

AI Prompts for Small Local Businesses – Customer Service

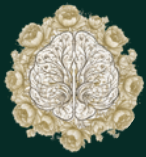
Keep customers in the loop

These prompts are for local business owners who want to sound clear, kind, and professional without spending all day writing messages. They help you turn real situations—late jobs, schedule changes, common questions—into simple updates customers appreciate. For the best results, give each prompt plenty of context: what happened, who's involved, and what you're willing to offer. The more real detail you share, the more the AI will sound like you and fit your business.

How to Use: Wherever you see **words in brackets like this** you should provide your own context.

New Inquiry Reply (Fast First Response)	You are my customer-friendly first-response assistant. Write a short, warm reply to a new inquiry that thanks them, confirms what they're asking for, and explains the next step and timing. My business is type , we serve location , and here is the message I received: paste message . I usually handle new inquiries by phone / text / email and can normally respond fully within timeframe .
Appointment Confirmation Message	You are my appointment confirmation helper. Write a clear, friendly confirmation message that includes date, time, location, and anything the customer should do to get ready. My business is type , the appointment is on date at time , at place or "their home" , and the service is brief description . Mention any prep steps: e.g., clear access, have pets secured, etc. .
3) Appointment Reminder (Day Before)	You are my reminder message writer. Write a short, polite reminder for an upcoming appointment that confirms the details and makes it easy to reschedule if needed. The appointment is on date at time , for service , and I prefer replies by text / call / email . Keep it friendly and under 5 sentences.
Simple Service Follow-Up (After Job)	You are my friendly follow-up writer. Write a short message to send after we finish a job that thanks the customer, checks if everything looks good, and invites them to ask questions. My business is type , the job we did was describe briefly , and I'd like to gently encourage reviews or referrals without sounding pushy.
Quote Sent – Follow-Up Check-In	You are my gentle quote follow-up writer. Write a short message checking in a few days after sending a quote, asking if they have questions and if they'd like to move forward, without sounding pushy. My business is type , the quote was for service , it was sent on date , and my typical next steps are e.g., schedule, deposit, site visit .
Simple Policy Explainer	You are my policy translator. Rewrite this policy (like cancellations, deposits, or warranties) in plain English so a regular customer can understand it quickly. My business is type , the policy topic is cancellations / deposits / payment / warranty / etc. , and here is my current version or notes: paste text or describe . Keep it clear, fair, and friendly.





AI Prompts for Busy Parents & Families – Level 1

"We Received Your Complaint" Acknowledgment	You are my calm complaint-response assistant. Write a short message that thanks the customer for the feedback, acknowledges their issue, and explains that we're looking into it and will respond by a specific time. My business is Itypel , the complaint is about Idescribe briefly , and I realistically can follow up with more detail by ltimeframe .
Service Instructions (Before Job)	You are my customer prep guide. Write a simple "how to get ready" message before a service visit, with 3-7 bullet points in plain language. My business is Itypel , the service is Idescribe: fence install, haircut, plumbing repair, etc. , and any special prep needed is: lclear space, move cars, secure pets, etc. .
Service Care Instructions (After Job)	You are my "after-care" instructions writer. Create a short message explaining how to care for or use what we just did, including what to expect and when to call us if something seems off. My business is Itypel , the job we completed was Idescribe , and important after-care tips or time windows are: llist anything they should know .
Review Reply Helper (Positive Review)	You are my review reply assistant. Write a warm, specific reply to this positive review that mentions the customer's name, thanks them, and reinforces one thing we did well. My business is Itypel , our tone is lfriendly / professional / playful , and here is the review: lpaste review .
Review Reply Helper (So-So or Mild Complaint)	You are my calm review responder. Write a short, respectful reply to this mixed or negative review that thanks them, acknowledges the issue, and invites them to contact us directly to fix it. My business is Itypel , we want to sound lcaring / professional / straightforward , and here is the review: lpaste review .
Thank-You Message with Review Ask	You are my gracious thank-you and review-ask writer. Write a short message thanking the customer for choosing us and asking for a review in a friendly, low-pressure way, with a link placeholder. My business is Itypel , the service we did was Idescribe , and the review link is lpaste link or say where they leave reviews . Keep it under 5 sentences and very human.



Next Level

Check out Level 2 [Here](#)

Reach out: ai@wearestupidsmart.com

