SKILLTECH ACADEMY / PRACTICAL AI GUIDES

BOOK 07

AI for Small Business Owners

RGP-704 / Q-704-01 / FICTIONAL DRAFT

24 x R85 + R120 = R2,160

One fee. Clear sources. Owner review.

Prepare customer replies, quotations and procedures from facts you can check

6 chapters / 6 tutorials / 18 prompts / 10 figures

FIRST EDITION / 22 OCTOBER 2026

22 October 2026 / English

START HERE

Use AI for a small, checkable job

This book helps a small business owner choose useful AI tasks, draft customer replies and quotations, write a repeatable procedure, summarise feedback and review the result. One fictional enquiry connects the examples, so the numbers and promises can be traced.

The useful result is a better draft with visible decisions. ChatGPT does not create missing business authority: a customer can request a discount, but that request does not approve it. A quotation can have correct arithmetic while promising a date the business has not confirmed.

How to work through the book

1. Read the source pages and use Fictional_Source_Pack.txt when a prompt asks for notes by ID. Every business, person, amount and record is fictional.

2. Start a fresh chat for each practice prompt. Replace its bracketed source instruction with the complete requested notes. Save the unedited reply before revising it.

3. Compare the reply with the authored reference and source IDs. Use the separate prompt file for copyable text and the supplied templates for your own draft pack.

Examples are fictional and authored, not ChatGPT transcripts. Check replies against the supplied sources. These text exercises need no API setup. Use PDF bookmarks to find chapters, figures and the project.

The exercises use pasted text. No API setup, connected inbox, automatic sending, business-system update or payment workflow is required. Use fictional or appropriately redacted inputs for practice.

Know the product and its limits

B01 Ridge Gift Packs is a fictional small business. Its plain gift pack contains one plain notebook, one black pen and one kraft sleeve. Custom branding is not part of this approved offer.

B02 The approved selling price is R85.00 per plain pack. Currency is ZAR. This is a fictional practice price, not a recommended market price.

B03 For the 24-pack RGP-704 enquiry, one order-level preparation fee of R120.00 is approved. Apply it once, not once per pack.

B04 Fulfilment is collection only, at the Ridge Gift Packs counter, on weekdays from 09:00 to 16:00. Delivery is not offered under this arrangement.

B05 Capacity for the requested 6 November 2026 collection has not been confirmed. A requested date or a quotation does not establish availability.

What these notes establish

The product, unit price, one-off fee and collection arrangement are supplied. Capacity remains unknown. A polished draft must preserve that difference instead of turning a requested date into a promise.

All figures are teaching inputs. Use your own approved facts for a real business; do not reuse these prices or terms as business advice.

Keep authority separate from wording

B06 The original draft quotation is Q-704-01, dated 21 October 2026, valid for acceptance through 28 October 2026. This validity date does not confirm a collection slot.

B07 No discount, deposit, credit, refund or tax wording has been approved in this exercise. Do not invent those terms or label a price VAT-inclusive or VAT-exclusive.

B08 Leo prepares internal drafts and checks packs. Owner Mara reviews quotation release and any collection commitment. No release approval is recorded in the supplied snapshot.

B09 Use only the supplied quantity, price and one preparation fee for the practice calculation. No other amount or tax calculation is supplied. Before real use, a business must provide its own approved commercial wording.

A quotation is not a fulfilment record

Q-704-01 is a draft reference. It does not prove acceptance, payment, stock, a booking or release. The validity date concerns the draft offer; it does not settle the requested collection date.

The example contains no tax calculation or legal policy drafting. A real business supplies its own approved commercial wording; an AI model should not fill those gaps with a familiar-looking policy.

FICTIONAL SOURCE / E01-E04

Read the customer request carefully

E01 Request RGP-704 is from Maya at Cedar Events. Maya requests 24 plain gift packs.

E02 Maya requests collection on 6 November 2026, between 10:00 and 12:00.

E03 Maya asks whether a 10% discount and free delivery are possible. These are customer requests, not approved changes to B04 or B07.

E04 No order acceptance, confirmed collection booking, payment evidence or completed packing record is supplied. Do not describe any of those states as established.

Item	Status in the source
24 plain packs	Customer request
6 November 2026, 10:00-12:00	Requested collection window
10% discount / free delivery	Requests; not approved
Payment / order acceptance	Not established

Maya and Cedar Events are fictional. No real address, email account, card, bank details or customer record is needed to complete the tutorials.

FICTIONAL SOURCE / T01-T06

Select work that has usable inputs

T01 Draft an acknowledgement from the approved business facts and enquiry. The owner can review it before use. It repeats a task with a clear source and a short output.

T02 Prepare a quotation draft from the supplied quantity, unit price and fee. Check the arithmetic and keep capacity and release approval open.

T03 Draft a packing procedure from W01-W06. Keep the approved components and hold rules intact.

T04 Decide a new refund policy without an approved source. The policy decision is not established; ask the owner for authority rather than inventing a rule.

T05 Summarise the supplied feedback sample. Keep evidence IDs and sample limits visible; do not claim a market-wide result.

T06 Mark the enquiry as paid without payment evidence. This is not a supported status change. The evidence is missing.

These task descriptions are alternatives for an owner to assess. They do not assign new work or approve a policy. Drafting a supported reply is a different task from making an unsupported payment or refund decision.