AI Prompt Pack for Small Business

Prompts 1-7: customer communication

1. Customer email

Draft a friendly email to [customer] about [topic]. Use these verified facts: [facts]. Ask for [next step]. Keep it under [word count] words. Do not invent details.

2. Quote cover note

Write a cover email for quote [reference]. Scope: [scope]. Approved price and terms: [terms]. State exclusions: [exclusions]. Ask the customer to [next step]. Do not add promises.

3. Quote follow-up

Write a polite follow-up on quote [reference] sent [date]. Ask whether [customer] has questions. Offer [approved next step]. Avoid pressure or invented deadlines.

4. Appointment confirmation

Confirm [service] on [date/time/time zone] by [method]. Include preparation [steps] and rescheduling instructions [instructions]. Use only these details.

5. Late reply

Write a brief reply after a delay of [time]. Acknowledge the wait without excuses. Answer [question] using [facts]. End with [next step].

6. Payment reminder

Draft a respectful reminder for invoice [reference], due [date], with balance [amount] and approved payment method [method]. Do not add fees or legal threats.

7. Social post

Create a social post for [service] aimed at [audience]. Use [verified benefits], [tone], and [approved link]. Do not invent results, discounts, or customer quotes.

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Prompts 8-14: everyday writing

8. Weekly content ideas

Suggest [number] useful posts about [business topic] for [audience]. Separate educational ideas from sales ideas. Flag any factual claim that needs checking.

9. FAQ answers

Write short answers to these questions: [questions]. Use only our policy notes: [notes]. Mark unanswered points [NEEDS INPUT] rather than guessing.

10. Positive review reply

Reply warmly to this review: [review]. Mention only details the reviewer made public. Keep it brief and avoid sharing private job or customer information.

11. Critical review reply

Draft a calm reply to [review]. Acknowledge the concern without arguing or exposing private details. Invite contact through [approved channel]. Do not admit unverified facts.

12. SOP draft

Turn these actual steps into a simple SOP: [steps]. Include owner [role], tools [tools], checks [checks], and when to escalate [conditions]. Mark missing information.

13. SOP simplification

Rewrite this process for a new employee: [process]. Keep all required checks. Use numbered steps, explain unfamiliar words, and flag contradictions.

14. Meeting recap

Summarize these redacted notes: [notes]. List decisions, tasks, owners, and due dates only if stated. Mark missing owners or dates as [NEEDS INPUT].

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Prompts 15-20: clearer operations

15. Service description

Write a plain-language description of [service] using scope [scope], exclusions [exclusions], and audience [audience]. Avoid guarantees and unsupported comparisons.

16. Website clarity

Review this website text: [text]. Suggest clearer wording for [audience]. Identify vague claims and missing next steps. Do not invent credentials or performance numbers.

17. Customer intake

Create [number] intake questions for [service]. Ask only what is needed to scope the work. Do not request passwords, payment card details, or unnecessary sensitive information.

18. Delay update

Tell [customer] that [verified issue] affects [job]. Confirm known timing [timing or unknown] and the next update [time]. Offer only approved options [options].

19. Handover note

Create a handover from these redacted notes: [notes]. Include completed work, open items, owners, and next checks. Do not include credentials or fill gaps with guesses.

20. Checklist builder

Turn [task] into a short checklist for [role]. Use our approved steps [steps] and stop conditions [conditions]. Label suggestions that need owner approval.

Check before sending

Replace every [bracket], remove private data, and check names, prices, dates, facts, tone, links, and policy details. AI can make things up. Have a person approve the final text. Use only an AI tool approved for your data.

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