

## Practical AI in Retail & Hospitality - Webinar #3

### Voice-to-SOP Workflow Exercise

This exercise is designed to help you work with an AI tool to transform a verbal walkthrough of a business process into a professional **Standard Operating Procedure (SOP)**.

You can use this method with either desktop or mobile AI apps (like ChatGPT or Google Gemini) to capture key steps while performing the task in real-time.



#### Step 1: Priming the AI

Open your preferred AI tool on your mobile device and use the **voice/microphone feature**. You need to start by telling the AI what its **Role** and **Objective** are. Type or speak this brief "setup" instruction first:

"I am about to walk you through a business process using my voice. I want you to listen to everything I say, and when I'm finished, use that information to create a structured **Standard Operating Procedure** that I can give to my team."

#### Step 2: Verbal Walkthrough

Next, talk through the specific task you are performing. While speaking, ensure you:

- **State the goal:** "I am going to show you how to [Process Name]."
- **Identify tools:** Mention any equipment or software you are using.
- **Emphasise key steps:** Use phrases like "This is a critical step" or "Don't forget to check X" to highlight importance.
- **Describe the 'Why':** Briefly explain why a specific action is taken to provide context.

#### Step 3: Submit Your Verbal Prompt

Once you have, simply hit the send button to submit your prompt. You can refine the output by further prompting if needed.

