPOTLE_81	We're concerned to hear this. Would you please share more here? <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> -Alex	<a href="https://twitter.com/ChipotleTweets/status/1245852007681777665">https://twitter.com/ChipotleTweets/status/1245852007681777665</a>	2020.04.03
CHIPOTLE_82	We would like the opportunity to follow up on this as soon as possible. Please contact us directly: <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> -Alex	<a href="https://twitter.com/ChipotleTweets/status/1245498585065476096">https://twitter.com/ChipotleTweets/status/1245498585065476096</a>	2020.04.02
CHIPOTLE_83	Will you please contact us at <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> so we can follow up with you directly? -Alex	<a href="https://twitter.com/ChipotleTweets/status/1245134179198615552">https://twitter.com/ChipotleTweets/status/1245134179198615552</a>	2020.04.01
CHIPOTLE_84	Please DM us the email address you used. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1244338966549032960">https://twitter.com/ChipotleTweets/status/1244338966549032960</a>	2020.03.29
CHIPOTLE_85	Not sure what happened there. If you contact us at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> a member of our customer care team will be in touch to help. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1244411026067664896">https://twitter.com/ChipotleTweets/status/1244411026067664896</a>	2020.03.30
CHIPOTLE_86	Check your DMs 😊	<a href="https://twitter.com/ChipotleTweets/status/1243684320130117635">https://twitter.com/ChipotleTweets/status/1243684320130117635</a>	2020.03.28
CHIPOTLE_87	That's the way to do it -Alex	<a href="https://twitter.com/ChipotleTweets/status/1243683634076254209">https://twitter.com/ChipotleTweets/status/1243683634076254209</a>	2020.03.28
CHIPOTLE_88	Will you please contact us at <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> so we can follow up with you directly? -Alex	<a href="https://twitter.com/ChipotleTweets/status/1243280518331817984">https://twitter.com/ChipotleTweets/status/1243280518331817984</a>	2020.03.26
CHIPOTLE_89	Oh no. Please DM us the email address that is linked to your online ordering account.	<a href="https://twitter.com/ChipotleTweets/status/1243286189332779008">https://twitter.com/ChipotleTweets/status/1243286189332779008</a>	2020.03.26
CHIPOTLE_90	Sorry to hear that. Contact us here: <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> so we can help. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1242589681281196032">https://twitter.com/ChipotleTweets/status/1242589681281196032</a>	2020.03.25
CHIPOTLE_91	Sorry about that. Message us here: <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> so we can help. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1242200945766723585">https://twitter.com/ChipotleTweets/status/1242200945766723585</a>	2020.03.23
CHIPOTLE_92	This makes us happy. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1241490344325201920">https://twitter.com/ChipotleTweets/status/1241490344325201920</a>	2020.03.22
CHIPOTLE_93	Bummer. Let us know more here: <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> -Alex	<a href="https://twitter.com/ChipotleTweets/status/1241149419900121088">https://twitter.com/ChipotleTweets/status/1241149419900121088</a>	2020.03.21

CHIPOTLE_94	Please reach out to us directly so we can help: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> .	<a href="https://twitter.com/ChipotleTweets/status/1240786024361422848">https://twitter.com/ChipotleTweets/status/1240786024361422848</a>	2020.03.20
CHIPOTLE_95	Eek. Please DM us with the location you visited.	<a href="https://twitter.com/ChipotleTweets/status/1240786834545754112">https://twitter.com/ChipotleTweets/status/1240786834545754112</a>	2020.03.20
CHIPOTLE_96	I'm sorry about that. If you contact us at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> a member of our customer care team will be in touch to help. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1240063596836483072">https://twitter.com/ChipotleTweets/status/1240063596836483072</a>	2020.03.18
CHIPOTLE_97	Right back at ya (: -Ty	<a href="https://twitter.com/ChipotleTweets/status/1239328354790039552">https://twitter.com/ChipotleTweets/status/1239328354790039552</a>	2020.03.16
CHIPOTLE_98	This is concerning. We would like to speak with you directly. Please send us a message here: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> . -Ty	<a href="https://twitter.com/ChipotleTweets/status/1238858959923990528">https://twitter.com/ChipotleTweets/status/1238858959923990528</a>	2020.03.14
CHIPOTLE_99	We cook our chips fresh every day. Sometimes they don't get quite as crispy if not cooked long enough. Feel free to let a manager know so we can rectify this. Sorry about that. -Shaq	<a href="https://twitter.com/ChipotleTweets/status/1238970538640338944">https://twitter.com/ChipotleTweets/status/1238970538640338944</a>	2020.03.15
CHIPOTLE_100	Our Customer Service team is standing by to assist at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> . -Shaq	<a href="https://twitter.com/ChipotleTweets/status/1238592186184167424">https://twitter.com/ChipotleTweets/status/1238592186184167424</a>	2020.03.14
CHIPOTLE_101	Sorry about that. Can you DM us the address of the location this happened at? -Ty	<a href="https://twitter.com/ChipotleTweets/status/1238535081754386434">https://twitter.com/ChipotleTweets/status/1238535081754386434</a>	2020.03.13
CHIPOTLE_102	Can you DM us the location you ordered from so we can help? -Alex	<a href="https://twitter.com/ChipotleTweets/status/1237855785855533060">https://twitter.com/ChipotleTweets/status/1237855785855533060</a>	2020.03.11
CHIPOTLE_103	I'm sorry for the wait. Please speak with a manager so they can assist or contact us at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> so we can look into this. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1237067399083393024">https://twitter.com/ChipotleTweets/status/1237067399083393024</a>	2020.03.09
CHIPOTLE_104	The glow up is real. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1237095032907108354">https://twitter.com/ChipotleTweets/status/1237095032907108354</a>	2020.03.09
CHIPOTLE_105	Eek. Please DM us with the location you visited. -Shaq	<a href="https://twitter.com/ChipotleTweets/status/1236714084927541248">https://twitter.com/ChipotleTweets/status/1236714084927541248</a>	2020.03.08
CHIPOTLE_106	It is the time of year to be lucky... -Alex	<a href="https://twitter.com/ChipotleTweets/status/1236421449981689856">https://twitter.com/ChipotleTweets/status/1236421449981689856</a>	2020.03.08
CHIPOTLE_107	Thanks for alerting us. Please give us some more details at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> so we can follow up. -Shaq	<a href="https://twitter.com/ChipotleTweets/status/1236037765755617280">https://twitter.com/ChipotleTweets/status/1236037765755617280</a>	2020.03.06
CHIPOTLE_108	Really sorry about that. Please DM us what location this was from. -Shaq	<a href="https://twitter.com/ChipotleTweets/status/1236005796397252609">https://twitter.com/ChipotleTweets/status/1236005796397252609</a>	2020.03.06
CHIPOTLE_109	Guac mode means you have access to extra rewards all year long. You'll be notified when a reward is ready to be used in your account. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1235302309971755020">https://twitter.com/ChipotleTweets/status/1235302309971755020</a>	2020.03.04
CHIPOTLE_110	Sorry about that. If you message us here: <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> we'll be able to help. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1234925676374843392">https://twitter.com/ChipotleTweets/status/1234925676374843392</a>	2020.03.03




CHIPOTLE_111	They are seasonal so it varies depending on the time of year. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1234907130374737920">https://twitter.com/ChipotleTweets/status/1234907130374737920</a>	2020.03.03
CHIPOTLE_112	Sorry we disappointed you. If you contact us at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> a member of our customer care team will be in touch to help. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1234245073480499202">https://twitter.com/ChipotleTweets/status/1234245073480499202</a>	2020.03.02
CHIPOTLE_113	Really sorry about that. Please DM us what location this was from. -Shaq	<a href="https://twitter.com/ChipotleTweets/status/1233893655942852609">https://twitter.com/ChipotleTweets/status/1233893655942852609</a>	2020.03.01
CHIPOTLE_114	Please share more with us so we can be in touch with you: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> .	<a href="https://twitter.com/ChipotleTweets/status/1233857504632659968">https://twitter.com/ChipotleTweets/status/1233857504632659968</a>	2020.02.29
CHIPOTLE_115	Blame Queso Blanco. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1233171304070578176">https://twitter.com/ChipotleTweets/status/1233171304070578176</a>	2020.02.28
CHIPOTLE_116	We're concerned to hear this. Would you please share more here? <a href="https://chipotle.com/contact-us#report-an-experience">https://chipotle.com/contact-us#report-an-experience</a> -Alex	<a href="https://twitter.com/ChipotleTweets/status/1232765890766098432">https://twitter.com/ChipotleTweets/status/1232765890766098432</a>	2020.02.26
CHIPOTLE_117	Thanks for alerting us. Please give us some more details at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> so we can follow up. -Shaq	<a href="https://twitter.com/ChipotleTweets/status/1232438767052451845">https://twitter.com/ChipotleTweets/status/1232438767052451845</a>	2020.02.26
CHIPOTLE_118	You certainly do. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1232398295172927489">https://twitter.com/ChipotleTweets/status/1232398295172927489</a>	2020.02.25
CHIPOTLE_119	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 in, please let a manager know what happened so they can make it right -Alex	<a href="https://twitter.com/ChipotleTweets/status/1232086250430926851">https://twitter.com/ChipotleTweets/status/1232086250430926851</a>	2020.02.25
CHIPOTLE_120	Sorry we dropped the ball. Send us a message to <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> and a member of our customer care team will be in touch with you to assist. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1231693980397522944">https://twitter.com/ChipotleTweets/status/1231693980397522944</a>	2020.02.23
CHIPOTLE_121	That's a bummer. Send us a quick note to <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> and a member of our customer care team will be in touch with you directly. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1231706749108772864">https://twitter.com/ChipotleTweets/status/1231706749108772864</a>	2020.02.24
CHIPOTLE_122	Sorry, our love is always with you though. ❤️ -Alex	<a href="https://twitter.com/ChipotleTweets/status/1231303453239939072">https://twitter.com/ChipotleTweets/status/1231303453239939072</a>	2020.02.22
CHIPOTLE_123	Please share more with us so we can be in touch with you: <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> .	<a href="https://twitter.com/ChipotleTweets/status/1230989479608901632">https://twitter.com/ChipotleTweets/status/1230989479608901632</a>	2020.02.22
CHIPOTLE_124	And now this one too (: -Ty	<a href="https://twitter.com/ChipotleTweets/status/1230611401556709377">https://twitter.com/ChipotleTweets/status/1230611401556709377</a>	2020.02.20
CHIPOTLE_125	Can you DM us more details so we can help? -Alex	<a href="https://twitter.com/ChipotleTweets/status/1229899866936995840">https://twitter.com/ChipotleTweets/status/1229899866936995840</a>	2020.02.19
CHIPOTLE_126	We do have some locations in Germany. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1229908180332711937">https://twitter.com/ChipotleTweets/status/1229908180332711937</a>	2020.02.19
CHIPOTLE_127	Send us a quick note to <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> and a member of our	<a href="https://twitter.com/ChipotleTweets/status/1229498663287717888">https://twitter.com/ChipotleTweets/status/1229498663287717888</a>	2020.02.17










	customer care team will be in touch with you directly. -Ty		
CHIPOTLE_128	Oh no. DM us more details so we can help. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1229547175480160256">https://twitter.com/ChipotleTweets/status/1229547175480160256</a>	2020.02.18
CHIPOTLE_129	We don't like to hear that. If you contact us at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> a member of our customer care team will be in touch to help. -Ty	<a href="https://twitter.com/ChipotleTweets/status/122879389747763072">https://twitter.com/ChipotleTweets/status/122879389747763072</a>	2020.02.15
CHIPOTLE_130	Sorry about this. Can you DM us the location you ordered from so we can help? -Alex	<a href="https://twitter.com/ChipotleTweets/status/1228461006952660992">https://twitter.com/ChipotleTweets/status/1228461006952660992</a>	2020.02.15
CHIPOTLE_131	❤️ Love you always -Alex	<a href="https://twitter.com/ChipotleTweets/status/1228464628264423424">https://twitter.com/ChipotleTweets/status/1228464628264423424</a>	2020.02.15
CHIPOTLE_132	Go for it. If you're already signed up for rewards, you'll automatically be guac mode verified in your app. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1228099884558848000">https://twitter.com/ChipotleTweets/status/1228099884558848000</a>	2020.02.14
CHIPOTLE_133	Sorry to hear this. Please reach out to our CS team so we can make amends- <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> . -Shaq	<a href="https://twitter.com/ChipotleTweets/status/1227662633035153409">https://twitter.com/ChipotleTweets/status/1227662633035153409</a>	2020.02.12
CHIPOTLE_134	That's our regular serving size. Feel free to ask for more if you need. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1227738396568612864">https://twitter.com/ChipotleTweets/status/1227738396568612864</a>	2020.02.13
CHIPOTLE_135	We reply to every email in the order it comes in. Rest assured, someone from the proper team will be in touch soon. -Shaq	<a href="https://twitter.com/ChipotleTweets/status/1227318184052654082">https://twitter.com/ChipotleTweets/status/1227318184052654082</a>	2020.02.11
CHIPOTLE_136	Bummer. Oh no. Can you DM us the location you ordered from so we can help? -Alex	<a href="https://twitter.com/ChipotleTweets/status/1227353903517163520">https://twitter.com/ChipotleTweets/status/1227353903517163520</a>	2020.02.12
CHIPOTLE_137	Please contact us <a href="http://here">http://here</a> <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> , so we can speak with you directly. -Ty	<a href="https://twitter.com/ChipotleTweets/status/1226966435416694784">https://twitter.com/ChipotleTweets/status/1226966435416694784</a>	2020.02.10
CHIPOTLE_138	Really sorry about that. Please DM us what location this was from. -Shaq	<a href="https://twitter.com/ChipotleTweets/status/1226639957579534337">https://twitter.com/ChipotleTweets/status/1226639957579534337</a>	2020.02.10
CHIPOTLE_139	Sorry. Try again. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1226255617054003200">https://twitter.com/ChipotleTweets/status/1226255617054003200</a>	2020.02.08
CHIPOTLE_140	We have that -Alex	<a href="https://twitter.com/ChipotleTweets/status/1226252030152364032">https://twitter.com/ChipotleTweets/status/1226252030152364032</a>	2020.02.08
CHIPOTLE_141	The what? 🤔 -Ty	<a href="https://twitter.com/ChipotleTweets/status/1225912247135784962">https://twitter.com/ChipotleTweets/status/1225912247135784962</a>	2020.02.08
CHIPOTLE_142	🔥🔥🔥 -Ty	<a href="https://twitter.com/ChipotleTweets/status/1225929468029521921">https://twitter.com/ChipotleTweets/status/1225929468029521921</a>	2020.02.08
CHIPOTLE_143	If you contact us directly through that link, a member of our Customer Care Team can help get you refunded. -Alex	<a href="https://twitter.com/ChipotleTweets/status/1225529788653359104">https://twitter.com/ChipotleTweets/status/1225529788653359104</a>	2020.02.06
CHIPOTLE_144	Let us know a couple details at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> and a member of our customer care team will be in touch. -Ty	<a href="https://twitter.com/ChipotleTweets/status/122559080619708417">https://twitter.com/ChipotleTweets/status/122559080619708417</a>	2020.02.07



CHIPOTLE_145	Sorry about this. Can you DM us the location you ordered from so we can help? -Alex	<a href="https://twitter.com/ChipotleTweets/status/1225138128161083392">https://twitter.com/ChipotleTweets/status/1225138128161083392</a>	2020.02.05
CHIPOTLE_146	Our entirely web-based Customer Service team is standing by to assist at <a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a> . -Shaq	<a href="https://twitter.com/ChipotleTweets/status/1224784099790819328">https://twitter.com/ChipotleTweets/status/1224784099790819328</a>	2020.02.04
CHIPOTLE_147	You should always receive our standard portion sizes. If you feel it's a little smaller always feel free to ask for more, as long as it fits comfortably in your entree- we'll give it to ya. -Shaq	<a href="https://twitter.com/ChipotleTweets/status/1224765016705888256">https://twitter.com/ChipotleTweets/status/1224765016705888256</a>	2020.02.04
CHIPOTLE_148	Really sorry about that. Please DM us what location this was from. -Shaq	<a href="https://twitter.com/ChipotleTweets/status/1224401924780216322">https://twitter.com/ChipotleTweets/status/1224401924780216322</a>	2020.02.03
CHIPOTLE_149	We'd like to speak to you directly. Here is where you can contact us: <a href="http://http://chipotle.com/contact-us#report-an-experience">http:// http://chipotle.com/contact-us#report-an-experience</a> .	<a href="https://twitter.com/ChipotleTweets/status/1224075035737915392">https://twitter.com/ChipotleTweets/status/1224075035737915392</a>	2020.02.02
CHIPOTLE_150	 -Ty	<a href="https://twitter.com/ChipotleTweets/status/1224082325903790080">https://twitter.com/ChipotleTweets/status/1224082325903790080</a>	2020.02.02
PIZZAHUT_1	Would you mind reaching out to our friends @PizzaHutCanada about this?	<a href="https://twitter.com/pizzahut/status/1270418420236906496">https://twitter.com/pizzahut/status/1270418420236906496</a>	2020.06.09
PIZZAHUT_2	Hi Mark, mind sending us a DM with more details? We'd like to help.	<a href="https://twitter.com/pizzahut/status/1269807140576714752">https://twitter.com/pizzahut/status/1269807140576714752</a>	2020.06.08
PIZZAHUT_3	We'd like to look into this. Would you mind sending us a private message with some details?	<a href="https://twitter.com/pizzahut/status/1269426942937186304">https://twitter.com/pizzahut/status/1269426942937186304</a>	2020.06.07
PIZZAHUT_4	Hi there. Mind sending us a DM with more details about this?	<a href="https://twitter.com/pizzahut/status/1269284867906273282">https://twitter.com/pizzahut/status/1269284867906273282</a>	2020.06.06
PIZZAHUT_5	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.	<a href="https://twitter.com/pizzahut/status/1269301096637325312">https://twitter.com/pizzahut/status/1269301096637325312</a>	2020.06.06
PIZZAHUT_6	That pizza needs some help. Mind sending us a DM with your name, email address, phone number, and the store's exact street address?	<a href="https://twitter.com/pizzahut/status/1268691551141507073">https://twitter.com/pizzahut/status/1268691551141507073</a>	2020.06.05
PIZZAHUT_7	Sorry to hear this. Mind sending us a DM with more details about your experience?	<a href="https://twitter.com/pizzahut/status/1268560389492498432">https://twitter.com/pizzahut/status/1268560389492498432</a>	2020.06.04
PIZZAHUT_8	This doesn't look right. Would you mind sending us a private message so we can look into this?	<a href="https://twitter.com/pizzahut/status/1268255865800241152">https://twitter.com/pizzahut/status/1268255865800241152</a>	2020.06.03
PIZZAHUT_9		<a href="https://twitter.com/pizzahut/status/1267480363292438529">https://twitter.com/pizzahut/status/1267480363292438529</a>	2020.06.01
PIZZAHUT_10		<a href="https://twitter.com/pizzahut/status/1267118027478163458">https://twitter.com/pizzahut/status/1267118027478163458</a>	2020.05.31
PIZZAHUT_11	Hi there! Mind checking your DMS for us?	<a href="https://twitter.com/pizzahut/status/1266567329652936705">https://twitter.com/pizzahut/status/1266567329652936705</a>	2020.05.30
PIZZAHUT_12	That pizza needs some help. Mind sending us a DM with your name, email address, phone number, and the store's exact street address?	<a href="https://twitter.com/pizzahut/status/1266851946767413248">https://twitter.com/pizzahut/status/1266851946767413248</a>	2020.05.31
PIZZAHUT_13	We hate to see this! Would you mind sharing your contact information and this store's address with us in a private message? We'd like to help with this.	<a href="https://twitter.com/pizzahut/status/1266471196280778752">https://twitter.com/pizzahut/status/1266471196280778752</a>	2020.05.29
PIZZAHUT_14	Thanks for bringing this to our attention. Please reach out to our customer service line at 1-800-948-8488 for further assistance.	<a href="https://twitter.com/pizzahut/status/1266130259759398914">https://twitter.com/pizzahut/status/1266130259759398914</a>	2020.05.29
PIZZAHUT_15	Thanks for reaching out. Mind sending us a DM with more details about this?	<a href="https://twitter.com/pizzahut/status/1266127524175609857">https://twitter.com/pizzahut/status/1266127524175609857</a>	2020.05.29

PIZZAHUT_16	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 to exclusive deals and start earning points toward free pizza!	<a href="https://twitter.com/pizzahut/status/1265696968572977159">https://twitter.com/pizzahut/status/1265696968572977159</a>	2020.05.27
PIZZAHUT_17	Congratulations! ❤️🍕	<a href="https://twitter.com/pizzahut/status/1265361685155508225">https://twitter.com/pizzahut/status/1265361685155508225</a>	2020.05.26
PIZZAHUT_18	🍕🍷	<a href="https://twitter.com/pizzahut/status/1265409405949894656">https://twitter.com/pizzahut/status/1265409405949894656</a>	2020.05.27
PIZZAHUT_19	Cajun fries = 🍷🍷🍷	<a href="https://twitter.com/pizzahut/status/1265068055752609793">https://twitter.com/pizzahut/status/1265068055752609793</a>	2020.05.26
PIZZAHUT_20	Your safety is our main concern. You can learn more about our efforts here: <a href="http://blog.pizzahut.com/live-blog-pizza-hut-community-health-safety/">http://blog.pizzahut.com/live-blog-pizza-hut-community-health-safety/</a> .	<a href="https://twitter.com/pizzahut/status/1264630370042966016">https://twitter.com/pizzahut/status/1264630370042966016</a>	2020.05.24
PIZZAHUT_21	😞🍷	<a href="https://twitter.com/pizzahut/status/1264691579874230272">https://twitter.com/pizzahut/status/1264691579874230272</a>	2020.05.25
PIZZAHUT_22	It's beautiful! 😊	<a href="https://twitter.com/pizzahut/status/1264324757249355777">https://twitter.com/pizzahut/status/1264324757249355777</a>	2020.05.24
PIZZAHUT_23	Thanks for bringing this to our attention. Mind sending us a private message with more details about this?	<a href="https://twitter.com/pizzahut/status/1263936739938189312">https://twitter.com/pizzahut/status/1263936739938189312</a>	2020.05.22
PIZZAHUT_24	Oop! 😊	<a href="https://twitter.com/pizzahut/status/1263932072609017856">https://twitter.com/pizzahut/status/1263932072609017856</a>	2020.05.22
PIZZAHUT_25	Hi, unfortunately, this is the account for U.S. related issues. Due to your location, would you mind reaching out to our friends @PizzaHutUK and/or @pizzahutdeliver ? Thanks for your understanding.	<a href="https://twitter.com/pizzahut/status/1263529724510220288">https://twitter.com/pizzahut/status/1263529724510220288</a>	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.	<a href="https://twitter.com/pizzahut/status/1263618080678088704">https://twitter.com/pizzahut/status/1263618080678088704</a>	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.	<a href="https://twitter.com/pizzahut/status/1262914944405770240">https://twitter.com/pizzahut/status/1262914944405770240</a>	2020.05.20
PIZZAHUT_28	We'd like to look into this. Would you mind sending us a private message with some details?	<a href="https://twitter.com/pizzahut/status/1262746064097951746">https://twitter.com/pizzahut/status/1262746064097951746</a>	2020.05.19
PIZZAHUT_29	👤	<a href="https://twitter.com/pizzahut/status/1262867550137802752">https://twitter.com/pizzahut/status/1262867550137802752</a>	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?	<a href="https://twitter.com/pizzahut/status/126238553235445775">https://twitter.com/pizzahut/status/126238553235445775</a>	2020.05.18
PIZZAHUT_31	Oh no! Mind sending us a DM with your name, email address, phone number, and the store's address?	<a href="https://twitter.com/pizzahut/status/1262383156419846146">https://twitter.com/pizzahut/status/1262383156419846146</a>	2020.05.18
PIZZAHUT_32	Good call. 🍕	<a href="https://twitter.com/pizzahut/status/1262125213589725185">https://twitter.com/pizzahut/status/1262125213589725185</a>	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.	<a href="https://twitter.com/pizzahut/status/1261801578916245504">https://twitter.com/pizzahut/status/1261801578916245504</a>	2020.05.17
PIZZAHUT_34	It's #NationalPizzaPartyDay! What are your favorite pizza toppings? 🍕	<a href="https://twitter.com/pizzahut/status/1261423636017225728">https://twitter.com/pizzahut/status/1261423636017225728</a>	2020.05.16
PIZZAHUT_35	😊	<a href="https://twitter.com/pizzahut/status/1261441772997107712">https://twitter.com/pizzahut/status/1261441772997107712</a>	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.	<a href="https://twitter.com/pizzahut/status/1261083527187054592">https://twitter.com/pizzahut/status/1261083527187054592</a>	2020.05.15
PIZZAHUT_37	❤️❤️❤️	<a href="https://twitter.com/pizzahut/status/1261004833563176961">https://twitter.com/pizzahut/status/1261004833563176961</a>	2020.05.14

PIZZAHUT_38	We can try to help. Mind sending us a private message?	<a href="https://twitter.com/pizzahut/status/1260597856794075136">https://twitter.com/pizzahut/status/1260597856794075136</a>	2020.05.13
PIZZAHUT_39		<a href="https://twitter.com/pizzahut/status/1260357686517886978">https://twitter.com/pizzahut/status/1260357686517886978</a>	2020.05.13
PIZZAHUT_40		<a href="https://twitter.com/pizzahut/status/1260247032666615808">https://twitter.com/pizzahut/status/1260247032666615808</a>	2020.05.12
PIZZAHUT_41	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?	<a href="https://twitter.com/pizzahut/status/1259926498443538433">https://twitter.com/pizzahut/status/1259926498443538433</a>	2020.05.11
PIZZAHUT_42		<a href="https://twitter.com/pizzahut/status/1259927778935189507">https://twitter.com/pizzahut/status/1259927778935189507</a>	2020.05.11
PIZZAHUT_43	Sorry to hear this. Mind sending us a DM with the street address of the store you ordered from?	<a href="https://twitter.com/pizzahut/status/1259575595748347904">https://twitter.com/pizzahut/status/1259575595748347904</a>	2020.05.10
PIZZAHUT_44	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 address so we can look into this?	<a href="https://twitter.com/pizzahut/status/1259175148805976064">https://twitter.com/pizzahut/status/1259175148805976064</a>	2020.05.09
PIZZAHUT_45		<a href="https://twitter.com/pizzahut/status/1259167061177061377">https://twitter.com/pizzahut/status/1259167061177061377</a>	2020.05.09
PIZZAHUT_46	Oh, no! Were you able to contact your local store about your missing item?	<a href="https://twitter.com/pizzahut/status/1258807375898669056">https://twitter.com/pizzahut/status/1258807375898669056</a>	2020.05.08
PIZZAHUT_47	Thanks for bringing this to our attention. Mind sending us a DM with more details about this? We'd like to help.	<a href="https://twitter.com/pizzahut/status/1258490391927468032">https://twitter.com/pizzahut/status/1258490391927468032</a>	2020.05.07
PIZZAHUT_48		<a href="https://twitter.com/pizzahut/status/1258491913742630912">https://twitter.com/pizzahut/status/1258491913742630912</a>	2020.05.07
PIZZAHUT_49	This is definitely not the experience we wanted for you. Mind sending us a DM with your name, email address, phone number, and the store's exact street address?	<a href="https://twitter.com/pizzahut/status/1258164020655218688">https://twitter.com/pizzahut/status/1258164020655218688</a>	2020.05.07
PIZZAHUT_50		<a href="https://twitter.com/pizzahut/status/1258152984535371777">https://twitter.com/pizzahut/status/1258152984535371777</a>	2020.05.07
PIZZAHUT_51	We're sorry we let you down. Would you mind sending us a private message so we can look into this?	<a href="https://twitter.com/pizzahut/status/1257518285010038785">https://twitter.com/pizzahut/status/1257518285010038785</a>	2020.05.05
PIZZAHUT_52	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?	<a href="https://twitter.com/pizzahut/status/1257415792720838663">https://twitter.com/pizzahut/status/1257415792720838663</a>	2020.05.05
PIZZAHUT_53	🙋	<a href="https://twitter.com/pizzahut/status/1257441749787705346">https://twitter.com/pizzahut/status/1257441749787705346</a>	2020.05.05
PIZZAHUT_54	Hey there! We've replied to your private message on Facebook. Do you mind checking your messages for us? Thank you!	<a href="https://twitter.com/pizzahut/status/1257070572460097538">https://twitter.com/pizzahut/status/1257070572460097538</a>	2020.05.04
PIZZAHUT_55	This is definitely not the experience we wanted for you. Mind sending us a DM with more details?	<a href="https://twitter.com/pizzahut/status/1257057311639498752">https://twitter.com/pizzahut/status/1257057311639498752</a>	2020.05.04
PIZZAHUT_56	That pizza needs some help. Mind sending us a DM with your name, email address, phone number, and the store's exact street address?	<a href="https://twitter.com/pizzahut/status/1256601726527758338">https://twitter.com/pizzahut/status/1256601726527758338</a>	2020.05.02
PIZZAHUT_57	We wanted to check in. Were you able to contact the store and receive your order?	<a href="https://twitter.com/pizzahut/status/1256365303975432193">https://twitter.com/pizzahut/status/1256365303975432193</a>	2020.05.02
PIZZAHUT_58	Oh no! Have you reached out to the store about this?	<a href="https://twitter.com/pizzahut/status/1255977554202128385">https://twitter.com/pizzahut/status/1255977554202128385</a>	2020.05.01
PIZZAHUT_59	Always!	<a href="https://twitter.com/pizzahut/status/1255987280579158017">https://twitter.com/pizzahut/status/1255987280579158017</a>	2020.05.01

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

PIZZAHUT_83	Jim, thanks for reaching out. Many locations are open for delivery and carry out. You can learn more by visiting <a href="http://pizzahut.com">http://pizzahut.com</a> .	<a href="https://twitter.com/pizzahut/status/1250454828972568576">https://twitter.com/pizzahut/status/1250454828972568576</a>	2020.04.15
PIZZAHUT_84	Pizza is always a good idea. 😊	<a href="https://twitter.com/pizzahut/status/1250519730944831488">https://twitter.com/pizzahut/status/1250519730944831488</a>	2020.04.15
PIZZAHUT_85	Thanks for contacting us! Please reach out to our friends @PizzaHutUK for further assistance. Thanks for your understanding.	<a href="https://twitter.com/pizzahut/status/1250094546005807104">https://twitter.com/pizzahut/status/1250094546005807104</a>	2020.04.14
PIZZAHUT_86	😊	<a href="https://twitter.com/pizzahut/status/1250156884985708545">https://twitter.com/pizzahut/status/1250156884985708545</a>	2020.04.14
PIZZAHUT_87	Here for this. 🙋	<a href="https://twitter.com/pizzahut/status/1249700504386461697">https://twitter.com/pizzahut/status/1249700504386461697</a>	2020.04.13
PIZZAHUT_88	Mind sending us a private message so we can look into this?	<a href="https://twitter.com/pizzahut/status/1249701059150221316">https://twitter.com/pizzahut/status/1249701059150221316</a>	2020.04.13
PIZZAHUT_89	Hi, we're sorry to hear this but thank you for bringing it to our attention. Would you mind sharing this at <a href="http://pizzahut.com/contactus">http://pizzahut.com/contactus</a> so our team can look into this further?	<a href="https://twitter.com/pizzahut/status/1249444036605169665">https://twitter.com/pizzahut/status/1249444036605169665</a>	2020.04.13
PIZZAHUT_90	Mind sending us a DM with more details about this? We'd like to help.	<a href="https://twitter.com/pizzahut/status/1249048536018083840">https://twitter.com/pizzahut/status/1249048536018083840</a>	2020.04.11
PIZZAHUT_91	😊	<a href="https://twitter.com/pizzahut/status/1248814590537789440">https://twitter.com/pizzahut/status/1248814590537789440</a>	2020.04.11
PIZZAHUT_92	Hi, there! Please visit <a href="http://pizzahut.com/deals">http://pizzahut.com/deals</a> to see the deals currently offered at your store.	<a href="https://twitter.com/pizzahut/status/1248743361567055872">https://twitter.com/pizzahut/status/1248743361567055872</a>	2020.04.11
PIZZAHUT_93	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 address?	<a href="https://twitter.com/pizzahut/status/1248681452608212992">https://twitter.com/pizzahut/status/1248681452608212992</a>	2020.04.10
PIZZAHUT_94	Due to your location, would you mind reaching out to our friends @PizzaHutUK and/or @pizzahutdeliver ? Thanks for your understanding.	<a href="https://twitter.com/pizzahut/status/1248351909708066816">https://twitter.com/pizzahut/status/1248351909708066816</a>	2020.04.09
PIZZAHUT_95	We might be able to help. Mind sending us a private message?	<a href="https://twitter.com/pizzahut/status/1247982627849523200">https://twitter.com/pizzahut/status/1247982627849523200</a>	2020.04.08
PIZZAHUT_96	👁️	<a href="https://twitter.com/pizzahut/status/1247917658210631680">https://twitter.com/pizzahut/status/1247917658210631680</a>	2020.04.08
PIZZAHUT_97	Jessica, thanks for reaching out. Mind sending us a DM so we can look into this further?	<a href="https://twitter.com/pizzahut/status/1247623422269513729">https://twitter.com/pizzahut/status/1247623422269513729</a>	2020.04.07
PIZZAHUT_98	Thanks for bringing this to our attention. Mind sending us a DM so we can look into this?	<a href="https://twitter.com/pizzahut/status/1247596823650299905">https://twitter.com/pizzahut/status/1247596823650299905</a>	2020.04.07
PIZZAHUT_99	We'd like to look into this. Would you mind sending us a private message with some details?	<a href="https://twitter.com/pizzahut/status/1247199892528750597">https://twitter.com/pizzahut/status/1247199892528750597</a>	2020.04.06
PIZZAHUT_100	We don't take issues like this lightly. Would you mind sending us a private message so we can try to help?	<a href="https://twitter.com/pizzahut/status/1246908104169512961">https://twitter.com/pizzahut/status/1246908104169512961</a>	2020.04.06
PIZZAHUT_101	That's not the quality we wanted for you. Did you by chance try reaching out to your store about this?	<a href="https://twitter.com/pizzahut/status/1246647277529100288">https://twitter.com/pizzahut/status/1246647277529100288</a>	2020.04.05
PIZZAHUT_102	Sorry to hear this. Due to your location, would you mind reaching out to our friends @PizzaHutUK ? Thanks for your understanding.	<a href="https://twitter.com/pizzahut/status/1246505150836920320">https://twitter.com/pizzahut/status/1246505150836920320</a>	2020.04.04
PIZZAHUT_103	Thanks for contacting us. Please reach out to our friends @PizzaHutUK for further assistance. Thanks for your understanding.	<a href="https://twitter.com/pizzahut/status/1246555505494880257">https://twitter.com/pizzahut/status/1246555505494880257</a>	2020.04.05
PIZZAHUT_104	Hi, would you mind sharing this at <a href="http://pizzahut.com/contactus">http://pizzahut.com/contactus</a> so our team can look into this further?	<a href="https://twitter.com/pizzahut/status/1246213822303498240">https://twitter.com/pizzahut/status/1246213822303498240</a>	2020.04.04

PIZZAHUT_105	Oh, no! Would you mind sending us a private message so we can look into this for you?	<a href="https://twitter.com/pizzahut/status/1245852299118837760">https://twitter.com/pizzahut/status/1245852299118837760</a>	2020.04.03
PIZZAHUT_106	❤️	<a href="https://twitter.com/pizzahut/status/1245836937459458048">https://twitter.com/pizzahut/status/1245836937459458048</a>	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?	<a href="https://twitter.com/pizzahut/status/1245492315604434945">https://twitter.com/pizzahut/status/1245492315604434945</a>	2020.04.02
PIZZAHUT_108	Happy to hear! If we can help with anything else please let us know.	<a href="https://twitter.com/pizzahut/status/1244994466164817927">https://twitter.com/pizzahut/status/1244994466164817927</a>	2020.03.31
PIZZAHUT_109	Hi Lorenzo! We'd recommend calling your local store about this.	<a href="https://twitter.com/pizzahut/status/1245112269135986688">https://twitter.com/pizzahut/status/1245112269135986688</a>	2020.04.01
PIZZAHUT_110	Nope, not alone. 🍕😞	<a href="https://twitter.com/pizzahut/status/1244746668873879553">https://twitter.com/pizzahut/status/1244746668873879553</a>	2020.03.31
PIZZAHUT_111	Hi, Due to your location, would you mind reaching out to our friends @PizzaHutCanada? Thanks for your understanding.	<a href="https://twitter.com/pizzahut/status/1244639152965996544">https://twitter.com/pizzahut/status/1244639152965996544</a>	2020.03.30
PIZZAHUT_112	Mind sending us a DM with more details about this? We'd like to help.	<a href="https://twitter.com/pizzahut/status/1244376927751692288">https://twitter.com/pizzahut/status/1244376927751692288</a>	2020.03.30
PIZZAHUT_113	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?	<a href="https://twitter.com/pizzahut/status/1244004295898357760">https://twitter.com/pizzahut/status/1244004295898357760</a>	2020.03.28
PIZZAHUT_114	🙏	<a href="https://twitter.com/pizzahut/status/1243978945885655041">https://twitter.com/pizzahut/status/1243978945885655041</a>	2020.03.28
PIZZAHUT_115	You too! 😊	<a href="https://twitter.com/pizzahut/status/1243633249345134592">https://twitter.com/pizzahut/status/1243633249345134592</a>	2020.03.27
PIZZAHUT_116	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?	<a href="https://twitter.com/pizzahut/status/1243285750575017985">https://twitter.com/pizzahut/status/1243285750575017985</a>	2020.03.26
PIZZAHUT_117	😞	<a href="https://twitter.com/pizzahut/status/1243226232730222598">https://twitter.com/pizzahut/status/1243226232730222598</a>	2020.03.26
PIZZAHUT_118	Oh, no! Would you mind sending us a private message so we can try to help?	<a href="https://twitter.com/pizzahut/status/1242941077570510849">https://twitter.com/pizzahut/status/1242941077570510849</a>	2020.03.26
PIZZAHUT_119	Hi Julie, mind sending us a DM with the address of the store you visited?	<a href="https://twitter.com/pizzahut/status/1242453224012955648">https://twitter.com/pizzahut/status/1242453224012955648</a>	2020.03.24
PIZZAHUT_120	🙏🍕❤️	<a href="https://twitter.com/pizzahut/status/1242448668789075968">https://twitter.com/pizzahut/status/1242448668789075968</a>	2020.03.24
PIZZAHUT_121	This is definitely not the experience we wanted for you. Mind sending us a DM with more details about this?	<a href="https://twitter.com/pizzahut/status/1242159116170055683">https://twitter.com/pizzahut/status/1242159116170055683</a>	2020.03.23
PIZZAHUT_122	Hi there, we'd really like to help. Mind sending us a DM with the address of the store you ordered from?	<a href="https://twitter.com/pizzahut/status/1241561331209097216">https://twitter.com/pizzahut/status/1241561331209097216</a>	2020.03.22
PIZZAHUT_123	❤️	<a href="https://twitter.com/pizzahut/status/1241565899389169664">https://twitter.com/pizzahut/status/1241565899389169664</a>	2020.03.22
PIZZAHUT_124	We're glad to hear this! Enjoy. 😊🍕	<a href="https://twitter.com/pizzahut/status/1241458928375836672">https://twitter.com/pizzahut/status/1241458928375836672</a>	2020.03.21
PIZZAHUT_125	We wanted to follow up. Was the store able to replace your pizza?	<a href="https://twitter.com/pizzahut/status/1241512900931366912">https://twitter.com/pizzahut/status/1241512900931366912</a>	2020.03.22
PIZZAHUT_126	We hate to hear this. Would you mind sharing your contact information and this store's address with us in a private message? We'd like to help with this.	<a href="https://twitter.com/pizzahut/status/1240809701975003137">https://twitter.com/pizzahut/status/1240809701975003137</a>	2020.03.20
PIZZAHUT_127	Thanks for reaching out, David. Mind sending us a DM with your email address and phone number?	<a href="https://twitter.com/pizzahut/status/1240743948018167829">https://twitter.com/pizzahut/status/1240743948018167829</a>	2020.03.19

PIZZAHUT_128	Oh, no! Were you able to contact your local store about your order?	<a href="https://twitter.com/pizzahut/status/1240701310451585024">https://twitter.com/pizzahut/status/1240701310451585024</a>	2020.03.19
PIZZAHUT_129	Hi there! Mind checking your DMs for us?	<a href="https://twitter.com/pizzahut/status/1240411541591085056">https://twitter.com/pizzahut/status/1240411541591085056</a>	2020.03.19
PIZZAHUT_130	❤️	<a href="https://twitter.com/pizzahut/status/1240370281073364992">https://twitter.com/pizzahut/status/1240370281073364992</a>	2020.03.18
PIZZAHUT_131	Thanks for bringing this to our attention. Please reach out to the Hut Rewards Hotline at 1-844-244-2552 and they should be able to assist you with this.	<a href="https://twitter.com/pizzahut/status/1239350422495612929">https://twitter.com/pizzahut/status/1239350422495612929</a>	2020.03.16
PIZZAHUT_132	This doesn't look right! Mind sending us a DM with your full name, phone number, email address, and the store's street address?	<a href="https://twitter.com/pizzahut/status/1239580052829831168">https://twitter.com/pizzahut/status/1239580052829831168</a>	2020.03.16
PIZZAHUT_133	Thanks for reaching out about this, Craig. Do you mind trying to redeem your points through a web browser to see if that works?	<a href="https://twitter.com/pizzahut/status/1239335020088549377">https://twitter.com/pizzahut/status/1239335020088549377</a>	2020.03.16
PIZZAHUT_134	This doesn't look right at all! Mind sending us a DM with your phone number, email address, and the store's street address?	<a href="https://twitter.com/pizzahut/status/1239191169394806784">https://twitter.com/pizzahut/status/1239191169394806784</a>	2020.03.15
PIZZAHUT_135	You're bringing back some memories! 😊	<a href="https://twitter.com/pizzahut/status/1238971193534722048">https://twitter.com/pizzahut/status/1238971193534722048</a>	2020.03.15
PIZZAHUT_136	We don't take issues like this lightly. Would you please send us a private message so we can look into this?	<a href="https://twitter.com/pizzahut/status/1238529462855020544">https://twitter.com/pizzahut/status/1238529462855020544</a>	2020.03.13
PIZZAHUT_137	Oh, no! Would you mind letting our friends @pizzahutuk or @pizzahutdeliver know about this?	<a href="https://twitter.com/pizzahut/status/1238492126440128513">https://twitter.com/pizzahut/status/1238492126440128513</a>	2020.03.13
PIZZAHUT_138	Hi there. Mind sending us a DM so that we can look into this?	<a href="https://twitter.com/pizzahut/status/1238219048548044800">https://twitter.com/pizzahut/status/1238219048548044800</a>	2020.03.12
PIZZAHUT_139	Thank you!	<a href="https://twitter.com/pizzahut/status/1238160228224356352">https://twitter.com/pizzahut/status/1238160228224356352</a>	2020.03.12
PIZZAHUT_140	This isn't what we want to hear. Were you able to contact your local store about this?	<a href="https://twitter.com/pizzahut/status/1237880292125208576">https://twitter.com/pizzahut/status/1237880292125208576</a>	2020.03.12
PIZZAHUT_141	Can't be true.	<a href="https://twitter.com/pizzahut/status/1237850495563132933">https://twitter.com/pizzahut/status/1237850495563132933</a>	2020.03.11
PIZZAHUT_142	Have a great night! ❤️	<a href="https://twitter.com/pizzahut/status/1237510192511586304">https://twitter.com/pizzahut/status/1237510192511586304</a>	2020.03.11
PIZZAHUT_143	😬	<a href="https://twitter.com/pizzahut/status/1237488167302774784">https://twitter.com/pizzahut/status/1237488167302774784</a>	2020.03.10
PIZZAHUT_144	This isn't what we want to hear. Would you mind sending us a private message so we can try to help?	<a href="https://twitter.com/pizzahut/status/1237115585718190080">https://twitter.com/pizzahut/status/1237115585718190080</a>	2020.03.09
PIZZAHUT_145	🙏	<a href="https://twitter.com/pizzahut/status/1237123342567493633">https://twitter.com/pizzahut/status/1237123342567493633</a>	2020.03.09
PIZZAHUT_146	We hate to see this, Hannah! Would you mind sharing your contact information and this store's address with us in a private message? We'd like to help with this.	<a href="https://twitter.com/pizzahut/status/1236795806557933568">https://twitter.com/pizzahut/status/1236795806557933568</a>	2020.03.09
PIZZAHUT_147	Thanks for contacting us! Please reach out to our friends @PizzaHutUK for further assistance. Thanks for your understanding.	<a href="https://twitter.com/pizzahut/status/1236376071718580224">https://twitter.com/pizzahut/status/1236376071718580224</a>	2020.03.07
PIZZAHUT_148	Our mind is blown.	<a href="https://twitter.com/pizzahut/status/1236410840493907968">https://twitter.com/pizzahut/status/1236410840493907968</a>	2020.03.07
PIZZAHUT_149	We're just givin' the people what they need! 😊	<a href="https://twitter.com/pizzahut/status/1236067287167205376">https://twitter.com/pizzahut/status/1236067287167205376</a>	2020.03.07
PIZZAHUT_150	Nope, breadsticks + Cinnamon Sticks. 🤔	<a href="https://twitter.com/pizzahut/status/1236048451768479744">https://twitter.com/pizzahut/status/1236048451768479744</a>	2020.03.06

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

<b>Word</b>	<b>Semantic frame type</b>	<b>Frequency</b>	<b>Range</b>
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.

<b>Word</b>	<b>Semantic frame type</b>	<b>Frequency</b>	<b>Range</b>
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
app	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.

<b>Word</b>	<b>Semantic frame type</b>	<b>Frequency</b>	<b>Range</b>
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
app	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_PUNISHMENTS	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.

<b>Word</b>	<b>Semantic frame type</b>	<b>Frequency</b>	<b>Range</b>
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	COTHEME	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.

Word	Semantic frame type	Frequency	Range
mind	PERCEPTION_EXPERIENCE / COMPLIANCE	72	72
sending	CONTACTING	54	54
address	CONTACTING/LOCALE	39	27
store	LOCALE_BY_USE	36	36
dm	CONTACTING	32	32
thanks	JUDGMENT_DIRECT_ADDRESS	28	24
message	CONTACTING	27	27
private	SECRECY_STATUS	27	27
help	ASSISTANCE	25	25
look	SCRUTINY	24	23
like	DESIRING	20	20
details	INFORMATION	17	17
more	INCREMENT	15	15
reaching	CONTACTING	15	15
contact	CONTACTING	14	14
email	CONTACTING	13	13
number	CONTACTING	13	13
phone	CONTACTING	13	13
bringing	CAUSE_TO_PERCEIVE	12	12
street	LOCALE	12	12
attention	ATTENTION	11	11
friends	PERSONAL_RELATIONSHIP	11	11
name	CONTACTING	10	10
pizza	FOOD	10	9
please	REQUEST	10	10
exact	ACCURACY	9	9
further	INCREMENT	9	9
hear	PERCEPTION_EXPERIENCE	9	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).

<b>Lexical bundle</b>	<b>Frequency</b>	<b>Range</b>
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).

<b>Lexical bundle</b>	<b>Frequency</b>	<b>Range</b>
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).



<b>Lexical bundle</b>	<b>Frequency</b>	<b>Range</b>
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).

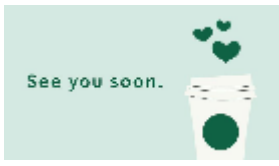
Multimodal sign	Frequency
phone #	12
😊	4
:)	1
#XGAMES	1

**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
<a href="https://company.bk.com/international">https://company.bk.com/international.</a>	2
<a href="http://imgur.com/a/mZR58c7">http://imgur.com/a/mZR58c7</a>	1
	1
	1
order #	1

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

Multimodal sign	Frequency
❤️	32
👤	1
🍦	2
❤️	3
😊	9
☀️	3
😞	1
😊	1
😊	5
☕	1
😊	1
😞	3
🏆	1
🎯	1
📍	1
🚗	1
👉	1
💪	1
🍓	1
😊	1
	1
<a href="http://sbux.co/learn">http://sbux.co/learn</a>	1
<a href="https://t.co/TZ87aiMINQ">https://t.co/TZ87aiMINQ</a>	1
<a href="https://t.co/RWP88MOTyf">https://t.co/RWP88MOTyf</a>	1
<a href="https://t.co/RB89jAyMzy">https://t.co/RB89jAyMzy</a>	1
<a href="https://t.co/3r53zArgb3">https://t.co/3r53zArgb3</a>	1















	1
<a href="https://t.co/RWP88MOTyf">https://t.co/RWP88MOTyf</a>	1
<a href="https://t.co/3r53zArgb3">https://t.co/3r53zArgb3</a>	1
<a href="http://bit.ly/2yyxZL4">bit.ly/2yyxZL4</a>	1
<a href="https://t.co/Rb8bj516NL">https://t.co/Rb8bj516NL</a>	1
<a href="https://t.co/09r3RiLPWh">https://t.co/09r3RiLPWh</a>	1
<a href="https://t.co/RWP88MOTyf">https://t.co/RWP88MOTyf</a>	1

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

Multimodal sign	Frequency
❤️	3
😬	1
👉	1
😎	1
😊	1
🍗	3
🍷	3
<a href="http://chipotle.com/contact-us#report-an-experience">http://chipotle.com/contact-us#report-an-experience</a>	55
<a href="https://chipotle.ca/contact-us">https://chipotle.ca/contact-us</a>	1
:)	2

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

Multimodal sign	Frequency
🍕	11
🍗	5
❤️	9
🍌	1
🍦	2
😬	4

	3
	7
	2
	1
	5
	3
?	1
	2
	1
	3
	1
	2
	1
	1
	1
@PizzaHutCanada	2
<a href="http://blog.pizzahut.com/live-blog-pizza-hut-community-health-safety/">http://blog.pizzahut.com/live-blog-pizza-hut-community-health-safety/</a>	1
@PizzaHutUK	9
@pizzahutdeliver	4
#NationalPizzaPartyDay!	1
<a href="http://pizzahut.com/deals">http://pizzahut.com/deals</a>	2