Tradie AI Prompt Library: 264 prompts

Copy a prompt, fill in the [square brackets], paste it into ChatGPT, Claude, Gemini or Copilot. Keep customers' full details out of free AI tools, and check every draft before you send it. To use it as a knowledge file, add the plain-text version to a ChatGPT Project, custom GPT, Claude Project or Gemini skill.

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Answering enquiries and messages

Reply to new enquiries, texts, emails and Facebook messages quickly and in your own voice. Use first names or [CUSTOMER] only, never full contact details.

Reply to a new job enquiry

Use it: A new enquiry has come in by text, email or web form and you want to reply properly.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. A new enquiry just came in. Here it is, with names and contact details taken out: [PASTE THE ENQUIRY].

Write a reply to [CUSTOMER] that thanks them, shows I've understood the job, asks the 2 or 3 questions I need answered before I can quote ([E.G. PHOTOS, ACCESS, TIMING]) and offers a next step: [SITE VISIT / PHONE CALL / QUOTE FROM PHOTOS]. Keep it under 100 words, suitable for a text or email.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Text back after a missed call

Use it: You missed a call on the tools and want to text straight back.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I missed a call from [CUSTOMER] while I was on a job. Write a text I can send now that says sorry I missed them, asks what the job is, and tells them when I'll be able to call back: [TIME OR "THIS ARVO"]. Give me 3 versions: one very short (under 25 words), one friendly, and one that suits a possible emergency job. No emojis.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Write my voicemail greeting

Use it: Your voicemail is old, long or doesn't say what happens next.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a voicemail greeting for my business, [BUSINESS NAME]. It should say who they've reached, that I'm probably on the tools, what to leave in the message ([NAME, SUBURB, WHAT THE JOB IS]) and when I usually call back: [E.G. SAME DAY]. If I offer emergency work, add one line on what to do: [EMERGENCY DETAILS OR "NONE"]. Keep it under 30 seconds when read aloud. Give me 2 versions.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Ask me for anything missing before you write it.

Ask for photos before I quote

Use it: A customer wants a price and photos would save you a trip.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. A customer, [CUSTOMER], wants a price for [JOB]. Write a short message asking them for photos or a short video so I can give a rough idea before visiting. Tell them exactly what to photograph: [E.G. THE WHOLE AREA, CLOSE-UP OF THE DAMAGE, THE METER BOX, ACCESS]. Make it easy to follow on a phone, as a numbered list. Under 90 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Politely turn down a job

Use it: The job is too small, too far, not your type of work or you're booked out.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I need to say no to an enquiry from [CUSTOMER] about [JOB]. The reason is [TOO FAR / NOT MY TYPE OF WORK / BOOKED OUT UNTIL DATE / TOO SMALL]. Write a polite reply that thanks them, says no clearly without over-explaining, and, if it fits, suggests what they could do next ([E.G. LOOK FOR A LOCAL TRADE, CHECK BACK IN MONTH]). Don't name or recommend any other business. Under 80 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Reply to a Facebook or Instagram message

Use it: Someone has messaged your business page asking about a job or price.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Someone messaged my business page: [PASTE THE MESSAGE, NO SURNAMES]. Write a reply that answers what I can answer, moves the chat towards a quote or booking, and asks for the best way to reach them ([PHONE OR EMAIL]). Don't give a price unless I tell you one here: [PRICE GUIDE OR "NO PRICE"]. Keep it short and natural for social messaging, under 70 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Standard answers to common questions

Use it: You get the same questions every week and want saved replies.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. These are the questions customers ask me most: [LIST 5 TO 10 QUESTIONS, E.G. DO YOU CHARGE A CALL-OUT FEE, WHAT AREAS DO YOU COVER, ARE YOU LICENSED]. Here are my real answers in rough form: [YOUR ROUGH ANSWERS]. Turn them into a saved-replies list I can copy into texts and emails: question in bold, then a reply of 1 to 3 sentences. Where I haven't given you an answer, write [ANSWER NEEDED] instead of guessing.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Out-of-hours auto-reply

Use it: You want an email or message auto-reply for nights, weekends or holidays.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write an auto-reply for my email and business messages for when I'm [AFTER HOURS / ON HOLIDAYS FROM DATE TO DATE]. It should thank them, say when I'll reply, ask them to include [SUBURB, JOB TYPE, PHOTOS], and say what to do if it's urgent: [URGENT INSTRUCTIONS OR "NO EMERGENCY SERVICE"]. Under 80 words. Give me one version for email and a shorter one for text or social messages.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Sort and reply to a pile of messages

Use it: You've come off site to a backlog of messages and need to get through them.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I've got a backlog of messages. Here they are with names and numbers removed, numbered: [PASTE MESSAGES]. For each one, tell me: what they want, how urgent it is (high, medium, low), and a draft reply under 60 words. Put them in order, most urgent first, in a table: number | what they want | urgency | draft reply.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Calm reply to a rude or angry message

Use it: Someone has sent a heated message and you want to answer without making it worse.

You’re helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. A customer sent me this message: [PASTE MESSAGE, NO NAMES]. The background is [WHAT HAPPENED]. Write a calm, professional reply that acknowledges how they feel, sticks to the facts, doesn’t admit fault for anything I haven’t told you was my fault, and suggests one clear next step: [E.G. A CALL, A SITE VISIT]. Under 120 words. No sarcasm, no blame.

Write in Australian English, in a plain, friendly tone. Don’t make up facts, prices or rules, and don’t promise anything on my behalf that I haven’t told you I can do. Then list anything I should check before I send it.

Quotes and scopes of work

Turn your notes, voice memos and site measurements into clear quotes and scopes. AI writes the words; every price and technical call stays yours.

Rough notes into a scope of work

Use it: You've got site notes and need a clear scope a homeowner can follow.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Turn my rough site notes into a scope of work for a quote. My notes: [PASTE NOTES OR VOICE-MEMO TRANSCRIPT, NO CUSTOMER NAMES OR ADDRESSES].

Write it in these sections: Job summary (2 sentences), Work included (dot points), Materials (dot points, with [BRAND/GRADE] placeholders where I haven't said), Not included (dot points), Customer to provide or arrange (dot points). Don't add any work I haven't listed. Leave prices out.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list any gaps or unclear items I should confirm on site.

Write a full quote from my numbers

Use it: You know the price and want a tidy quote document to paste into your quoting app.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a quote for [CUSTOMER] for [JOB]. My figures: labour [AMOUNT], materials [AMOUNT], other costs [AMOUNT], total [AMOUNT] excluding GST. Show the GST (the 10% goods and services tax) and the total including GST, and check my maths. Include: my business name [BUSINESS NAME] and ABN placeholder [ABN], a short scope, what's not included, how long the quote is valid ([30 DAYS]), payment terms ([DEPOSIT % AND WHEN THE REST IS DUE]) and how to accept. Lay it out as plain text with headings.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check, including whether I'm registered for GST and any licence number my state requires on quotes (check with your state regulator).

Three options: good, better, best

Use it: You want to give the customer a choice instead of one take-it-or-leave-it price.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I'm quoting [JOB]. Write it up as three options: [OPTION 1, E.G. REPAIR], [OPTION 2, E.G. STANDARD REPLACEMENT], [OPTION 3, E.G. PREMIUM REPLACEMENT]. For each: a name, 3 dot points on what's included, one line on who it suits, and [PRICE INC GST] as a placeholder. Then write 2 sentences to go above the options explaining why I've given a choice. Don't say which one the customer should pick.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Questions to ask before I quote

Use it: You want a checklist so you never leave site missing information.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I often quote [TYPE OF JOB]. Write a checklist of 10 to 15 questions to ask the customer or check on site before I price it, grouped under: The job, Access and site, Timing, Materials and finish, Budget and decision. Short questions I can tick off on my phone.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Make the exclusions clear

Use it: You keep getting caught by things the customer thought were included.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Here is the scope for a job I'm quoting: [PASTE SCOPE]. Suggest a list of exclusions and assumptions I could add so it's clear what is NOT in the price, such as [E.G. RUBBISH REMOVAL, MAKING GOOD, COUNCIL FEES, HIDDEN DAMAGE]. Write each as one plain sentence. Mark any that might need legal wording checked with [CHECK].

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then remind me which items I should check against my contract or with my industry association or a lawyer.

Estimate wording that isn't a fixed price

Use it: The job has unknowns and you need the customer to understand the price can move.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I'm giving an estimate, not a fixed price, for [JOB] because [REASON, E.G. CAN'T SEE BEHIND THE WALL]. Write 3 to 4 sentences for the top of the estimate that explain it's a best guess, list what could change the price, and say I'll contact the customer and get their OK before doing extra work. Plain words, no legal jargon.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check, such as whether my state's home building rules require a fixed-price contract for this job size (check with your state regulator).

Quote cover email

Use it: The quote is ready and you need a short email or text to send with it.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a short email to [CUSTOMER] to send with my quote for [JOB]. Say the quote is attached, the total is [PRICE INC GST], it's valid until [DATE], the earliest start is [DATE OR "TO BE CONFIRMED"], and how to accept: [HOW]. Add one line on why they can trust me: [E.G. LICENSED, INSURED, WARRANTY, YEARS IN TRADE]. Under 120 words. Also give me a 40-word text version.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Check my quote before it goes

Use it: You've written a quote and want a second pair of eyes on it.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Check this quote before I send it: [PASTE QUOTE, NO CUSTOMER DETAILS]. Look for: maths and GST errors, anything vague a customer could argue about, missing exclusions, missing payment terms or validity date, and spelling. Give me a table: problem | where | suggested fix. Don't change my prices or decide anything technical.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything only I can confirm, such as licence details or compliance items (check with your state regulator).

Material list from my scope

Use it: You want a starting materials list to price from or send to your supplier.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. From this scope of work, draft a materials list I can check and send to my supplier: [PASTE SCOPE AND MEASUREMENTS]. Use a table: item | size or spec | quantity | notes. Show your working for quantities, and mark any you had to guess with [CHECK]. Don't add prices.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should measure or confirm before I order.

Turn a voice memo into a quote

Use it: You talked the job through in the ute and want it turned into a quote draft.

You’re helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Here is a transcript of a voice memo I recorded after a site visit: [PASTE TRANSCRIPT, NO CUSTOMER NAMES OR ADDRESSES]. Pull out: the job summary, work included, materials mentioned, measurements, things I said to exclude, and any questions I still need answered. Then write a quote draft with [PRICE] placeholders. Keep my own words where you can.

Write in Australian English, in a plain, friendly tone. Don’t make up facts, prices or rules, and don’t promise anything on my behalf that I haven’t told you I can do. Then list anything in the memo that was unclear or contradictory.

Following up quotes

Most quotes go quiet, not lost. These prompts write follow-ups that sound like you, add something new each time and never sound desperate.

First follow-up after a quote

Use it: A quote went out a few days ago and you've heard nothing.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I sent [CUSTOMER] a quote for [JOB] on [DATE] and haven't heard back. Write a friendly follow-up text and a matching email. Ask if they've had a chance to look, offer to answer questions, and mention one useful thing: [E.G. I CAN START ON DATE / MATERIAL PRICES ARE HELD UNTIL DATE]. No pressure, no guilt. Text under 40 words, email under 90.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

A follow-up plan that adds something new

Use it: You want a set of follow-ups ready to go, each with a reason to get in touch.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a quote follow-up plan for [TYPE OF JOB]. I want [4] messages, each spaced [E.G. 3 DAYS, 1 WEEK, 2 WEEKS, 1 MONTH] after the quote. Each message must add something new: a tip, an answer to a common worry, a photo of a similar job [DESCRIBE ONE], a scheduling update, or an easier option. Don't write any message that sounds like the final contact, and keep each one under 70 words. Format: day | channel (text or email) | message.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Answer "it's too expensive"

Use it: The customer says the price is too high.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. [CUSTOMER] says my quote of [PRICE] for [JOB] is more than they expected. What's included: [WHAT'S INCLUDED, E.G. LICENSED WORK, QUALITY PARTS, WARRANTY, CLEAN-UP]. Write a reply that thanks them, explains the value in plain words, and offers a smaller option if I have one: [SMALLER OPTION OR "NONE"]. Don't run down other tradies and don't offer a discount unless I say so here: [DISCOUNT OR "NO DISCOUNT"]. Under 120 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Answer "we're getting other quotes"

Use it: The customer is comparing you with others.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. [CUSTOMER] says they're getting a couple more quotes for [JOB]. Write a short, confident reply that says that's sensible, gives them 3 things to compare between quotes (such as what's included, licence and insurance, warranty), and offers to go through mine. Mention what makes my quote different: [YOUR POINTS]. Under 100 words. No pressure.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Find out why they went quiet

Use it: A quote has gone cold and you want honest feedback.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I quoted [CUSTOMER] for [JOB] a while ago and it's gone quiet. Write a short, low-pressure message that asks where they're at and gives them easy one-word reply options: [E.G. 1 = STILL KEEN, 2 = NOT YET, 3 = WENT ANOTHER WAY, 4 = PRICE WAS THE ISSUE]. Thank them either way. Under 60 words. Don't make it sound like I'm giving up on them.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Follow up after the site visit

Use it: You've measured up and want to keep the customer warm until the quote is ready.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I did a site visit for [CUSTOMER] today for [JOB]. Write a short text thanking them, confirming the main things we discussed ([KEY POINTS]) and saying when they'll get the quote: [WHEN]. Under 60 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Reopen an old quote

Use it: A quote from months ago never went ahead and you've got a reason to try again.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I quoted [CUSTOMER] for [JOB] around [MONTH]. It didn't go ahead. Now I have a reason to get back in touch: [E.G. A GAP IN MY BOOKINGS, NEW PRODUCT, SEASON COMING UP]. Write a friendly message that reminds them who I am, gives the new reason, and asks if they'd like an updated quote. Note that the old price may have changed. Under 80 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Quote follow-up call notes

Use it: You'd rather ring, and want a short guide for the call.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I'm about to ring [CUSTOMER] about a quote for [JOB] sent on [DATE]. Write me a short call guide in dot points, not a script: how to open naturally, 3 questions to find out where they're at, how to answer the two most likely worries ([E.G. PRICE, TIMING]), and how to close with a clear next step. Keep it to one phone screen.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Turn "yes" into a booking

Use it: The customer has said yes and you need to lock in the details.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. [CUSTOMER] has accepted my quote for [JOB]. Write a message that thanks them, confirms the total [PRICE INC GST], the deposit [AMOUNT] and how to pay it ([PAYMENT METHOD, NO BANK DETAILS IN THIS CHAT]), the start date [DATE], and anything they need to do before we start ([E.G. CLEAR THE AREA, PETS INSIDE]). Under 120 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Review my follow-up habits

Use it: You want to see why quotes aren't converting.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Here is a summary of my last [NUMBER] quotes: [TABLE OR LIST: JOB TYPE | QUOTE VALUE | DAYS UNTIL FIRST FOLLOW-UP | NUMBER OF FOLLOW-UPS | WON OR LOST | REASON IF KNOWN]. No customer names. Look for patterns: which jobs I win, how fast I follow up, where quotes go quiet. Give me 5 practical changes to try, in order of likely impact, in plain words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything the numbers can't tell us that I should start recording.

Variations and changes

Write up changes to the job clearly, before the work is done, so nobody argues about the bill later. Check your contract and your state's rules for what a variation must include.

Write up a variation

Use it: The customer has asked for extra work or something has changed on site.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a variation for a job I'm doing for [CUSTOMER]. Original job: [ORIGINAL SCOPE]. The change: [WHAT'S CHANGED AND WHY, E.G. CUSTOMER REQUEST OR HIDDEN DAMAGE]. Cost change: [AMOUNT EX GST], time change: [DAYS OR "NONE"]. Lay it out with: variation number [NUMBER], date, description, reason, cost (ex GST, GST, inc GST), effect on timing, and a line for the customer to approve in writing before I start the extra work.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list what I should check, including whether my state's home building rules or my contract need anything more in a variation (check with your state regulator).

Text to get a variation approved

Use it: You need a quick written yes on site before carrying on.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. On site at [CUSTOMER]'s job I've found [ISSUE]. To fix it will cost about [AMOUNT INC GST] and add [TIME]. Write a short text explaining what I found in plain words, why it matters, the options ([OPTION A / OPTION B]) and asking them to reply YES in writing to go ahead with their choice. Under 90 words. Calm, no alarm.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Explain hidden damage

Use it: You've opened something up and found a problem the customer won't expect.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I found [HIDDEN PROBLEM, E.G. ROTTEN BEARER, CORRODED PIPE] at [CUSTOMER]'s job. Write a short explanation they'll understand: what it is, how it was hidden, why it needs fixing ([REASON]), and what happens if it isn't. Suggest which photos I should attach. Under 150 words. Don't overstate the risk.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Change of mind by the customer

Use it: The customer has changed what they want halfway through.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. [CUSTOMER] wants to change [WHAT] after work started. Write a friendly message that confirms the change back to them in plain words, explains it means a variation with a cost of [AMOUNT OR "TO BE CONFIRMED"] and timing change of [TIME], and says I'll hold that part of the work until they approve in writing. Under 100 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Variation register

Use it: You want to keep track of every change on a bigger job.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Set up a simple variation register for a job: [JOB DESCRIPTION]. Give me column headings for a spreadsheet and fill in example rows from these changes: [LIST CHANGES]. Columns should include number, date raised, description, reason, cost ex GST, GST, inc GST, approved by (first name only), date approved, status. Then give me the running total.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Push back on scope creep

Use it: Little extras keep getting added and you want to address it politely.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. On [CUSTOMER]'s job, I keep getting asked for small extras: [LIST THEM]. Write a polite message that says I'm happy to help, that these sit outside the quote, and that from now on I'll write up any extras as a variation with a price before doing them. Offer to price the ones already asked for. Under 120 words. Friendly, firm, no blame.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Credit for work removed

Use it: The customer has taken something out of the job and you need to adjust the price.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. [CUSTOMER] has removed [ITEM] from the job. Write a variation showing a credit of [AMOUNT EX GST], with GST shown, and the new contract total [NEW TOTAL INC GST]. Add one line explaining any costs I can't credit because [REASON, E.G. MATERIALS ALREADY ORDERED]. Check my maths.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before sending, including the contract terms.

Variation reply when the customer disputes it

Use it: The customer says the extra should have been included.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. [CUSTOMER] says variation [NUMBER] for [WORK] should have been in the original price. My original quote said: [PASTE RELEVANT PART]. Write a calm reply that points to what the quote did and didn't include, explains why the extra work was needed, and offers to talk it through. Don't threaten and don't make legal claims. Under 150 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list what I should check, and tell me to get advice from my industry association or my state's fair trading body if it escalates.

Daily site diary from my notes

Use it: You want a record of what happened today in case of disputes.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Turn my notes into a site diary entry for [DATE] on job [JOB REFERENCE]: [PASTE NOTES, NO CUSTOMER SURNAMES]. Sections: Weather, Who was on site (first names or roles), Work done, Deliveries, Problems or delays, Instructions from the customer, Variations raised, Photos taken. Keep it factual, no opinions.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything missing that would make the record stronger.

Explain why the final bill is higher

Use it: The finished job costs more than the quote because of approved variations.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. The final invoice for [CUSTOMER]'s job is [FINAL TOTAL] against a quote of [QUOTE TOTAL] because of these approved variations: [LIST WITH AMOUNTS]. Write a short note to go with the invoice that walks them through the difference in a small table (item | amount inc GST) and thanks them for the job. Check the maths. Under 120 words plus the table.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Invoices, deposits and getting paid

Clear invoices, deposit requests and payment reminders that stay polite and firm. Never paste bank details or full customer details into a free AI tool: add them yourself.

Invoice description that's clear

Use it: You want invoice line items a customer can't question.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write the line items and description for an invoice for [JOB] completed on [DATE]. Work done: [WHAT YOU DID]. Amounts: [ITEMS AND AMOUNTS EX GST]. Show subtotal, GST (the 10% goods and services tax) and total, and check my maths. Add a payment terms line: due [DATE OR NUMBER OF DAYS], pay by [METHODS]. Leave [BANK DETAILS] and [ABN] as placeholders I'll fill in myself.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check, such as whether it meets the ATO's tax invoice requirements (check ato.gov.au or your accountant).

Deposit request

Use it: You're booking the job in and need a deposit first.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a message to [CUSTOMER] asking for a deposit of [AMOUNT OR %] to lock in [JOB] starting [DATE]. Explain what the deposit covers ([E.G. ORDERING MATERIALS]), when it's due, and that the booking is confirmed once it's paid. Leave [PAYMENT LINK OR BANK DETAILS] as a placeholder. Under 90 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check, including any limit my state puts on deposits for home building work (check with your state regulator).

Friendly first reminder

Use it: An invoice is a few days overdue.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Invoice [NUMBER] for [AMOUNT INC GST] to [CUSTOMER] for [JOB] was due on [DATE]. Write a friendly first reminder text and email. Assume they've just forgotten. Include the amount, invoice number and [PAYMENT LINK] placeholder. Text under 40 words, email under 80.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Firmer second reminder

Use it: The first reminder got no response.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Invoice [NUMBER] for [AMOUNT INC GST] is now [NUMBER] days overdue. I sent a reminder on [DATE] with no reply. Write a firmer but polite email: state the amount and due date, ask for payment by [NEW DATE], offer a quick call if there's a problem, and mention what my terms say happens next: [WHAT YOUR TERMS SAY, E.G. LATE FEE OR NOTHING]. Don't threaten anything I haven't listed. Under 120 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check, and remind me to get advice before taking any formal recovery step.

Payment plan offer

Use it: A customer can't pay in full and you'd rather get paid in parts than not at all.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. [CUSTOMER] owes [AMOUNT] and says they can't pay it all now. Write a message offering a payment plan: [NUMBER] payments of [AMOUNT] on [DATES], with the first payment confirming the plan. Ask them to agree in writing. Keep it respectful and under 120 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Payment terms for my quotes and invoices

Use it: You want clear terms written once and used everywhere.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write plain-English payment terms for my quotes and invoices. My rules: deposit [% OR "NONE"], progress payments [WHEN OR "NONE"], balance due [WHEN], accepted methods [METHODS], late payment [WHAT HAPPENS OR "NOTHING"]. Write a short version (3 lines for an invoice footer) and a longer version (dot points for quotes).

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list what I should check with my accountant, industry association or a lawyer before I use them.

Call notes for chasing a big debt

Use it: You need to ring about a large overdue amount and want to stay calm and clear.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I need to ring [CUSTOMER] about [AMOUNT] overdue for [NUMBER] days on [JOB]. Write me call notes in dot points: a calm opener, the facts to state, 3 questions to find out what's going on, options I can offer ([E.G. PAYMENT PLAN]), and how to finish with a clear agreed date. Add a short follow-up email confirming whatever we agree.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Progress claim summary

Use it: You're on a bigger job and need to claim the next stage.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a progress claim summary for [JOB]. Contract total [AMOUNT INC GST]. Stages: [LIST STAGES AND VALUES]. Completed this claim: [STAGE OR %]. Previously claimed: [AMOUNT]. Approved variations: [AMOUNT]. Show a table with this claim, total claimed to date and balance remaining, and check the maths.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list what I should check, including whether security of payment rules in my state apply and what they require (check with your state regulator).

Thank-you with the final invoice

Use it: The job is done and you want the invoice to land well.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a short message to send with the final invoice for [CUSTOMER]'s [JOB]. Thank them, include one line about the finished work ([HIGHLIGHT]), the invoice number [NUMBER], amount [AMOUNT INC GST], due date [DATE], and [PAYMENT LINK] placeholder. If I offer a warranty, mention it: [WARRANTY OR "NONE"]. Under 90 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Find the gaps in my getting-paid process

Use it: Late payments keep happening and you want to tighten things up.

You’re helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Here’s how I currently get paid: [DESCRIBE: WHEN YOU QUOTE, TAKE DEPOSITS, INVOICE, CHASE]. On average I wait [DAYS] to get paid and [NUMBER OR %] of invoices go overdue. Suggest 6 practical changes to get paid faster, such as invoicing on the day or a payment link on every invoice, ranked by how much they’d help. Plain words, one or two lines each.

Write in Australian English, in a plain, friendly tone. Don’t make up facts, prices or rules, and don’t promise anything on my behalf that I haven’t told you I can do. Then list anything I should check with my accountant before changing terms.

Booking, scheduling and reminders

Confirm bookings, send reminders, handle reschedules and plan the week. Fewer no-shows, fewer wasted trips.

Booking confirmation

Use it: You've booked a job and want it confirmed in writing.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a booking confirmation for [CUSTOMER]: [JOB] on [DAY AND DATE], arriving between [TIME WINDOW]. Include what they need to do before we arrive ([E.G. CLEAR ACCESS, PETS AWAY, POWER OR WATER OFF NOTICE]), how long it should take [DURATION], and how to reschedule. Under 90 words for text, plus an email version under 150 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Day-before reminder

Use it: You want fewer no-shows and locked gates.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a day-before reminder text for [CUSTOMER]: [JOB] tomorrow, [TIME WINDOW]. Ask them to reply YES to confirm, and mention [ONE KEY THING, E.G. GATE CODE, PARKING, CLEAR THE AREA]. Under 40 words. Give me 2 versions.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

On my way text

Use it: You want a short heads-up text you can send from the ute.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write 3 short "on my way" texts for [CUSTOMER]: one on time, one running about [MINUTES] late with an apology, and one where I need to move the job to another day because [REASON]. Each under 35 words. Friendly, no emojis.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Reschedule a job politely

Use it: Something has come up and you have to move a booking.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I need to move [CUSTOMER]'s job ([JOB]) from [ORIGINAL DATE] because [REASON, E.G. WEATHER, MATERIALS LATE, EMERGENCY JOB]. Write a message that apologises, explains briefly, offers two new times ([OPTION 1], [OPTION 2]) and asks them to pick. Under 90 words. Don't over-explain.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Plan my week

Use it: You've got a pile of jobs and want a sensible order.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Help me plan next week. Jobs: [LIST EACH: SUBURB, JOB TYPE, ESTIMATED HOURS, ANY FIXED TIMES, MATERIALS NEEDED]. My working hours are [HOURS]. Group jobs by area to cut travel, put fixed-time jobs first, leave [AMOUNT] of buffer each day for call-outs, and flag anything that won't fit. Show it as a table: day | jobs in order | total hours | materials to load.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list any clashes or risks I should sort out before confirming times with customers.

Weather delay message to several customers

Use it: Rain or heat has wrecked the schedule and you need to tell everyone.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Bad weather means I need to move these jobs: [LIST: FIRST NAME, JOB, ORIGINAL DAY]. Write one message template I can send to each with [FIRST NAME], [JOB] and [NEW DAY] placeholders, explaining the delay is for safety and quality, and asking them to confirm the new day. Under 70 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Booking questions checklist

Use it: You or whoever answers the phone needs to get the same details every time.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a booking checklist for my business, used when someone rings to book [TYPE OF JOBS]. Include: what to ask (job, suburb, access, timing, urgency, how they found us), what to tell them (call-out fee [AMOUNT OR "NONE"], arrival window, payment), and what to note for me. Keep it to one page, in tick-box dot points.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Maintenance or service reminder

Use it: Past customers are due for a service, inspection or seasonal job.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a reminder message to past customers who had [SERVICE] done around [TIME AGO]. Remind them it's due ([REASON, E.G. ANNUAL SERVICE, BEFORE SUMMER]), say what's included ([WHAT]), the price [PRICE INC GST OR "FROM PRICE"], and how to book. Use [FIRST NAME] as a placeholder. Under 80 words for text, plus a slightly longer email.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before sending, including that each customer agreed to get messages from me and has an easy way to opt out (check the Spam Act guidance at acma.gov.au).

Late cancellation or no-show reply

Use it: A customer cancelled at the door or wasn't home.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I turned up to [CUSTOMER]'s job at [TIME] and [NO ONE WAS HOME / THEY CANCELLED ON THE DAY]. My terms say: [YOUR CANCELLATION TERMS OR "NOTHING"]. Write a polite message that says I came by, offers to rebook, and mentions any fee only if my terms include one. Under 80 words. Calm, no guilt.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Explain my arrival windows

Use it: Customers keep asking for an exact time you can't promise.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a short explanation for my booking messages and website on why I give an arrival window of [WINDOW, E.G. 2 HOURS] instead of an exact time, and what I do if I'm running late ([E.G. TEXT AHEAD]). Under 60 words. Friendly and honest.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Reviews and complaints

Ask for reviews the right way, reply to good and bad ones, and handle complaints calmly. Never offer anything in exchange for a review, and never write fake ones.

Ask for a Google review

Use it: A job went well and the customer is happy.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a short message asking [FIRST NAME] for a Google review after [JOB]. Thank them, mention one detail of the job ([DETAIL]), say a review helps a local business like mine, and include [REVIEW LINK]. Don't offer anything in return and don't ask for a 5-star review specifically: ask for honest feedback. Under 60 words. Give me a text and an email version.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check, including the ACCC's rules on reviews (accc.gov.au).

Reply to a 5-star review

Use it: You want to thank happy customers in public, without sounding canned.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a reply to this Google review: [PASTE REVIEW, FIRST NAME ONLY]. Thank them by first name, mention something specific from their review, and add one natural line about my business ([E.G. THE SUBURBS I WORK IN, THE TYPE OF WORK]). Under 50 words. Give me 3 different versions so my replies don't all sound the same.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Reply to a bad review

Use it: Someone has left a negative review and you want to answer it well.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Here's a negative review: [PASTE REVIEW]. What really happened: [YOUR SIDE, FACTS ONLY]. Write a public reply that stays calm, thanks them for the feedback, doesn't argue or share private details, briefly states the facts where needed, and offers to sort it out offline ([HOW TO CONTACT]). Under 100 words. Readers are future customers, so write for them.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check, and tell me not to post it while I'm still annoyed.

Handle a complaint by phone or email

Use it: A customer is unhappy with the work and you want a fair response.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. A customer, [FIRST NAME], has complained: [WHAT THEY SAID]. The facts: [WHAT HAPPENED]. Write a reply that acknowledges the problem, says what I'll do next ([E.G. INSPECT IT ON DATE]), and sets a clear time for an answer. Don't admit fault or offer a refund unless I say so here: [WHAT I'M WILLING TO DO]. Under 150 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list what I should check, including my obligations under the Australian Consumer Law (check accc.gov.au or your state fair trading body).

Complaint log entry

Use it: You want a record of a complaint and how it was handled.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Turn my notes into a complaint record: [NOTES, FIRST NAMES ONLY]. Sections: date received, how it came in, the complaint in the customer's words, the job it relates to, what I found, what I offered, what was agreed, follow-up date, closed date. Factual, no opinions.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything missing from the record.

Ask for a review a week later

Use it: You didn't ask on the day and want to try once more.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I finished [JOB] for [FIRST NAME] about [TIME AGO] and didn't ask for a review. Write a friendly check-in that first asks if everything is still working well, then asks for an honest review if they're happy, with [REVIEW LINK]. Under 60 words. No incentives.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Turn reviews into website quotes

Use it: You've got good reviews and want to use them on your site or posts.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Here are some of my Google reviews: [PASTE REVIEWS, FIRST NAMES AND SUBURBS ONLY]. Pick the best short quotes for my website and social posts, grouped by what they praise (e.g. on time, tidy, fair price, quality). Keep their exact words, don't edit the meaning, and list who said each one.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then remind me to check the customer is happy to be quoted and that the review is real and unedited.

Fix a reply I wrote in anger

Use it: You've drafted a reply and want it toned down before it goes.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Here's a reply I wrote to a customer complaint or review: [PASTE YOUR DRAFT]. Rewrite it so it's calm and professional, keeps my main points, removes anything sarcastic, personal or that could be seen as a threat, and is shorter. Show me the new version, then a list of what you changed and why.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Find what customers keep saying

Use it: You want to learn from your reviews and complaints.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Here are my recent reviews and complaints, with names removed: [PASTE]. Find the top 3 things customers love and the top 3 things they complain about. For each complaint theme, suggest one practical change to my process. Put it in a table: theme | how often | example | change to try.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Warranty callback reply

Use it: A customer says something you fixed has failed again.

You’re helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. [FIRST NAME] says the [WORK] I did on [DATE] has [PROBLEM]. My warranty is [WARRANTY TERMS]. Write a reply that thanks them for letting me know, books in a time to inspect ([OPTIONS]), and says I’ll let them know what’s covered once I’ve seen it. Don’t promise a free fix before I’ve inspected. Under 90 words.

Write in Australian English, in a plain, friendly tone. Don’t make up facts, prices or rules, and don’t promise anything on my behalf that I haven’t told you I can do. Then list what I should check, including the consumer guarantees under the Australian Consumer Law (check accc.gov.au).

Marketing, Google Business Profile and social posts

Posts, profile updates and local marketing ideas written from your real jobs. Use your own photos and real details: they work better than anything generic.

Google Business Profile description

Use it: Your profile description is empty, old or generic.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a Google Business Profile description for [BUSINESS NAME], a [TRADE] business covering [SUBURBS OR REGION]. Main services: [LIST]. What makes us different: [E.G. LICENSED, FAMILY-RUN, SAME-WEEK QUOTES, WARRANTY]. Under 750 characters. Use plain words, mention the area naturally, and don't include phone numbers, links, prices or promotions, or claims I can't back up.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Google Business Profile update post

Use it: You want to post weekly updates on your profile.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write 4 short Google Business Profile posts for my [TRADE] business, one for each of these: [1. A RECENT JOB IN SUBURB], [2. A SEASONAL TIP], [3. A SERVICE I WANT MORE OF], [4. A COMMON QUESTION ANSWERED]. Each 80 to 150 words with a clear call to action ([CALL / BOOK / GET A QUOTE]). Tell me what photo to use with each.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Before-and-after job post

Use it: You've got good photos from a job and want a post.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a social post about a job I just finished: [JOB, SUBURB, THE PROBLEM, WHAT I DID, HOW IT TURNED OUT]. Start with the before problem in one short line, then what I did, then the result. Under 80 words, plus 3 relevant hashtags. Give me a Facebook version and a shorter Instagram caption. No customer names.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

A month of post ideas

Use it: You want to post regularly without staring at a blank screen.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Give me 12 social post ideas for a month, for my [TRADE] business in [AREA], in [MONTH] (think about the season and what customers need then). Mix: job photos, tips, behind the scenes, team or ute, common questions, reviews. Table: week | post idea | what photo or video to take | one-line caption starter.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Short video script from a job

Use it: You want a 20 to 30 second video for Reels, TikTok or Shorts.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a short video plan for my [TRADE] business about [TOPIC OR JOB]. 20 to 30 seconds. Start with a hook in the first 2 seconds that names a real problem customers have. Give me: the shots to film on my phone in order, what I say (short lines in my own casual voice) and the on-screen text. End with one simple call to action.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Tip post that shows I know my stuff

Use it: You want to share a useful tip that builds trust.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a helpful tip post about [TOPIC, E.G. SIGNS YOUR HOT WATER SYSTEM IS FAILING]. Give 3 to 5 plain-English signs or steps a homeowner can check safely themselves, and say clearly when to call a licensed professional. Under 120 words. Don't tell people to do anything that needs a licence or is unsafe.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything technical I should double-check before posting.

Letterbox drop or flyer

Use it: You're working in a street and want to pick up the neighbours.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write the text for a small flyer or letterbox card for my [TRADE] business. I'm working in [SUBURB OR STREET] on [DATES]. Offer: [OFFER, E.G. FREE QUOTE WHILE I'M IN THE AREA]. Include a headline, 3 short dot points on what I do, and contact placeholders [PHONE] [WEBSITE]. Under 60 words. Also suggest 2 headline options.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Message to past customers

Use it: You want repeat work and referrals from people who already like you.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a message to past customers of my [TRADE] business. Purpose: [E.G. SEASONAL SERVICE, NEW SERVICE, I'VE GOT GAPS NEXT MONTH]. Thank them, give the reason, make one clear offer ([OFFER]), and ask them to pass my details on to anyone who needs a [TRADE]. Use [FIRST NAME]. Under 100 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list what I should check, including that each person agreed to hear from me and has an easy way to unsubscribe (check the Spam Act guidance at acma.gov.au).

Referral thank-you

Use it: A customer sent someone your way and you want to thank them properly.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a short thank-you message to [FIRST NAME] for referring [NEW CUSTOMER FIRST NAME] to my business. Make it warm and personal. If I'm giving a thank-you gift, mention it: [GIFT OR "NONE"]. Under 50 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Local partnership pitch

Use it: You want work from real estate agents, builders, strata or other trades.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a short introduction email from my [TRADE] business to a [TYPE OF BUSINESS, E.G. PROPERTY MANAGER, BUILDER, OTHER TRADE] in [AREA]. Say who I am, what work I can take off their hands ([SERVICES]), why I'm reliable ([PROOF POINTS]), and suggest a short chat. Under 120 words. Use [THEIR FIRST NAME] and [THEIR BUSINESS].

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Website and getting found (including in AI search)

Write website pages, service descriptions and answers that help Google and AI search tools like ChatGPT, Gemini and Perplexity understand what you do and where.

Home page wording

Use it: Your website home page says too little or too much.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write the home page text for [BUSINESS NAME], a [TRADE] business in [AREA]. Sections: headline (under 10 words, says what we do and where), 2-sentence intro, 3 to 5 main services with one line each, why choose us (4 dot points: [YOUR REAL POINTS]), service area ([SUBURBS]), and a clear call to action ([CALL / QUOTE FORM]). Plain words, no hype, no claims I can't prove.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Service page

Use it: You want a page for each main service so people find the exact job.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a website page for my [SERVICE, E.G. HOT WATER REPLACEMENT] in [AREA]. Include: a heading with the service and area, a short answer at the top (3 sentences) of what I do and who it suits, signs you need it, what the job involves step by step, what affects the price (no prices unless I give them: [PRICE GUIDE OR "NONE"]), my licence and insurance line [DETAILS], 4 to 6 FAQs with short answers, and a call to action. 500 to 700 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list any facts, licence details or claims I should check before publishing.

FAQ answers that AI search can quote

Use it: You want ChatGPT, Gemini and Google to quote your answers.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Here are questions customers ask me: [LIST 8 TO 10 QUESTIONS]. Write a FAQ section for my [TRADE] website in [AREA]. Each answer starts with a direct one-sentence answer, then 1 to 3 sentences of detail. Use plain words and mention the area where it's natural. Where an answer depends on rules or prices I haven't given you, write [CHECK] instead of guessing.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

About us page

Use it: Your About page is missing or reads like a CV.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write an About page for [BUSINESS NAME]. Facts: [HOW YOU STARTED, YEARS IN TRADE, LICENCES, TEAM SIZE, AREA, WHAT YOU CARE ABOUT]. Keep it personal and honest, in the first person, 200 to 300 words. End with how to get in touch.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Suburb or service area page

Use it: You want to show up for searches in the suburbs you work in.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a service-area page for my [TRADE] business covering [SUBURB OR REGION]. Make it genuinely about that area: types of homes and jobs I see there ([LOCAL DETAILS YOU KNOW]), common problems, nearby suburbs I cover ([LIST]) and a recent job example ([JOB]). 300 to 500 words. Don't invent local facts: only use what I've given you.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check or add from my own knowledge of the area.

Check my website text

Use it: You want a quick review of an existing page.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Review this page from my [TRADE] website: [PASTE PAGE TEXT]. Tell me: is it clear in the first 2 lines what I do and where, is there a clear call to action, what questions a customer would still have, and what's vague or repeated. Give me a table: problem | why it matters | suggested rewrite. Don't add claims I can't back up.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Page title and meta description

Use it: You want each page to look good in Google results.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a page title (under 60 characters) and meta description (under 155 characters) for each of these pages on my [TRADE] website in [AREA]: [LIST PAGES AND WHAT EACH IS ABOUT]. Include the service and area naturally. Give me a table: page | title | description | character counts.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

How AI search describes my business

Use it: You want to see what AI tools say about you and fix gaps.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I asked an AI search tool "who's a good [TRADE] in [AREA]?" and this is what it said: [PASTE ANSWER]. Here's what's true about my business: [YOUR FACTS: SERVICES, AREA, LICENCES, REVIEWS, WEBSITE]. Compare the two. Tell me what's missing or wrong about me, and suggest 5 specific things to add to my website, Google Business Profile or directory listings so AI tools have clearer facts to work from.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Consistent business details everywhere

Use it: Your name, area and services read differently on every listing.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Here are my business details as they appear in different places: [PASTE FROM WEBSITE, GOOGLE PROFILE, FACEBOOK, DIRECTORIES]. Find any differences in business name, phone format, address or service area, hours and services. Then write one master version of each detail I can copy everywhere, plus a 50-word and 150-word business description.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Job case study for my website

Use it: A good job deserves a write-up that shows your work.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a short case study for my website about [JOB] in [SUBURB]. The problem: [PROBLEM]. What I did: [STEPS]. Result: [RESULT]. Customer feedback: [QUOTE OR "NONE"]. 200 to 300 words with headings: The job, What we did, The result. Suggest which photos to use. No customer names unless I give permission here: [YES/NO].

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Safety paperwork and job reports

AI can draft SWMS, job reports and site notes from your knowledge, but only as a starting point. You must check every hazard and control against your state's WHS regulator, the relevant codes of practice and your own site, and sign off yourself.

Draft a SWMS to check

Use it: You need a starting draft of a safe work method statement for high-risk work.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Draft a starting point for a SWMS (safe work method statement) for this high-risk construction work: [TASK]. Site conditions: [E.G. HEIGHTS, LIVE SERVICES, TRAFFIC, CONFINED SPACE]. People on site: [ROLES]. Lay it out as a table: job step | hazards | risk controls | who is responsible. Mark this clearly as a draft for me to check. Don't claim it meets any regulation.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list what I must check myself, including my state's WHS regulator and Safe Work Australia's guidance on SWMS, and any site-specific hazards you can't know about.

Job completion report

Use it: You need a tidy report for the customer, builder or property manager.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Turn my notes into a job completion report for [JOB REFERENCE]: [NOTES, NO CUSTOMER SURNAMES]. Sections: Job details, Work carried out, Parts and materials used, Tests or checks done (only those in my notes), Issues found, Recommendations, Photos attached (list). Factual and plain, under 300 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything missing, and remind me that any compliance certificate my state requires is separate and must be done properly.

Site notes into a clean record

Use it: Your notes are rough and you want a proper record.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Tidy these site notes into a clear record for [DATE] at job [REFERENCE]: [PASTE NOTES]. Keep every fact, fix spelling, use short dot points under: Arrived and left, Work done, Issues, Conversations with the customer, Next steps. Don't add anything I didn't write.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything that looks incomplete.

Pre-start toolbox talk

Use it: You want a short safety talk for the crew before work.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a 5-minute toolbox talk for my crew on [TOPIC, E.G. WORKING IN HEAT, LADDER SAFETY, MANUAL HANDLING] for work at [TYPE OF SITE]. Include: why it matters, 4 to 6 key points, 2 questions to ask the crew, and a sign-on line. Plain language for the site.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list what I should check against Safe Work Australia or my state's WHS regulator guidance.

Incident report from my notes

Use it: Something happened on site and you need to write it up.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Turn my notes about an incident into a factual incident report draft: [NOTES, FIRST NAMES OR ROLES ONLY]. Sections: date, time, location, people involved (roles), what happened in order, injuries or damage, first aid given, immediate actions taken, witnesses (roles), follow-up actions. Facts only, no blame or guesses.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list what I should check, and remind me that some incidents must be reported to my state's WHS regulator straight away: check their rules.

Defect or inspection report

Use it: You've inspected something and need to report what you found.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write an inspection report from my findings at [PROPERTY TYPE, NO ADDRESS]: [FINDINGS]. For each item give: location, what I found, photo reference, urgency (urgent, soon, monitor), and my recommendation as I've described it. Add a short summary at the top for the customer or property manager. Don't add any technical judgements I haven't made.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Risk assessment checklist

Use it: You want a quick checklist to run through before starting a job.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a pre-job risk checklist for [TYPE OF JOB] for my [TRADE] business. Group it under: Site access, People and public, Electrical and services, Heights and falls, Tools and plant, Weather, Emergency plan. Yes/no tick boxes with a notes line. One page.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list what I should check against my state's WHS regulator and the relevant codes of practice.

Explain work to a customer in plain words

Use it: You need to explain technical findings to a non-trade person.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Explain this to a homeowner in plain words: [TECHNICAL FINDINGS OR TEST RESULTS]. Cover what it means, whether it's safe to use as is (only as I've described: [MY ASSESSMENT]), and what I recommend. Under 150 words. Don't soften or exaggerate anything.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Handover notes for the customer

Use it: The job is finished and the customer needs to know how to look after it.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write handover notes for [CUSTOMER] after [JOB]. Include: what was done, how to use or care for it ([CARE DETAILS]), what to watch for, warranty [DETAILS], product manuals or documents I'm leaving ([LIST]), and how to contact me. Under 250 words, as a printable page.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Vehicle and tool check log

Use it: You want a simple record of regular checks.

You’re helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Make a simple weekly check log for my [UTE / VAN / TOOLS / PLANT, E.G. LADDERS, LEADS, RCDS]. Give me a table with columns for item, check, OK or fault, action taken, checked by, date. Fill in the check items for [LIST YOUR GEAR].

Write in Australian English, in a plain, friendly tone. Don’t make up facts, prices or rules, and don’t promise anything on my behalf that I haven’t told you I can do. Then list what I should check about testing and inspection requirements in my state (check your state’s WHS regulator).

Hiring, staff and subbies

Job ads, interview questions, onboarding checklists and subbie paperwork. Pay rates, awards, contracts and tax are yours to check with the Fair Work Ombudsman, the ATO and your accountant.

Job ad

Use it: You need to hire an apprentice, tradesperson or office help.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a job ad for a [ROLE, E.G. QUALIFIED ELECTRICIAN, FIRST-YEAR APPRENTICE, PART-TIME ADMIN] for my [TRADE] business in [AREA]. Include: a headline, 2 sentences about the business, what the job involves, what they need ([LICENCES, TICKETS, LICENCE TO DRIVE]), what we offer ([PAY RANGE, UTE, HOURS, TRAINING]), and how to apply. Under 250 words. Honest, no buzzwords.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list what I should check, including the right award and minimum pay with the Fair Work Ombudsman (fairwork.gov.au).

Interview questions

Use it: You've got applicants and want to ask the right things.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write 10 interview questions for a [ROLE] in my [TRADE] business. Mix: experience, real job scenarios ([E.G. A CUSTOMER UNHAPPY ON SITE]), safety, reliability, teamwork. For each, add one line on what a good answer sounds like. Don't include any questions that could be discriminatory.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Onboarding checklist for a new starter

Use it: Someone starts next week and you want nothing missed.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Make an onboarding checklist for a new [ROLE] starting at my [TRADE] business. Sections: Before day one (paperwork, gear, accounts), Day one (site induction, safety, tools, ute), First week, First month. Tick-box dot points. Mark items like the tax file number declaration, super choice form and Fair Work Information Statement with [CHECK FORM AT ATO / FAIR WORK].

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list what I should confirm with my accountant or the Fair Work Ombudsman.

Subbie scope and expectations

Use it: You're bringing in a subcontractor and want everything clear up front.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a scope and expectations note for a subcontractor on [JOB]. Include: work to be done, start and finish dates, site rules, safety requirements ([SWMS, INDUCTION, PPE]), who supplies materials, how variations are approved, how and when they invoice, and the agreed price [AMOUNT EX GST]. Plain words, one page.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list what I should check, including insurance, licences, a written contract, and whether I need to report payments to contractors to the ATO (taxable payments annual report, check ato.gov.au or your accountant).

Rules of the road for the crew

Use it: You want clear standards for how your team works with customers.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a one-page "how we work" guide for my crew. Cover: turning up on time and texting if late, how we talk to customers, keeping the site tidy, photos before and after, phone use, ute and tool care, and what to do if something goes wrong. Use [MY RULES] where I've given them. Short dot points, written as "we" not "you must".

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Feedback conversation notes

Use it: You need to raise a problem with a worker and want to handle it fairly.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I need to talk to a worker about [ISSUE, E.G. LATENESS, QUALITY, ATTITUDE]. The facts: [DATES AND EXAMPLES]. Write me notes for a fair, private conversation: how to open, the facts to state, questions to hear their side, what I expect from now on, and how to follow up. Then write a short follow-up email summarising what we agreed.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list what I should check with the Fair Work Ombudsman before any formal warning or dismissal.

Apprentice training plan

Use it: You've got an apprentice and want a plan for what they learn.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Make a 3-month learning plan for a [YEAR] apprentice in my [TRADE] business. The work we do most: [JOB TYPES]. For each month: skills to learn, jobs they'll help on, safety focus, and a check-in question for me to ask. Table format.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list what I should check with their RTO (registered training organisation) or apprenticeship provider.

Ask a subbie for their paperwork

Use it: You need insurance, licence and ABN details before they start.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a friendly message to a new subcontractor, [FIRST NAME], asking them to send before starting: their ABN, a copy of their public liability insurance certificate, their trade licence number, any white card or tickets for the work, and their SWMS if the work is high-risk. Explain it's standard before anyone starts. Under 100 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Weekly crew update

Use it: You want a short message so everyone knows the week ahead.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Write a weekly crew update from these notes: [JOBS, WHO'S WHERE, DELIVERIES, SAFETY REMINDERS, ANY NEWS]. Use first names only. Keep it short, easy to read on a phone, with each day on its own line. Under 200 words.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

Is it time to hire?

Use it: You're flat out and wondering if a new person makes sense.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Help me think through whether to hire. My situation: [WORK BOOKED AHEAD, JOBS TURNED AWAY, HOURS I WORK, ADMIN HOURS, CURRENT TEAM]. Give me the questions I should answer, the costs I should list (wages, super, insurance, tools, vehicle, training) as placeholders, and the options to compare (hire full-time, part-time, apprentice, subbie, office help). Don't decide for me and don't give pay rates.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list what I should check with my accountant and the Fair Work Ombudsman.

Money, pricing and planning

Work through markup, margin, cash flow and pricing with AI as a calculator and sounding board. The numbers and decisions are yours: always check them with your accountant.

Markup vs margin explained with my numbers

Use it: You want to be sure your markup gives the margin you think it does.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Explain the difference between markup and margin using my numbers. A job costs me [COST EX GST] and I charge [PRICE EX GST]. Show the markup % and the margin %, with the working. Then make a small table showing what markup I'd need for a margin of 10%, 20%, 30% and 40%. Plain words, no jargon.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then remind me to check my pricing with my accountant.

Work out my hourly rate

Use it: You're not sure your hourly rate covers everything.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Help me work out what hourly rate I need. My numbers: what I want to pay myself [AMOUNT A YEAR], business costs [LIST: VEHICLE, INSURANCE, TOOLS, PHONE, SOFTWARE, ACCOUNTANT, ETC., WITH YEARLY AMOUNTS], billable hours I realistically work [HOURS A WEEK] for [WEEKS A YEAR]. Show the working step by step, ex GST. Then show the rate with a profit margin of [%] on top.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I may have left out, and remind me to check the result with my accountant.

Price a job step by step

Use it: You want to make sure nothing is missed in a job price.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Help me build a price for [JOB]. My inputs: labour [HOURS] at [RATE], materials [COST], subbies [COST], equipment hire [COST], travel [COST], waste [COST], contingency [% OR AMOUNT], markup [%]. Lay it out as a table, show the total ex GST, the GST and the total inc GST, and check the maths. Don't change my inputs.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list any costs I might have missed, and remind me that the final price is my call and to check my pricing approach with my accountant.

Cash flow forecast

Use it: You want to see if money will be tight in the next few months.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Build a simple 13-week cash flow forecast table from these numbers: starting bank balance [AMOUNT], expected payments in by week [LIST], regular costs by week [WAGES, RENT, LOANS, SUPER, GST/BAS, INSURANCE], one-off costs [LIST]. Show money in, money out and closing balance each week, and highlight any week below [AMOUNT].

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list the assumptions to check, and remind me to go over it with my accountant.

Set money aside for tax and GST

Use it: You want a plan so tax time and BAS don't hurt.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Explain a simple way to set money aside for GST and income tax as a [SOLE TRADER / COMPANY] tradie. My typical monthly income is [AMOUNT INC GST]. Show how much of that is GST (one-eleventh of a GST-inclusive amount), and suggest a separate-account habit for putting aside GST and a placeholder % for income tax: [% FROM MY ACCOUNTANT]. Don't tell me my tax rate.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list what I should ask my accountant or check on ato.gov.au, including BAS (business activity statement) due dates.

Which jobs make me the most money

Use it: You want to know where to focus.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Here are my jobs from the last [PERIOD]: [TABLE: JOB TYPE | PRICE EX GST | MATERIALS | LABOUR HOURS | OTHER COSTS]. Work out the gross profit and profit per labour hour for each job type, then rank them. Show it in a table and tell me in plain words which types of work pay best and which pay worst.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything the data can't show, and remind me to check the numbers with my accountant.

Price rise message to customers

Use it: Your costs have gone up and you need to lift prices.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I'm raising my prices by [% OR AMOUNT] from [DATE] because [REASON, E.G. MATERIAL AND INSURANCE COSTS]. Write a short, honest message to regular customers explaining the change, thanking them, and saying quotes already sent will be honoured until [DATE]. Under 100 words. No apologising too much.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I send it.

Break-even point

Use it: You want to know how much work you need each month just to cover costs.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Work out my break-even point. Monthly fixed costs: [LIST WITH AMOUNTS]. Average job price ex GST: [AMOUNT]. Average direct cost per job (materials, subbies): [AMOUNT]. Show how many jobs and how much revenue I need each month to break even, with the working, then what it takes to make [TARGET PROFIT].

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then remind me to check the numbers and assumptions with my accountant.

Questions to ask my accountant

Use it: You've got a meeting coming and want to make the most of it.

You're helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. I'm meeting my accountant soon. My situation: [E.G. SOLE TRADER, TURNOVER ROUGHLY, THINKING ABOUT A UTE, HIRING, COMPANY STRUCTURE, CASH FLOW WORRIES]. Write a list of 10 to 15 clear questions to ask, grouped by topic, so I get the most out of the meeting. Don't answer them yourself.

Write in Australian English, in a plain, friendly tone. Don't make up facts, prices or rules, and don't promise anything on my behalf that I haven't told you I can do. Then list anything I should check before I use it.

One-page business plan for next year

Use it: You want a plan for the year ahead that fits on one page.

You’re helping me, an Australian [TRADE] business owner in [SUBURB OR REGION, STATE]. Help me write a one-page plan for my [TRADE] business for next year. My inputs: current revenue [AMOUNT], target revenue [AMOUNT], the work I want more of [TYPES], the work I want less of, team plans, equipment plans, marketing ideas, and the 3 biggest problems right now [LIST]. Sections: Goals, Numbers, The work I want, People, Marketing, Risks, Monthly check-in questions. Dot points, one page.

Write in Australian English, in a plain, friendly tone. Don’t make up facts, prices or rules, and don’t promise anything on my behalf that I haven’t told you I can do. Then list what I should check with my accountant before I commit to the numbers.

Prompts for electricians

Six prompts built around a sparky's real week: power-out calls, switchboard and lighting quotes, smoke alarm deadlines, rental safety rounds and certificate paperwork.

Reply to a "power's out at our place only" message

Use it: A customer texts that their power is out while the neighbours still have it.

You're helping me, an Australian electrician running a small business in [SUBURB OR REGION]. A customer, [CUSTOMER], has just messaged me: [PASTE THEIR MESSAGE, WITH NO SURNAME, ADDRESS OR PHONE NUMBER].

Write a reply text I can send them now. It should:
- say I've got their message and when I can get there: [MY EARLIEST TIME];
- ask 3 or 4 short questions that help me come prepared, such as whether the safety switch has tripped, which parts of the house are out, and whether anything smells hot or has burn marks;
- include only this safety line, word for word: [THE SAFETY ADVICE I WANT GIVEN, e.g. if anything smells like burning, keep away from the switchboard and ring 000];
- give my call-out fee as [CALL-OUT FEE INCLUDING GST], or leave it out if I've left that blank.

Keep it under 90 words, no jargon. Don't give any other electrical or safety advice, and don't tell them to reset, open or touch anything I haven't said to.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Switchboard upgrade quote from my site notes

Use it: After a quote visit, to turn your notes into a clear written quote.

You're helping me, an Australian electrician, write up a switchboard upgrade quote for a homeowner. Here are my site notes: [PASTE NOTES: OLD BOARD TYPE, FUSES OR BREAKERS, SAFETY SWITCHES, CIRCUITS, METER POSITION, ANYTHING ELSE I FOUND]. My price is [PRICE INCLUDING GST (THE 10% GOODS AND SERVICES TAX)], the quote is valid for [NUMBER] days and the deposit is [DEPOSIT OR NONE].

Write:
1. A two-sentence summary of why I'm recommending the upgrade, in plain words, using only the reasons in my notes.
2. "What's included" as 5 to 8 dot points.
3. "What's not included" as dot points, from my notes (for example patching, painting, or work the network or meter provider has to do).
4. One line saying any extra work found on the day is agreed with them first, in writing.
5. The price, validity and how to accept: [REPLY, SIGN OR RING ME].

Under 300 words. Don't add work, parts or standards I haven't listed, and don't say what the law requires: I'll check that with my state regulator.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Smoke alarm deadline reminder to past customers

Use it: When a state smoke alarm rule is coming up and you want to book past customers in early.

You're helping me, an Australian electrician in [STATE], write reminder messages to past customers about smoke alarms. The rule I want to mention, in my words: [DESCRIBE THE RULE AND THE DATE, AS I'VE CHECKED IT WITH THE STATE GOVERNMENT OR FIRE SERVICE]. My offer: [WHAT I DO, e.g. check, supply and fit interconnected photoelectric alarms], from [PRICE INCLUDING GST OR "PRICE ON INSPECTION"].

Write:
1. A text message under 300 characters, starting with [FIRST NAME].
2. A short email (under 150 words) with a subject line, that explains the rule in one plain sentence, what I'll do on the visit, and how to book: [BOOKING LINK OR NUMBER].
3. A two-line version for a property manager who looks after several rentals.

No scare tactics and no invented fines. Use only the rule and the date I've given. Add an opt-out line to the text: [e.g. Reply STOP to opt out].
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Rental safety check offer for property managers

Use it: To win regular rental compliance work from local agencies.

You're helping me, an Australian electrician in [SUBURB OR REGION, STATE], write an email to a property manager at [AGENCY NAME] offering regular rental safety and smoke alarm checks across their rent roll.

What I offer: [e.g. electrical safety checks, smoke alarm checks and replacement, safety switch testing]. How I work with agencies: [e.g. I book tenants directly, send the report and photos to the PM, invoice the owner or the agency]. My usual turnaround: [MY OWN WORDS]. Insurance and licence: [LICENCE NUMBER AND INSURANCE, OR LEAVE AS PLACEHOLDERS].

Write:
1. A subject line and an email under 180 words, written to a busy property manager, that ends by offering to take on [NUMBER] properties as a start.
2. A simple table I can keep for each agency, with columns: property (suburb only), owner reference, last check date, next due date, tenant contact method, notes.

Don't state how often checks are legally required in my state. Put [CHECK WITH STATE REGULATOR] where that would go.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

End-of-job certificate and paperwork checklist

Use it: To build a checklist so no certificate, lodgement or customer copy gets missed.

You're helping me, an Australian electrician working in [STATE], build an end-of-job paperwork checklist for my business. The types of jobs I do: [e.g. switchboards, new circuits, solar, smoke alarms, rental checks]. The paperwork I already know I do: [e.g. certificate of compliance, test results, photos, customer copy, inspection booking].

Make a checklist table with these columns: job type, paperwork item, who it goes to (customer, regulator, network, inspector), deadline, done (tick box).
Fill in only what I've given you. Where a deadline or form name depends on my state's rules, write [CHECK WITH STATE REGULATOR] instead of guessing.

Then write a short email (under 100 words) to [CUSTOMER] sending their copy of the certificate for [JOB], asking them to keep it with their house records and to reply if it didn't come through.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Follow up a lighting or power point quote

Use it: When a downlight, power point or switchboard quote has gone quiet.

You're helping me, an Australian electrician, follow up a quote. Job: [e.g. 12 LED downlights and 4 double power points]. Sent on: [DATE]. Price: [PRICE INCLUDING GST]. Anything the customer said at the visit: [e.g. wanted it done before Christmas, worried about mess].

Write three follow-up messages for [CUSTOMER]:
1. A friendly text a few days after the quote, asking if they have any questions.
2. A text a week or so later that answers the concern they raised, in one line.
3. A short email after that, offering a call or a smaller first stage: [SMALLER OPTION, e.g. kitchen lights first].

Each text under 50 words, the email under 120. No discounts I haven't offered and no pressure.
Don't write any message as a final notice or hint that I'll stop following up: I keep in touch until the customer gives me an answer.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].

Prompts for plumbers

Six prompts for the calls and paperwork a plumbing business handles every week: burst pipes and hot water, gas heater and backflow reminders, compliance lodgements and rental repair work.

Phone questions for urgent plumbing calls

Use it: For whoever answers your phone when you're under a house: partner, office or apprentice.

You're helping me, an Australian plumber in [SUBURB OR REGION], write a one-page call sheet for whoever answers my phone while I'm on a job. The urgent calls I get most: burst pipes, hot water systems that are cold or leaking, blocked drains and toilets, and gas smells.

For each type of call, give:
- 4 to 6 short questions to ask (for example, system type and age, whether it's leaking, whether the water can be turned off, access and pets);
- what to write down for me;
- when to ring or text me straight away: [MY RULES, e.g. any gas smell, water coming through a ceiling, no water at all].

For gas smells, use only this wording for what callers are told: [MY GAS SAFETY LINE, e.g. leave the area and ring the gas network's faults line, then I'll call you back]. Don't add any other safety steps.

Format it as a table per call type that fits on one A4 page. Plain words, no plumbing jargon the person answering wouldn't know.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Hot water replacement options for a customer

Use it: When a hot water system has died and the customer needs to pick a replacement.

You're helping me, an Australian plumber, explain hot water replacement options to [CUSTOMER]. Their old system: [TYPE, SIZE, AGE, GAS OR ELECTRIC]. Household: [NUMBER OF PEOPLE, ANY SPACE OR ACCESS LIMITS]. The options I'm quoting and my prices including GST: [OPTION 1 AND PRICE], [OPTION 2 AND PRICE], [OPTION 3 AND PRICE].

Write a short message (under 250 words) with:
1. One line on why the old system needs replacing, from my notes: [MY NOTES].
2. A simple table: option, what it is in plain words, upfront price, who it suits.
3. One line saying rebates may apply and to check the current scheme in [STATE] with me or the state program: don't name amounts.
4. How to book: [HOW TO BOOK].

Don't claim running costs, energy savings or warranty terms I haven't given you.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Yearly backflow test reminder for commercial clients

Use it: For your list of backflow devices, each time the yearly test comes round.

You're helping me, an Australian plumber who tests backflow prevention devices, write reminders to commercial clients. Details: business type [e.g. café, factory, school], device location in plain words [e.g. next to the water meter at the front boundary], last test date [DATE], due by [DATE], my price [PRICE INCLUDING GST].

Write:
1. An email (subject line plus under 120 words) to the site manager, saying the yearly test is due, what I need on the day (access, water off for [MINUTES]), and how to book.
2. A text under 200 characters for the same person.
3. A short note for after the test, saying the test is done and I've [LODGED THE RESULT / WILL LODGE THE RESULT] with [COUNCIL OR WATER AUTHORITY].

Don't state what the local council or water authority requires: put [CHECK WITH COUNCIL OR WATER AUTHORITY] if a rule needs mentioning.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Pre-winter gas heater service call-out to past customers

Use it: Before the cold arrives, to fill the diary with heater services.

You're helping me, an Australian gasfitter and plumber in [STATE], ring and text past customers to book their gas heater service before winter. My service includes: [e.g. clean, check the flue, carbon monoxide test]. Price: [PRICE INCLUDING GST]. Booking: [LINK OR NUMBER].

Write:
1. A text message under 280 characters starting with [FIRST NAME], mentioning the heater I serviced or installed on [DATE OR "LAST YEAR"].
2. A short phone guide (dot points, not a script) for my partner or office to follow when they ring: what to get across, the questions to ask, and how to book them in.
3. A slightly different text for rental property owners and property managers.

If you mention how often heaters should be serviced, use only this: [THE GUIDANCE I'VE CHECKED, e.g. from my state's energy safety regulator]. Include an opt-out line in each text.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Compliance lodgement tracker for my jobs

Use it: To keep notices of work, certificates and inspections on time.

You're helping me, an Australian plumber working in [STATE], set up a lodgement tracker. Paperwork I deal with: [e.g. notice of work before starting, compliance certificate after, inspection bookings, customer copies]. Job types: [e.g. hot water, bathrooms, drainage, gas].

Make a table I can copy into a spreadsheet with columns: job reference (no customer names), job type, form or certificate, lodged with, deadline, date lodged, customer copy sent, notes.
Then add a second short table of the deadlines that apply to each form, filled in only from what I've told you here: [THE DEADLINES I KNOW]. Where I haven't given a deadline, write [CHECK WITH STATE PLUMBING REGULATOR].

Finish with 3 short tips for keeping the tracker up to date from the ute.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Rental repairs offer for property managers

Use it: To pitch your business to local agencies for leaks, blockages and hot water calls.

You're helping me, an Australian plumber in [SUBURB OR REGION], write an email to [PROPERTY MANAGER FIRST NAME] at [AGENCY] offering rental repair work.

What I can offer agencies: [e.g. same-day urgent repairs, tenant contacted directly, photos before and after, invoice to the owner or agency, gas safety checks where I'm qualified]. My licence and insurance: [DETAILS OR PLACEHOLDERS]. My after-hours set-up: [e.g. calls answered 24/7 and urgent ones passed to me].

Write a subject line and an email under 170 words that makes it easy for a busy PM to add me to their trade list, plus a one-paragraph "how to book me" section they can paste into their internal notes.
Don't mention rental laws or required check intervals unless I've given them here: [ANY RULES I'VE CHECKED].
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Prompts for builders

Six prompts for builders and renovators: variations, progress claims, client updates, storm and insurance work, defects after handover and first calls on new renovation enquiries.

Variation from site notes

Use it: When the client asks for a change, or something unexpected turns up, and it needs to be in writing.

You're helping me, an Australian builder in [STATE], write up a variation for a client on a [JOB TYPE, e.g. kitchen and bathroom renovation]. Contract type: [e.g. HIA, Master Builders or my own]. What's changed, in my words: [PASTE SITE NOTES]. Cost: [ADDED OR REMOVED COST INCLUDING GST]. Time: [DAYS ADDED, OR NONE].

Write a variation document with:
1. Variation number [NUMBER] and date.
2. Description of the change in plain words, from my notes only.
3. Reason for the change: client request, or a site condition found.
4. Cost and time impact.
5. A sign-off section for the client and me, and a line saying work on this variation starts once it's signed.

Then write a short covering text to [CLIENT FIRST NAME] asking them to sign it.
Don't tell me what the law or my contract requires for variations. Mark anything I should confirm against my contract or with my state building regulator as [CHECK].
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].

Progress payment claim email

Use it: When the job reaches a stage in the contract and the claim needs to go out.

You're helping me, an Australian builder, send a progress payment claim. Stage reached: [STAGE, e.g. frame complete]. Contract stage amount: [AMOUNT INCLUDING GST]. Approved variations to add: [LIST OR NONE]. Due date under my contract: [DATE OR NUMBER OF DAYS]. Payment details: [I'LL ADD THESE MYSELF].

Write:
1. A short, friendly email to [CLIENT FIRST NAME] (under 150 words) saying the stage is done, what's been completed, that the claim is attached, the amount and when it's due.
2. Three dot points of progress photos I should attach, based on the stage.
3. A follow-up text for three days before the due date, under 50 words.

Keep it warm: they're living with this job too. Don't mention interest, penalties or legal rights unless I've listed them from my contract.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Weekly "where's my job up to" update

Use it: Each Friday, so clients stop ringing to ask.

You're helping me, an Australian builder, write a weekly update for [CLIENT FIRST NAME] on their [JOB TYPE]. This week's notes: [WHAT GOT DONE, WHAT DIDN'T AND WHY, WHO'S ON SITE NEXT WEEK, DELIVERIES, INSPECTIONS, ANY DECISIONS I NEED FROM THEM].

Write a short email (under 200 words) with these headings: Done this week, Next week, What we need from you, Anything that's moved. Use dot points.
If something is running behind, say so plainly with the reason from my notes, and give the new date only if I've given one.
Finish with one line inviting them to reply with questions.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Storm damage scope for an insurer or loss assessor

Use it: After a storm, to turn your inspection notes into a clear scope for the claim.

You're helping me, an Australian builder doing insurance repair work, write a scope of works for a storm-damaged home. Claim number: [CLAIM NUMBER]. Insurer or assessor: [NAME OF COMPANY]. Date of the event: [DATE]. My inspection notes, room by room: [PASTE NOTES, WITH PHOTO NUMBERS]. Make-safe work already done: [WHAT I DID, OR NONE].

Write:
1. A summary paragraph of the damage I observed.
2. A table: area, damage observed, work required, photo reference.
3. A list of items I couldn't inspect and why (access, safety, water still present).

Describe only what's in my notes. Don't state the cause of the damage beyond what I've written, and leave all prices as [PRICE] for me to fill in.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Reply to a defect raised after handover

Use it: When a past client reports something they think is a defect.

You're helping me, an Australian builder, reply to a past client about a possible defect. Handover date: [DATE]. What they've reported: [PASTE THEIR MESSAGE, NO SURNAMES OR ADDRESSES]. What I know so far: [MY NOTES].

Write a reply email (under 150 words) that:
- thanks them for letting me know;
- asks for photos and when they first noticed it;
- offers inspection times: [TIMES];
- says I'll confirm what's needed after I've seen it.

Keep it calm and helpful. Don't admit or deny fault, and don't say what warranty periods apply. Mark anything I should confirm with my state building regulator or my lawyer as [CHECK].
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].

First call and site visit for a renovation enquiry

Use it: When a new kitchen, bathroom or extension enquiry comes in.

You're helping me, an Australian builder in [SUBURB OR REGION], handle new renovation enquiries better. The work I take on: [e.g. kitchens, bathrooms, extensions, second storeys]. My minimum job size: [AMOUNT OR NONE]. How I quote: [e.g. free site visit, then a paid detailed quote].

Write:
1. 8 to 10 first-call questions, in plain words, covering the project, rough budget, timing, plans or approvals already in place, and how they found me.
2. A site visit confirmation text (under 60 words) with the date, time and what to have ready: [e.g. plans, inspiration photos, budget range].
3. A short note to send after the visit saying when the quote will be ready, using [DATE] as a placeholder.

Don't promise approval outcomes or build times.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Prompts for air conditioning businesses

Six prompts for air conditioning techs: spring service bookings, hot-day breakdown calls, split and ducted quotes, service reports, commercial contracts and work from property managers and builders.

Spring service bookings before summer

Use it: In spring, to book past customers in before the heat arrives.

You're helping me, an Australian air conditioning technician in [SUBURB OR REGION], book past customers in for a service before summer. My service includes: [e.g. filter clean, coil check, drain line, gas pressure check, test run]. Price: [PRICE INCLUDING GST], [EXTRA PRICE FOR EACH EXTRA UNIT]. Booking: [LINK OR NUMBER].

Write:
1. A text under 280 characters starting with [FIRST NAME], mentioning the unit I installed or serviced on [DATE OR "LAST YEAR"].
2. A short email (subject plus under 130 words) that explains why a service before summer helps, using only these reasons: [MY REASONS].
3. One line about warranties: "Many manufacturers need regular servicing to keep the warranty valid, so check your warranty terms." Don't say more than that.

Add an opt-out line to the text.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Breakdown reply on a hot day when you're booked out

Use it: When calls pile up in a heatwave and you need to give a time without losing the job.

You're helping me, an Australian air conditioning tech, reply to breakdown messages on a hot day when I'm booked out. My next free time: [DAY AND TIME]. Call-out fee: [FEE INCLUDING GST]. Who I see first: [MY RULE, e.g. elderly customers, babies, medical needs, then in order].

Write:
1. A reply text (under 80 words) to [CUSTOMER] that thanks them, gives my next time, and asks for: the brand and model, any error code or flashing light, a photo of the indoor and outdoor unit, and roughly how old the system is.
2. A shorter version for repeat customers whose system I already know.
3. A text to send if a time opens up earlier.

Only include this tip for the meantime, word for word: [MY TIP OR NONE]. Don't give any other troubleshooting steps or electrical advice.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].

Split or ducted? Quote explainer

Use it: When a customer can't decide between quotes for split systems and a ducted system.

You're helping me, an Australian air conditioning installer, explain my install options to [CUSTOMER]. The home: [NUMBER OF BEDROOMS, LIVING AREAS, ROOF SPACE ACCESS, ANY LIMITS]. Option A: [e.g. three split systems, BRAND, SIZES, PRICE INCLUDING GST]. Option B: [e.g. ducted system, BRAND, ZONES, PRICE INCLUDING GST].

Write a message (under 250 words) with:
1. A table: option, what it is, upfront price, how it's controlled, who it suits.
2. Three plain questions that help the customer decide (for example, which rooms they use most).
3. What's included and not included in each, from my notes: [MY NOTES].

Don't claim running costs, energy ratings or noise levels I haven't given you. Don't pick an option for them.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Customer service report from my tech notes

Use it: After a service, to send the customer a clear record and any recommended work.

You're helping me, an Australian air conditioning tech, turn my service notes into a short report for [CUSTOMER]. System: [BRAND, MODEL, TYPE, LOCATION]. My notes: [WHAT I CHECKED, CLEANED, MEASURED AND FOUND]. Recommended work: [ANY REPAIRS AND PRICES INCLUDING GST, OR NONE].

Write a report with:
1. A one-line summary: working well, or needs attention.
2. "What we did" as dot points.
3. "What we found" in plain words, no jargon.
4. "Recommended" with prices, marked clearly as optional unless I say otherwise.
5. Next service due: [DATE OR INTERVAL I RECOMMEND].

Under 220 words. Report only what's in my notes.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Commercial servicing contract proposal

Use it: To win a maintenance contract for an office, shop, school or clinic.

You're helping me, an Australian air conditioning business, write a short servicing proposal for [TYPE OF SITE] in [SUBURB]. Equipment on site: [LIST OF UNITS AND TYPES]. What I propose: [VISIT FREQUENCY AND WHAT EACH VISIT INCLUDES]. Price: [PRICE PER VISIT OR PER YEAR, INCLUDING GST]. Breakdown response: [WHAT I CAN COMMIT TO, IN MY WORDS].

Write a 1-page proposal with headings: About us, What's covered, Visit schedule (as a table), Breakdowns, Reports you'll get, Price, Next step.
If the site has a cooling tower or other plant with legal inspection rules, don't state the rules: write [CHECK WITH STATE HEALTH DEPARTMENT OR REGULATOR] where they belong.
No guarantees I haven't given you.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Work from builders and property managers

Use it: To get onto the trade list for new builds, renovations and rentals.

You're helping me, an Australian air conditioning installer in [REGION], write two short emails.

1. To [BUILDER FIRST NAME] at a local building company: I install [SPLITS AND/OR DUCTED] in new builds and renovations, I can do [ROUGH-IN AND FIT-OFF STAGES], and here's how I fit their schedule: [MY WORDS].
2. To [PROPERTY MANAGER FIRST NAME] at [AGENCY]: I service and repair air conditioners in rentals, contact tenants directly, send photos and reports, and invoice [OWNER OR AGENCY].

Each email: a subject line, under 160 words, and one clear next step (a quick call, or a first job to try me out).
Licence and insurance details as placeholders: [LICENCE], [INSURANCE].
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Prompts for roofers

Six prompts for roofing work: storm-night calls, inspection reports for insurers, restoration quotes, weather delays, pre-season roof checks and storm follow-up in the street.

Storm-night leak call intake

Use it: When the phone runs hot after hail or a big storm.

You're helping me, an Australian roofer in [REGION], handle storm-night calls. Write:

1. A call sheet for whoever answers my phone, with the questions to ask: where the water is coming in, roof type (tile, metal, other), storey, whether there's ceiling sagging, insurer name and claim number if they have one, and access.
2. A text to send after the call asking for 3 to 5 photos (inside where the water is, and the roof from the ground if it's safe to take), and confirming they're on my list.
3. A text for when I can give them an inspection time: [TIME].

For safety, include only this line: [MY SAFETY LINE, e.g. don't go up on the roof; if the ceiling is sagging, keep out of that room and ring the SES on 132 500]. Don't add any other safety advice.
Each text under 70 words.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Roof inspection report for the insurer

Use it: After an inspection, to send the assessor or insurer a clear report.

You're helping me, an Australian roofer, write a roof inspection report for an insurance claim. Claim number: [CLAIM NUMBER]. Roof: [TYPE, AGE IF KNOWN, PITCH, STOREYS]. Date of event: [DATE]. My notes: [WHAT I SAW ON THE ROOF AND IN THE ROOF SPACE, WITH PHOTO NUMBERS]. Make-safe done: [WHAT I DID, e.g. tarp, temporary sealing, OR NONE].

Write a report with:
1. Summary of damage observed.
2. A table: area, what I found, photo reference, work recommended.
3. Wear and tear or pre-existing issues I noted, listed separately from storm damage.
4. Areas I couldn't inspect, and why.

Only what's in my notes. Don't state the cause beyond what I've written. Leave prices as [PRICE].
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Roof restoration quote in plain words

Use it: To explain a clean, re-bed, re-point and re-coat so the customer knows what they're paying for.

You're helping me, an Australian roofer, write a roof restoration quote for [CUSTOMER]. Roof: [TILE OR METAL, SIZE, STOREYS]. Work: [e.g. pressure clean, replace broken tiles, re-bed and re-point ridge caps, prime and two coats of PRODUCT, gutter clean]. Price: [PRICE INCLUDING GST]. Deposit: [DEPOSIT]. Warranty I give: [MY WARRANTY OR NONE].

Write:
1. One plain sentence for each step of the work, saying what it is and why it's done.
2. "What's included" and "What's not included" (for example, solar panel removal, sarking, internal ceiling repairs).
3. A weather line: start dates can move with rain, and I'll text when they do.
4. Price, deposit, validity [DAYS], how to accept.

Under 300 words. Don't claim product lifespans or warranties I haven't given you.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Rain delay text

Use it: When the weather moves an inspection or job day.

You're helping me, an Australian roofer, tell customers their roof job or inspection is moving because of the weather. Job: [INSPECTION, RESTORATION, RE-ROOF, GUTTERS]. Original day: [DAY]. New day: [NEW DAY OR "I'LL CONFIRM BY [DAY]"].

Write three versions, each under 50 words:
1. For a customer with an active leak (include what I've done or will do meanwhile: [e.g. tarp stays on]).
2. For a restoration customer.
3. For a builder or property manager I work with.

Say plainly that we don't work on wet or windy roofs for safety. No apology essay, no blame.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].

Pre-storm season roof check offer

Use it: Before storm season, to book roof checks and gutter cleans with past customers.

You're helping me, an Australian roofer in [REGION], write messages to past customers offering a roof check and gutter clean before storm season. What the check includes: [e.g. broken or loose tiles, flashings, valleys, gutters and downpipes cleared, photo report]. Price: [PRICE INCLUDING GST]. Booking: [LINK OR NUMBER].

Write:
1. A text under 280 characters starting with [FIRST NAME], mentioning the work I did for them on [DATE OR JOB].
2. A short email (subject plus under 130 words).
3. A two-line Google Business Profile post about booking pre-season roof checks.

Keep it helpful, not scary. No claims about storm forecasts unless I paste the official forecast here: [BOM OUTLOOK TEXT OR NONE]. Add an opt-out line to the text.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Letterbox note for the street after a storm repair

Use it: After fixing one roof in a hail-hit street, to let neighbours know you're nearby.

You're helping me, an Australian roofer, write a short letterbox note for houses in [STREET OR SUBURB] after I've repaired a roof there following the storm on [DATE].

The note should:
- say I'm a local roofer working in the street this week;
- offer a roof inspection with photos for [PRICE OR "FREE"], and say I can provide a report for their insurer if they're claiming;
- give my business name, licence number [LICENCE] and number [PHONE] as placeholders;
- suggest they ring their insurer first if they think they have damage.

Under 100 words. No pressure, no urgency claims, no "your roof is damaged" guesses. Respectful and local.
Then list anything about door-knocking or letterbox drops after storms I should check with my state fair trading office.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].

Prompts for cleaning businesses

Six prompts for cleaning businesses: bond cleans booked to the vacate date, re-cleans after inspection, turning one-offs into regulars, cancellations, office quotes and team checklists.

Bond clean booking confirmation

Use it: When a tenant books an end-of-lease clean against their vacate date.

You're helping me, an Australian cleaning business owner in [SUBURB OR REGION], confirm an end-of-lease clean. Details: property size [BEDROOMS, BATHROOMS, STOREYS], clean date [DATE], vacate date [DATE], inspection date [DATE IF KNOWN], add-ons [e.g. carpets, windows, oven], price [PRICE INCLUDING GST OR "I'M NOT REGISTERED FOR GST"].

Write a confirmation message to [CUSTOMER FIRST NAME] (under 180 words) with:
1. What's booked and the price.
2. What I need from them: the house empty, power and water on, keys or access: [MY ACCESS RULES].
3. My re-clean policy in one line: [MY POLICY, e.g. free re-clean of listed items within 72 hours if the agent's report comes back].
4. A request to send me the agent's report as soon as they get it.

Don't promise the bond will come back in full.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Reply when the agent's report flags a re-clean

Use it: When the tenant or agent sends a list of things to redo.

You're helping me, an Australian cleaner, reply to an agent's report after a bond clean. The report says: [PASTE THE ITEMS, NO NAMES OR ADDRESSES]. My notes and photos from the clean: [WHAT I DID ON THOSE ITEMS]. My re-clean policy: [POLICY].

Write:
1. A reply to [CUSTOMER FIRST NAME] (under 120 words) that thanks them, says which items I'll redo under my policy, and offers re-clean times: [TIMES].
2. A polite line for any items outside my policy, such as damage, wear and tear or things not in the original booking, with a price if they want them done: [PRICE].
3. A short note to the property manager confirming the re-clean time.

Calm, no arguing over each item, no blame.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Turn a one-off clean into a regular

Use it: At the end of a first clean, to offer a weekly or fortnightly slot.

You're helping me, an Australian cleaning business, offer regular cleans to customers after a one-off. My regular options: [WEEKLY PRICE], [FORTNIGHTLY PRICE], [MONTHLY PRICE], all [INCLUDING GST OR NOT REGISTERED FOR GST]. Days I have free in their area: [DAYS]. What a regular clean covers: [LIST].

Write:
1. A text (under 60 words) to send the evening after the clean, to [FIRST NAME].
2. A follow-up text a week later if they haven't replied.
3. A short table comparing the three options: how often, price, what's covered, who it suits.

Friendly, no pressure. Include an opt-out line in the texts.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].

Cancellations, swaps and a fair cancellation policy

Use it: To handle “can you come Thursday instead?” and write a policy customers accept.

You’re helping me, an Australian cleaning business owner, deal with cancellations and swaps. My current rules, in my words: [e.g. 24 hours’ notice, fee of AMOUNT for late cancels, one free swap a month].

Write:
1. A plain cancellation policy (under 120 words) I can put in my booking confirmations and on my website.
2. A reply text to a regular asking to swap to [NEW DAY], for when I can and when I can’t fit them in.
3. A text to a regular who has cancelled twice in a row, checking in and offering to rebook, without guilt-tripping them.

Don’t tell me what consumer law allows. Mark anything I should check with my state fair trading office as [CHECK].
Write in Australian English, in a friendly, plain tone. Don’t make up prices, rules, product details or facts: if you’re not sure, say so and mark it [CHECK].

Office cleaning quote

Use it: After a walk-through of an office, shop or clinic.

You’re helping me, an Australian commercial cleaning business, write a quote for [TYPE OF SITE] in [SUBURB]. Walk-through notes: [SIZE, ROOMS, KITCHENS, BATHROOMS, FLOORS, ACCESS HOURS, SECURITY, ANYTHING SPECIAL]. Frequency: [e.g. 3 nights a week]. Price: [PRICE PER CLEAN OR PER MONTH, INCLUDING GST].

Write a 1-page quote with:
1. A short intro.
2. A task table: area, task, how often (each visit, weekly, monthly).
3. Consumables: [WHO SUPPLIES WHAT].
4. Our team: [e.g. police-checked, insured, inducted for your site], only what I list.
5. Price, term, how to accept.

Under 350 words.
Write in Australian English, in a friendly, plain tone. Don’t make up prices, rules, product details or facts: if you’re not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Room-by-room bond clean checklist for my team

Use it: To make sure every cleaner does the clean the same way.

You’re helping me, an Australian cleaning business owner, write a room-by-room end-of-lease checklist for my team. What my standard clean covers: [LIST, e.g. inside cupboards, oven, rangehood filters, skirting boards, window tracks, light switches]. What it doesn’t cover unless booked: [e.g. carpets, outside windows, walls].

Make the checklist:
- grouped by room (kitchen, bathrooms, bedrooms, living, laundry, outside areas);
- one tick-box line per task;
- a “photos to take before leaving” list at the end, so I can answer an agent’s report later.

Use only the tasks I’ve listed. Fit it on two A4 pages.
Don’t add chemical or safety instructions: I’ll use the product labels and safety data sheets.
Write in Australian English, in a friendly, plain tone. Don’t make up prices, rules, product details or facts: if you’re not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Prompts for painters

Six prompts for painters: quotes from a walk-through, weather delays on exteriors, older homes and lead paint questions, real estate work, prep notes and repaint reminders.

Painting quote from my walk-through notes

Use it: After a quote visit, to send a clear room-by-room quote.

You're helping me, an Australian painter, write a quote for [CUSTOMER]. My walk-through notes: [ROOMS OR AREAS, SURFACES (walls, ceilings, doors, trims), CONDITION, PREP NEEDED, NUMBER OF COATS, PRODUCT AND FINISH]. Price: [PRICE INCLUDING GST]. Deposit: [DEPOSIT]. Validity: [DAYS].

Write:
1. A table: area, surfaces, prep, coats, product.
2. "What's included" and "What's not included" (for example, moving heavy furniture, plaster repairs over a set size, colour changes after we start).
3. One line on how colour choices are confirmed in writing before we start.
4. Price, deposit, how to accept.

Under 300 words. Use only what's in my notes, and don't claim how long the paint will last.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Exterior job weather delay

Use it: When rain, dew or a cold morning moves the start date.

You're helping me, an Australian painter, tell customers their exterior job is moving because of the weather. The reason, in my words: [e.g. rain forecast Tuesday and Wednesday, paint needs a dry surface]. New start: [DATE OR "I'LL CONFIRM BY [DAY]"].

Write:
1. A text (under 60 words) to [FIRST NAME].
2. A one-paragraph explanation I can send if they ask why we can't just paint, using only this product guidance: [WHAT THE PAINT MAKER'S DATA SHEET SAYS ABOUT TEMPERATURE, RAIN AND DEW].
3. A text to a builder or property manager whose schedule this affects.

Plain, no excuses, and make it clear I'm protecting the finish they're paying for.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].

Older home: asking about the build year before quoting

Use it: When a house might have old lead paint and you need to know before the visit.

You're helping me, an Australian painter, ask customers with older homes the right questions before I quote. Write:

1. A short text (under 70 words) asking [FIRST NAME] roughly when the house was built, whether any old paint is flaking or chalky, and whether there are young children or pregnant people living there.
2. A plain explanation (under 120 words) of why I ask, and that I'll check and test before any sanding or scraping, using only this wording on how I handle it: [MY PROCESS].
3. A line for my quote: what's included if testing shows lead paint, and that the price may change: [MY WORDS].

Don't give health advice or state the rules on lead paint removal. Add a line suggesting the customer reads the official guidance from [STATE HEALTH DEPARTMENT OR EPA], and mark anything I should check myself as [CHECK].
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].

Pre-sale and end-of-tenancy repaints for agents

Use it: To win repaint work from real estate agents and property managers.

```
You're helping me, an Australian painter in [SUBURB OR REGION], write two short emails.

1. To a sales agent at [AGENCY]: I do quick pre-sale repaints and touch-ups so homes photograph well. What I offer: [e.g. quote within the week, work around open homes, photos when done].
2. To a property manager at [AGENCY]: I do repaints and patch-ups between tenants. How I work with PMs: [e.g. tenant contact, keys, invoice the owner, before and after photos].

Each: a subject line, under 150 words, and one easy next step. Licence and insurance as [LICENCE] and [INSURANCE].
Don't promise sale price gains.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.
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Prep notes before we start

Use it: A few days before a job, so the customer is ready and the start goes smoothly.

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You're helping me, an Australian painter, write a "before we start" message for [FIRST NAME]. Job: [INTERIOR OR EXTERIOR, AREAS]. Start date: [DATE], arrival time: [TIME]. What I need from them, in my words: [e.g. move small items and wall hangings, clear access to the side of the house, pets kept inside, parking spot, bathroom access].

Write a friendly message (under 180 words) with:
1. The start date and time.
2. A short checklist they can tick.
3. What we'll do on day one.
4. How to reach me if anything changes.

Don't add drying or curing times I haven't given you: [MY TIMES OR NONE].
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.
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Repaint and house wash reminder

Use it: Years after a job, to bring past customers back.

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You're helping me, an Australian painter, remind past customers it might be time for more work. Customer: [FIRST NAME]. What I painted for them: [JOB] in [YEAR]. What I'm offering now: [e.g. free check-up visit, house wash, touch-ups, another room].

Write:
1. A text under 280 characters.
2. A short email (subject plus under 120 words) that mentions their job and offers a quick look.
3. A different version for a property manager or landlord with several properties.

If you mention how often surfaces need repainting, use only the guidance I give you here: [MY GUIDANCE OR NONE].
Add an opt-out line to the text.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.
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Prompts for landscapers and gardeners

Six prompts for landscapers and gardeners: spring rebookings, planning the weekly round, retaining wall and paving quotes, winter project offers, storm clean-ups and turning makeovers into maintenance.

Spring rebooking for last year's round

Use it: As the grass takes off, to get past customers back on the round.

You're helping me, an Australian landscaper and gardener in [REGION], rebook last year's mowing and garden customers for spring. My round options: [WEEKLY PRICE], [FORTNIGHTLY PRICE], [MONTHLY GARDEN TIDY PRICE], [INCLUDING GST OR NOT REGISTERED]. Days I'm in each area: [SUBURB: DAY].

Write:
1. A text under 280 characters to [FIRST NAME], mentioning the work I did for them last season.
2. A follow-up text for customers who haven't replied after a week.
3. A short Facebook or Google Business Profile post saying spring spots are open in [SUBURBS].

Friendly, local, no pressure. Opt-out line in each text.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].

Plan my weekly round by suburb

Use it: When the round has grown and the driving is eating the day.

You're helping me, an Australian gardener, plan my weekly round. My customers, by suburb only (no names or street addresses): [LIST: SUBURB, JOB TYPE, HOW OFTEN, ROUGH TIME ON SITE]. My working days: [DAYS]. My base: [SUBURB]. Tip or green waste drop-off: [SUBURB].

Group the jobs into days so I drive less, and show it as a table: day, suburbs in order, jobs, total time on site.
Then flag:
- days that look overloaded;
- gaps where a new customer would fit best;
- fortnightly customers I could pair up in the same weeks.

Don't guess travel times: use the order of suburbs only, and I'll check the driving myself.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Retaining wall or paving quote

Use it: After measuring up a landscaping project.

You're helping me, an Australian landscaper, write a quote for [CUSTOMER]. Project: [e.g. 15 m sleeper retaining wall up to 900 mm, or 40 m² paved entertaining area]. My notes: [MATERIALS, SITE ACCESS, DIG-OUT AND SOIL REMOVAL, DRAINAGE, STAGES]. Price: [PRICE INCLUDING GST]. Deposit and progress payments: [MY TERMS].

Write:
1. A scope in plain dot points, in the order the work happens.
2. "What's included" and "What's not included" (for example, rock found during excavation, council fees, service locating).
3. A line saying some walls and structures need council approval or engineering, and that I'll confirm what this job needs: write [CHECK WITH COUNCIL] rather than stating any heights or rules.
4. Price, payment stages, validity, how to accept.

Under 320 words.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Winter project offer to round customers

Use it: When the grass slows down and the diary needs bigger jobs.

You’re helping me, an Australian landscaper, fill winter with projects. My round customers already know me. Projects I want to offer: [e.g. retaining walls, paving, garden beds, turf, irrigation, planting]. Any winter offer: [e.g. free design chat, or none].

Write:
1. A text under 280 characters to [FIRST NAME], mentioning something I’ve noticed in their garden: [WHAT I NOTICED].
2. A short email (subject plus under 140 words) listing the projects with one line each on what it fixes.
3. A one-line note I can leave in the letterbox on my next visit.

No discounts unless I’ve listed one. Opt-out line in the text.
Write in Australian English, in a friendly, plain tone. Don’t make up prices, rules, product details or facts: if you’re not sure, say so and mark it [CHECK].

Storm clean-up call and reply

Use it: After a storm, when calls come in about fallen branches and wrecked gardens.

You’re helping me, an Australian landscaper, handle storm clean-up enquiries. What I do: [e.g. branches up to a set size, green waste removal, garden clean-up]. What I don’t do: [e.g. trees on roofs or power lines, large tree removal].

Write:
1. A reply text (under 80 words) to [FIRST NAME] asking for photos, the size of what’s down, access for a trailer, and whether anything is on a roof, fence or power line.
2. A polite reply for jobs outside what I do, suggesting they contact [AN ARBORIST, THE SES ON 132 500, OR THE ELECTRICITY NETWORK, as I choose].
3. A text confirming a clean-up time and price: [TIME, PRICE INCLUDING GST].

Include only this safety line: [MY LINE, e.g. stay well away from any fallen power lines and ring the network]. No other safety advice.
Write in Australian English, in a friendly, plain tone. Don’t make up prices, rules, product details or facts: if you’re not sure, say so and mark it [CHECK].

Makeover to maintenance plan

Use it: At the end of a garden makeover, to keep looking after it.

You’re helping me, an Australian landscaper, offer a maintenance plan after a garden makeover for [FIRST NAME]. What I built: [PROJECT]. Plan options and prices: [e.g. fortnightly, monthly, seasonal; PRICES INCLUDING GST]. What each visit covers: [LIST].

Write:
1. A handover message (under 150 words) thanking them, with 3 care tips for the first few weeks from my notes: [MY TIPS], and the maintenance offer.
2. A table of the plan options: how often, what’s covered, price, who it suits.
3. A follow-up text if they haven’t replied after a week.

Only use my care tips: don’t add watering or fertiliser rates.
Write in Australian English, in a friendly, plain tone. Don’t make up prices, rules, product details or facts: if you’re not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Prompts for pest control businesses

Six prompts for pest controllers: annual termite inspection reminders, prep sheets, pre-purchase inspections with settlement dates, strata notices, the summer rush and baiting quotes.

Annual termite inspection reminder

Use it: Each month, for customers whose yearly inspection is coming due.

You're helping me, an Australian pest control business in [REGION], remind customers their annual termite inspection is due. Details: last inspection [MONTH AND YEAR], what it covers [MY LIST], price [PRICE INCLUDING GST], booking [LINK OR NUMBER]. Some customers have baiting stations or a barrier: [YES/NO FOR THIS LIST].

Write:
1. A text under 280 characters to [FIRST NAME].
2. A short email (subject plus under 130 words) explaining in plain words what I check and why yearly checks matter, using only this reasoning: [MY REASONS].
3. A version for customers with baiting stations, mentioning the station check.

If their timber pest or warranty terms need yearly inspections, say "check your policy or warranty terms" and nothing more. Opt-out line in the texts.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Pre-treatment prep sheet from my product info

Use it: To send customers before a general pest or cockroach treatment.

You're helping me, an Australian licensed pest controller, write a pre-treatment prep sheet for customers. Treatment: [e.g. general pest spray inside and out, or cockroach gel]. What customers need to do, in my words: [e.g. clear under sinks, put pet bowls away, cover fish tanks]. After-treatment instructions from the product label: [PASTE ONLY WHAT THE LABEL AND MY PROCESS SAY].

Write a one-page sheet with headings: Before we arrive, While we're there, After we leave, Questions. Use tick-box dot points.

Use only the instructions I've pasted. Don't add re-entry times, drying times, pet or child safety advice or chemical names that aren't in my text. Mark any gap as [CHECK LABEL].
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Pre-purchase timber pest inspection booking

Use it: When a buyer, agent or conveyancer needs an inspection before settlement or a cooling-off date.

You're helping me, an Australian pest inspector, book a pre-purchase timber pest inspection. Details: suburb [SUBURB], property type [HOUSE, UNIT, ACREAGE], key date [COOLING-OFF OR FINANCE DATE], inspection price [PRICE INCLUDING GST], report turnaround [MY TURNAROUND].

Write:
1. A text to the buyer, [FIRST NAME], confirming the time and what I need: access arranged with the selling agent, roof space and subfloor access, and payment before the report is released: [MY TERMS].
2. A short email to the selling agent asking to arrange access at [TIME].
3. A short note to send with the finished report, saying I'm happy to talk it through by phone.

Don't describe what the report will find, and don't give legal advice about the contract: suggest they talk to their conveyancer or lawyer.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].

Strata notice for a building treatment

Use it: When a strata manager books a treatment and residents need notice.

You're helping me, an Australian pest control business, write a resident notice for a strata building. Building: [BUILDING NAME OR SUBURB ONLY]. Treatment: [WHAT, WHERE (common areas, units, gardens)]. Date and time: [DATE, TIME]. What residents need to do: [FROM MY PREP SHEET]. Contact: [MY BUSINESS NUMBER].

Write:
1. A notice for the lift, noticeboard or letterboxes (under 180 words), with a clear heading and dot points.
2. A short email to the strata manager with the notice attached and what I need from them (access, keys, a list of units opting in).

Don't say how much notice the law requires. Write [CHECK STATE NOTICE RULES] where that belongs, and use only my prep instructions.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Summer rush reply for wasp nests and rats

Use it: When the phone won't stop in December and January.

You're helping me, an Australian pest controller, reply to summer rush enquiries. My next free times: [TIMES]. Prices: [WASP OR BEE NEST PRICE], [RODENT TREATMENT PRICE], [GENERAL PEST PRICE], all including GST.

Write reply texts (each under 70 words) for:
1. A wasp or bee nest near a door, a play area or the pool.
2. Rats or mice in the roof.
3. Cockroaches inside.

Each asks for a photo and where exactly the problem is, and gives my next time.
For the wasp text, include only this line: [MY SAFETY LINE, e.g. keep kids and pets away from the nest and don't spray it yourself]. If someone is allergic or has been stung badly, add only: "If anyone has been stung and is unwell, ring 000."
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].

Termite baiting or barrier quote explainer

Use it: When a customer has two options in front of them and needs to choose.

You're helping me, an Australian pest control business, explain termite management options to [FIRST NAME]. What I found at the inspection: [MY FINDINGS]. Option A: [e.g. baiting and monitoring system, PRICE INCLUDING GST, ONGOING VISIT COST]. Option B: [e.g. chemical soil barrier, PRICE INCLUDING GST]. Warranty I offer on each: [MY WARRANTY TERMS OR NONE].

Write a message (under 260 words) with:
1. One plain paragraph on what I found.
2. A table: option, how it works in plain words, upfront cost, ongoing cost, what the customer has to do.
3. Two questions to help them decide.

Don't pick the option for them, and don't add claims about effectiveness or product names I haven't given.
Don't write any message as a final notice or hint that I'll stop following up: I keep in touch until the customer gives me an answer.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].

Prompts for solar installers

Six prompts for solar and battery installers: battery quote explainers, chasing customer documents, grid approval updates, inverter error calls, service reminders and handover packs.

Battery quote explainer

Use it: When a household is weighing up a battery quote and asks what it really costs them.

You're helping me, an Australian solar and battery installer in [STATE], explain a battery quote to [FIRST NAME]. Their set-up: [EXISTING SOLAR SIZE OR NONE, INVERTER, USAGE NOTES]. Battery quoted: [BRAND, SIZE IN kWh]. Price before incentives: [PRICE INCLUDING GST]. Incentive amounts I've calculated: [AMOUNTS AND SCHEME NAMES]. Price after: [PRICE].

Write a message (under 250 words) with:
1. What the battery does for their household, in plain words, from my notes.
2. A table: item, amount.
3. One line saying incentive amounts change on set dates and the figures are as at [DATE], and to check the current amounts with me or the Clean Energy Regulator.
4. How to go ahead.

Use only my figures. Don't estimate bill savings, payback time or incentive amounts yourself, and no pressure about deadlines beyond the date I've given.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Chase the photos and documents for STCs and grid approval

Use it: When a job's paperwork is stuck waiting on the customer.

You're helping me, an Australian solar installer, get the documents I need from a customer. What I still need, from my own checklist: [e.g. a recent electricity bill, a photo of the meter box, a photo of the switchboard, signed assignment form, NMI number]. Why: [e.g. the grid application and the STC (small-scale technology certificate) claim can't go in without them].

Write:
1. A text (under 70 words) to [FIRST NAME] listing what I need and how to send it: [EMAIL OR UPLOAD LINK].
2. A short email with the same list as tick boxes, and one line on where to find each item on their bill or meter box.
3. A friendly reminder text for a few days later.

Use only my checklist: don't add documents. Tell them not to send bank details.
Don't write any message as a final notice or hint that I'll stop following up: I keep in touch until the customer gives me an answer.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].

"Has my grid approval come through?" update

Use it: When customers keep asking where their approval is up to.

You're helping me, an Australian solar installer, update customers on their grid connection approval. Network: [NETWORK NAME]. Applied on: [DATE]. Status: [WAITING, APPROVED, APPROVED WITH EXPORT LIMIT, MORE INFO NEEDED]. What happens next: [MY STEPS, e.g. book the install, meter change by the retailer].

Write a text (under 80 words) for each status above, to [FIRST NAME].
Then write a short explainer (under 120 words) I can send once, on what grid approval is and who does what (me, the network, their retailer), in plain words.

Don't give approval times for the network: use [MY ESTIMATE OR "I'LL UPDATE YOU"] only.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Inverter error code call reply

Use it: When a customer reports a warning light, an error code or a monitoring app that's gone quiet.

You're helping me, an Australian solar installer and electrician, reply to a customer about an inverter problem. What they told me: [THEIR MESSAGE, NO SURNAMES OR ADDRESSES]. Their system: [INVERTER BRAND AND MODEL, INSTALL YEAR, BATTERY OR NONE].

Write a reply text (under 90 words) that:
- asks for a photo of the inverter screen or lights and a screenshot from the monitoring app;
- asks when they first noticed it and whether anything changed (storm, power outage, new appliance, wifi change);
- gives my next time and call-out fee: [TIME], [FEE INCLUDING GST].

Include only this safety line: [MY SAFETY LINE, e.g. don't open the inverter or switch anything at the board]. Don't interpret the error code or give any reset steps. I'll check the manufacturer's manual myself.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].

Two-yearly service reminder

Use it: For past customers whose system is due for a check.

You're helping me, an Australian solar installer, remind past customers to book a system service. What the service includes: [e.g. panel and mounting check, isolators, inverter, cabling, monitoring check, output test]. Price: [PRICE INCLUDING GST]. Booking: [LINK OR NUMBER].

Write:
1. A text under 280 characters to [FIRST NAME], mentioning the system I installed in [YEAR].
2. A short email (subject plus under 130 words) on why a service helps, using only this guidance: [THE SERVICING ADVICE I'VE CHECKED, e.g. from my state's electrical safety regulator].
3. A version for customers who've told me their output has dropped.

Don't promise output gains. Opt-out line in the texts.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Handover pack after an install

Use it: To leave customers with one clear page about their new system.

You're helping me, an Australian solar and battery installer, write a one-page handover pack. System: [PANELS, INVERTER, BATTERY, MONITORING APP]. My notes on how it works: [MY NOTES]. Warranties, from the paperwork: [EACH WARRANTY AND WHO TO CONTACT]. Service interval I recommend: [INTERVAL]. My contact: [BUSINESS NUMBER, EMAIL].

Write it with headings: Your system, Reading your app, What's normal, When to call us, Warranties, Servicing.
Under 350 words, plain words, a table for the warranties.

Use only my notes and the warranty details I've given. Don't add shutdown or safety procedures: I'll attach the manufacturer's ones.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Prompts for carpenters

Six prompts for carpenters: deck quotes, work from builders, variations when rot turns up, deck re-oil reminders, built-in wardrobe briefs and small jobs like sticking doors.

Deck quote from my measure

Use it: After measuring up a new deck or a deck rebuild.

You're helping me, an Australian carpenter, write a deck quote for [CUSTOMER]. My measure notes: [SIZE, HEIGHT OFF THE GROUND, ATTACHED OR FREESTANDING, FOOTINGS, FRAME, DECKING TIMBER OR COMPOSITE, STAIRS, BALUSTRADE, ACCESS]. Price: [PRICE INCLUDING GST]. Deposit and progress payments: [MY TERMS].

Write:
1. A plain scope in the order I'll build it.
2. A short table comparing the decking options I've quoted: [OPTIONS AND PRICES].
3. "What's not included" (for example, approvals, rubbish removal of the old deck, oiling).
4. A line saying whether this deck needs council approval depends on its size, height and location, and I'll confirm: write [CHECK WITH COUNCIL OR CERTIFIER] instead of stating any limits.
5. Price, terms, validity, how to accept.

Under 320 words.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Reply to a builder after a carpenter

Use it: When a builder rings or emails needing framing, fit-off or a fix.

You're helping me, an Australian carpenter, reply to a builder who wants me on a job. What they asked: [PASTE THEIR MESSAGE]. My availability: [DATES]. My rates: [DAY RATE OR PRICE BY THE JOB, PLUS GST]. My terms: [e.g. invoice weekly, 14-day payment]. Documents I can send: [e.g. licence, public liability, workers compensation or personal accident cover, SWMS (safe work method statement)].

Write a reply (under 160 words) that confirms the scope as I understand it, gives my dates and rates, lists what I need from them (plans, materials on site, who supplies fixings), and says which documents I've attached.
Then write a short text version.

Don't agree to anything I haven't listed, and don't state what the builder has to provide by law.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Variation when rot turns up

Use it: When you open up a wall, deck or stair and find more damage than quoted.

You're helping me, an Australian carpenter, write a variation for [CUSTOMER]. Original job: [JOB AND QUOTED PRICE]. What I found when I opened it up: [MY NOTES AND PHOTO NUMBERS]. Extra work needed: [WHAT]. Extra cost: [PRICE INCLUDING GST]. Extra time: [DAYS].

Write:
1. A text (under 70 words) letting them know I've found something and sending photos, before any extra work starts.
2. A variation document: description, reason, cost, time, and a sign-off line for them.
3. A short version of options if they want to keep costs down: [CHEAPER OPTION, IF ANY].

Calm and clear. No guesses about the cause beyond my notes. Mark anything I should confirm with my state building regulator as [CHECK].
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].

Deck check and re-oil reminder

Use it: In spring or before summer, to bring past deck customers back.

You're helping me, an Australian carpenter, remind past deck customers about a check and re-oil. What the visit includes: [e.g. check boards, screws, joists, stairs and balustrade, clean and re-oil]. Price: [PRICE INCLUDING GST OR PRICE PER SQUARE METRE]. Booking: [LINK OR NUMBER].

Write:
1. A text under 280 characters to [FIRST NAME], mentioning the deck I built in [YEAR].
2. A short email (subject plus under 130 words), with 2 signs a deck needs attention, from my list: [MY SIGNS].
3. A text offering other work while I'm there: [e.g. pergola, doors, handrails].

Don't add oiling intervals or product claims I haven't given. Opt-out line in the texts.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Built-in wardrobe brief and quote

Use it: When a customer wants built-ins and you need the details before you price it.

You're helping me, an Australian carpenter who builds wardrobes and fit-outs. Write:

1. 10 short questions to ask [FIRST NAME] before I quote: rooms, wall sizes, door style, hanging versus shelves versus drawers, finishes, lighting, timing, and photos I need.
2. A quote layout for after I measure, with: a table per wardrobe (width, height, layout, doors, finish, price), what's included, what's not (for example, painting, electrical work, removal of old robes), deposit [DEPOSIT] and validity [DAYS].

Leave every price as [PRICE INCLUDING GST]. Plain words, no joinery jargon without a short explanation.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Small jobs: sticking doors and minimum charges

Use it: When small jobs come in and you need to price them fairly and explain it.

You're helping me, an Australian carpenter, handle small-job enquiries like doors that stick or won't lock, loose handrails and small timber repairs. My minimum charge: [AMOUNT INCLUDING GST], which covers [WHAT, e.g. first hour and travel]. I bundle small jobs: [YES OR NO, AND HOW].

Write:
1. A reply text (under 80 words) asking for photos and a short list of anything else they'd like done while I'm there.
2. One plain paragraph explaining my minimum charge, without apologising for it.
3. A text confirming the visit, the time window and the price range: [RANGE].

Don't diagnose from the photos: I'll look on the day.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].

Prompts for tilers

Six prompts for tilers and flooring installers: leaking shower enquiries, bathroom retile quotes, measure bookings, prep notes, tile supply and wastage, and regrout and reseal reminders.

Reply to a leaking shower enquiry

Use it: When someone reports a leaking shower, drummy tiles or failed grout.

```
You're helping me, an Australian tiler, reply to a customer about a leaking shower. What they told me: [THEIR MESSAGE, NO SURNAMES OR ADDRESSES].

Write a reply text (under 100 words) to [FIRST NAME] that:
- asks for photos of the shower, the grout and silicone, and any damage outside the shower (skirting, flooring, the wall behind);
- asks how long it's been happening and whether it's upstairs or on the ground;
- offers an inspection time and price: [TIME], [PRICE INCLUDING GST].

If they mention insurance, add one line only: "If you're thinking of claiming, check with your insurer what your policy covers before we start." Don't say what insurance covers.
Don't diagnose the leak from the message.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
```

Bathroom retile quote

Use it: After measuring a bathroom or laundry for a retile.

```
You're helping me, an Australian tiler, write a bathroom retile quote for [CUSTOMER]. My notes: [ROOM SIZE, DEMOLITION, WATERPROOFING (WHO DOES IT), SCREED, FLOOR AND WALL TILE AREAS, NICHES, TILE SUPPLY (ME OR THE CUSTOMER) AND ANY TILE ALLOWANCE, TRIMS, SILICONE, RUBBISH REMOVAL]. Price: [PRICE INCLUDING GST]. Deposit and stages: [MY TERMS].

Write:
1. A scope in the order the work happens.
2. "What's included" and "What's not included" (for example, plumbing and electrical work, other trades, hidden damage found during demolition).
3. A line on waterproofing: who does it and what the customer gets. If licensing or certificates apply in my state, write [CHECK WITH STATE BUILDING REGULATOR] rather than stating the rule.
4. Price, terms, validity, how to accept.

Under 320 words. Use only my notes.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.
```

Booking the measure and getting the details first

Use it: When a tiling or flooring enquiry comes in and you want what you need before the visit.

```
You're helping me, an Australian tiler and flooring installer, handle new enquiries. Work I take on: [e.g. bathrooms, floor tiles, timber and hybrid floors, regrouts]. My measure visit price: [FREE OR PRICE INCLUDING GST].

Write:
1. A reply text (under 90 words) asking for: the room or rooms, the rough size, what's on the floor or walls now, photos, the timing they want, and whether they've picked tiles or flooring yet.
2. A booking confirmation text with [DATE], [TIME] and what to have ready.
3. A short note after the measure saying when the quote will come: [DATE].

Plain words. Don't promise start dates.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.
```

Prep notes before the job starts

Use it: A few days out, so the room is ready and the customer knows what to expect.

You're helping me, an Australian tiler, write "before we start" notes for [FIRST NAME]. Job: [ROOM AND WORK]. Start date: [DATE]. What I need from them: [e.g. room cleared, toilet or shower out of use for set days, water and power on, parking, rubbish bin access]. How long each room will be out of use, in my words: [MY TIMES].

Write a friendly message (under 180 words) with a checklist, the day-by-day plan in a short table (day, what happens, can you use the room?), and how to reach me.

Don't add curing, drying or walk-on times beyond what I've given. Mark any gap as [CHECK PRODUCT DATA SHEET].
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Ask me for anything missing before you write it.

Tile supply, allowances and wastage

Use it: When customers are buying their own tiles, or you're working to a tile allowance.

You're helping me, an Australian tiler, explain tile supply to [FIRST NAME]. Who supplies the tiles: [ME OR THE CUSTOMER]. Tile allowance in my quote: [AMOUNT PER SQUARE METRE OR NONE]. Areas: [FLOOR m², WALL m²]. Extra I add for cuts and breakages: [MY PERCENTAGE].

Write a short message (under 200 words) that:
1. Says how many square metres to order for each area, using my areas and my percentage, and shows the sum.
2. Explains in one line why I add extra (cuts, breakages, a few spares for repairs later).
3. Asks them to buy all tiles from the same batch and keep the boxes until we're done.
4. If there's an allowance: explains what happens if they choose tiles above or below it.

Do the maths step by step so I can check it.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Regrout and reseal reminder with shower care tips

Use it: For past customers, to bring back regrout, reseal and floor recoat work.

You're helping me, an Australian tiler, remind past customers about shower and floor upkeep. What I offer: [e.g. regrout, silicone replacement, reseal, timber floor recoat]. Prices: [PRICES INCLUDING GST]. Booking: [LINK OR NUMBER].

Write:
1. A text under 280 characters to [FIRST NAME], mentioning the bathroom or floor I did in [YEAR].
2. A short email (subject plus under 140 words) with 3 signs grout or silicone needs attention, from my list: [MY SIGNS], and the offer.
3. 4 short shower care tips I can include, from my own advice: [MY TIPS].

Don't add cleaning products or intervals I haven't given. Opt-out line in the text.
Write in Australian English, in a friendly, plain tone. Don't make up prices, rules, product details or facts: if you're not sure, say so and mark it [CHECK].
Then list anything I should check before I send it.

Prompts for concreters

For driveway, slab and path work: enquiries, quotes, pour days, deposits and reseal reminders. The square metre rate and every pour decision stay with you.

Reply to a driveway enquiry

Use it: A new driveway or slab enquiry has come in by text, email or a website form.

You're helping me, an Australian concreting business owner in [SUBURB OR REGION, STATE].
A customer, [CUSTOMER FIRST NAME], has asked about [driveway / house slab / shed slab / path / pool surround].
Here's what they told me: [PASTE THEIR MESSAGE, WITH NO SURNAME, ADDRESS OR PHONE NUMBER].

Write a reply I can send by text, under 90 words, that:
- thanks them and says I can come out to measure up on [DAYS OR DATES I'M FREE];
- asks for the rough size in square metres, or the length and width;
- asks which finish they're thinking of: plain, coloured, stamped or exposed aggregate;
- asks whether a concrete truck can get to the spot, or whether we'd need a pump or barrows;
- asks them to text a few photos of the area, including the footpath if it's a driveway.

Then give me a second, slightly longer version for an email.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.

Driveway quote with finish options

Use it: After the measure-up, to write the scope of works for a driveway quote.

You're helping me, an Australian concreting business owner in [SUBURB OR REGION, STATE].
Turn my measure-up notes into a driveway quote scope a homeowner can follow.

My notes: [AREA IN M², THICKNESS, REO MESH OR BAR, BASE PREP, DEMOLITION OF OLD CONCRETE, ACCESS, PUMP OR NOT, EXPANSION JOINTS, SEALING, CLEAN-UP].
Options to quote: [e.g. plain broom finish / coloured / exposed aggregate].

Write:
1. A short intro line for [CUSTOMER FIRST NAME].
2. What's included, in dot points, the same for every option.
3. A short section for each finish option: one line on how it looks and one on who it suits, with the price left as [PRICE INC GST].
4. What's not included, such as [COUNCIL CROSSOVER PERMIT FEES, RETAINING, REMOVING TREE ROOTS].
5. A line saying the quote is valid for [NUMBER] days.

Don't add work I haven't listed and don't suggest a price.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
List anything I should check before I send it.

Rain or cold moves a pour

Use it: You've called off a pour because of the weather and need to tell everyone booked that day.

```
You're helping me, an Australian concreting business owner in [SUBURB OR REGION, STATE].
I've called off the pour on [DAY AND DATE] because of [RAIN FORECAST / A COLD SNAP / A HOT DAY]. The decision is made; I just need the messages.

Write:
1. A text to each customer booked that day, under 60 words, that says the pour is moved, why in one line, and offers [NEW DATE OPTIONS]. Use [CUSTOMER FIRST NAME].
2. A short text to my concrete supplier and pump operator moving the booking to [NEW DATE], with the order details as [ORDER DETAILS].
3. A few lines of guidance for what to say if a customer rings upset about the delay: that pouring in bad weather risks a poor finish and I'd rather do it right.

Keep it calm and confident, not apologetic for the weather.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.
```

Deposit before the concrete is ordered

Use it: A job is booked and you want the deposit in before you order materials.

```
You're helping me, an Australian concreting business owner in [SUBURB OR REGION, STATE].
Write a short, friendly message to [CUSTOMER FIRST NAME] asking for the deposit before I order the concrete for their [JOB] on [POUR DATE].
- The deposit is [AMOUNT INC GST], which is [PERCENTAGE] of the contract price.
- Payment details: write "bank details are on the invoice" (I won't paste them here).
- Say the pour date is locked in once it's paid.

Then write a polite reminder for [NUMBER] days later if it hasn't come in.

Deposit limits and contract rules differ by state, so add a note at the end telling me what to check with my state regulator (for example NSW Fair Trading, the QBCC in Queensland, or the VBA and Consumer Affairs Victoria) before I send it. Don't tell me what the limit is.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
List anything I should check before I send it.
```

Pre-pour checklist and customer prep note

Use it: The week before a job, to cover permits, services and what the customer needs to do.

```
You're helping me, an Australian concreting business owner in [SUBURB OR REGION, STATE].
I've got a [DRIVEWAY / SLAB / PATH] pour at a job in [SUBURB] on [DATE]. Write two things.

1. A checklist for me, in tick-box dot points, of what to have sorted before the day, using my list: [e.g. Before You Dig request lodged, council crossover permit, formwork, reo, set-out checked, truck and pump booked, crew, weather check]. Add any common items I might have missed, marked "suggested", but don't state any rule as fact.
2. A note to [CUSTOMER FIRST NAME], under 150 words, on what they need to do: move cars by [TIME], keep pets inside, leave side access open, and how long to keep off the new concrete [FOOT TRAFFIC: X DAYS / CARS: X DAYS, AS I TELL YOU].

Mark anything that depends on council or my state's rules as "check with council or the regulator".

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.
```

Reseal reminder to past driveway customers

Use it: For a quiet spell: bring back customers whose driveway is due for a reseal.

You’re helping me, an Australian concreting business owner in [SUBURB OR REGION, STATE].
I want to contact past customers whose driveways I poured or sealed around [YEAR]. I recommend a reseal about every [NUMBER] years, more often with heavy traffic.

Write:
1. A text, under 70 words, to [CUSTOMER FIRST NAME] reminding them their [FINISH] driveway is due for a reseal, what a reseal does in one plain line, and how to book: [REPLY OR RING].
2. A slightly longer email version with two or three signs a driveway needs resealing (faded colour, water soaking in, tyre marks). Keep them general.
3. A short Facebook post on the same topic, with a line I can put a before-and-after photo under.

Use my business name as [BUSINESS NAME]. No pushy sales language.

Write in Australian English, in a friendly, plain tone. Don’t make up prices, rules or facts: if you’re not sure, say so. Ask me for anything missing before you write it.

Prompts for locksmiths

For lockouts, rekeys after a break-in, car keys and property manager work. ID checks, the decision to open and your security licence obligations stay with you.

Questions for a lockout call

Use it: Set up what you, or whoever answers, asks on every lockout call.

```
You're helping me, an Australian locksmith business owner in [SUBURB OR REGION, STATE].
Write a short call guide for lockout calls (house, flat, shop or car). Write it as plain guidance in dot points, not a word-for-word script, covering:
- what's locked and where (suburb and nearest cross street to start with);
- whether anyone is in danger, such as a child or pet locked in a car or a medical need, and that if so they should ring 000 first;
- the lock type if they know it, or a photo by text;
- that I'll need to see ID and proof they live there or own the car before I open, and what they could show me: [MY LIST, e.g. licence with the address, a lease, a bill, the rego papers];
- my call-out fee, which is [CALL-OUT FEE INC GST] during [HOURS], and [AFTER-HOURS FEE] outside them;
- a text confirming I'm on my way, with [ETA] for me to fill in.

Then write that confirmation text, under 50 words.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.
```

ID and proof-of-ownership message

Use it: Send before you arrive so the customer has ID ready and nobody is surprised.

```
You're helping me, an Australian locksmith business owner in [SUBURB OR REGION, STATE].
Write a polite text, under 70 words, to send [CUSTOMER FIRST NAME] while I'm on the way to a lockout. It explains that before I open any door or car I need to see [MY ID RULES, e.g. photo ID with the address, or a lease or rates notice], that this protects them, and that I can't open without it.

Then write a short, calm reply for when someone can't show proof, saying I can't go ahead and suggesting [WHAT I OFFER INSTEAD, e.g. the property manager or the owner rings me].

My state's security licence rules decide what I must check. Add a line telling me to confirm my ID process with [MY STATE'S LICENSING BODY, e.g. NSW Police Security Licensing and Enforcement Directorate, or Victoria Police]. Don't state those rules yourself.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
List anything I should check before I send it.
```

Rekey quote after a break-in

Use it: A customer has had a break-in and wants the locks sorted.

You're helping me, an Australian locksmith business owner in [SUBURB OR REGION, STATE].
[CUSTOMER FIRST NAME] had a break-in and wants their locks sorted. My notes from the visit: [DOORS AND WINDOWS, CURRENT LOCKS, WHAT WAS DAMAGED, WHETHER KEYS WERE TAKEN].

Write a short quote scope with three options:
1. Rekey the existing locks so old keys stop working.
2. Replace damaged locks and rekey the rest.
3. Upgrade: [e.g. deadlocks on all external doors, window locks, a smart lock on the front door].
For each: one line on what's included and one on who it suits. Leave prices as [PRICE INC GST].

Add a friendly opening line that acknowledges a break-in is stressful, without being dramatic. Don't make claims about how secure any lock is, and don't give insurance advice; suggest they check with their insurer about what's covered.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. List anything I should check before I send it.

Pitch to property managers

Use it: To win steady rekey and lock-change work from local agencies.

You're helping me, an Australian locksmith business owner in [SUBURB OR REGION, STATE].
Write an email to property managers at [AGENCY NAME] in [AREA] offering lock changes and rekeys between tenants and during tenancies.

Include:
- who I am in two lines: [YEARS IN BUSINESS, LICENCE TYPE AND NUMBER AS I GIVE IT];
- what I do for agencies: [REKEYS, LOCK CHANGES, KEYS CUT, MASTER-KEY SYSTEMS, SMART LOCKS, LOCKOUT CALL-OUTS FOR TENANTS];
- how they book: [EMAIL, PHONE, WORK ORDER SYSTEM], my usual turnaround [AS I SET IT], and that I can invoice the agency or the owner;
- that I send a short job report with photos and how many keys were handed over.

Keep it under 180 words, with a clear subject line. Don't state rental laws. At the end, list the rental key and lock rules in my state I should check with the state's rental body before I promise turnarounds.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. Ask me for anything missing before you write it.

Car key replacement enquiry

Use it: Someone has lost their car keys or needs a spare programmed.

You're helping me, an Australian locksmith business owner in [SUBURB OR REGION, STATE].
A customer has texted about car keys: [PASTE MESSAGE, WITH NO SURNAME, NUMBER PLATE OR VIN].

Write a reply, under 100 words, that asks for:
- the make, model and year;
- whether it's a flip key, a push-to-start fob or a plain key, or a photo of it;
- whether they've lost every key or just need a spare;
- where the car is, by suburb;
- and says I'll need proof they own the car before I cut or program a key: [WHAT I ACCEPT].

Then say my price depends on the key and the car, and I'll confirm it before I start. Don't give a price yourself.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. Ask me for anything missing before you write it.

Follow up a master-key or access-control quote

Use it: A bigger quote for a business or strata has gone quiet.

```
You’re helping me, an Australian locksmith business owner in [SUBURB OR REGION, STATE].
I quoted [MASTER-KEY SYSTEM / ACCESS CONTROL / RESTRICTED KEY SYSTEM] for [TYPE OF SITE, e.g. a strata block, an office, a school] on [DATE]. The contact is [CONTACT FIRST NAME, ROLE]. No reply yet.

Write three short follow-ups I can send a week or so apart:
1. A friendly check-in by email asking whether they have questions.
2. A short text offering a walk-through of the system on site at [TIMES I’M FREE].
3. An email that adds something new: [e.g. how key registers work, the option to roll out in stages, a similar site I’ve done nearby].

Don’t write anything that sounds like a final message or a last contact, and don’t offer a discount.

Write in Australian English, in a friendly, plain tone. Don’t make up prices, rules or facts: if you’re not sure, say so. Ask me for anything missing before you write it.
```

Prompts for fencers

For storm calls, shared boundary fences, pool fences and gates. The measure, the price and anything to do with dividing fence or pool barrier rules stay with you.

Storm-damaged fence: first reply

Use it: A fence has come down in a storm and the customer has messaged.

You're helping me, an Australian fencing business owner in [SUBURB OR REGION, STATE].
After a storm I'm getting lots of messages about fallen fences. Write a reply I can send to each one, under 100 words, that:
- asks whether a pool or a dog is behind the fallen fence, because those go to the top of my list;
- asks for photos of the whole damaged length and the posts;
- asks for the rough length and fence type (Colorbond, timber paling, brick or other);
- asks whether they've made an insurance claim, and if so, to keep the claim number handy;
- says when I can come out: [MY AVAILABILITY].

Then write a short extra line for pool owners only, suggesting they keep the pool area closed off and children out until the barrier is fixed, and check what their council requires. Don't give pool barrier rules yourself.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. Ask me for anything missing before you write it.

Shared boundary fence quote for two neighbours

Use it: A new or replacement dividing fence where both owners share the cost.

You're helping me, an Australian fencing business owner in [SUBURB OR REGION, STATE].
I've measured a shared boundary fence between [NEIGHBOUR A FIRST NAME] and [NEIGHBOUR B FIRST NAME]. My notes: [LENGTH, HEIGHT, FENCE TYPE, COLOUR, GATES, OLD FENCE REMOVAL, SLOPE OR STEPS, ACCESS].

Write a quote cover note both neighbours can read:
- what the job includes, in dot points;
- the total as [TOTAL INC GST], and each neighbour's share as [SHARE A] and [SHARE B], as they've agreed;
- that I need both neighbours to accept in writing before I book it in;
- the deposit as [DEPOSIT] and when it's due.

Dividing fence rules and notice periods differ by state. Don't state them. Add a list for me of what to check under my state's dividing fence rules before I send it.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. List anything I should check before I send it.

Follow up while neighbours decide

Use it: A shared fence quote has stalled because one neighbour hasn't answered.

```
You're helping me, an Australian fencing business owner in [SUBURB OR REGION, STATE].
I sent a shared fence quote on [DATE] to [NEIGHBOUR A] and [NEIGHBOUR B]. [NEIGHBOUR A] has said yes; [NEIGHBOUR B] hasn't replied.

Write:
1. A text to [NEIGHBOUR A] updating them and asking if they'd like me to resend the quote to their neighbour.
2. A polite email to [NEIGHBOUR B] that resends the quote, answers the usual questions (which way the good side faces, how long it takes on site, what happens to the old fence) using my answers: [MY ANSWERS], and invites questions.
3. A short reminder for me of when to follow up again.

Don't write anything that sounds like a final message or a last contact, and don't offer a discount.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.
```

Fence options for a homeowner

Use it: A customer can't decide between fence types.

```
You're helping me, an Australian fencing business owner in [SUBURB OR REGION, STATE].
[CUSTOMER FIRST NAME] wants a new [FRONT / SIDE / BACK] fence about [LENGTH] long and [HEIGHT] high, and can't decide between [e.g. Colorbond, timber paling and aluminium slat].

Write a plain comparison as a table with these columns: fence type | how it looks | upkeep | privacy | who it suits. Then a short note under the table for the customer.

Leave every price as [PRICE PER METRE INC GST] for me to fill in. Keep the upkeep notes general, and don't make claims about how long any product lasts unless I give you the maker's warranty: [WARRANTY DETAILS IF ANY].

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.
```

Old fence removal and asbestos

Use it: An old fence might be fibro, so you need to raise asbestos before you quote.

```
You're helping me, an Australian fencing business owner in [SUBURB OR REGION, STATE].
A customer wants an old fence replaced. From the photos it might be fibro (fibre cement), which can contain asbestos on older properties.

Write a calm, clear message to [CUSTOMER FIRST NAME], under 120 words, explaining:
- why I need to check before anyone cuts, drills or breaks the old fence;
- that it may need testing and removal by a licensed asbestos assessor or removalist;
- what happens next: [MY PROCESS, e.g. I arrange the test, or they do], and how that affects the quote and the start date.

Don't state removal rules or limits as fact. Finish with a list for me of what to check with my state's WorkSafe regulator and the council before I quote the job.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
List anything I should check before I send it.
```

Install day confirmation

Use it: Two days before a fence install.

You’re helping me, an Australian fencing business owner in [SUBURB OR REGION, STATE].
Write a confirmation text, under 90 words, to [CUSTOMER FIRST NAME] for their fence install on [DATE] at about [ARRIVAL TIME], asking them to:
- keep pets inside or away from the fence line;
- leave side access and the gate unlocked;
- let the neighbour know we’re coming, if it’s a shared fence;
- tell me now about any irrigation lines, cables or pipes they know of along the fence line.

Then write a short checklist for me: Before You Dig request done, boundary pegs or survey checked, materials delivered, skip or trailer booked, gate hardware on the truck. Mark anything I haven’t confirmed as a question.

Write in Australian English, in a friendly, plain tone. Don’t make up prices, rules or facts: if you’re not sure, say so. Ask me for anything missing before you write it.

Prompts for handymen

For job lists, property manager work orders, gutter season and pre-sale fix-ups. What you're licensed to do, and every price, stay with you.

Turn a job list into a visit plan

Use it: A customer sends a long list of small jobs.

```
You're helping me, an Australian handyman business owner in [SUBURB OR REGION, STATE].
A customer has sent me this list of jobs: [PASTE THE LIST, WITH NO SURNAME OR ADDRESS].

1. Sort it into: jobs I can do on one visit, jobs that need parts first, and jobs that may need a licensed trade (electrical, plumbing, gas or structural). Don't decide what I'm allowed to do; just flag the ones to check.
2. For the first group, put them in an order that saves trips to the van, with my time for each as [HOURS] for me to fill in.
3. Write a reply to [CUSTOMER FIRST NAME], under 120 words, confirming what I can do, what I need from them (photos, measurements, the brand of anything they've bought) and the visit time as [DATE AND TIME].

My rate is [HOURLY RATE OR MINIMUM CHARGE INC GST]; keep it as written.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.
```

Property manager work order

Use it: A property manager has sent a work order for a rental.

```
You're helping me, an Australian handyman business owner in [SUBURB OR REGION, STATE].
I've got a work order from [AGENCY NAME] for [JOB] at a rental in [SUBURB]. The tenant is [TENANT FIRST NAME].

Write:
1. A text to the tenant, under 70 words, introducing me, offering [TWO OR THREE TIME SLOTS] and asking about pets and access.
2. A completion report to the property manager: work order number [NUMBER], what I found, what I did, parts used, the photos attached (list the photos I should take), anything else I noticed that may need work, and the invoice going to [AGENCY OR OWNER].

Keep the report factual and short. Don't state rental repair timeframes; at the end, list what I should check with my state's rental body if the property manager asks about deadlines.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.
```

Spring gutter clean reminder

Use it: Before spring and storm season, for past customers.

```
You're helping me, an Australian handyman business owner in [SUBURB OR REGION, STATE].
I want to remind past customers to book a gutter clean before [SPRING / STORM SEASON / BUSHFIRE SEASON] in [AREA].

Write:
1. A text, under 60 words, to [CUSTOMER FIRST NAME], with a one-line reason (blocked gutters overflow in storms) and how to book.
2. An email with a short list of other jobs I can do on the same visit: [e.g. downpipe checks, sticking doors, smoke alarm battery swaps].
3. A short Facebook post with a line for a before-and-after photo.

My price for a standard single-storey home is [PRICE INC GST]; keep it as written, or leave it out if I write "no price".

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.
```

Reply when a job needs a licensed trade

Use it: A customer asks for work you can't or shouldn't do.

You're helping me, an Australian handyman business owner in [SUBURB OR REGION, STATE].
A customer has asked me to [e.g. move a power point, replace a tap mixer, fix a gas heater]. I don't hold the licence for that in [STATE].

Write a friendly reply, under 90 words, that:
- says this one needs a licensed [ELECTRICIAN / PLUMBER / GAS FITTER];
- offers to recommend someone I trust: [NAME OF BUSINESS, OR "I'LL SEND YOU A NAME"];
- says I can still do [THE OTHER JOBS ON THEIR LIST].

Don't tell me what I can or can't legally do. At the end, list what I should check with my state regulator about handyman work and licence thresholds in my state.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
List anything I should check before I send it.

Pre-sale and end-of-lease fix-up offer

Use it: To pitch real estate agents and owners getting a property ready.

You're helping me, an Australian handyman business owner in [SUBURB OR REGION, STATE].
Write a short email to real estate agents in [AREA] offering a pre-sale and end-of-lease fix-up service.

Include:
- the usual jobs: [e.g. patch marks, fix sticking doors, rehang blinds, replace handles, tidy garden edges, clean gutters];
- that they can send me a list or walk-through notes and I'll come back with a price: [MY APPROACH, e.g. a fixed price per visit];
- that I send photos before and after;
- how to book: [PHONE OR EMAIL].

Under 170 words, with a subject line. Then write a 40-word version for my Google Business Profile post.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.

Small changes for older customers at home

Use it: To offer small jobs that help older people stay in their own home.

You're helping me, an Australian handyman business owner in [SUBURB OR REGION, STATE].
Lots of my customers are older people who want to stay in their own home. Write a warm, respectful flyer and a matching Facebook post offering small jobs such as [e.g. grab rails, lever door handles, brighter lights, non-slip strips, a second stair rail, raised garden beds].

- Speak to the person and to their adult children, who often book it.
- Say I'll come and have a look first and give a price before I start.
- Don't make health or safety claims about any product.
- Add a note for me: some changes may need an occupational therapist's advice, or must meet a standard or funding rules (for example through a home care package), so list what I should check before I quote.

Flyer under 150 words. Post under 80 words.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
List anything I should check before I send it.

Prompts for plasterers

For sagging and water-damaged ceilings, renovations, asbestos checks and builder work. Whether a ceiling is safe, and every price, stay with you.

Reply to a sagging ceiling enquiry

Use it: Someone messages about a ceiling that's sagging, cracking or dropping.

```
You're helping me, an Australian plastering business owner in [SUBURB OR REGION, STATE].
A customer has messaged: [PASTE MESSAGE, WITH NO SURNAME OR ADDRESS].

Write a reply, under 110 words, that:
- takes it seriously without guessing the cause;
- suggests they keep people out of that room and move valuables out from under it until I've had a look;
- asks for photos, the rough size of the room, roughly when the house was built, and whether there's been a roof leak or anything heavy stored in the roof space;
- offers my next available inspection: [DATES].

Don't say whether the ceiling is safe or what the fix is. That's my call on site.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.
```

Water-damaged ceiling quote for an insurer

Use it: After a roof leak, to write a quote the customer can give their insurer.

```
You're helping me, an Australian plastering business owner in [SUBURB OR REGION, STATE].
I've inspected a water-damaged ceiling. My notes: [ROOMS, AREA IN M², CEILING TYPE, CORNICE, WHETHER THE INSULATION IS WET, WHETHER I SAW MOULD, WHETHER THE LEAK HAS BEEN FIXED].

Write a clear, factual quote scope the customer can send to their insurer:
- a short description of the damage as I observed it (no guesses at the cause);
- the work as I've listed it: remove damaged sheets, check framing, replace sheets, set, cornice, sand, ready for paint, clean-up;
- a line that the roof leak must be repaired by a roofer before I start, if it hasn't been;
- prices as [PRICE INC GST] per line, and the claim number as [CLAIM NUMBER].

Don't give insurance advice.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
List anything I should check before I send it.
```

Asking about asbestos in an older home

Use it: Before you quote on a home that may have been built before 1990.

```
You're helping me, an Australian plastering business owner in [SUBURB OR REGION, STATE].
Write a friendly message to [CUSTOMER FIRST NAME], under 120 words, explaining why I ask when their home was built before I cut, sand or remove any ceiling or wall sheets. Older homes can contain asbestos, and I need to know before work starts.

Cover:
- what I'll need: the build year, any renovation history, and whether they've had an asbestos inspection;
- my process: [e.g. testing by a licensed assessor before I quote, or removal by a licensed removalist first];
- that this protects them, their family and my crew.

Don't state laws, limits or health figures. Finish with a list for me of what to check with my state's WorkSafe regulator before I take the job.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
List anything I should check before I send it.
```

Renovation plastering quote scope

Use it: For a new extension, a renovation or a full re-sheet.

You're helping me, an Australian plastering business owner in [SUBURB OR REGION, STATE].
Turn my notes into a plastering quote scope for a renovation. My notes: [ROOMS, M² OF WALLS AND CEILINGS, BOARD TYPES (STANDARD, WET AREA, FIRE-RATED), CORNICE STYLE, LEVEL OF FINISH, PATCHING OF EXISTING WALLS, ACCESS, WHO REMOVES THE RUBBISH].

Write:
- a short intro;
- what's included, room by room, in dot points;
- what's not included: [e.g. painting, electrical, insulation, removing old sheets];
- what the customer or builder needs done first: [e.g. framing checked, services roughed in];
- prices as [PRICE INC GST] and the start date as [DATE].

Don't add work I haven't listed.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. List anything I should check before I send it.

Prep notes before the job

Use it: To send a few days before you start.

You're helping me, an Australian plastering business owner in [SUBURB OR REGION, STATE].
Write a prep note to [CUSTOMER FIRST NAME], under 160 words, for plastering work starting [DATE] in [ROOMS].

Ask them to:
- clear the rooms, or move furniture to the middle so it can be covered;
- take down pictures, curtains and light shades;
- keep kids and pets out of the work area;
- let me know about parking and power access.

Explain in plain words how I manage dust, how many visits it takes to set and sand [NUMBER OF VISITS, AS I TELL YOU], and when it's ready for the painter. Friendly, not bossy.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. Ask me for anything missing before you write it.

Working with builders

Use it: To win sub-contract work, or to confirm a start with a builder.

You're helping me, an Australian plastering business owner in [SUBURB OR REGION, STATE].
Write two things.

1. An email to local builders and renovators in [AREA] offering board fixing, setting and cornice work on [NEW HOMES / EXTENSIONS / RENOVATIONS]. Include my crew size [NUMBER], my licence as [LICENCE DETAILS], my insurance as [COVER], and how I quote: [PER M² OR PER JOB]. Under 160 words, with a subject line.
2. A start confirmation to send a builder: site as [SITE SUBURB], the start date, what must be ready before I start (frames checked, rough-in done, insulation in, deliveries), who supplies board and cornice, and how I invoice [PROGRESS CLAIMS OR ON COMPLETION].

Don't state licence or contract rules. At the end, list what I should confirm with the builder and my state regulator.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. List anything I should check before I send it.

Prompts for bricklayers

For builder calls, brick fences, retaining walls, repointing and storm repairs. Engineering, council approvals and pricing stay with you.

Confirm a job with a builder

Use it: A builder has rung wanting you on a site.

```
You're helping me, an Australian bricklaying business owner in [SUBURB OR REGION, STATE].
A builder, [BUILDER FIRST NAME] from [BUILDING COMPANY], wants me on a site. My notes from the call: [SITE SUBURB, JOB, BRICK OR BLOCK, QUANTITY, START DATE, WHO SUPPLIES BRICKS, SAND AND CEMENT, SCAFFOLD, MORTAR COLOUR, PAYMENT TERMS].

Write a short email back that confirms each detail in dot points, lists anything I still need from them (plans, brick samples, set-out, scaffold), and states my payment terms as [TERMS]. Mark anything that wasn't clear in my notes "To confirm".

Under 170 words, with a subject line.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. Ask me for anything missing before you write it.
```

Storm-damaged brick fence for the insurer

Use it: An owner needs a quote they can send to their insurer.

```
You're helping me, an Australian bricklaying business owner in [SUBURB OR REGION, STATE].
A brick fence came down or cracked in a storm. My notes: [LENGTH, HEIGHT, PIERS, CAPPING, FOOTINGS, BRICK TYPE, WHETHER IT'S SHARED WITH A NEIGHBOUR, ACCESS].

Write a factual quote scope the owner can give their insurer:
- the damage as I saw it, with no guesses at the cause;
- the work, line by line: make safe, demolish, remove rubble, footings if needed, rebuild, matching bricks as closely as practical, capping, clean-down;
- prices as [PRICE INC GST] per line, and the claim number as [CLAIM NUMBER];
- if it's shared, a line that the neighbour's share is between the owners and their insurers.

Don't give insurance advice.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. List anything I should check before I send it.
```

Leaning wall or retaining wall enquiry

Use it: A customer asks about a leaning brick fence or a retaining wall.

```
You're helping me, an Australian bricklaying business owner in [SUBURB OR REGION, STATE].
A customer has sent this: [PASTE MESSAGE, WITH NO SURNAME OR ADDRESS].

Write a reply, under 120 words, that:
- asks for photos from both sides and the ends, the height, the length, and whether it holds back soil;
- asks whether there are trees, a pool or a driveway close by;
- suggests they keep kids and cars away from it if it's leaning, until I've seen it;
- offers a time to look: [DATES].

Don't say whether it's safe or what the fix is. Then, separately, list for me what to check with council, and whether an engineer may be needed, before I quote. Don't state height limits or rules.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. Ask me for anything missing before you write it.
```

Repointing quote explained

Use it: For an older home with tired mortar.

You're helping me, an Australian bricklaying business owner in [SUBURB OR REGION, STATE].
Write a repointing quote scope for [CUSTOMER FIRST NAME]'s [HOUSE / FENCE / CHIMNEY]. My notes: [AREAS, M², JOINT DEPTH TO RAKE OUT, MORTAR MIX AND COLOUR MATCH, SCAFFOLD, CLEAN-DOWN].

Start with three plain sentences on what repointing is and why it matters, in words a homeowner understands. Then list the work in dot points, what's not included, and prices as [PRICE INC GST].

Don't make claims about how long it will last. If it's an older home, add a reminder for me to check with council for heritage controls before I start.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. List anything I should check before I send it.

Quiet-month offer to past customers

Use it: To fill a gap in the diary with smaller jobs.

You're helping me, an Australian bricklaying business owner in [SUBURB OR REGION, STATE].
I've got gaps in [MONTH] and want to offer smaller jobs to past customers: [e.g. brick letterboxes, pillars, garden walls, repointing, outdoor kitchen benches].

Write:
1. A text to [CUSTOMER FIRST NAME], under 60 words, mentioning the job I did for them [PAST JOB] and offering a quote on [ONE OR TWO JOBS].
2. An email with three short ideas and a line for a photo of each.
3. A Facebook post showing a recent letterbox or garden wall, with a line for the photo.

No pushy language and no discounts.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. Ask me for anything missing before you write it.

Review request once the mortar's set

Use it: A week or two after a job is finished.

You're helping me, an Australian bricklaying business owner in [SUBURB OR REGION, STATE].
Write a short text, under 60 words, to [CUSTOMER FIRST NAME] a week after I finished their [JOB]. Ask how it's looking now the mortar has set, and whether they'd leave a Google review at [REVIEW LINK].

Then write a reply for when they mention something they'd like fixed: thank them and offer a time to come back.

Then write a short line asking whether there's anything else they'd like done, such as [OTHER JOBS]. Don't offer anything in return for a review.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. Ask me for anything missing before you write it.

Prompts for glaziers

For break-ins, hail and storm damage, insurance claims, shower screens and balustrades. Glass specs, compliance and prices stay with you.

Broken window after a break-in

Use it: A customer rings or texts after a break-in with broken glass.

```
You're helping me, an Australian glazing business owner in [SUBURB OR REGION, STATE].
Write a call guide in dot points (plain guidance, not a script) and a matching text for break-in glass calls. Cover:
- that if the intruder may still be there, or anyone is hurt, they ring 000 first;
- which window or door, the rough size, and whether it can still be locked or closed;
- photos by text;
- whether they've reported it to police and lodged an insurance claim, and to keep the claim number handy;
- my make-safe or board-up option: [WHAT I OFFER, AND THE CALL-OUT FEE INC GST];
- when I can get there: [ETA FOR ME TO FILL IN].

The text should be under 80 words and calm.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.
```

Insurance quote for broken glass

Use it: Write the quote the customer sends to their insurer.

```
You're helping me, an Australian glazing business owner in [SUBURB OR REGION, STATE].
Write a quote for an insurer. My notes: [WHICH PANES, SIZES, GLASS TYPE AND THICKNESS AS I MEASURED, FRAME TYPE, MAKE-SAFE DONE OR NOT, ACCESS].

Include:
- the claim number as [CLAIM NUMBER] and the insurer as [INSURER];
- the cause as the customer reported it: [CAUSE], marked "as reported";
- each item line by line: make-safe, glass supply, install, disposal, clean-up, with prices as [PRICE INC GST];
- a short note that the glass type is as I've specified.

Don't state what the policy covers or the excess. Add a line suggesting the customer checks their excess with their insurer.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
List anything I should check before I send it.
```

Shower screen enquiry

Use it: Someone asks about a new shower screen.

```
You're helping me, an Australian glazing business owner in [SUBURB OR REGION, STATE].
A customer wants a new shower screen. Write a reply, under 120 words, that:
- explains the three styles in one line each: frameless, semi-frameless and sliding;
- asks for photos of the shower, the rough width and height, whether the walls and base are tiled, and where the taps and shower head sit;
- asks what hardware finish they like [e.g. chrome, matte black, brushed nickel];
- offers a measure on [DATES].

Leave prices out. Then give me five short questions to ask on site that help me get the measure right first time.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.
```

Balustrade or pool fence quote cover note

Use it: For glass balustrades or glass pool fencing.

You're helping me, an Australian glazing business owner in [SUBURB OR REGION, STATE].
Write a quote cover note for [CUSTOMER FIRST NAME] for [GLASS BALUSTRADE / GLASS POOL FENCE]. My notes: [LENGTH, PANEL COUNT, GLASS THICKNESS AND TYPE AS I SPECIFY, SPIGOTS OR CHANNEL, GATE, HARDWARE, FIXING SURFACE].

Include what's included, what's not (for example the pool barrier inspection or certificate, if I don't do it), the install days as [DAYS], and prices as [PRICE INC GST].

Don't state the standards or pool barrier rules. Add a list for me of what to confirm with my state regulator and council (for example heights, gaps, gate latches and who certifies it) before I send it.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. List anything I should check before I send it.

Hail storm queue update

Use it: After a big hail or storm event, when you have a long list of waiting jobs.

You're helping me, an Australian glazing business owner in [SUBURB OR REGION, STATE].
After the storm on [DATE], I have about [NUMBER] glass jobs waiting. I'm doing make-safes first for homes that can't be locked or have open, broken glass, then permanent repairs in order.

Write:
1. A text to everyone on the list, under 80 words, explaining how I'm working through the jobs, that their job is booked, and that I'll text when I have a date.
2. A shorter text for customers who are already made safe, saying their permanent glass is on order and the next update will come [WHEN].
3. A short Facebook post explaining the order I'm working in and how to get on the list.

Calm, clear and honest. Don't promise dates I haven't given you.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. Ask me for anything missing before you write it.

Commercial glass for shops and strata

Use it: To win shopfront and strata glass work.

You're helping me, an Australian glazing business owner in [SUBURB OR REGION, STATE].
Write an email to shop owners, centre managers and strata managers in [AREA] offering shopfront and building glass repairs.

Include:
- after-hours make-safe and board-ups: [MY HOURS AND CALL-OUT FEE];
- glass replacement, shopfront doors and closers, mirrors and splashbacks: [MY LIST];
- that I can invoice the business, the strata or the insurer, and send photos and a job report;
- how to set up an account: [STEPS].

Under 170 words, with a subject line. Then a 40-word version for my Google Business Profile.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. Ask me for anything missing before you write it.

Prompts for pool services

For service rounds, green pools, new customers, spring openings and barrier certificates. Chemical calls, equipment choices and any certification stay with you.

Green pool recovery quote

Use it: A customer's pool has turned green or cloudy.

```
You're helping me, an Australian pool service business owner in [SUBURB OR REGION, STATE].
A customer has a [GREEN / CLOUDY / BLACK] pool. My notes: [POOL SIZE IN LITRES, SALT OR CHLORINE, FILTER TYPE, HOW LONG IT'S BEEN LEFT, WHAT I SAW IN THE PHOTOS].

Write a short quote message to [CUSTOMER FIRST NAME] that:
- explains in plain words what I'll do to bring it back, using my steps: [MY STEPS];
- says how many visits I expect as [NUMBER, AS I TELL YOU], and that it can take more if the filter or pump needs work;
- lists what they shouldn't do while it clears (for example, swim before I say the water is right);
- gives the price as [PRICE INC GST] and the start date.

Then write a short follow-up offering to put them on my regular round at [ROUND PRICE].

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
List anything I should check before I send it.
```

New customer onboarding

Use it: Taking on a new pool for your round.

```
You're helping me, an Australian pool service business owner in [SUBURB OR REGION, STATE].
Write a welcome message for a new customer on my service round, plus the questions I need answered first:
- pool size, salt or chlorine, and the pump, filter and chlorinator brands (photos are fine);
- whether there's a heater, a cover or a robot cleaner;
- gate access, dogs, and whether they'll be home;
- whether it's a rental, a holiday let or a home being sold soon, and any deadline.

The welcome should confirm the service day as [DAY], how often [FREQUENCY], what each visit includes [MY LIST], and how chemicals are charged [INCLUDED OR EXTRA]. Under 160 words.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.
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Service day change

Use it: Rain, a public holiday or a breakdown moves your round.

```
You're helping me, an Australian pool service business owner in [SUBURB OR REGION, STATE].
My round on [DAY] is moving because of [PUBLIC HOLIDAY / STORM / VAN BREAKDOWN / ILLNESS].

Write a text to all customers on that run, under 60 words, saying the new day is [NEW DAY] and what they need to do, if anything (for example, leave the gate unlocked).

Then write a short message for customers with a pool party, a sale or an inspection that week, asking them to reply so I can fit them in first.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.
```

Spring opening reminder

Use it: Late winter, for customers who closed their pool.

You're helping me, an Australian pool service business owner in [SUBURB OR REGION, STATE].
Write a spring opening reminder for past customers who closed their pool or paused their service for winter.

1. A text, under 60 words, to [CUSTOMER FIRST NAME], with a booking link or "reply to book".
2. An email listing what a spring opening includes: [MY LIST, e.g. clean, water test and balance, filter clean, equipment check], with the price as [PRICE INC GST].
3. A short line offering to quote on any equipment that's struggling, such as an old pump or chlorinator.

Friendly, with no scare tactics.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.

Pool barrier certificate reminder

Use it: For customers selling, leasing or due for a barrier inspection.

You're helping me, an Australian pool service business owner in [SUBURB OR REGION, STATE].
Some of my customers are selling, leasing out their home, or are due for a pool barrier inspection.

Write a short message to [CUSTOMER FIRST NAME], under 110 words, that:
- reminds them a pool barrier certificate or inspection may be needed before a sale or lease, or on a set cycle, depending on the state;
- offers to get the pool and the area around it ready: [WHAT I DO];
- says the inspection itself is done by [ME, IF I'M LICENSED / A LICENSED INSPECTOR / COUNCIL].

Don't state the certificate rules or how often they're due. Add a list for me of what to check with my state's pool safety rules or council before I send it.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
List anything I should check before I send it.

Service report for property managers

Use it: After each visit to a rental or holiday let.

You're helping me, an Australian pool service business owner in [SUBURB OR REGION, STATE].
Write a short service report template I can fill in after each visit and send to a property manager or holiday rental owner.

Fields: property (suburb only), date, water readings as I record them [FREE CHLORINE, PH, ALKALINITY, SALT, STABILISER], chemicals added, what I cleaned, equipment condition, anything that needs a quote, and photos taken.

Then add a two-line summary at the top in plain words, for people who don't know pool chemistry. Keep the template to one phone screen.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.

Prompts for mechanics

For extra work found on a service, service reminders, breakdowns, inspections and pick-ups. What's safe to drive, and every price, stay with you.

Extra work found on a service

Use it: You've found more work and need the customer's approval.

You're helping me, an Australian mechanic business owner in [SUBURB OR REGION, STATE].
While servicing [CUSTOMER FIRST NAME]'s [MAKE, MODEL, YEAR], I found: [WHAT I FOUND, e.g. front pads at 3 mm, a leaking rocker cover gasket, worn wiper blades].

Write a text, under 120 words, asking for approval. Split the items into two groups, using my call on each: "needs doing now" and "can wait", with each price as [PRICE INC GST]. Offer to send photos. Ask them to reply yes or no, or ring me.

Don't decide which items are safety-critical; use my groups. Plain words, no jargon. Then write a short follow-up for if they haven't replied in [HOURS].

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.

Service due reminder

Use it: For past customers whose service is due by date or kilometres.

You're helping me, an Australian mechanic business owner in [SUBURB OR REGION, STATE].
Write service reminders for past customers.

1. A text, under 60 words, to [CUSTOMER FIRST NAME] saying their [MAKE, MODEL] is due for a service around [MONTH OR KM], with how to book: [LINK OR PHONE].
2. An email that also mentions [YEARLY INSPECTION / TYRES / BATTERY CHECK] if due.
3. A second reminder for customers who haven't booked after [WEEKS].

Don't state service intervals; I'll fill in what's due from my records. Don't write anything that sounds like a final message or a last contact, and don't offer a discount.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.

Won't-start call notes

Use it: A breakdown or flat battery call comes in.

You're helping me, an Australian mechanic business owner in [SUBURB OR REGION, STATE].
Write plain call guidance in dot points (not a script) for "my car won't start" calls. Cover:
- where the car is (suburb; home, work or roadside) and whether they're safe; if they're stuck on a busy road, they should get to safety first;
- the make, model and year, and what happens when they turn the key or press start (clicking, nothing, cranks but won't fire);
- any warning lights;
- whether they want a mobile call-out or a tow to the workshop, and my mobile call-out fee: [FEE INC GST];
- when I can get there or book it in: [ETA OR SLOT].

Then a confirmation text, under 50 words. Don't diagnose over the phone.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.

Warranty and independent servicing post

Use it: A social post that answers a common worry.

You're helping me, an Australian mechanic business owner in [SUBURB OR REGION, STATE].
Many customers think they must go back to the dealer to keep their new-car warranty. Write a short Facebook post and a Google Business Profile post explaining, in general terms, that a logbook service by an independent mechanic can keep the warranty when the work and parts meet the maker's requirements, and that we stamp the logbook and use [PARTS I USE].

Keep it general. Suggest customers check their own warranty booklet, and add a note for me with the official sources to check (for example the ACCC, the Australian Competition and Consumer Commission) before I post it. Post under 100 words; profile post under 60.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
List anything I should check before I send it.

Inspection booking and failed items

Use it: For a pink slip, safety certificate or roadworthy.

You're helping me, an Australian mechanic business owner in [SUBURB OR REGION, STATE].
Write:
1. A booking confirmation, under 70 words, for a [PINK SLIP / SAFETY CERTIFICATE / ROADWORTHY] on [DATE AND TIME] for [CUSTOMER FIRST NAME]'s [MAKE, MODEL], saying what to bring: [MY LIST].
2. A message for when the car doesn't pass, listing the items as I record them: [FAILED ITEMS], the price to fix each as [PRICE INC GST], and the next step: [RE-INSPECTION PROCESS, AS I TELL YOU].

Don't state inspection rules or how long certificates last. Add a line for me to check them with my state's road authority.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.

Car ready, and the invoice in plain words

Use it: When the car is done and ready for pick-up.

You're helping me, an Australian mechanic business owner in [SUBURB OR REGION, STATE].
Turn my job card notes into a plain-English summary for [CUSTOMER FIRST NAME]. My notes: [PASTE THE JOB CARD, WITH NO SURNAME, NUMBER PLATE OR VIN].

Write:
1. A pick-up text, under 60 words: the car's ready, pick-up hours [HOURS], the total [TOTAL INC GST], and how to pay.
2. A short summary of what was done, in three to six dot points a non-car person understands, plus anything to watch for or book next time, using only what's in my notes.

Don't add work that isn't in the notes.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.

Prompts for appliance repairers

For booking calls, warm fridges, repair-or-replace quotes, parts on order and warranty questions. Diagnosis, gas and electrical safety, and prices stay with you.

Booking questions for a repair

Use it: Set up the questions you ask on every booking.

```
You're helping me, an Australian appliance repair business owner in [SUBURB OR REGION, STATE].
Write a short reply template for repair enquiries, under 120 words, that asks for:
- the appliance, brand and model, and a photo of the rating plate (it shows the model and serial number);
- any error code on the display;
- roughly how old it is, and whether they think it's still under the maker's warranty, with the purchase date;
- what it's doing, in their words;
- the suburb and access.

Then say my call-out fee is [CALL-OUT FEE INC GST], which covers [WHAT IT COVERS], and offer [NEXT AVAILABLE SLOTS]. Don't guess the fault.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. Ask me for anything missing before you write it.
```

Fridge stopped working: holding message

Use it: A fridge or freezer call when you can't get there straight away.

```
You're helping me, an Australian appliance repair business owner in [SUBURB OR REGION, STATE].
A customer's [FRIDGE / FREEZER] has stopped cooling and my next slot is [SLOT]. Write a calm text, under 100 words, that:
- confirms the booking;
- suggests they keep the doors shut, and move food to an esky or another fridge if they can;
- passes on this food safety line exactly as I give it: [FOOD SAFETY LINE I'VE CHECKED WITH THE FOOD SAFETY INFORMATION COUNCIL];
- asks for a photo of the rating plate and any error code.

Don't add your own food safety advice and don't guess the fault.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. Ask me for anything missing before you write it.
```

Repair or replace quote

Use it: An older appliance where the customer has to choose.

```
You're helping me, an Australian appliance repair business owner in [SUBURB OR REGION, STATE].
I've looked at [CUSTOMER FIRST NAME]'s [APPLIANCE, BRAND, AGE]. My notes: [FAULT FOUND, PART NEEDED, PART PRICE AND LABOUR, ANY OTHER WEAR I NOTICED].

Write an honest, short message that sets out two options:
1. Repair: what I'd do, the price as [PRICE INC GST], and what my repair warranty covers [MY REPAIR WARRANTY].
2. Replace: why a new one may make more sense, using [MY REASONS], and what they owe for today's visit if they choose not to repair.

Leave the decision to the customer. Don't recommend a brand, and don't make claims about running costs unless I give you the figures.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. List anything I should check before I send it.
```

Part on order update

Use it: When you're waiting on a part and need to book the return visit.

```
You're helping me, an Australian appliance repair business owner in [SUBURB OR REGION, STATE].
Write two texts for [CUSTOMER FIRST NAME]:
1. A "part ordered" text, under 60 words: the part for their [APPLIANCE] is on order, the supplier's expected date is [DATE, AS THE SUPPLIER GIVES IT], and I'll text when it lands.
2. A "part is in" text, under 50 words, offering [TWO OR THREE RETURN SLOTS] and asking them to reply with a number.

Then write a polite text for when the part is delayed, with the new date as [NEW DATE]. Don't promise dates I haven't given you.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.
```

Is it still under warranty?

Use it: A customer asks whether their repair should be free.

```
You're helping me, an Australian appliance repair business owner in [SUBURB OR REGION, STATE].
A customer thinks their [APPLIANCE] should be fixed for free because [THEIR REASON]. It was bought [PURCHASE DATE OR AGE].

Write a helpful reply, under 130 words, that:
- explains in general terms the difference between the maker's warranty and the consumer guarantees under Australian Consumer Law;
- suggests they contact the maker or the store first if it may be covered, and what to have ready (receipt, model and serial number);
- explains I can still repair it as a paid job, with a call-out fee of [CALL-OUT FEE INC GST], if they'd like.

Keep the law general and point them to the ACCC (Australian Competition and Consumer Commission) website for their situation. Don't say whether they're entitled to a free repair.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
List anything I should check before I send it.
```

Offer to landlords and property managers

Use it: To win repeat work across rental properties.

```
You're helping me, an Australian appliance repair business owner in [SUBURB OR REGION, STATE].
Write an email to property managers and landlords in [AREA] offering appliance repairs for their rentals.

Include:
- the appliances I repair: [MY LIST], and whether that's [ELECTRIC AND/OR GAS, AS I'M LICENSED];
- that I can book directly with the tenant and send the agency a report with photos, the fault, and my repair-or-replace view;
- how I invoice: [AGENCY, OWNER OR INSURER];
- how to send a work order: [EMAIL OR PHONE].

Under 170 words, with a subject line. No claims about turnaround unless I give you mine: [TURNAROUND].

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.
```

Prompts for arborists

For storm jobs, council permit questions, removals and pruning, insurer reports and neighbour questions. Safety calls near power lines, permits and prices stay with you.

Storm job: first reply

Use it: A tree has come down on a house, car, fence or driveway.

You're helping me, an Australian arborist business owner in [SUBURB OR REGION, STATE].
After a storm I'm getting messages about fallen trees. Write a reply, under 110 words, that:
- tells them that if the tree is on or near power lines, they should stay well clear and ring [THE ELECTRICITY NETWORK'S EMERGENCY NUMBER I GIVE YOU], or 000 if anyone is in danger;
- tells them that for urgent storm help they can ring the SES (State Emergency Service) on 132 500;
- asks for photos, what the tree is on (roof, car, fence, driveway), whether anyone is hurt, and whether they've lodged an insurance claim;
- says when I can get there: [MY AVAILABILITY].

Don't tell them it's safe to go near the tree, and don't give advice on removing it themselves.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. Ask me for anything missing before you write it.

"Is my tree protected?" reply

Use it: A customer asks whether they need council approval.

You're helping me, an Australian arborist business owner in [SUBURB OR REGION, STATE].
A customer wants a [TREE SPECIES, IF KNOWN] removed or pruned at a property in [COUNCIL AREA]. They've asked whether they need council approval.

Write a reply, under 120 words, that:
- explains that many councils protect some trees, and the rules differ by council;
- says I'll check before I quote, or they can check with council at [COUNCIL WEBSITE, IF I GIVE IT];
- explains in one line what an arborist report is, and that I can [PROVIDE ONE / ARRANGE ONE] if council asks for it;
- offers a time to look: [DATES].

Don't say whether this tree is protected. That's for council.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. Ask me for anything missing before you write it.

Removal or pruning quote scope

Use it: After the site visit, to write the quote.

You're helping me, an Australian arborist business owner in [SUBURB OR REGION, STATE].
Write a quote scope from my site notes: [TREE, HEIGHT, WORK (REMOVAL, CROWN REDUCTION, THINNING, DEADWOODING), WHAT'S UNDERNEATH, ACCESS, CLIMB OR ELEVATED WORK PLATFORM, RIGGING, STUMP GRINDING, GREEN WASTE (MULCH LEFT OR TAKEN AWAY), PERMIT STATUS].

Include:
- what's included, in plain dot points;
- what's not included: [e.g. permit fees, root removal, repairs to paving];
- what the customer needs to do: move cars, keep pets inside, tell the neighbours;
- prices as [PRICE INC GST], the deposit as [DEPOSIT], and the job day.

Don't add work I haven't listed.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. List anything I should check before I send it.

Storm job report for the insurer

Use it: For a homeowner's claim after a storm job.

You're helping me, an Australian arborist business owner in [SUBURB OR REGION, STATE].
Write a short, factual report the customer can send to their insurer after a storm job.

My notes: [DATE OF THE STORM, TREE, WHAT IT HIT, WORK DONE (MAKE SAFE, REMOVAL, STUMP), PHOTOS BEFORE AND AFTER, HOURS AND CREW, EQUIPMENT].

Include the claim number as [CLAIM NUMBER], a description of the work done, line items with prices as [PRICE INC GST], and a list of the photos attached.

Describe only what I saw and did. No guesses at the cause or at the tree's health before the storm, and no insurance advice.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
List anything I should check before I send it.

Branches over the neighbour's yard

Use it: A customer wants overhanging branches cut back.

You're helping me, an Australian arborist business owner in [SUBURB OR REGION, STATE].
A customer wants branches from [THEIR TREE / THE NEIGHBOUR'S TREE] cut back where they hang over [THE ROOF / THE YARD / THE GUTTERS].

Write a calm reply, under 120 words, that:
- says I'm happy to quote;
- explains that when a tree or the work crosses a boundary, it's best to talk to the neighbour first, and I may need access to their side;
- suggests they check council rules before work starts, as some trees need approval;
- offers a time to look: [DATES].

Then write a friendly note the customer can give their neighbour, explaining the work and asking about access. Don't give legal advice about who owns the branches.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.

Repeat pruning and stump reminders

Use it: For a quiet spell, to past customers.

You're helping me, an Australian arborist business owner in [SUBURB OR REGION, STATE].
I want to contact past customers about repeat work.

Write:
1. A text, under 60 words, to [CUSTOMER FIRST NAME] reminding them their [TREE OR HEDGE] was last pruned around [MONTH, YEAR] and offering a quote.
2. A text to customers where I removed a tree but didn't grind the stump, offering stump grinding at [PRICE INC GST, OR "A QUOTE"].
3. A short Facebook post about getting trees checked before storm season, with a line for a photo. Keep any tree advice general.

No scare tactics.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so.
Ask me for anything missing before you write it.

Prompts for cabinet makers

For kitchen and wardrobe enquiries, quotes, follow-ups, install prep and builder joinery. Material rules, deposits and prices stay with you.

Kitchen enquiry before the consult

Use it: A new kitchen or wardrobe enquiry has come in.

You're helping me, an Australian cabinet making business owner in [SUBURB OR REGION, STATE].
A customer has sent this enquiry: [PASTE MESSAGE, WITH NO SURNAME OR ADDRESS].

Write a reply, under 130 words, that asks for:
- the room and a few photos, plus a rough sketch or measurements if they have them;
- the style they like (links or photos are fine);
- whether they're keeping the layout or moving the sink, cooktop or walls;
- a budget range, asked politely;
- when they'd like it done.

Then offer a measure and design consult on [DATES], and what it costs, if anything: [CONSULT FEE OR "FREE"].

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. Ask me for anything missing before you write it.

Kitchen quote cover letter

Use it: To send with a kitchen quote.

You're helping me, an Australian cabinet making business owner in [SUBURB OR REGION, STATE].
Write a kitchen quote cover letter for [CUSTOMER FIRST NAME]. My notes: [CABINET MATERIAL AND FINISH, BENCHTOP MATERIAL, HARDWARE, WHO SUPPLIES THE APPLIANCES, DEMOLITION, PLUMBING AND ELECTRICAL (BY LICENSED TRADES), SPLASHBACK, INSTALL DAYS].

Include:
- what's included and what's not, in dot points;
- that plumbing, electrical and gas work is done by licensed trades, [ARRANGED BY ME / BOOKED BY THE CUSTOMER];
- the total as [TOTAL INC GST], the deposit as [DEPOSIT] and progress payments as [STAGES];
- that the quote is valid for [DAYS] days.

Don't state rules on deposits or benchtop materials. Add a list for me of what to check with my state regulator (for example deposit limits, and the ban on engineered stone) before I send it.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. List anything I should check before I send it.

Kitchen quote follow-ups

Use it: Kitchen decisions take a while: keep in touch without pushing.

You're helping me, an Australian cabinet making business owner in [SUBURB OR REGION, STATE].
I sent [CUSTOMER FIRST NAME] a kitchen quote on [DATE]. Write four short follow-ups to send a couple of weeks apart, each with something new:
1. A friendly check-in asking if they have questions.
2. An offer to visit the showroom or see a finished kitchen nearby: [OPTION].
3. A note on a choice they were unsure about: [e.g. handles, benchtop colour], with two or three options.
4. An update on my current production lead time: [LEAD TIME, AS I GIVE IT].

Mix texts and emails. Don't write anything that sounds like a final message or a last contact, and don't offer a discount.

Write in Australian English, in a friendly, plain tone. Don't make up prices, rules or facts: if you're not sure, say so. Ask me for anything missing before you write it.

Install prep note

Use it: A week before the install.

```
You’re helping me, an Australian cabinet making business owner in [SUBURB OR REGION, STATE].
Write a prep note to [CUSTOMER FIRST NAME] for their [KITCHEN / WARDROBE / VANITY / LAUNDRY] install starting [DATE].

Cover:
- clearing cupboards and benches, and where to put things;
- that the old cabinets are removed by [ME OR THEM];
- that plumbing, electrical and gas disconnections and reconnections are done by licensed trades on [DATES], and who books them;
- parking and access for deliveries;
- how many days it takes [AS I TELL YOU], and when they can use the sink and cooktop again.

Under 180 words, friendly and clear.

Write in Australian English, in a friendly, plain tone. Don’t make up prices, rules or facts: if you’re not sure, say so.
Ask me for anything missing before you write it.
```

Joinery for builders

Use it: To win builder work, or to send shop drawings for sign-off.

```
You’re helping me, an Australian cabinet making business owner in [SUBURB OR REGION, STATE].
Write two things.

1. An email to builders and renovators in [AREA] offering joinery: [KITCHENS, VANITIES, WARDROBES, BUILT-INS]. Include my workshop and crew [CREW AND MACHINES], how I quote from plans, my lead time [AS I GIVE IT], and that I install. Under 170 words, with a subject line.
2. A shop drawing sign-off message to a builder or client: drawings attached for [JOB]; please check sizes, finishes, handle positions and appliance cut-outs, and reply “approved” or with changes by [DATE] so I can book production.

Don’t make claims about compliance or materials beyond what I give you.

Write in Australian English, in a friendly, plain tone. Don’t make up prices, rules or facts: if you’re not sure, say so.
Ask me for anything missing before you write it.
```

Past kitchen customers: the next room

Use it: For a quiet spell, and to ask for reviews.

```
You’re helping me, an Australian cabinet making business owner in [SUBURB OR REGION, STATE].
I want to contact past kitchen customers.

Write:
1. A text, under 60 words, to [CUSTOMER FIRST NAME] asking how the kitchen is going and, if they’re happy, whether they’d leave a Google review at [REVIEW LINK].
2. An email offering the next room: wardrobes, a vanity or a laundry to match the kitchen, with a line for a photo of a recent job.
3. A short reply for when a customer mentions a door or drawer that needs adjusting, offering a time to come back.

Don’t offer anything in return for a review.

Write in Australian English, in a friendly, plain tone. Don’t make up prices, rules or facts: if you’re not sure, say so.
Ask me for anything missing before you write it.
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