Coding Mantis

COURSE EXCERPT · MODULE 1

“Write an email to the client” doesn’t work. The difference is five parts.

The formula behind all five tasks in the course.

BEFORE

“Write an email to the client.”

AI has to guess: who the client is, what happened and which tone fits.

AI’S REPLY

⊗ An average text that takes longer to fix than to write yourself.

AFTER – THE FIVE-PART FORMULA

ROLE	You are an experienced business communication specialist.
TASK	Write a reply to the client’s complaint.
CONTEXT	We are a week late because of a supplier; we will finish on Friday.
FORMAT	120 words at most, two versions.
LIMITS	Don’t invent dates. Ask if information is missing.

✓ A usable reply on the first try. You check the facts yourself.

01 **Paste the template** into ChatGPT or Claude.

02 **Fill in the [brackets]** with your own facts.

03 **Get two versions** and check the facts.

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