F OpsForge

Which of your jobs could AI help with first?

Tick, circle or write. About 5 to 8 minutes for the first four steps. Nothing here needs technical words.

How to use this sheet
Do steps 1 to 4. Then take a photo of the pages and send them to Fabien by LINE, WhatsApp or email, or fill the same questions online. Step 5 is optional.

Step 1. Your biggest pain

Q1 **What is the most painful task you must do, that you wish you never had to do again?**

Be honest. The one that makes you sigh when you think about it. Leave it empty if you like, you can still get a result.

What kind of business do you run? Tick the closest one.

- ☐ Hair salon
- ☐ Nail salon
- ☐ Massage and spa
- ☐ Accounting and bookkeeping
- ☐ Print shop
- ☐ Plumber
- ☐ HVAC company
- ☐ Car and scooter repair shop
- ☐ Restaurant and cafe
- ☐ Clinic
- ☐ Retail shop
- ☐ Office and professional services
- ☐ Other

Or fill it online in about 5 to 8 minutes and see your top 3 right away: https://opsforge-nine.vercel.app/application

Step 2. Tick 5 to 8 jobs you do over and over

Find your business type below and tick the jobs you do. Write your own jobs on the empty lines at the end of the page.

`Salon group: Hair salon / Nail salon / Massage and spa`

Hair salon

- [ ] Reply to booking questions on LINE or Instagram
- [ ] Book, move and cancel appointments
- [ ] Send appointment reminders
- [ ] Follow up after a visit and ask for a review
- [ ] Call back clients who have not returned in 2 months
- [ ] Check stock and reorder products
- [ ] Write social media posts
- [ ] Add up daily takings and monthly numbers

Nail salon

- [ ] Reply to booking questions on LINE or Instagram
- [ ] Book, move and cancel appointments
- [ ] Send appointment reminders
- [ ] Send aftercare tips and ask for a review
- [ ] Handle no-shows and late cancellations
- [ ] Track nail supplies and reorder
- [ ] Post new designs and special offers
- [ ] Keep a client card with favourite designs

Massage and spa

- [ ] Reply to booking questions
- [ ] Book rooms and therapists together
- [ ] Send appointment reminders
- [ ] Collect and file client health forms
- [ ] Remind clients when a package or membership ends
- [ ] Make the staff schedule
- [ ] Track towels, oils and supplies
- [ ] Ask for reviews and answer them

Accounting and bookkeeping

- [ ] Chase clients for missing receipts and documents
- [ ] Sort and file receipts and invoices
- [ ] Type invoice details into the accounting software
- [ ] Track filing deadlines and remind clients
- [ ] Prepare monthly client reports
- [ ] Answer routine client questions
- [ ] Write engagement letters and quotes
- [ ] Match bank statements with the books

Print shop

- [ ] Prepare quotes from customer requests
- [ ] Check customer files before printing
- [ ] Answer "where is my order" questions
- [ ] Track orders from proof to pickup
- [ ] Chase customers to approve the proof
- [ ] Create the invoice when a job is done
- [ ] Track paper and ink stock and reorder
- [ ] Answer new enquiries from the website or LINE

Plumber

- [ ] Reply to repair requests and ask the right questions
- [ ] Schedule visits and plan the team's route
- [ ] Write quotes after a site visit
- [ ] Chase unpaid invoices
- [ ] Send "we are on the way" messages
- [ ] Order parts and track materials
- [ ] Write job reports for customers
- [ ] Follow up on maintenance agreements

HVAC company

- [ ] Reply to service and repair requests
- [ ] Schedule installs and servicing
- [ ] Write quotes for installs and repairs
- [ ] Remind customers about seasonal servicing
- [ ] Track filters and parts, and reorder
- [ ] Follow up on warranties
- [ ] Chase unpaid invoices
- [ ] Write job reports for customers

Car and scooter repair shop

- [ ] Reply to repair and cost questions
- [ ] Book repair slots
- [ ] Send "your vehicle is ready" messages
- [ ] Write repair estimates
- [ ] Remind customers about servicing and inspection dates
- [ ] Order parts and track stock
- [ ] Write invoices and explain the work done
- [ ] Ask for reviews and follow up

Restaurant and cafe

- [ ] Reply to reservation and menu questions
- [ ] Manage table reservations and cancellations
- [ ] Count stock and order from suppliers
- [ ] Make the staff schedule
- [ ] Answer online reviews
- [ ] Write daily specials and social posts
- [ ] Add up daily takings and monthly numbers
- [ ] Handle delivery and takeaway orders from several apps

Clinic

- [ ] Reply to appointment questions
- [ ] Book, move and cancel appointments
- [ ] Send appointment reminders
- [ ] Send after-visit instructions
- [ ] Sort referral letters and results into the right folders
- [ ] Prepare claim forms and paperwork
- [ ] Order medical supplies and track stock
- [ ] Remind patients who are due for a check-up

Retail shop

- [ ] Reply to questions about products and stock
- [ ] Check stock and reorder
- [ ] Write product descriptions and posts
- [ ] Track online and in-store orders and pickups
- [ ] Answer return and exchange requests
- [ ] Send news and offers to regular customers
- [ ] Add up daily takings and monthly numbers
- [ ] Check supplier deliveries against orders

Office and professional services

- [ ] Reply to client emails and messages
- [ ] Write quotes and proposals
- [ ] Schedule meetings
- [ ] Write meeting notes and follow-ups
- [ ] Chase unpaid invoices
- [ ] Sort incoming mail and documents
- [ ] Prepare regular client reports
- [ ] Copy data from one tool into another

Other

- [ ] Reply to customer messages
- [ ] Write quotes or estimates
- [ ] Book and schedule appointments
- [ ] Send reminders
- [ ] Chase payments and documents
- [ ] Sort and file paperwork or receipts
- [ ] Type the same data into several places
- [ ] Write reports or regular updates

Your own jobs

Step 3. Rate each job

Write your picked jobs in the table, then circle one number in each column. 1 is the lowest, 3 is the highest. Guess if you are not sure.

Job	How often	How long each time	Cost of a mistake	Information easy to find	How sensitive
1.	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3
2.	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3
3.	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3
4.	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3
5.	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3
6.	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3
7.	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3
8.	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3

What the numbers mean

How often
How often do you do this?
1 = A few times a month or less 2 = Weekly, a few times a week 3 = Every day
Example: answering customer messages happens every day, so tap Every day. Closing the year's books happens once a year, so tap the first one.

How long each time
How long does it take each time?
1 = Under 15 minutes 2 = 15 minutes to 1 hour 3 = More than 1 hour
Example: replying to one message takes a few minutes. Writing one quote can take an hour or more.

Cost of a mistake
How bad is it when you get this wrong?
1 = Small, easy to fix 2 = Annoying, it costs me time or money 3 = Serious, I lose a customer or money
Example: a typo in a reminder is small. A wrong price sent to a customer costs money or trust.

Information easy to find
Is the information for this job easy to find?
1 = Only in my head or on paper 2 = Spread over LINE, email and notes 3 = Already in one place
Example: prices kept in one spreadsheet are easy to find. Prices only you remember are hard.

How sensitive
How sensitive is this job?
1 = Low, nothing private 2 = Medium, money or customer messages 3 = High, health, legal, tax or private records
Example: writing a social media post is low. Sending an invoice is medium. Handling patient or tax records is high.

Step 4. Send it

Take a photo of every page you filled and send the photos to one of these. Fabien reads each one and replies using the contact you give.

LINE: fabienjura | WhatsApp: +886 973 237 145 | fabien-starseed@agentmail.to

Your name

Email, LINE ID or phone

Business name (optional)

☐ I agree that Fabien Starseed may store these answers and contact me about them using the contact I gave. I can ask him to delete them at any time (fabien-starseed@agentmail.to).

Any hours you see in the online result are estimates worked out from your own answers, not a promise of savings.

Step 5 (optional). Go deeper

These questions are optional. They help Fabien prepare a better plan for you.

The one painful task, in more detail

Q2 What makes it so tedious?

Boring, repetitive, stressful, takes too long, always late at night?

Q3 How often do you have to do it?

The more often, the more time you get back.

☐ Many times a day ☐ Every day ☐ A few times a week ☐ Now and then

Q4 Roughly how many hours a week does it take?

☐ 1 to 2 hours ☐ 3 to 5 hours ☐ 6 to 10 hours ☐ More than 10 hours

Your business

Q5 What does your business do?

Q6 How many people work there?

☐ Just me ☐ 2 to 5 ☐ 6 to 20 ☐ More than 20

Q7 Who does that painful task today?

You? A staff member? Everyone a bit?

How the task works

Q8 What makes you start this job?

e.g. a customer messages, an order arrives, it is Friday, month end.

Q9 Which tools or apps do you use for it?

Tick all that apply.

☐ LINE ☐ WhatsApp ☐ Excel ☐ Paper ☐ Email ☐ Facebook / IG ☐ Cash register system

☐ Accounting software ☐ Government site

Q10 When it is done, how do you know it is done right?

This tells me what a good result looks like.

What goes wrong

Q11 What happens when it is missed or late?

e.g. a customer goes elsewhere, a booking is lost, a fine, an unhappy client.

Q12 **Roughly what does one mistake cost you?**

Money, a customer, or just your evening.

Q13 **What unusual cases throw this job off track?**

These unusual cases are where a computer helper usually trips up, so they matter a lot.

Q14 **Does anything have to be checked by a person, always?**

e.g. prices, legal, tax, anything you sign your name to.

Q15 **Has anyone tried to fix this before? What happened?**

Customers coming in

Q16 **How do customers usually contact you?**

☐ LINE ☐ Phone ☐ WhatsApp ☐ Facebook / IG ☐ Email ☐ Walk in

Q17 **How fast do you usually reply?**

☐ Minutes ☐ Within an hour ☐ Same day ☐ Next day or later

Q18 **Do you ever miss customer messages? How often?**

Be honest, everyone does.

Q19 **Do you send quotes or estimates? How do you make them?**

e.g. copy an old one, calculate by hand, look up prices.

Q20 **Do you follow up with people who did not reply?**

☐ Always ☐ Sometimes ☐ Rarely ☐ Never, no time

Money and paperwork

Q21 **How do you invoice or take payment?**

Q22 **Do you chase people for payment or documents?**

A computer helper does this kind of reminder well.

Q23 **How do you keep records or receipts?**

Q24 **Do you have reports or filings you must do on a deadline?**

e.g. tax, government, a client report, month end.

Q25 **Do you re-type the same information into more than one place?**

Copying between LINE, Excel, and paper counts.

Time, repetition, and the wish

Q26 **Do you handle bookings, appointments, or scheduling?**

Q27 **Do you send reminders? By hand?**

☐ Yes, by hand ☐ Yes, automatic ☐ No

Q28 **Do people cancel or not show up? What does that cost?**

Q29 **Do you write the same message again and again?**

e.g. opening hours, prices, directions, the same answer to the same question.

Q30 **What do you do twice because something was not saved or shared?**

Q31 **If ONE thing was automatic tomorrow morning, what would you pick?**

Q32 **What would you do with the time you get back?**

More customers, more rest, or the part of the job you actually like.

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