PROMPT WORKS STUDIO

Chaos to calm, built to be yours.

Hartley Lane Kitchen

Workflow Audit

Prepared for Erin Galloway, Owner

Chad Maxwell · Prompt Works Studio · Toowoomba

October 2026

> **A made-up example.** Hartley Lane Kitchen and its people aren't real. The software, prices, rules and pay rates in it are, as read on the dates shown.

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About me and this Audit

Who I am. I'm Chad, and I help small businesses work out where AI fits. I run my own business on Claude, so I've learned firsthand what it does well and where it needs someone checking.

What this Audit is for. To show you, job by job, what AI can take off your plate, what it can do with a person checking, and what should stay with your people. It's information for you to decide with.

How I work.

- You deal with me, start to finish.
- Privacy's part of every job. Customer and staff details only go into tools you've approved.
- A person in your business checks everything AI does before it goes out.
- I'll tell you when the answer is not yet, or not AI at all.
- I'll show you the options I find, including ones that aren't mine. You choose.
- I only take on a Build that pays for itself within 12 months, counted job by job, with your time costed at the award minimum so the saving isn't overstated.
- When I report on the AI tools your people use, I name the tools and the jobs. I don't say who uses what.
- The report is yours. Take it to anyone you like.
- It's drafted with AI, and checked and signed off by me.

Summary

What I did. A full day at the cafe on Wednesday 21 October. I sat with you and Kate (cafe manager), watched you write a catering quote and Kate sort out the week's shift swaps, and spent 15 minutes each with Sione (head cook) and two of the front of house team. I looked at five jobs that eat the most time.

Your data and who checks. Customer and staff details should only go into tools the cafe approves in its AI use policy (section 9). Every piece of AI work is checked by a named person before it goes to a customer, a staff member or online.

What I found.

- **About 14.5 hours a week go on the five jobs I looked at,** most of it after close. Catering quotes are the biggest at 6 hours.
- **AI is already in use, on a personal phone.** Review replies, specials posts, and once the dietary notes for a catering menu, are being written in a free AI tool. A catering client's email, with their phone number, went in too.
- **The basics aren't there yet:** no written AI policy, no one named as accountable for AI, no consent record for the catering email list, and card numbers taken over the phone and written on the order sheet.
- **Allergy answers, pay, and anything about food safety stay with your people.** Nothing in this report hands those to AI.
- **Your mail and accounts have 6 gaps** (the page before section 10).

Fix now (section 7). Stop customer details and dietary notes going into the free tool. Put a written AI use policy in place. Have consent for your catering menu emails, keep a record of it, and add an unsubscribe. Put phone card payments straight into Square instead of writing card numbers down. Put your part-timers' agreed hours and availability in writing. Name a second food safety supervisor for the days Sione isn't on.

The best you can do without me (section 8). Use what you already pay for (Square's estimates and Gemini in your Google Workspace) and add Deputy for the roster. About $414 of your time to set up and $86 a month. It gives back 3.35 to 5.45 hours a week, worth $331 to $584 a month after costs, at the award minimum.

With me (section 10). Only catering quotes passes my 12-month rule. Built in a Claude account in your name (a Build), it's $4,200, and on its own it pays back in 11.97 to 17.7 months (my test leaves out the $2,500 to set up the Claude plan, but you'd pay it). Catering with me and the rest without me costs $7,008 up front and $164 a month, gives back 5.1 to 7.2 hours a week, and saves $454 to $707 a month. All four with me would cost $18,500 and pay back in 20.4 to 28.4 months, and the other three Builds don't pass.

1. The cafe today

People	8: Erin (owner, runs catering), Kate (cafe manager, full-time), Sione (head cook, full-time), Mia (cook, part-time), Josh (kitchen hand, part-time), Ava, Lachie and Zoe (front of house and barista, casual). All adults
Trade	Breakfast and lunch seven days, walk-in, no table bookings. Catering: office platters and morning teas delivered on weekdays, and two or three staffed functions a month for 20 to 120 people at the client's venue. No liquor licence
Customers	About 1,400 transactions a week in the cafe. About 60 catering clients a year, mostly Toowoomba businesses, schools and families, many ordering more than once. About half of quotes go ahead

Software	Square for Restaurants (Free plan) and Square Invoices for catering, Xero (Ultimate 10, with payroll), Google Workspace (Gmail, Sheets), the roster in a Google Sheet and a group chat, Meta Business Suite for Instagram and Facebook, Google Business Profile, Canva (free)
Award	Restaurant Industry Award 2020 for every staff member (a cafe that caters as part of its business, clause 4.2)
Busy season	November and December: end-of-year functions double the catering quotes
Food safety	Council food business licence, one food safety supervisor (Sione, who works five days), and an accredited food safety program for off-site catering

Erin's goal for the Audit, in her words: "Get my Sunday nights back. I want the quotes done before I'm too tired to price them properly."

2. AI already in use

Erin agreed the staff I spoke to could talk to me on their own. As agreed, this section names tools and jobs. It doesn't say who uses what.

Tool	Paid for by the cafe?	Used for	Customer details going in?
ChatGPT, free version, on a personal phone	No	Google review replies, specials posts, and once the dietary notes for a catering menu	Yes: reviewers' names and complaints, and once a catering client's email with their phone number
Gemini in Gmail and the Gemini app, in your Google Workspace plan	Yes, in the plan	Nothing yet. Nobody knew it was there	No

Nobody was doing anything they thought was wrong. The free tool was just the easiest thing to hand at 9 pm. But it isn't set up for customer information, and the dietary notes came out of a chatbot, not the cafe's allergen list (section 6).

On Square's Australian pages the only AI I found is an option to draft contract clauses in Square Invoices, which nobody uses, so Square isn't listed here. The AI built into Google Workspace counts as yours even unused. The National AI Centre suggests listing it alongside anything you add yourself (section 3).

3. What the guidance says, and what I saw

This section sets out what the regulators and the award say, next to what I saw on the day. **It isn't legal advice.** For what it means for your cafe, talk to your own adviser, Fair Work or your industry association.

Guidance	What it asks for, in short	What I saw
OAIC (privacy regulator), Small business	A business with turnover of $3 million or less is usually outside the Privacy Act, unless, for example, it sells or swaps its customer list without consent, or is related to a bigger business the Act covers.	Turnover about $1.3 million, no gaming machines, no list sold or swapped. Most likely outside the Act. The guidance below is still good practice.
OAIC, guidance on commercially available AI products, 21 October 2024, updated 17 January 2025	Best practice is no personal information in publicly available AI tools. Say in your privacy notices how you use AI, and label any chatbot as AI.	Customer details going into a free tool on a personal phone. No privacy notice mentions AI.
National AI Centre, Guidance for AI adoption: foundations, first published October 2025 (current version 5 May 2026)	Someone senior accountable for AI. An AI policy. A register of the AI you use, including AI built into other software. Human review matched to the stakes.	No one named. No policy. No list.
Restaurant Industry Award 2020, as at 1 July 2026	For full-time and part-time staff, post the roster where they can see it. Change it by agreement or with 7 days' notice, and talk to staff before changing a regular roster (clauses 15.3 and 33). Part-timers' guaranteed hours and availability agreed in writing, and never rostered outside it. At least 3 hours a shift for part-timers and 2 hours for casuals. A 10-hour break between shifts for anyone who isn't casual.	Roster posted in the group chat and on the kitchen wall. Changes mostly by agreement. Mia's and Josh's availability is agreed, but not in writing.
Fair Work Ombudsman and the Fair Work Act	Give every new employee the Fair Work Information Statement, and casuals the Casual Employment Information Statement, before or as soon as possible after they start. A small business gives casuals the second one again after 12 months. Keep employee records for 7 years.	Both statements given. Records in Xero and a folder in the office.
Food Standards Code (FSANZ): allergens, and Standard 3.2.2A	For unlabelled food, allergen information on display or given when a customer asks. Food handlers trained, or with the right skills and knowledge, before they handle high-risk food. A cafe making ready-to-eat high-risk food keeps records (or other proof) that it receives, stores, transports and displays that food safely and cleans properly, for at least 3 months.	Sione keeps an allergen list for every dish. One catering menu's dietary notes were written in the free AI tool, not from his list.

Guidance	What it asks for, in short	What I saw
Queensland Health, Food safety supervisors guideline, February 2023	The supervisor must be reasonably available while the business handles food: on site when high-risk food is handled, or easy to reach by phone if written procedures are in place. Tell the council within 14 days of a new supervisor.	Sione is the only supervisor. The cafe trades seven days and he works five.
ACMA, Spam Act	Marketing emails and texts need the person's consent, and it's up to you to prove it. Each one says who it's from and has a working unsubscribe.	The monthly catering menu goes by Gmail to everyone who's ever ordered. No record of consent, and no unsubscribe.
ACCC, online reviews, and **Google**'s Business Profile policy	No fake or misleading reviews, and a review from staff or family has to say who they are. You can reply to correct the record. Google doesn't allow discounts or freebies for a review at all.	No incentives offered. Replies going out unchecked from a personal phone.
PCI Security Standards Council, PCI DSS	The card security standard is for every business that handles card details, whatever its size. Your payment provider says what you need to show.	Cards go through Square in the cafe. Phone payments for catering are written on the order sheet.

The good news: none of this is hard to put right. Section 7 lists what to do.

4. The jobs and hours now

Hours are a typical week outside November and December. Erin checked and signed off these figures on the day.

Job	Hours a week	Who does it	How I timed it
1. Catering quotes (about 4 a week)	6	Erin	Watched one priced and written on the day (50 minutes), and your records (estimates and follow-ups in Square and Gmail)
2. The weekly roster	3	Kate	Watched part of it on the day, and Kate's estimate
3. Team onboarding (about 2 new starters a quarter)	0.5	Kate	Your records (start dates in Xero) and Kate's estimate
4. Social media and reviews	3	Erin	Your estimate
5. The weekly pay run	2	Erin	Your estimate
Total	**14.5**		

Signed: Erin Galloway, 21 October 2026

5. The map

Each step of each job goes one of three ways:

- **Hand to AI:** AI drafts it. A person reads it before it goes anywhere.
- **Hand over with a check:** AI does the work, and a named person checks it against the source every time. The checking time is shown, and it's already taken off the hours back in section 8.
- **Keep human:** a person does it. AI doesn't touch it.

Job and step	Where it goes	Why
1. Quotes: the reply asking for date, venue, numbers, service style, budget and dietary needs	Hand to AI	Drafting from a template. Erin reads it before it goes.
1. Quotes: answering any allergy or dietary question	**Keep human**	See section 6.
1. Quotes: menu, per-head price, staff hours and hire from your price list	Hand over with a check, about 45 minutes a week	The customer relies on the price. Erin checks every line before it goes in Square.
1. Quotes: follow-up, deposit reminder and final-numbers emails	Hand to AI	Drafting. Square sends the deposit invoice.
1. Quotes: the kitchen run sheet from the final numbers	**Keep human**	Its dietary meals are food safety. See section 6.
1. Quotes: food safety records on the day	**Keep human**	Part of your food safety program. See section 6.
2. Roster: draft roster from availability and the usual week	Hand over with a check, about 30 minutes a week	Kate checks it against the award rules and the catering bookings before posting.
2. Roster: changes, and talking to staff about a change to their regular roster	**Keep human**	See section 6.
3. Onboarding: welcome email, first-week checklist and buddy shifts	Hand to AI	Drafting from a template. Kate reads it before it goes.
3. Onboarding: allergen notes for new starters	Hand over with a check, about 15 minutes a week	Drafted only from Sione's list. Sione checks every one (FSANZ).
3. Onboarding: tax file number, bank and super details into Xero	**Keep human**	See section 6.
3. Onboarding: the walk-through on the floor and in the kitchen	**Keep human**	It's training, done in person.
4. Social: the week's specials and what's-on posts	Hand to AI	Drafting. Erin reads and posts each one.
4. Social: replies to Google and Facebook reviews	Hand to AI	Erin reads every reply and posts it herself (ACCC).
4. Social: a review about illness or an allergic reaction	**Keep human**	See section 6.
5. Pay run	**Keep human**	See section 6.

6. What stays human, and why

- **Answering an allergy or dietary question.** The answer comes from Sione's current allergen list, given by someone who knows what's in the food today (FSANZ).
- **Pay rates and penalty rates.** The award decides, and Erin checks every pay run. That's job 5, and it stays with her.
- **Tax file numbers, bank and super details.** They never go into an AI tool. A data breach involving tax file numbers comes under the national breach scheme whatever your size.
- **Changes to someone's regular roster.** The award says talk to them first and consider what they say. That's Kate's conversation.
- **Food safety records, the run sheet and the supervisor's checks.** Temperatures, cleaning, the dietary meals on each catering run sheet and the food safety program stay with Sione and the team.
- **A review or complaint about illness or an allergic reaction.** Erin handles it herself, and talks to Sione first.

7. Fix now

These are risks, so they don't wait for a choice between options. Each one comes from the guidance in section 3. None of them needs anything from me.

What to do	Why	Guidance
Stop customer details and dietary notes going into the free AI tool on the personal phone	It isn't set up for customer information, and dietary notes must come from the kitchen	OAIC, FSANZ
Put a written AI use policy in place. Write your own from section 3, or use any provider's	You don't have one, and it's the base for everything else	OAIC, National AI Centre
Name who's accountable for AI (you), and keep a list of the AI you use, Gemini included	No one's named and there's no list	National AI Centre
Only send the catering menu to people who've consented to it, keep a record of their consent, and add your details and an unsubscribe	Anyone who's ordered once is on the list, with no record of consent and no way to opt out	ACMA
Key phone payments straight into Square, or send a Square invoice link, and stop writing card numbers down	Card numbers are on the paper order sheets	PCI DSS
Name a second certified food safety supervisor (Kate or you) for the days Sione isn't on, with written procedures, and tell the council	The supervisor must be reasonably available whenever high-risk food is handled	Queensland Health
Put Mia's and Josh's guaranteed hours and availability in writing	The award says it's agreed in writing when a part-timer starts	Restaurant Industry Award

8. Your options

For each of jobs 1 to 4 I've set out the options I found that don't involve me, all under the same headings so you can compare them. Job 5 stays human (section 6), so it has none. What I'd do is in section 10, kept apart so you can weigh these on their own.

How I worked out the figures. I didn't ask what anyone's paid. I cost the time at the award minimum for the role, under the Restaurant Industry Award 2020 from 1 July 2026. The award has no manager title, so I've put Kate at the closest level, food and beverage supervisor, Level 5, which is $31.30 an hour. As the owner, you have no award rate, so your time is costed at the lowest award rate in the cafe: Josh's, Level 1, $26.44 an hour. So these are the least the time is worth.

Check any figure yourself, or any quote you get. Months to pay back = cost to start ÷ (hours back a week × the hourly rate × 4.33 weeks, less any cost a month).

Hours back are my estimates from what I saw, after checking time is taken off. "Hours still spent" is what the job still takes each week with that option in place. Your real figures go in your records.

These are the options I found. There may be others. I looked at what your current software already does, the makers' own Australian price pages, and products built for cafes and caterers. Prices are from each maker's page on 31 October 2026.

Job 1. Catering quotes (6 hours a week, Erin)

A catering job here runs from the first email to the final invoice. The enquiry comes by email, phone, the website form or a Facebook message. Then the questions back: date, venue, numbers, drop-off platters or a staffed function, budget, and dietary and allergy needs. Then the numbers: the menu and per-head price from your catering menu, staff hours for a staffed function at award rates (with weekend penalties), hire for chafing dishes and crockery, and delivery. The quote goes as a Square estimate with your terms, then a follow-up, the deposit invoice once they say yes, final numbers and the dietary list a week out, the kitchen run sheet and the supplier order, and the final invoice. About 4 quotes a week. Any allergy question goes to Sione before it's answered. Serving high-risk food (the Act says potentially hazardous food, hot or cold) at a client's venue is off-site catering under Queensland's Food Act, which is why you have an accredited food safety program. Platters dropped off to an order are delivery, not off-site catering. The program's records stay with the kitchen. You don't hold a liquor licence, so the client looks after the drinks. Serving alcohol at someone else's function would need the right licence (Queensland has an endorsement to cater off-site), so check with the liquor regulator first.

	Fix without AI	What you already have: Square estimates and Gemini
What it does	An enquiry form that asks every question up front, a per-head price sheet with staff and hire lines, and one quote template with your terms	Square Invoices' free plan sends estimates and contracts with a digital signature, collects deposits and sends payment reminders. Gemini in Gmail drafts the replies and follow-ups
What's left for your staff	Working out each quote, writing it, and every follow-up	Working out the numbers, and reading and sending every draft
Setting it up (my estimate)	About 6 hours: the form, the price sheet and the template	About 4 hours: your estimate items, your terms as a Square contract template, and a few Gemini prompts
Where details are kept	Gmail and a Google Form, in your Workspace plan	Square, and Gmail under your Workspace plan (Google says your company data isn't used to train its models)
Who checks	Erin, as now	Erin checks every price and reads every email before it goes
Limits	Doesn't write anything for you	Accepted estimates don't turn into invoices on their own (that's Square's $30 a month Plus plan). Gemini starts again each time unless you paste in your price list

	Fix without AI	What you already have: Square estimates and Gemini
Cost to start	$159 (6 hours of your time)	$106 (4 hours of your time)
Cost a month	Nothing	Nothing (in your plans)
Hours back a week (my estimate)	1 to 1.5	1 to 2
Hours still spent a week	4.5 to 5	4 to 5
Saves a month, after costs	$114 to $172	$114 to $229
Pays back in	About a month	Under a month

I looked for catering software sold in Australia and couldn't confirm one on a maker's own page with Australian prices. The overseas catering systems I found (CaterZen, Better Cater) don't show an Australian price, so they're not in the table. Xero, which you also have, sends quotes customers can accept online and turns an accepted quote into an invoice in one click. I've put Square in the table because your catering deposits and card payments already go through it. Either does this part of the job.

What I'd take from this: your own tools take an hour or two off, but the numbers and the writing are still yours every time.

Job 2. The weekly roster (3 hours a week, Kate)

Kate builds next week's roster on Thursday from the availability staff send in the group chat, the usual week in a Google Sheet, and the catering bookings. The award sets the rules she works to. For full-time and part-time staff: the roster posted where they can see it, changes by agreement or with 7 days' notice, a talk before changing a regular roster, and a 10-hour break between shifts. Part-timers only inside their agreed availability, at least 3 hours a shift and 2 days off a week. Casuals at least 2 hours a shift. Then the swaps: someone's sick on Tuesday and it starts again. The timesheets go to Erin for the pay run.

	Fix without AI	What you already have: Gemini	Deputy, Core plan
What it does	A standing roster for the usual week, an availability form, and an award checklist Kate ticks before posting	Drafts a roster from the availability Kate pastes in, when she asks it to	Rostering app with auto-scheduling: fills shifts from staff availability, with rules such as minimum rest between shifts. Deputy AI, in every plan, which Deputy says helps build rosters faster. Staff see the roster and swap shifts in the app. Award interpretation on timesheets
What's left for your staff	Building and checking every roster, and every swap	Checking every line against the award, and posting it	Setting the rules once, checking the roster and posting it in the app, and approving swaps
Setting it up (my estimate)	About 3 hours	Nothing to set up	About 5 hours: staff, availability, award and rules

	Fix without AI	What you already have: Gemini	Deputy, Core plan
Where details are kept	Google Sheets, as now	Your Workspace plan	Deputy's servers, on Amazon's cloud in Australia, the UK or the US (Deputy doesn't say which for Australian customers)
Who checks	Kate, as now	Kate checks it before posting	Kate checks the roster before she publishes it
Limits	Doesn't build anything for you	No award rules built in. Starts again each week	Every user counts, managers too. $30 a month minimum. Ask Deputy which plan includes auto-scheduling
Cost to start	$94 (3 hours of Kate's time)	Nothing	$157 (5 hours of Kate's time)
Cost a month	Nothing	Nothing (in your plan)	$86 (8 users at $9.75 plus GST, billed monthly)
Hours back a week (my estimate)	0.5 to 0.75	0.25 to 0.5	1.5 to 2
Hours still spent a week	2.25 to 2.5	2.5 to 2.75	1 to 1.5
Saves a month, after costs	$68 to $102	$34 to $68	$117 to $185
Pays back in	About a month	At once	About a month

Deputy also exports approved timesheets, with your award pay rates applied, to Xero for the pay run. That would take time off job 5, which I haven't counted here. Tanda is another Australian rostering app. Its price page lists Modern Award templates and a roster tool to "reduce compliance risk". Its roster module on its own is quoted, not priced on its page. Its HR, payroll and rostering bundle is $12.80 plus GST a user a month.

What I'd take from this: rostering apps made for venues already do most of this job.

Job 3. Team onboarding (0.5 hours a week, Kate)

About 2 new starters a quarter, mostly casuals. For each: the offer and the casual contract. The Fair Work Information Statement and the Casual Employment Information Statement (which a small business gives casuals again after 12 months). The tax file number declaration, super choice and bank details, set up in Xero Payroll. Their food handler training, done before they handle high-risk food. The welcome, the uniform and a first-week roster with a buddy. The walk-through of Sione's allergen list,

cleaning and the till. And the records, kept for 7 years. About 3 and a quarter hours of admin for each new starter, so about half an hour a week across the year.

	Fix without AI	What you already have: Gemini	Deputy's HR add-on, with Deputy (job 2)
What it does	One new-starter pack and checklist with every form and step above	Drafts the welcome email and first-week checklist	Paperless onboarding and secure document management (Deputy's words), in the same app as the roster
What's left for your staff	Filling in and chasing every form, and setting up Xero	Everything except the welcome and checklist	Checking what comes in, setting up Xero, and the walk-through
Setting it up (my estimate)	About 4 hours	Nothing to set up	About 3 hours: your documents and checklist in Deputy
Where details are kept	Xero and the office folder, as now	Your Workspace plan (no tax file numbers or bank details go in)	Deputy's servers, as in job 2
Who checks	Kate, as now	Kate reads it before it goes	Kate checks each starter's documents
Limits	Doesn't write or chase anything	Doesn't track who's handed in what	Needs a Deputy plan. Which forms it collects, check with Deputy
Cost to start	$125 (4 hours of Kate's time)	Nothing	$94 (3 hours of Kate's time)
Cost a month	Nothing	Nothing (in your plan)	$31 more on top of Deputy (8 users at $3.50 plus GST)
Hours back a week (my estimate)	0.1 to 0.2	0.1	0.15 to 0.25
Hours still spent a week	0.3 to 0.4	0.4	0.25 to 0.35
Saves a month, after costs	$14 to $27	$14	Costs $10 a month more than it saves, up to $3 saved
Pays back in	5 to 9 months	At once	Doesn't at the low end, 31 months at the high end

Employment Hero also does onboarding, with tax file declarations and checklists, from $10 a user a month with a 10-user minimum (GST not stated on its page). It's a separate system from Deputy, so it's not in the table.

What I'd take from this: at two starters a quarter there isn't much time here. A good checklist does most of it, and Deputy's add-on costs more than it saves at these numbers.

Job 4. Social media and reviews (3 hours a week, Erin)

Four posts a week on Instagram and Facebook (the specials, what's on, catering photos), made in Canva and posted through Meta Business Suite, most nights after close. Then the reviews: about 6 a week on

Google and a few on Facebook, each read and answered, the good ones with thanks and the bad ones with care. A review about illness or an allergic reaction goes to Erin and Sione before anything's posted.

	Fix without AI	What you already have: Gemini	Canva Pro
What it does	Plan and schedule the week's posts in one sitting in Meta Business Suite, and keep reply templates for the usual kinds of review	Gemini drafts the posts and each review reply in your voice, on your business plan instead of the free tool	"Premium content, more powerful design tools, and AI features" (Canva's words), for faster graphics
What's left for your staff	Writing every post and reply	Reading and posting every one	Writing every post and reply
Setting it up (my estimate)	About 2 hours	About 1 hour: a note on your voice and the usual replies	About 2 hours: your brand colours and templates
Where details are kept	Meta and Google, as now	Your Workspace plan	Canva (no customer details needed)
Who checks	Erin, as now	Erin reads every draft and posts it herself	Erin, as now
Limits	Doesn't write anything	You still copy each reply into Google or Facebook	Doesn't answer reviews
Cost to start	$53 (2 hours of your time)	$26 (1 hour of your time)	$53 (2 hours of your time)
Cost a month	Nothing	Nothing (in your plan)	$14 ($165 a year for one person)
Hours back a week (my estimate)	0.5 to 1	0.75 to 1.25	0.25 to 0.5
Hours still spent a week	2 to 2.5	1.75 to 2.25	2.5 to 2.75
Saves a month, after costs	$57 to $114	$86 to $143	$15 to $43
Pays back in	Under a month	Under a month	1 to 4 months

Booking platforms such as SevenRooms and Now Book It have their own AI (Now Book It's AI receptionist answers booking calls, for one). They suit venues that take table bookings. You don't, so I've left them out.

What I'd take from this: move the drafting from the free tool to Gemini, which you already pay for. It fixes the risk in section 7 and saves time too.

All four jobs, without me

If you took the option that saves you the most each month for each job, this is the total.

	1. Quotes	2. Roster	3. Onboarding	4. Social	Total
Option	Square estimates and Gemini	Deputy Core	Fix without AI	Gemini	
Cost to start	$106	$157	$125	$26	**$414**
Cost a month	Nothing	$86	Nothing	Nothing	**$86**
Hours back a week (my estimate)	1 to 2	1.5 to 2	0.1 to 0.2	0.75 to 1.25	**3.35 to 5.45**
Hours still spent a week	4 to 5	1 to 1.5	0.3 to 0.4	1.75 to 2.25	**7.05 to 9.15**
Saves a month, after costs	$114 to $229	$117 to $185	$14 to $27	$86 to $143	**$331 to $584**

The four jobs take 12.5 hours a week now. Without me, 7.05 to 9.15 of those hours are still spent each week, most of them on catering quotes.

9. Policy and staff

You need a written AI use policy (section 7). For a cafe it should cover:

- what staff can and can't put into AI tools (never tax file numbers, bank details, card numbers or anything about someone's health)
- which tools the cafe has approved (Gemini in your Workspace plan, not a free tool on a phone)
- that allergy and dietary answers only ever come from the kitchen's list
- who checks AI work before it goes to a customer or online, and who's accountable (you)

Staff. Everyone I spoke to was keen, and nobody had been shown how to use AI safely. Half an hour at a staff meeting, once the policy's in place, would cover it.

PROMPT WORKS STUDIO

Your mail and accounts

Your email, your domain name and who can get into them sit under everything else in this report, so they get a page of their own. Your domain's public records were read from outside. On the day, you logged in to the Google admin console and we went through the screens together. I didn't log in or take a password, nothing was changed, and no customer's mail or files were opened.

What I looked at	What I found	Where it stands
Your domain name	It's in the business's name, you can log in, and it renews in June 2027	OK
Where your mail goes	To Google Workspace, on your own domain	OK
Proof your mail is really from you	SPF is right. DKIM was never turned on and there's no DMARC record, so it's harder for other mail systems to tell your mail from a fake	Gaps 1 and 2
Other things that send as you	We didn't find anything else sending with your address on the day	OK
Who looks after it	Nobody outside the business. You signed up direct, so the account is yours	OK
Plan and licences	Two Google Workspace licences, both in use. Kitchen and front-of-house staff don't have one	OK
Getting back in	One admin account, and it's also someone's everyday account. Google says to have more than one, and to keep admin apart from everyday use	Gaps 3 and 4
Two-step sign-in	Off on the admin account. Google says to require it for admins	Gap 5
Mail forwarded out	Allowed, which is Google's default. You told me nothing's set to forward now	Gap 6
One login a person	One account a person, and catering@ is an alias. Nobody said they share a login	OK
People who've left	No old accounts can sign in. The steps for when someone leaves are written down	OK
Backup	Nothing keeps a copy of your mail outside Google	Your call

What this means for your security. Google's own advice for admin accounts is to have more than one, keep them apart from everyday use, and turn on two-step sign-in. That's gaps 3 to 5, and your catering quotes and customer lists run through this mail. Keeping a copy of your mail is your call. I haven't picked a backup product, so I don't recommend one.

What I didn't look at. Your computers, phones, network, antivirus, firewall, files and folders. This isn't a security audit, and a clean row doesn't mean nothing can go wrong.

What I can't do. I don't work on a domain or account someone else holds, or on the things I didn't look at. If you think someone's already got into your accounts, you need an IT security firm. I'm not one.

What it costs to close these: with a real report, a separate quote comes with it. You don't need me for any of them. This page is yours, so you can take it to anyone you like, including an IT provider.

10. What I can do for you

This is what doing it with me would look like: the jobs built in your own Claude account, as one Build. A **Build** is me setting up a job to run in your Claude account, training your staff on it and supporting it after. Each job's **Tier** sets its Build price: Tier 1 $3,400, Tier 2 $4,200, Tier 3 $5,500. The Tier comes from the kind of work (drafting is Tier 1), plus one for a figure your customers rely on and one for work near a legal duty, such as the award or food safety. Customer and staff details get their own safeguards on every Tier. All prices include GST.

My solution, job by job

	1. Quotes	2. Roster	3. Onboarding	4. Social
What Claude does	When you paste an enquiry into Claude, it drafts the questions back, works out the quote from your price list and menus (staff hours and hire included), and drafts the follow-up and final-numbers emails. The kitchen run sheet stays with Sione	When Kate starts it with the week's availability, it drafts next week's roster from the usual week and flags any shift that breaks your award rules	When Kate starts it for a new starter, it drafts the welcome, the first-week checklist and the allergen notes from Sione's list, and lists what's still to come in	It drafts the week's posts from your specials list. When you start it, it drafts a reply to each new review
Who checks	You check every price and line before it goes in Square. Allergy questions go to Sione	Kate checks the roster and posts it	Kate reads each draft. Sione checks the allergen notes. Tax file and bank details stay in Xero	You read every draft and post it yourself
Build	$4,200 (Tier 2: drafting, plus prices your customers rely on)	$4,200 (Tier 2: drafting, plus the award rules)	$4,200 (Tier 2: drafting, plus allergen notes, which are food safety)	$3,400 (Tier 1: drafting)
Hours back a week (my estimate)	2.75 to 3.75	1.5 to 2	0.3 to 0.4	1.5 to 2
Hours still spent a week	2.25 to 3.25	1 to 1.5	0.1 to 0.2	1 to 1.5

Customer details stay in your own Claude account, apart from what's below. I build it with you, train your staff on it, come back for a short follow-up session two to three weeks after go-live, answer your questions free for 30 days, and check in at 3, 6 and 12 months. All of that is in the Build price.

What a Build needs

A Build runs in a Claude plan in your cafe's name, under Anthropic's business terms. For a business your size that's the Team plan: at least two seats, US$25 a seat a month billed monthly, with tax added at billing. I couldn't find an Australian price on Anthropic's pages. Two seats came to about $71 a month before tax at the 30 October exchange rate, about $78 with GST on top, and that's the figure in the tables below. One seat is for you, and one for Kate. Sione and the front of house team only see a draft, so

they don't need a seat. Two seats means no extra-account charge from me (that's $150 a job for each seat past two).

These jobs handle customer and staff names, so a named person (you or Kate) starts every run. I'll pick a Claude chat, Cowork or Claude Code to suit the job, and set Cowork to stop and ask before each action. Only a step with no personal information in it can run on its own on a schedule.

Why a business plan rather than a free or Pro one: on the Free, Pro and Max plans, Anthropic may use what you type to train its models unless each person turns that off in their own settings, and I've found no business-level setting that lets you check they have. On Team it doesn't, by default.

You don't have a Claude plan now. Setting one up properly, with the privacy settings, your cafe's details and your AI use policy inside it, is my **Set-up and Onboarding** service: $2,500 for a business of 6 to 10 people. It isn't counted in any job's 12-month test below, but it is in the totals you'd pay.

Where your client files go

A common worry is customer and staff details going off to a server overseas, so here's the straight answer. Claude runs on Anthropic's servers in the United States and other countries, and anything the Build reads, such as a catering enquiry or the availability list, is processed there. On a Team plan, Anthropic doesn't use it to train its models by default, and your cafe controls the account. Your customers' details don't come to me: I work inside your account with you or Kate present, and my data handling addendum, which comes with the Build agreement, sets out what can reach me and what never does. Tax file numbers, bank details and card numbers never go into Claude at all (section 9). If the Privacy Act ever covers you (section 3), your privacy policy would have to say that personal information goes overseas. Before a Build starts, I sit with you and read Anthropic's terms for your plan, so the decision is yours, made with the terms in front of you.

Your mail and accounts. With a real report, a separate quote for any gaps I can close comes with it. None of it counts in the 12-month test or the totals below.

Each job, counted on its own

I only take on a Build that pays for itself within 12 months, counted job by job, on the Build's own price. The shared costs are the **Build fee** (my $1,500 for preparing the Build, once, however many jobs are in it) less the **Audit credit** (your $1,500 Audit fee, which comes off the Build fee if you go ahead within 90 days), which leaves nothing, and the $78 a month Claude plan.

Catering quotes on its own, carrying the whole $78 plan: the $4,200 Build saves $237 to $351 a month, so it pays back in 11.97 to 17.7 months. That passes at the better end of my estimates. With the $2,500 Set-up you'd also need, it's $6,700 up front, paying back in 19.1 to 28.3 months.

If all four were built together, each job would carry a quarter of the plan:

Job	Cost	Saves a month, after its share of the plan	Pays back in
1. Catering quotes	$4,200	$295 to $410	10.2 to 14.2 months
2. Roster	$4,200	$184 to $252	16.7 to 22.9 months
3. Onboarding	$4,200	$21 to $35	121 to 199 months
4. Social media and reviews	$3,400	$152 to $209	16.2 to 22.3 months

Only catering quotes passes. I wouldn't take on the roster, onboarding or social media Builds.

These are the least the time is worth, at the award minimum. If your people are paid more than that, every job pays back sooner than shown.

PROMPT WORKS STUDIO

The two totals side by side

	All four jobs, without me (section 8)	Catering quotes with me, the rest without me	All four jobs, with me
Cost to start	$414	$7,008: the Build ($4,200), Set-up ($2,500) and $308 of your time on the rest	$18,500: four Builds ($16,000), the Build fee ($1,500) less your $1,500 Audit fee, and Set-up ($2,500)
Cost a month	$86 (Deputy Core)	$164 (Claude plan and Deputy)	$78 (Claude plan)
Hours back a week (my estimate)	3.35 to 5.45	5.1 to 7.2	6.05 to 8.15
Hours still spent a week (of 12.5 now)	7.05 to 9.15	5.3 to 7.4	4.35 to 6.45
Saves a month, after costs	$331 to $584	$454 to $707	$652 to $905
Pays back in	About a month	9.9 to 15.5 months	20.4 to 28.4 months
Catches up with "without me" after		About 54 months	About 56 months
Ahead after three years, after all costs	$11,516 to $20,626	$9,322 to $18,432	$4,986 to $14,096

The middle column is the one I'd take on. Without me stays ahead on money for over four years, and the catering Build gives you about two more hours a week.

Prices

A Build, per job	Tier 1 $3,400, Tier 2 $4,200, Tier 3 $5,500, follow-up and check-ins included
Build fee	$1,500, once per Build, however many jobs are in it
The Audit fee	Your $1,500 comes off the Build fee within 90 days
Claude Set-up and Onboarding	$2,500 for 6 to 10 people. You pay Anthropic for the plan
Extra Claude seats	$150 a job for each seat past two (you'd need two, so none)
An AI use policy	$750, or use any provider's, or write your own
Monthly tune-up (optional)	$750 a month, for up to 4 hours of checks and fixes to what's built

To start, reply to this report or call me, and we'll go through it together.

In 30 days I'll book a 20-minute call: what you've done, what's stuck. It's part of the Audit either way.

This report is yours. Keep it, share it, take it to any provider.

It was drafted with AI (Claude) from my notes on the day, then checked and finalised by Chad Maxwell.