

Ten prompt templates for everyday small-business work

Each template in the free prompt library uses Role, Context, Task and Format, with a [BLANK] for every detail you fill in.

Customer replies

Customer complaint reply

An angry email about a late arrival or a mess. Key line: "Only promise what is in those facts."

FAQ-based customer reply

Questions you answer ten times a week. Key line: "Answer only from our FAQ and policies."

Appointment reschedule reply

A customer wants to move a booking. Key line: "Don't confirm any slot until the customer picks one."

Missed call text back

An automatic text after a missed call. Key line: "Don't quote prices, diagnose problems, promise a visit time or ask for payment details."

Reviews and sales

Negative review response

A one- or two-star review. Key line: "Don't offer refunds or discounts in public."

Positive review thank-you

Happy reviews piling up. Key line: "Mention only details the reviewer wrote."

Quote follow-up email

A quote that got no reply. Key line: "Do not invent a deadline, price increase, discount, limited availability or 'only a few spots left.'"

Meetings and handoffs

Action items table

A meeting left only a transcript. Key line: "If an owner or date isn't said, write 'Not stated' instead of guessing."

Meeting recap email

Everyone needs what was agreed. Key line: "If a date is missing, write 'date to be confirmed'."

Email thread summary

Handing a customer thread to a coworker. Key line: "Use only the thread."

Use any template in three steps

1. Copy it into ChatGPT, Claude, Gemini or Copilot.
2. Replace every [BLANK] with your own details. Leave out account numbers and other private details the task doesn't need.
3. Tick off every name, date and number in the answer against what you gave it. Anything you can't tick came from the AI, so delete it.

Remember: The template keeps the AI to your facts. You still check every promise, name, date and number before anything goes out.

Practice it free: Prompt Writing 101: Role, Context, Task, Format at learn.ynteractive.com/modules/prompt-writing-101. This sheet: learn.ynteractive.com/content/cheat-sheets/prompt-templates-top-10. Businesses in the lesson examples are made up. By Robert Breen, October 1, 2026.