

Check every promise: a cheat sheet for AI email replies

An AI draft can sound careful and still promise too much. This routine, from the free Reply Faster lesson, turns "this looks fine" into a check you can do in seconds.

Give ChatGPT three things in one message

1. **The thread**, oldest message first, with one line that says what it is. Leave out anything private, like a card number.
2. **Your facts, numbered**. Only what the reply may promise: dates, prices, what you can and can't do. Numbers make them easy to check later.
3. **What a good reply looks like**: the tone, every question to answer, a word limit, and the rule "Don't invent details or promise anything that isn't in the facts."

Ask for the check

Check that reply against my facts. Make a table of every promise or claim in it and the fact that backs it up. Flag anything the facts don't support.

The exact check from the lesson. Paste it after the first draft.

Remember: Every promise in the reply must match a numbered fact you gave it. If it isn't in your facts, it doesn't go out.

Fix it with specific changes

- Use the safer wording for anything flagged.
- Ask for exact changes, not "make it better": warmer, under 120 words, every other fact the same.
- Still compare the table with your own facts. You know the business; ChatGPT does not.

The slip it catches

Draft said

"Completely nut-free." That isn't in the facts.

Fact 4 says

The lemon recipe has no nuts, but the kitchen also bakes with nuts, so no cake is promised nut-free.

Before you send

Read the date, the price and the allergy answer one last time.

Practice it free: Reply Faster: Turn a Messy Customer Email Thread into a Clear, Friendly Reply at learn.ynteractive.com/modules/chatgpt-reply-faster. This sheet: learn.ynteractive.com/content/cheat-sheets/check-every-promise. Cedar Lane Bakery is a made-up business from the lesson. By Robert Breen, October 1, 2026.