SKILLTECH ACADEMY / BOOK 01

AI and ChatGPT for Complete Beginners

Learn through five everyday tasks

A USEFUL REQUEST

Draft a customer message using these confirmed delivery facts.

A RESULT YOU CAN CHECK

Compare the date, time, goods and next step with your source note.

5 tutorials / 15 prompts / 12 visuals

English | Published edition 0.3

20 October 2026

CHAPTER 04

Write and improve an everyday message

Tutorial 1 uses a fictional delivery change at Greenlane Nursery. Your task is to give the customer accurate information and a clear next step. You will first draft the message, then shorten it without losing the details that make it useful. Start a new chat for P05, then send P06 in that same conversation.

Tutorial 1 Write a delivery update

The customer is Lebo. The order contains six garden pots. The original delivery window was Tuesday 27 October 2026 from 09:00 to 11:00. The confirmed replacement window is Wednesday 28 October 2026 from 09:00 to 11:00. You need Lebo to reply and confirm whether the new window is suitable. No reason for the delay, refund or discount has been supplied.

Step 1 Draft from the facts

P05 Draft the customer message

Write a friendly customer message of fewer than 70 words for Greenlane Nursery.
Customer: Lebo.
Order: six garden pots.
Original delivery: Tuesday 27 October 2026, 09:00 to 11:00.
Confirmed replacement delivery: Wednesday 28 October 2026, 09:00 to 11:00.
Ask Lebo to reply to confirm whether the replacement window is suitable.
Use only these facts. Do not invent a reason, refund, discount or order number. Prepare a draft only.

A model answer

Hi Lebo, your six garden pots will now arrive on Wednesday 28 October 2026 between 09:00 and 11:00, instead of Tuesday 27 October. Please reply to confirm whether the new window suits you. Thank you, Greenlane Nursery.

ONE CUSTOMER MESSAGE / THREE CHECKS

Hi Lebo, your **six garden pots** will now arrive on **Wednesday 28 October 2026, 09:00 to 11:00**, instead of Tuesday 27 October. **Please reply to confirm whether the new window suits you.** Thank you, Greenlane Nursery.

1. Goods: six garden pots
2. New window: Wednesday, 09:00 to 11:00
3. Next step: reply to confirm suitability

F06 Check the message before using it. Authored teaching example. Identify the goods, the confirmed new delivery window and the request for a reply.

The message explains what changed, keeps the time window and gives Lebo a simple action. It does not claim that the customer has already agreed. It also avoids inventing a traffic problem or offering a discount that nobody authorised.

Step 2 Inspect the important details

Check	Required result
Customer and goods	Lebo and six garden pots.
Replacement delivery	Wednesday 28 October 2026, 09:00 to 11:00.
Original delivery	Tuesday 27 October 2026.
Next step	Lebo is asked to reply about suitability.
Unsupported promises	No new reason, refund, discount or guarantee.

Check the words against the source facts before you judge the tone. If the answer says Tuesday 28 October, the date and day disagree. A confident sentence does not make the combination valid. Correct the detail explicitly and inspect the new version again.

Step 3 Make a focused revision

P06 Shorten the message

Make the message fewer than 45 words. Keep Lebo, six pots, both delivery dates, the replacement time window, the request for confirmation and Greenlane Nursery. Keep 2026 in the replacement date. Do not add any new facts.

A shorter model answer

Hi Lebo, your six pots will now arrive Wednesday 28 October 2026, 09:00 to 11:00, instead of Tuesday 27 October. Please reply to confirm whether this suits you. Thank you, Greenlane Nursery.

The shorter version still carries the details needed for this exercise. It would not be suitable if another product in the order

also needed clarification; in that situation, keeping the exact product description could matter more than saving a few words. Adjust the length to the real communication need.

Step 4 Decide whether it is ready

Read the draft as the customer. Can you identify the new day and time quickly? Do you know what reply is needed? Then compare the final wording with the approved facts one more time. Only after that should you copy it into your normal communication tool and make the separate decision to send it.

A mistake to recognise

USES SUPPLIED FACTS

Your six pots will now arrive Wednesday 28 October, 09:00 to 11:00. Please reply to confirm suitability.

ADDS UNSUPPORTED CLAIMS

Our driver broke down. We guarantee delivery tomorrow and will give you 10 percent off.

F07 Recognise an unsupported promise. Authored teaching comparison. Only the upper message uses the supplied delivery facts. The lower statement invents a reason and a discount.

None of those claims comes from the facts. Making them sound more professional would not fix the problem. Remove the invented details and return to the confirmed delivery information.

Practice 1

Change the replacement delivery to Friday 30 October 2026 from 10:00 to 12:00. Keep the original delivery date and all other facts unchanged. Draft a message of fewer than 60 words. Check it against the practice answer in Appendix A. Your wording can differ, but the facts must match.

Facts to use for your practice draft

Detail	Use this fact
Customer and goods	Lebo; six garden pots.
Original window	Tuesday 27 October 2026, 09:00 to 11:00.
New window	Friday 30 October 2026, 10:00 to 12:00.
Sender	Greenlane Nursery.
Next step	Ask Lebo to reply to confirm whether the new window suits.
Limits	Fewer than 60 words. Do not invent a reason, refund or discount.

Draft the message in your own notes. Then compare every date, time and promise with this fact list before checking Appendix A.

Appendix C References and edition notes

This is an independent SkillTech Academy guide. It is not an official OpenAI publication and does not imply endorsement. ChatGPT and OpenAI are names used to identify the product and its publisher. The tutorials, fictional data and teaching answers were prepared for this book.

Product guidance was checked against the following official OpenAI documentation on 20 October 2026. Use the current pages when an interface or feature differs. Availability can depend on account, device, workspace settings and product changes. This edition avoids fixed model recommendations, subscription prices and specific usage limits.

[1] Prompting. Supports natural-language requests, relevant context, source requests for current questions and focused revisions. Open the official reference

[2] ChatGPT on the web. Supports the web entry route and the distinction between Chat and Work. Open the official reference

[3] Use ChatGPT. Supports organising related work, using supplied files and reviewing created files. Open the official reference

[4] ChatGPT Enterprise Prompting Guide. Supports checking outputs against known answers and evaluating accuracy, completeness and other task requirements. We apply the basic checking principle here; enterprise-specific features are not required for these exercises. Open the official reference

Version 0.3 is a published edition dated 20 October 2026. All five worked tutorials and the practical project were replayed in ChatGPT; the two opening responses remain recorded browser examples. The action-list and project prompts were clarified, and the added-task practice answer was corrected after testing. Other model answers remain authored teaching examples. An independent first-time reader check and a physical phone reading check are still pending. The owner approved this edition for publication on 20 October 2026.