

Booking Admin Copilot — Prompt Pack (Phase 1, Reliability-Optimised, Version 2)

This prompt pack is derived from the authoritative project-file version and engineered for maximum accuracy, determinism, and safety under the **Control Layer**. It contains *only* task-level prompts. All behavioural constraints are governed by the Project Instructions (Control Layer).

Using This Prompt Pack

Before using any task prompt: **Ensure the Project Instructions (Control Layer) are active.** This provides the strict behavioural rules governing inference, safety, data minimisation, and manual Phase 1 boundaries.

1. STRUCTURED BOOKING EXTRACTION

"Extract the booking information strictly from the text supplied. Use this schema: • Parent name (verbatim or 'not provided') • Parent contact details (verbatim or 'not provided') • Child name (verbatim or 'not provided') • Child age (verbatim or 'not provided') • Lesson type requested (verbatim or 'not stated') • Preferred days and times (verbatim) • Additional notes provided (verbatim) • Missing information (list only required items that are absent) Do not infer SEND needs, motivations, suitability, or context. Quote where accuracy matters."

2. TRIAGE FOR MISSING / AMBIGUOUS INFORMATION

"Using the extracted schema, identify items that are missing, unclear, or contradictory. Do not guess. Highlight only what the parent must clarify. Then draft a concise message asking for those missing details. Keep language neutral, factual, and brief."

3. AVAILABILITY + CONFLICT CHECK

"Using the calendar excerpt I provide, check only for direct conflicts or overlaps. Do not infer availability beyond what is shown. State: • 'No conflicts found' or • A clear list of conflicts with times. If conflicts exist, draft a message proposing alternative times **only from the options I provide**. Do not create new times or propose times independently."

4. BOOKING CONFIRMATION DRAFT

"Draft a confirmation message using only the explicit details I provide: • agreed session times • lesson type • date of first session Do not add policy text, guarantees, safety statements, or payment information. Keep the message factual, concise, and friendly."

5. REMINDER FOR NON-RESPONSIVE PARENTS

"Draft a concise reminder asking for the missing information or confirmation. State that the slot will be released if no reply is received. Do not introduce deadlines unless I specify them. Keep the tone neutral."

6. SEND / SAFETY INFORMATION REDUCTION

"From the parent's message, perform three tasks: 1. Extract only essential information required for safe lesson delivery (quote or minimally paraphrase). 2. Identify non-essential information that should not be retained. 3. Draft a short explanation I can use to tell the parent that unnecessary details will not be stored. Do not interpret, diagnose, imply risk, or assess suitability. Flag unclear relevance with: 'insufficient information to determine relevance'."

7. CST SUMMARY PREPARATION

"Prepare a summary for CST using only the data I provide. Include: • Parent name • Child name • Block length and session dates • Lesson type • Any essential notes I explicitly instruct you to include Exclude SEND or medical details unless I explicitly instruct otherwise. Do not reformat or interpret dates."

8. CANCELLATION / RESCHEDULING DRAFT

"Draft a concise message confirming a cancellation or the newly agreed session time(s). Use only the times I specify. Do not add financial details or assumptions about CST processes. Keep the message factual and calm."

9. INTERNAL SAFETY NOTE GENERATION

"From the essential points previously identified, produce a short internal safety note. Include only stable, safety-relevant facts. Avoid speculation, interpretation, diagnosis, or behavioural commentary unless quoted verbatim. Keep the note minimal and operationally focused."

End of Prompt Pack (Version 2)