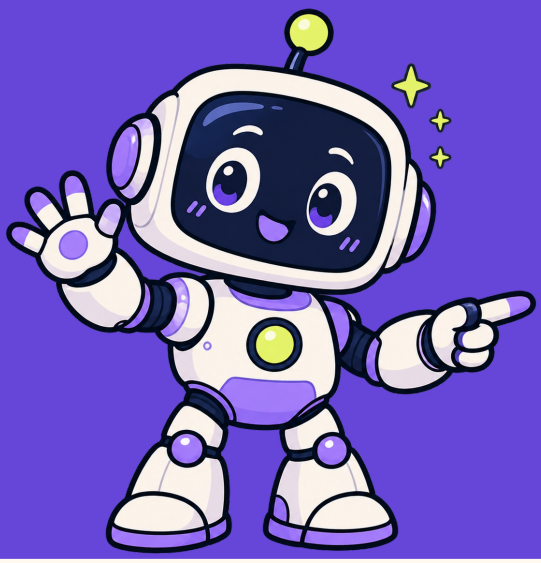
FIVE-TASK SAMPLE

AI for Admin

The inbox is full. Start with one thing.



OPEN ANYWHERE

Copy a brief and prompt. See an example.
Have a go, then check what comes back.

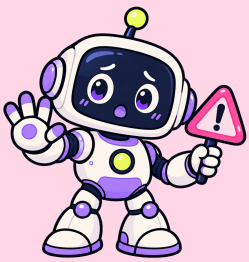
A QUICK START

You do not need a new personality. Just a first draft.

Pick a job you recognise. Copy its brief and prompt into your approved AI tool, then compare the result with the example. Your version can sound different and still do the job.

TRY THIS FIRST

Email p3 / Minutes p5 / Report p7
Visitor SOP p9 / Customer reply p11

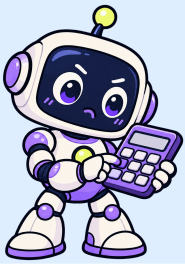


All people, organisations and practice data in this book are fictional. Examples are drafts, not messages sent or actions taken. For real work, use a tool your employer allows and remove private or confidential details. Never paste passwords or payment details.

TASK 01 / FOLLOW-UP EMAIL

Any news on that quote?

Your manager asks for an update. The supplier hasn't replied. You open a new email, type 'Just following up...' and stop.



THE BRIEF / COPY THESE FACTS

Aina asked for a quotation on 19 October 2026: 20 boxes of A4 paper, 80 gsm. There has been no reply. She needs to know when to expect the quote. Price, stock and delivery dates are still unknown.

ASK AI

Using the brief above, write a polite follow-up email to the Sales Team. Keep it under 90 words and include a subject line. Ask when we can expect the quotation. This is an enquiry, not an instruction to place an order. Sign off as Aina, Admin Assistant, Example Office Co.

TASK 01 / SEE HOW IT READS

EMAIL DRAFT / EXAMPLE ONLY

Subject: Following up on our A4 paper quotation

Hi Sales Team,

Could you give us an update on the quotation requested on 19 October for 20 boxes of A4 paper, 80 gsm?

Please let us know when we can expect it.

Thanks,
Aina
Admin Assistant | Example Office Co.

Notice what's missing: 'I hope this email finds you well', a long apology and a request to proceed with the order. None of them helps us get the quotation.

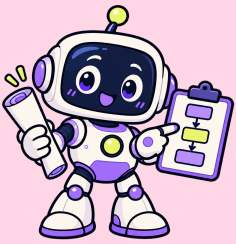
YOUR TURN

Change the request to 12 office chairs. What else needs checking?



TASK 02 / MEETING MINUTES

The meeting ended. The notes did not.



Three people, one stock file and a printer nobody has approved. Before the notes go out, those details need untangling.

THE BRIEF / COPY THESE FACTS

Operations check-in, 20 October 2026. Present: Aina, Farid and Mei. Agreed: use one shared stock file. Farid will finish the stock count by 22 October. Mei will suggest a folder structure; no due date was set. A new printer was proposed, but its budget was not approved. The next meeting date was not decided.

ASK AI

Turn these notes into short meeting minutes. Use Decisions, Actions and Still to decide. Keep each action with its owner and due date. Write "Not specified" where a date is missing. Keep the printer proposal separate from the agreed decisions.

TASK 02 / SEE HOW IT READS

MEETING MINUTES / EXAMPLE ONLY

Operations check-in | 20 October 2026
Present: Aina, Farid, Mei

Decisions
Use one shared stock file.

Actions
Farid: finish the stock count by 22 October.
Mei: suggest a folder structure. Due: Not specified.

Still to decide
Printer budget: not approved.
Next meeting date: not decided.

The printer belongs under 'Still to decide', even if the draft makes an approved purchase sound more decisive. We also haven't been told that the stock list is incomplete, so don't add that.

YOUR TURN

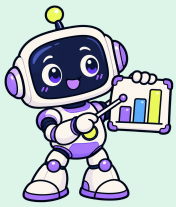
The AI gives Mei the same deadline as Farid.
What's your edit?



TASK 03 / WEEKLY REPORT

18 closed. What does that tell us?

The numbers are ready. The tricky bit is writing a summary that says what they mean without turning it into a victory speech.



THE BRIEF / COPY THESE FACTS

Support tickets, 12-16 October 2026. Opening backlog: 0. New tickets: 24. Closed tickets: 18. Closing backlog: 6. Each ticket is counted once; none was reopened or transferred. There is no earlier-week, response-time or customer-satisfaction data.

ASK AI

Write a short weekly update using these figures. Show the backlog calculation and the percentage of new tickets closed. Finish with a sensible next step. Keep the language plain. Do not claim an improvement without comparison data.

TASK 03 / SEE HOW IT READS

WEEKLY UPDATE / EXAMPLE ONLY

Support update | 12-16 October 2026

We closed 18 of the 24 new tickets this week, leaving six open. That is a 75% closure rate for the new tickets.

Backlog: 0 + 24 - 18 = 6
Closure rate: 18 / 24 x 100 = 75%

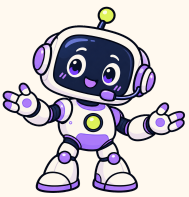
Next: review the six open tickets and confirm who is handling each one.

We cannot compare performance with earlier weeks from these figures alone.

'75% of new tickets were closed' is supported. 'Performance improved by 75%' isn't. The same number can tell a very different story when you change the words around it.

YOUR TURN

Next week, 21 of 30 new tickets are closed. What percentage is that?



TASK 04 / VISITOR APPOINTMENT SOP

Can we confirm the visit yet?

The visitor has suggested a time. The host hasn't replied. This is exactly where a cheerful 'All confirmed!' can cause a problem.



THE BRIEF / COPY THESE FACTS

The visitor supplies their name, organisation, purpose and preferred time. Admin checks with the host through an approved channel. Once a time is agreed, admin records it in the approved shared calendar and confirms it to the visitor. Until the host replies, the request stays pending.

ASK AI

Turn this process into a short visitor-appointment SOP. Give it a purpose, numbered steps and a note for an unanswered request. Use "Pending host confirmation" while waiting. Stick to this process; leave extra security or record-retention rules for the process owner to confirm.

TASK 04 / SEE HOW IT READS

VISITOR SOP / EXAMPLE ONLY

Visitor appointments
Purpose: arrange visits once the host has confirmed.

1. Collect the visitor's name, organisation, purpose and preferred time.
2. Check the proposed time with the host through the approved channel.
3. Keep the request as "Pending host confirmation" until the host replies.
4. Record the agreed time in the approved shared calendar.
5. Send the confirmed details to the visitor.

No reply from the host? Leave it pending.

The draft puts the existing process in order. If it adds "Automatically confirm after 24 hours", it has changed the process. Remove that step and check any missing rules with the owner.

YOUR TURN

The host offers another time. Can you confirm it straight away?



TASK 05 / CUSTOMER REPLY

The customer wants an answer.
You are still waiting for one.



You want to be helpful. You also do not have a tracking number. A useful reply can acknowledge both.

THE BRIEF / COPY THESE FACTS

The customer asks when order DEMO-1042 will arrive. Shipping status is unconfirmed and there is no tracking number. The support team can ask fulfilment for an update, but has not done so yet. No arrival date, refund or compensation has been approved.

ASK AI

Write a short reply about order DEMO-1042. Acknowledge the question, explain what we know and say we will check with fulfilment. Keep the tone warm and direct. Do not imply we have already checked or promise a delivery date. Sign off as the Customer Support Team.

TASK 05 / SEE HOW IT READS

CUSTOMER REPLY / EXAMPLE ONLY

Subject: An update on order DEMO-1042

Hi,

Thanks for getting in touch. We don't have a confirmed shipping update or tracking number for your order yet.

We'll check with our fulfilment team and let you know once we have an update.

Thanks for your patience,
Customer Support Team

'We'll check' matches the brief. 'We've checked' describes something that hasn't happened. This is a small wording change with a rather large meaning.

YOUR TURN

A tracking number arrives, but there is still no confirmed arrival date. Update the reply.

