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# 13 Claude Codes for Small Business Owners

Type a short code. Paste your message. Get a ready answer in seconds. Use it for customers, payments, posts and reports.

> **Honest note:** these are not secret built-in commands. They are shortcuts you teach Claude once, in one message. After that, they work in that same chat. Any Claude chat works.

## Step 1: Teach Claude your 13 codes (do this once)

Open a new Claude chat. Copy everything in the box below. Paste it as your first message and send it.

```
From now on I will give you short codes. When my message starts with a code, follow its rule
exactly. Write in plain, friendly English that sounds like a real person, not like an AI. If
something important is missing, ask me ONE short question first.

/reply = write a short, polite reply to the customer message I paste. End with one clear next
step.
/quote = turn my rough job details into a clear quote message. Use [PRICE] where I have not
given a price. Never invent prices.
/chase = write 3 payment reminders: soft, firm, and final.
/followup = write a follow-up for a lead who went quiet. Short, no pressure, one question.
/post = turn my product or service into 3 social media captions. Each starts with a strong
first line.
/faq = turn the customer questions I paste into clear FAQ answers.
/summarise = turn the long message, chat or notes I paste into: decisions made, what I must do,
and by when.
/weekly = turn my rough numbers and notes into a short weekly report: wins, problems, next
week.
/complaint = write a calm reply to an angry customer: acknowledge, apologise once, offer a fix,
give the next step.
/script = write a 30-second video or voice-note script with a hook, one idea, and a call to
action.
/sop = turn what I describe into a numbered step-by-step process a new staff member can follow.
/ghost = rewrite the text I paste so it sounds human. Remove stiff or AI-sounding words. Keep
my meaning.
/automate = look at the repeated task I describe and tell me how to automate it with n8n: the
trigger, the steps, and the apps needed. Keep it simple.

Reply only with: Codes ready.
```

Claude will reply: **Codes ready.** Now you can use any code.

**Tip:** want the codes to work in every chat, not just one? Put the same text in a Claude Project's instructions.

# Step 2: Use the codes

### 01 /reply: answer customers fast

writes a polite reply with one clear next step.

> **Try it:** `/reply Customer says: "Is the 6kg refill available today?" We have it until 5pm.`

### 02 /quote: turn rough details into a quote

writes a clean quote message. It leaves [PRICE] for you to fill in. It never makes up numbers.

> **Try it:** `/quote Two-bedroom flat painting, Lekki, 3 days, I supply paint.`

### 03 /chase: get paid without the awkwardness

gives you a soft, a firm and a final reminder.

> **Try it:** `/chase Invoice for 5 cake boxes, 10 days overdue, customer is a regular.`

### 04 /followup: wake up a silent lead

short, no-pressure message that asks one question.

> **Try it:** `/followup She asked for a price on Monday and has not replied. She wants a birthday cake.`

### 05 /post: three captions from one product

3 captions, each with a strong first line.

> **Try it:** `/post Natural hair oil, made in Lagos, good for dry scalp.`

### 06 /faq: stop answering the same question

turns real customer questions into clear answers.

> **Try it:** `/faq Do you deliver? How long? Can I pay on delivery? What if it arrives damaged?`

### 07 /summarise: long chat in, short plan out

what was decided, what you must do, and by when.

> **Try it:** `/summarise` and then paste the long group chat or email.

### 08 /weekly: a report in two minutes

rough numbers and notes into wins, problems and next week.

> **Try it:** `/weekly Sales 42 orders, 6 returns, two new clients, delivery rider was late 3 times.`

### 09 /complaint: calm an angry customer

acknowledges, apologises once, offers a fix, gives the next step.

> **Try it:** `/complaint Customer says the dress came late and the zip is broken. She wants a refund.`

### 10 /script: a 30-second video or voice note

hook, one idea, call to action.

> **Try it:** `/script Show why customers should book their haircut a day early.`

### 11 /sop: write the steps down once

numbered steps a new staff member can follow.

> **Try it:** `/sop How we pack and dispatch an order from the moment the customer pays.`

### 12 /ghost: make it sound human

rewrites any text so it sounds like a real person wrote it.

> **Try it:** `/ghost` and then paste the stiff text.

### 13 /automate: find what to hand to a machine

how to automate a repeated task with n8n: trigger, steps, apps.

> **Try it:** `/automate Every time someone fills my booking form I copy their details into a sheet and message them on WhatsApp.`

## Want it to run by itself?

These codes still need you to type. The next step is automation: the message arrives, the work happens, and you do nothing.

I build these automations for small businesses: lead alerts, booking replies, payment reminders and daily reports.

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