

# 25 Things to Ask ChatGPT for Your Business

The exact words to type for emails, Facebook posts, letters and planning. Print this out and keep it beside you.

## How to use this guide

Each idea has a box marked **Type this**. Copy the words into ChatGPT or Claude. Wherever you see **[square brackets]**, replace them with your own details, then delete the brackets.

Every idea here works with the free versions.

# Before you start

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## Getting in

**ChatGPT:** go to **chatgpt.com** on your computer, or download the ChatGPT app made by OpenAI on your phone.

**Claude:** go to **claude.ai** on your computer, or download the Claude app made by Anthropic on your phone.

Both ask you to sign up with an email address. Both are free. You don't need to pay for anything in this guide.

Once you're in, you'll see a box at the bottom of the screen. That's where you type. Press Enter, or tap the arrow, to send.

## Three rules worth remembering

1. **Never type in private numbers.** No bank details, PPS numbers, passwords or card numbers. Leave out customers' addresses and phone numbers too.
2. **Check facts before you rely on them.** ChatGPT sometimes states things confidently that aren't true, especially prices, laws and dates. For anything to do with tax, law or health, check with Revenue, Citizens Information or a professional.
3. **Treat every answer as a first draft.** Read it, change anything that doesn't sound like you, then send it.

**If you don't like an answer, just say so.** Type "make it shorter", "make it friendlier", or "that's too formal, I'm writing to a regular customer". It will try again as many times as you like.

# Emails and customers

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## 1 Reply to a customer email

### Type this:

Here is an email from a customer. Write a friendly, short reply from me, [your name], owner of [your business]. Here's what I want to say: [the main points]. Here's their email: [paste the email]

## 2 Answer a complaint calmly

### Type this:

A customer has complained. Write a polite, calm reply that apologises for their bad experience, doesn't admit legal fault, and offers [what you're willing to do]. Their complaint: [paste it]

Good for when you're annoyed and don't want it to show.

## 3 Write a quote email

### Type this:

Write a short, professional email giving a quote to [customer's first name] for [the job]. The price is [price], it includes [what's included], and it's valid for [number] days. Keep it warm but businesslike.

## 4 Chase an unpaid invoice

### Type this:

Write a polite reminder to a customer whose invoice for [amount] is [number] weeks overdue. It's the [first / second] reminder. Firm but friendly, as I'd like to keep them as a customer.

## 5 Make my email sound better

### Type this:

Tidy up this email. Fix any spelling and grammar, and make it clearer, but keep it sounding like me. Don't make it longer. [paste your email]

## 6 Say no without offending

### Type this:

Help me politely turn down [the request] from [a customer / a supplier]. I want to keep a good relationship. The reason is [your reason].

# Facebook, Instagram and reviews

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## 7 A month of Facebook posts

### Type this:

I run [your business] in [your town]. Write 8 short Facebook posts for the next month. Mix them up: a tip for customers, a behind-the-scenes post, a reminder about [a service or product], and a seasonal one. Friendly tone, no hashtags, no more than 3 sentences each.

Then ask: "Give me a different version of number 3."

## 8 Announce something new

### Type this:

Write a short Facebook post announcing [new product / new opening hours / a special offer]. Make it sound local and friendly, not like an advert.

## 9 Thank a customer for a good review

### Type this:

Write a short, warm reply to this Google review. Mention something specific they said. Sign it [your first name]. Review: [paste it]

## 10 Reply to a bad review

### Type this:

Write a calm, professional public reply to this negative review. Thank them, apologise that they were disappointed, briefly give our side without arguing, and invite them to contact me directly at [email or phone]. Review: [paste it]

Other customers read your reply more than the review itself.

## 11 Write a short "About us"

### Type this:

Write a short "About us" for my business's website and Facebook page. Here are the facts: [how long you've been going, where, what you do, what you're proud of]. Keep it under 100 words and make it sound genuine, not salesy.

# Letters and paperwork

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## 12 Explain a confusing letter

**Type this:**

Explain this letter to me in plain English. What is it asking me to do, and by when? [paste the text of the letter]

On your phone, tap the + or camera button and take a photo of the letter instead of typing it. Cover or cut out any account numbers or PPS numbers before you take the photo.

## 13 Summarise a long document

**Type this:**

Summarise this in 5 short bullet points. Then tell me anything I should be careful about. [paste the text]

Useful for supplier terms, insurance policies and contracts. Always have a professional check anything you're about to sign.

## 14 Write a formal letter

**Type this:**

Write a formal letter from me, [your name] of [your business], to [who it's to] about [the subject]. The key points are: [your points]. Keep it to one page.

## 15 Make a price list clear

**Type this:**

Turn these prices into a neat, easy-to-read price list I can print or put on my website. Group them sensibly. [paste your prices]

## 16 Write a notice for the shop or premises

### Type this:

Write a short, friendly notice for my shop window about [closing early on Friday / new card payments / parking]. One or two sentences, easy to read from a distance.

# Planning and ideas

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## 17 Ideas to bring in more customers

**Type this:**

I run [your business] in [your town]. Most customers are [who they are]. Give me 10 low-cost ideas to bring in more customers over the next 3 months. Nothing that needs a big budget or a website.

## 18 Plan a busy week

**Type this:**

Here is everything I need to get done this week: [list it]. Put it in a sensible order over Monday to Friday, with the most urgent things first.

## 19 Prepare for a difficult conversation

**Type this:**

I need to talk to [a staff member / a supplier / a landlord] about [the issue]. Help me plan what to say, and suggest how to answer if they push back.

## 20 Write a job ad

**Type this:**

Write a short job ad for a [part-time / full-time] [role] at my [business] in [town]. Hours: [hours]. Main duties: [duties]. Make it sound like a good place to work.

## 21 Think through a decision

**Type this:**

I'm deciding whether to [the decision]. Ask me 5 questions, one at a time, to help me think it through. Then give me a short summary of the pros and cons.

# Getting better answers

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## 22 Tell it about your business once

### Type this:

Before we start: I run [your business] in [your town]. My customers are mostly [who]. I write in a [friendly / formal] way and I'm Irish, so use Irish spelling and phrasing. Keep this in mind for everything I ask today.

Start a conversation with this and every answer after it fits you better.

## 23 Ask it to ask you

### Type this:

I want help with [the task]. Before you answer, ask me any questions you need so you get it right.

## 24 Fix the tone

### Type this:

That's good but too [formal / long / salesy / American]. Rewrite it so it sounds like a friendly Irish business owner talking to a regular customer.

## 25 Check its own work

### Type this:

Look back at your last answer. Is anything in it possibly wrong, out of date, or something I should double-check before using it?

It won't catch everything, but it often flags its own mistakes.

# Want to see it done, click by click?

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This guide gives you the words to type. The **Promptly course** shows you everything else on screen, zoomed in, at a steady pace:

- Setting up ChatGPT and Claude on your phone and computer
- Writing customer emails, quotes and complaint replies in your own voice
- A month of Facebook posts in one sitting
- Photographing a letter and asking what it means
- Talking to it out loud instead of typing
- Spotting wrong answers and the new AI voice scams

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Questions? Email [hello@promptlyacademy.com](mailto:hello@promptlyacademy.com) and we'll reply within one working day.

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