Who can send the guest reply? A staff guide to supervising an AI-assisted inbox

Give one colleague the coordinator role, one the reviewer role and one the duty lead role. Use paper, fictional names and these two cards. Fold the second card out of sight until the reviewer has written down the source facts.

Source card (2 minutes)

Rowan event, revision 4. East Hall. Staff briefing 16:40. Guest doors 17:15. Transport unconfirmed. Ask the group to write down which facts a guest needs and who can answer the transport question.

Draft card (3 minutes)

“West Hall opens at 17:15. A station shuttle is guaranteed.” The agent proposes sending it to all weekend guests. The coordinator reads the draft aloud. The reviewer checks each claim and the audience. The duty lead decides what may proceed.

Worked response (2 minutes)

Correct West to East, keep 17:15, remove the shuttle promise and route the question to the duty manager. Check the Rowan-only recipient preview. During the draft trial the authorised sender uses the manual route. Ask the reviewer to show their evidence.

Handover (3 minutes)

The approver goes off shift. Ask each person what they would hold, whom they would contact and what they would record. Repeat with a fictional request from your workplace. Success means the next shift can identify the source, exact action, approver, fallback and open question. Keep workplace sign-off with your authorised supervisor.

Use this on shift

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