

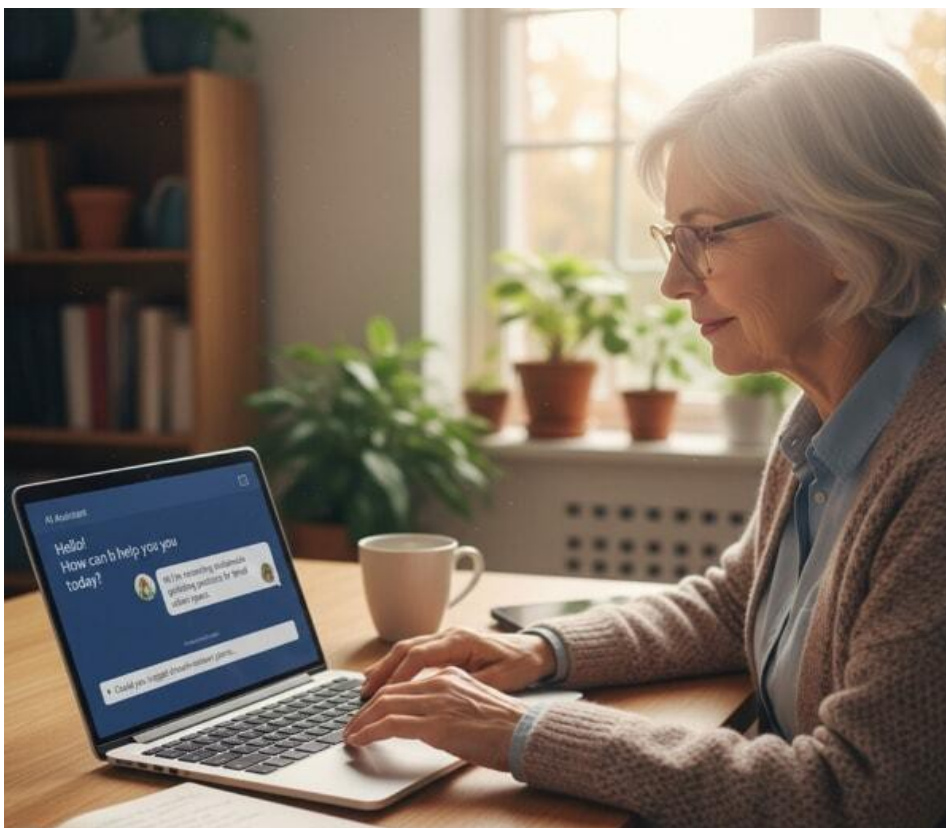
Tutorial 20

Using AI to Write Better Emails, Letters and Messages

Member Objective

By the end of this lesson you will be able to use AI to write professional emails, friendly family messages, formal letters, thank-you notes, complaint letters, invitations and many other everyday documents in just a few minutes.

Introduction



Many people spend far too much time trying to find the right words.

You may wonder:

- Does this sound polite?
- Have I explained myself properly?
- Is my spelling correct?
- Am I being too formal?
- What should I say?

AI can remove that stress.

Instead of staring at a blank screen, you simply tell AI what you want to say, and it produces a well-written draft for you.

You remain in control—you simply edit anything you would like to change before sending it.

Think of AI as your personal writing assistant.

Why This Matters

Good communication helps in every part of life.

Whether you are writing to:

- family
- friends
- businesses
- doctors
- banks
- insurance companies
- government departments
- clubs
- churches

AI can help you express yourself clearly and professionally.

Everyday Examples



You can ask AI to write:

- ✓ Emails
- ✓ Letters
- ✓ Birthday messages
- ✓ Sympathy messages
- ✓ Thank-you notes
- ✓ Complaint letters
- ✓ Requests for information

- ✓ Invitations
- ✓ Holiday greetings
- ✓ Facebook posts
- ✓ WhatsApp messages
- ✓ Newsletter articles

Example 1

Instead of writing:

I need to email my doctor about changing my appointment.

Ask AI:

Help me write a polite email asking my doctor if I can move my appointment from Tuesday to Thursday.

AI might produce:

Dear Dr. Smith,

I hope you are well.

I would like to ask whether it would be possible to change my appointment from Tuesday to Thursday if you have any availability.

I apologise for any inconvenience and appreciate your assistance.

Kind regards,

Matt

Much easier!

Example 2

Writing to Family

Prompt:

Help me write a warm birthday message for my granddaughter who turns 16 today.

AI can produce something heartfelt that you can personalise.

Example 3

Complaint Letter

Prompt:

Help me write a polite complaint to an internet provider because my connection has been unreliable for three weeks.

Instead of sounding angry, AI creates a calm, professional letter that usually receives a better response.

Example 4

Thank You Letter

Prompt:

Write a sincere thank-you letter to friends who helped us move house.

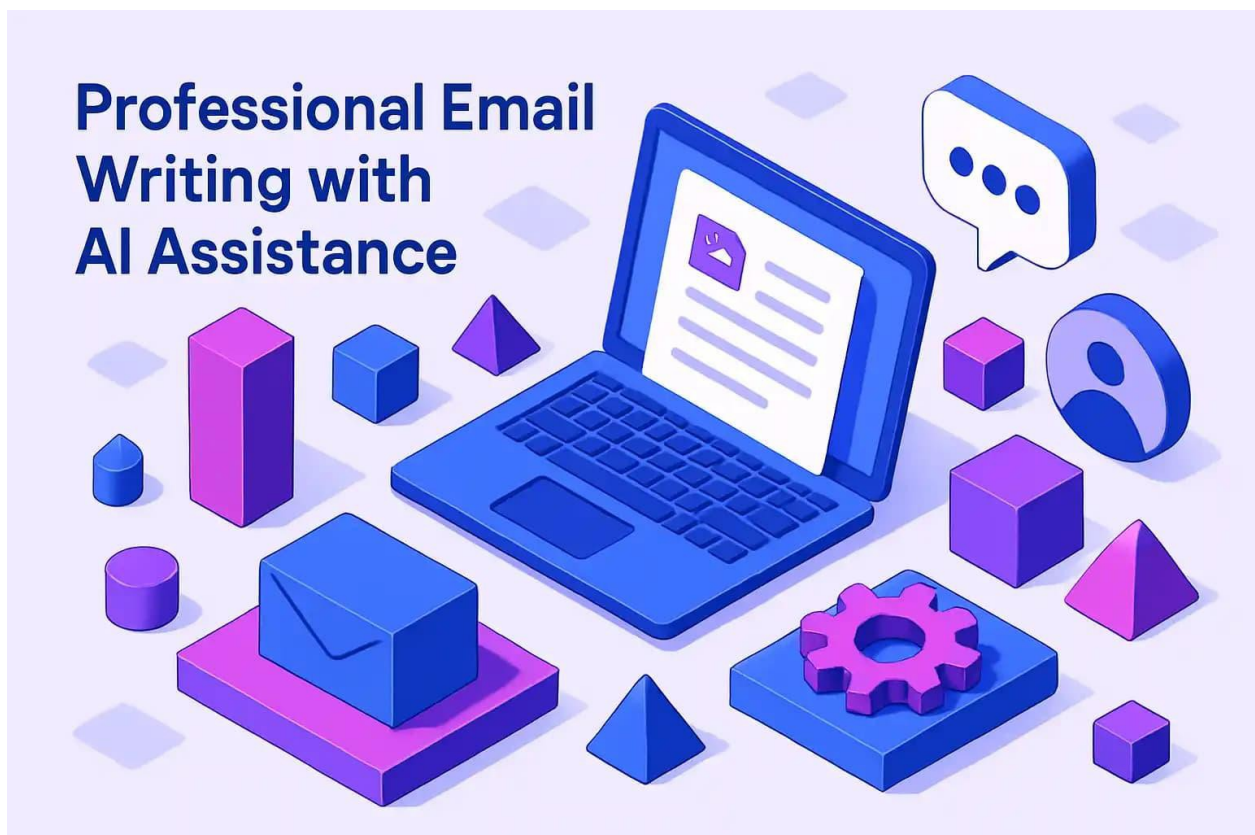
Example 5

Invitation

Prompt:

Help me write an invitation inviting neighbours to our Saturday afternoon braai.

Make It Sound Like You



One of the best features of AI is that you can ask it to change the style.

For example:

Make it more friendly.

or

Make it shorter.

or

Make it more professional.

or

Add a little humour.

or

Rewrite using simpler English.

Improve Existing Writing

You don't have to start from scratch.

Simply paste what you've written.

Example:

Please improve this email without changing my meaning.

AI keeps your ideas but improves:

- spelling
- grammar
- wording

- flow
- clarity

Translate Messages

AI can also translate.

Example:

Translate this email into Afrikaans.

or

Translate this letter into Spanish.

Very useful when travelling or communicating internationally.

Check Tone

Sometimes we're unsure how we sound.

Ask:

Does this email sound polite?

or

Does this letter sound too formal?

AI can suggest improvements before you send it.

Save Time

Instead of spending:

30 minutes writing

you may only spend:

3 minutes.

That leaves more time for the things you really enjoy.

Practical Exercise

Write a short email asking a company about one of their products.

Then ask AI to:

- improve it
- shorten it
- make it friendlier
- make it more professional

Notice how each version changes.

Key Takeaways

- ✓ AI helps you communicate clearly.
- ✓ It improves spelling and grammar.
- ✓ It saves time.
- ✓ It reduces stress.

✓ You remain in complete control.

