***Beefbar***

**Daily Operation Times:** 10:00am - 11:00pm

BB\_1.1.1 (En) and BB\_1.1.1 (Ar) - Opening at any time

BB\_1.2 (En) and BB\_1.2 (Ar) - Choices linked to the Queues: Reservations - 1, Inquiries - 2, Complaints - 3

BB\_1.3 (En) and BB\_1.3 (Ar) - Disclaimer (The call is recorded)

BB\_1.4.2 (En) and BB\_1.4.2 - (Ar) - Out of office message (outside the operation times)

BB\_1.4.6 en and BB\_1.4.6 ar - Message to be added in case of technical issues

BB\_1.5 (En) and BB\_1.5 (Ar) - Initial holding message

**Ramadan Operation Times:** 2:00pm - 2:00am (Break for 1h for Iftar to be determined during Ramadan)

BB\_1.7 (En) and BB\_1.7 (Ar) - Opening at any time

BB\_1.2 (En) and BB\_1.2 (Ar) - Choices linked to the Queues: Reservations - 1, Inquiries - 2, Complaints - 3

BB\_1.3 (En) and BB\_1.3 (Ar) - Disclaimer (The call is recorded)

BB\_1.4.4 (En) and BB\_1.4.4 (Ar) - Out of office message (outside the operation times)

BB\_1.4.5 (En) and BB\_1.4.5 (Ar) - Lines closure during Iftar

BB\_1.5 (En) and BB\_1.5 (Ar) - Initial holding message