



Small business AI automation checklist

Melbourne AI Lab

20 everyday jobs worth automating first. Tick the ones that eat your week.

Enquiries

Answer people quickly without living in your inbox.

- ☐ **Auto-reply to every new enquiry**
Send a friendly confirmation the moment someone emails, messages or fills in your form, so they know you have it.
- ☐ **Answer the common questions automatically**
Write down the questions you get every week (hours, location, how it works). Saved replies or a chatbot can handle them and pass the tricky ones to you.
- ☐ **Sort enquiries by type**
Tag each one as a new job, booking, question or spam, so the urgent ones come first.
- ☐ **Follow up missed calls and messages**
When you cannot pick up, send a message back with a link to book or leave details.

Bookings

Fill the diary and keep it moving on its own.

- ☐ **Add an online booking link**
Let people pick a time themselves instead of going back and forth.
- ☐ **Send reminders before each booking**
An email or SMS the day before helps reduce no-shows.
- ☐ **Let customers reschedule or cancel**
Free the slot and update your calendar automatically when a booking changes.
- ☐ **Run a waitlist**
When a slot opens up, offer it to the next person on the list.

Money

Get quotes out and invoices paid with less chasing.

- ☐ **Build quotes from a template**
Fill in a few details and get a consistent quote, instead of starting from a blank page.
- ☐ **Send the invoice when the job is done**
Create the invoice from the job or booking record, so nothing waits until Friday afternoon.
- ☐ **Chase late payments politely**
Set friendly follow-ups at fixed gaps for overdue invoices.
- ☐ **Feed receipts into your bookkeeping**
Send receipts and expenses straight into Xero or MYOB instead of retyping them.

Admin

The small repeat jobs that quietly eat the week.

- ☐ **Stop typing the same thing twice**
If you copy details from one app to another, connect them so the data moves by itself.
- ☐ **File and name documents automatically**
Save attachments to the right folder with a consistent name.
- ☐ **Get a weekly summary email**
One message each Monday with last week's bookings, enquiries and invoices.
- ☐ **Standardise onboarding**
Send the same forms, welcome message and checklist to every new customer or team member.

Marketing

Stay visible without a daily posting habit.

- ☐ **Ask happy customers for a review**
After a good job, send a message with a link to leave a Google review.
- ☐ **Turn one idea into several posts**
Draft versions for each channel from one photo or note. You approve, then schedule.
- ☐ **Keep your Google Business Profile current**
Set a regular reminder to refresh hours, photos and holiday closures.
- ☐ **Check in with past customers**
A friendly note a few months later to say hello or invite them to rebook.

Want help with any of these? Book a free 30-minute chat at melailab.com/contact