

Emails and customer messages

Use AI to draft replies and messages that still sound like you, and read every one before it goes out.

Try it

1 Reply to a review.

Write a short, warm reply to this review of my *café*. Thank them and say sorry for the wait. Don't offer anything free. Review: "Lovely coffee, but we waited 20 minutes for our sandwiches."

2 Make it sound like you.

Make it sound friendly and down to earth, like a local shop owner talking to a regular. No fancy words.

3 A message with dates.

Write a short message for my customers: we're closed on *25 and 26 December*, and open again on *27 December, 9 am to 4 pm*.

Now check every date and time against what you typed.

4 Your own message. Pick a real email you need to write this week. Describe it in a sentence or two, without names or private details, and ask for a draft.

Check it

- ☐ Every date, time and price is exactly the one you gave.
- ☐ It doesn't promise anything you didn't say (a refund, a discount).
- ☐ You'd be happy to say it out loud to the customer.
- ☐ You add names yourself, in your own email.

TAKE-HOME RULE

You press send, so you read it first.