

SEVEN ONE-OFF WORKFLOWS FOR SMALL BUSINESS

Small Workflows with Muse

WHY THIS EXISTS

Not every job needs a system. Some jobs are small, one-off, and keep showing up in different forms: a new lead to prepare for, meeting notes to turn into follow-ups, a review that needs an answer, a plan that deserves a second look before you spend money, a document that needs its private details taken out before it goes to anyone else. This guide collects seven of those small workflows. Each one stands alone, and each one takes a single copied prompt.

GETTING STARTED

1. **Get Muse.** Sign up at muse.ai or download the Muse app for iPhone or Android.
2. **Pick the chapter you need.** There is no setup and nothing to build. Find the job in front of you.
3. **Copy the prompt.** Paste it into a Muse conversation along with your material.
4. **Review before you use anything.** Muse drafts. You decide what actually goes out.

USE MY MUSE REFERRAL CODE

LGPAKO

Enter it during your first 48 hours after joining. In the app, go to Settings, then Redeem token. On muse.ai, go to Settings, General, Usage, then Redeem invite code.

MADE FOR

Solo business owners and teams of two who want help with the small jobs, not another system.

VERSION

1.1
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How to use this guide

This guide is a collection, not a routine. There is no interview to complete and nothing that runs on a schedule. Each chapter is a single job, done in a few minutes, whenever you need it.

1. Find it

Open the chapter that matches the job in front of you.

2. Copy

Copy the prompt from the chapter, exactly as written.

3. Paste

Paste the prompt and your material (the inquiry, the notes, the review) into Muse.

4. Review

Read what comes back, fix anything that is off, then use it your way.

Every chapter has the same shape

- **When to use it:** the situation the workflow is for.
- **What to give Muse:** the material it needs, and nothing more.
- **The prompt:** ready to copy, with the rules built in.
- **What you get back:** a small example, so you can see the shape of a good result.

The rules that apply to every chapter

- Muse drafts. You send, post, and decide.
- Nothing leaves your business because Muse prepared it. Review is the step that makes it yours.
- Every prompt tells Muse not to invent facts. If something is missing, it should say so.
- Check names, dates, and amounts before you rely on them.

No appendix this time. The brief guides carry a technical appendix because Muse needs standing rules for a recurring routine. Here, each prompt carries its own rules, so what you see in the chapter is the whole workflow.

Seven small workflows

Use the chapter you need today and ignore the rest. They are ordered by the kind of help they give: prepare, follow up, hand off, respond, answer, decide, protect.

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About the examples

Every example uses the same fictional business: a two-person landscaping and garden care company. The names, messages, and numbers are made up. Your results will use your real material, and they should look like your business, not this one.

Start anywhere. The chapters do not build on each other. If a job keeps repeating on a schedule, though, it may belong in a brief instead of a one-off workflow. The last page points to the brief guides in this series.

Turn an inquiry into a pre-call summary

A new lead lands in your inbox or contact form. Before you call them back, you want the essentials on one page: who they are, what they are asking for, and what you still need to find out.

When to use it

- A new inquiry arrives and you will be calling or meeting the person.
- The message is long, scattered, or spread across several emails.
- You want to walk into the conversation prepared instead of re-reading the thread.

What to give Muse

- The inquiry itself, pasted in full.
- Anything the person sent with it: a second message, a form entry, a photo description.
- Your reply standard, if you have one, so Muse can flag anything already late.

Copy and paste this prompt

Here is a new inquiry from a potential customer: [paste it]. Using only what is in the inquiry, write me a one-page pre-call summary: who they are, what they are asking for, what I know and what I do not know yet, anything time-sensitive, and the first question I should ask on the call. Do not invent details that are not in the inquiry. If something important is missing, list it under "Still to learn." Do not contact the customer.

Example: the inquiry and the summary

THE INQUIRY (FICTIONAL)

"Hello, we just moved into a half-acre home in Apopka and are looking for monthly lawn care. We would also like the beds cleaned up before family visits at Thanksgiving. Can you tell me how it works and what it costs?" Dana W., website form, Sunday 6:42 PM.

THE SUMMARY

Who: Dana W., a new homeowner in Apopka with a half-acre lot.

Asking for: monthly lawn care on an ongoing basis, plus a one-time bed cleanup.

Time-sensitive: the cleanup is wanted before Thanksgiving. The inquiry arrived Sunday evening, so it is within your one-business-day reply standard if you answer Monday.

Still to learn: the size and condition of the beds, gate access for equipment, whether they have a current provider, and what they hope to spend.

First question for the call: "Could I walk the property this week to see the beds and measure? Then I can give you an exact price instead of a guess."

Worth knowing: The summary is only as good as the inquiry. Its real value is the "Still to learn" list: it shows you what the call is for. If Muse fills a gap with a guess instead of listing it, say so and ask it to redo that part.

Turn meeting notes into follow-ups

You leave a meeting or a call with rough notes on paper or in your phone. An hour later they are hard to read, and a week later the follow-ups quietly never happen. This workflow turns the notes into decisions, actions, and a draft confirmation while they are fresh.

When to use it

- After a client meeting, a supplier call, or a planning conversation with a partner or helper.
- Your notes are shorthand, half sentences, or a voice memo transcript.
- Someone is expecting a confirmation or a next step from you.

What to give Muse

- Your notes, exactly as you wrote them. Do not clean them up first.
- Who was in the meeting, if the notes do not say.
- Any dates the notes refer to loosely, like "Friday" or "the 15th," if you know them.

Copy and paste this prompt

Here are my rough notes from a meeting: [paste them]. Turn them into: 1) the decisions we made, 2) action items with an owner and a due date wherever the notes give one, and 3) a short follow-up message I can send to confirm. If the notes do not say who owns something or when it is due, mark it "to confirm" instead of guessing. Show me the follow-up message as a draft. Do not send it.

Example: rough notes, cleaned up

THE NOTES (FICTIONAL)

"Call w/ GreenEdge supply, Tom. Mulch price locked til Dec. Pine bark quote still coming, he said Friday. Need 40 bags by the 15th. Helper can pick up Thu afternoons. Asked about net-30, Tom to check."

THE FOLLOW-UPS

Decisions: your mulch price is locked through December.

Action items:

- Tom: send the pine bark quote by Friday.
- Tom: confirm whether a net-30 account is possible (date to confirm).
- You: order 40 bags of mulch before the 15th.
- Helper: pickup can be scheduled on a Thursday afternoon.

Draft follow-up message: "Hi Tom, thanks for the call. Confirming what we covered: the mulch price is locked through December, you'll send the pine bark quote by Friday, and you'll let me know about a net-30 account. I'll have our order for 40 bags in before the 15th. Thanks again."

Worth knowing: The "to confirm" marks are a feature, not a failure. They show you exactly what your notes did not settle, while you still remember the conversation well enough to settle it.

Turn a messy task into a checklist

Every small business has tasks that live in one person's head. They get done well when that person does them, and unevenly, or not at all, when anyone else tries. This workflow gets the task out of your head and onto a page.

When to use it

- A helper, partner, or family member needs to do a task the way you do it.
- You keep forgetting a step in a task you only do sometimes.
- You want a task documented before a busy season, a holiday, or a handover.

What to give Muse

- A description of the task in your own words, however messy, or just the task name and a request to be interviewed.
- Anything you already have: an old list, a note, a photo of a whiteboard.
- Who the checklist is for, so Muse pitches the detail at the right level.

Copy and paste this prompt

I am going to describe a task I usually do from memory: [describe it, or say "interview me"]. Turn it into a step-by-step checklist someone else could follow and get the same result. Ask me one question at a time about any step that is unclear. Put what is needed at the start, and say what "done" looks like at the end. Keep it in plain language.

Example: the quote visit, written down

THE TASK (FICTIONAL)

The owner described how she runs a first visit to a new customer's property: what she brings, what she looks at, and how she makes sure the quote actually goes out afterward.

THE CHECKLIST

Before you leave: measuring wheel, tape measure, phone charged, quote app open, business cards.

On site:

- Walk the property with the customer first. Let them show you what bothers them.
- Measure the beds and the lawn areas. Note the gate width.
- Take photos of anything you would need to remember to price the job.
- Ask about sprinklers, pets, and anything buried or fragile.

Before you leave the site: agree on the next step out loud, and say when the quote will arrive.

Back at the office: send the quote within one business day. A visit that does not end in a sent quote did not happen.

Done looks like: the customer has the quote, and the visit notes and photos are saved under their name.

Worth knowing: Let Muse interview you if describing the task feels hard. Answering "what do you do first?" a few times is much easier than writing the whole thing cold, and you will remember steps you would have left out.

Draft replies to customer reviews

Reviews deserve an answer, and the hard ones deserve a careful one. Writing a reply while you are still stinging rarely goes well. This workflow gives you a calm draft to react to instead of a blank box.

When to use it

- Any review, good or bad, that you want to answer thoughtfully.
- A critical review you know you should not answer in the moment.
- A batch of unanswered reviews you have been meaning to catch up on.

What to give Muse

- The review, pasted in full, with its star rating.
- Anything true and relevant Muse should know, like a fix you have already made.
- How you sign your replies, if you have a usual way.

Copy and paste this prompt

Here is a customer review of my business: [paste it]. Draft a reply I can post. Keep it calm, specific to what the customer actually said, and under five sentences. Thank them for the feedback. Do not make excuses, do not offer anything I have not approved, and do not mention private details. If the review raises a problem, acknowledge it and invite them to contact me directly. Show me the reply as a draft only.

Example: answering a three-star review

THE REVIEW (FICTIONAL)

Three stars: "The crew did a great job on the yard, but they showed up two hours late and nobody called to say so."

THE DRAFT REPLY

"Thank you for the feedback, and I am sorry we kept you waiting. Running late without a call is not how we want to work. The crew now calls ahead whenever a job runs long. I hope we can earn back your trust on the next visit."

WHY IT WORKS

- It thanks the customer before it explains anything.
- It names the real complaint, the late arrival and the missing call, instead of defending the work.
- It says what changed, briefly, and it offers nothing that was not approved.

For a five-star review, the same prompt gives you a shorter, warmer thank-you. The shape stays the same: specific, brief, human.

Worth knowing: Read the draft out loud before you post it. If it sounds defensive to you, it will sound defensive to everyone who reads the review later, including future customers. Ask Muse to soften any line that argues back.

Answer the questions customers keep asking

Some questions arrive every week: prices, areas, timing, whether you offer something at all. Typing the same answer from scratch each time is slow, and the answers drift. This workflow turns one question into a saved answer you can reuse.

When to use it

- You notice you have answered the same question three times this month.
- A question deserves a careful answer you want to get right once, then reuse.
- A helper answers customer messages and needs wording you approve of.

What to give Muse

- The question, exactly as customers ask it.
- The facts of your answer: what you offer, where, and any limits. If you are not sure, tell Muse to ask you first.
- An example of a message you have sent that sounded like you, if you have one.

Copy and paste this prompt

Customers keep asking me this question: [paste it]. Using these facts about my business: [add your facts, or say "ask me what you need first"], draft an answer in my voice: plain, friendly, and under 100 words. Give me one version for email and one shorter version for text messages. Do not promise anything I have not said I offer. I will save the final versions as templates I can reuse.

Example: "Do you only do monthly plans?"

THE QUESTION (FICTIONAL)

"Do you do one-time cleanups, or only monthly plans?" It arrives most weeks, usually from someone with family visiting or a house about to be listed.

THE EMAIL VERSION

"Thanks for asking. We do both. A one-time cleanup covers mowing, edging, bed cleanup, and hauling away what we cut, and it is priced after a short property visit so the number is exact. If you decide you would like ongoing care afterward, we can talk about a monthly plan then, with no pressure either way. Would you like me to set up a visit this week?"

THE SHORT VERSION

"We do one-time cleanups as well as monthly plans. Cleanups are priced after a quick visit so you get an exact number. Want me to set one up?"

Worth knowing: Save the finished answers somewhere you will actually find them: a note in your email, a shared document, or your messaging app's saved replies. A template you cannot find is just another thing you typed once. Review the set every few months and fix anything that has gone out of date.

Pressure-test a plan before you commit

In a business of one or two, every plan sounds good in your own head, because nobody argues with it. This workflow gives the plan an argument: Muse interviews you about it, one hard question at a time, and recommends an answer to each one so you can react instead of starting from a blank page.

When to use it

- A decision that costs money or is hard to walk back: a hire, a lease, a big purchase, a price change.
- A plan that feels exciting in a way that makes you slightly suspicious of it.
- Any time you catch yourself saying "we'll figure that part out later."

What to give Muse

- The plan, pasted or described in your own words.
- Any numbers you actually have. Muse should work with your real figures, not invented ones.
- How much time you have for the conversation. Twenty minutes is plenty.

Copy and paste this prompt

Here is a plan I am considering: [paste or describe it]. Grill me on it. Ask me one question at a time, and with each question give me your recommended answer and why, in a sentence or two. Start with the questions that are hardest to reverse, or most likely to change the plan. Keep going until the important questions are resolved. At the end, give me a decision log: what we decided and why, what is still open, the risks and assumptions we surfaced, and suggested next steps. Do not update the plan itself until I say so.

This pattern is adapted from the /grill-me skill pattern in Matt Pocock's skills repo, via the author's own Notion version.

Example: Saturday hours for fall cleanup season

THE PLAN (FICTIONAL)

Cleanup bookings are filling up. The owner is considering opening Saturdays for the season so more jobs fit in.

THE FIRST QUESTION

"If you open Saturdays, who works them: you, your helper, or both?"

Recommended answer: both of you, for the first two Saturdays only, then review the bookings.

Saturday work is the hardest decision here to walk back once customers expect it, and a two-week trial keeps it reversible while you learn whether the demand is real.

You might accept that, or push back: "My helper cannot do Saturdays at all." Either answer moves the plan forward, and Muse asks the next question based on it. That is the whole rhythm: one question, one recommendation, one decision.

WHAT YOU WALK AWAY WITH: THE DECISION LOG

- **Decisions locked in**, each with the reasoning behind it.
- **Open items**, the questions that still need an answer, or a fact you need to go and get.
- **Risks and assumptions** the conversation surfaced, in plain sight.
- **Suggested next steps**, small enough to start this week.

Worth knowing: Answer honestly, including "I don't know." A plan survives grilling by changing shape, not by winning. If every answer comes back as agreement, ask Muse to argue the other side harder.

Remove private details before you share

Plenty of useful documents are full of other people's private details: a customer's name, their address, the phone number in their signature. Before a document like that goes to anyone else, this workflow makes a cleaned copy that says everything it needs to say, except who it is about.

When to use it

- Forwarding a customer email or message thread to a helper, a contractor, or anyone outside the business.
- Using a real exchange as an example: showing a new helper how a job was handled, or asking someone's advice on a tricky one.
- Saving call notes or meeting notes somewhere more people can see them than the original audience.

What to give Muse

- The document itself, pasted in: an email thread, call notes, a message exchange, a form submission.
- Any names that should stay, such as your own business name. If you do not name any, every person's name comes out.
- Nothing else. Your original stays untouched where it is. This workflow only makes the copy.

Copy and paste this prompt

Below is a document I want to share outside my business: [paste it]. Make a de-identified copy. Replace each person's name with their role in brackets, such as [Customer] or [Helper], and use the same label for the same person all the way through. Remove street addresses (the city and state can stay), phone numbers, email addresses, account numbers, and ID numbers, marking each one, for example [address removed] or [phone removed]. Turn exact ages into a general band, such as child, teenager, adult, or senior. Change nothing else: keep the wording, the order, and the tone exactly as written. If a detail could identify someone in combination with other details, generalize the most unusual part and flag it in your summary. Give me the cleaned copy first, then a short summary of what you changed, by category and count, without repeating any private details. Do not make a list that matches the labels back to the real names.

Example: a customer email, cleaned for a helper

THE ORIGINAL (FICTIONAL)

"Hi, this is Dana Whitfield at 418 Willow Creek Drive. We need the oak trimmed back before the storm comes. My husband Mark usually lets the crew in through the side gate. Call me at (407) 555-0184 or dana.whitfield@example.com and I will leave the gate unlocked."

THE CLEANED COPY

"Hi, this is [Customer] at [address removed]. We need the oak trimmed back before the storm comes. My husband [Spouse] usually lets the crew in through the side gate. Call me at [phone removed] or [email removed] and I will leave the gate unlocked."

The job itself survives intact: the oak, the storm deadline, the side gate. What is gone is everything that points at a person. The helper reading this learns the work, not the customer's name, street, or number.

THE SUMMARY THAT COMES WITH IT

- **Names: 2 replaced** ([Customer], [Spouse]).
- **Addresses: 1 removed.** Phone numbers: 1 removed. Email addresses: 1 removed.
- **Judgment calls flagged**, so you can overrule them. Here, the side gate detail was kept because the helper needs it to do the job, and on its own it identifies no one.

Worth knowing: This is careful, everyday cleaning, not a legal guarantee. Read the cleaned copy yourself before it goes out, especially anything involving children, and never send the original along with it. If you are not sure whether a detail identifies someone, leave it out.

You stay in control

Drafts, not actions

Every workflow in this guide ends with something for you to review: a summary, a checklist, a draft, a decision log. None of them sends a message, posts a reply, or changes a record. That step is always yours.

Your facts, checked by you

Muse works from the material you paste. If a summary or draft matters, check its names, dates, and amounts against your source before you use it. The prompts tell Muse to flag what is missing rather than fill it in.

Share only what the job needs

Each chapter asks for one piece of material at a time. You do not need to connect accounts or hand over your whole inbox to use any of these workflows.

Stop or adjust any time

If a result is not in your voice, say so and ask for another pass. These are your tools, tuned to your business, and a draft you would not send is a draft worth redoing.

When a small job becomes a routine

Some work repeats on a schedule, and one-off prompts stop being enough. If you want the week itself organized, this series also includes **A Daily Priority Brief with Muse** and **A Weekly Business Brief with Muse**, which set up a recurring brief with the same care and the same rules.

Questions about putting Muse to work on the small jobs? Let's connect at camcgoy.com.