

O P E R A T O R G U I D E

ChatGPT for Small Business: Real Uses That Save Hours

ChatGPT saves time on the work that is the same every time. It drafts. It summarizes. It pulls structure from a mess. It does not replace judgment. It removes the blank page and the repeated typing.

01 Real uses

- ☐ Draft the customer reply. You give it the facts. It writes the email. You edit and send.
- ☐ Turn meeting notes into tasks. Paste the notes. Ask for the decisions and the owners.
- ☐ Write the first draft of an SOP. Describe the task. It structures the steps. You fix the details.
- ☐ Summarize a long email or document. Paste it. Ask for the three things that matter.
- ☐ Draft the job description. Give it the role and the work. It writes the first version. You edit.
- ☐ Build the weekly report outline. Give it the numbers. It structures the summary. You add the judgment.

02 What it does not do

It does not know your customers. It does not know your numbers unless you give them. It does not decide. It does not send. You still review everything before it goes out.

03 How to use it

Give it the facts. Tell it the format. Ask for the draft. Edit it. Do not paste sensitive customer data. Do not send what it writes without reading it.

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04 What to do next

Pick one task you do every week that starts with a blank page. Use ChatGPT for the first draft this week. Edit it. See how long it takes. Then decide if it stays.