BILL'S HOME TECH

Home & Small Business Tech Solutions

AN EXTENDED GUIDE · NO. 2272

Updated November 2026

Ask AI to Write the Email You're Dreading

The complaint, the hard reply, the awkward ask — AI gets you a calm, polished draft in a minute

Plain-English tech help from:
Bill's Home Tech
Portage County, Ohio

Tech Made Simple. Service Made Personal.

Bill Davis — Bill's Home Tech
(330) 200-8042 · bill@billshometech.com · Atwater, Ohio

Book a visit · billshometech.com/book

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SUMMARY

The 60-Second Version

AI is excellent at the email you're dreading. Describe the situation in plain words — who it's to, what happened, and how you want to sound ('polite but firm' is the magic phrase) — and it writes a calm, polished draft in seconds. You edit it to sound like you, fix any invented details, and send it yourself in your own name; it never sends anything.

Keep private numbers out of the request and add them to the final email yourself. Any free assistant — ChatGPT, Gemini, or Copilot — does this well.

1 The Short Version

A blank email you're dreading can sit unanswered for days. AI takes that weight off you. You describe the situation in a sentence or two — what happened, who it's to, and how you want to come across — and it writes a clear, polite draft in seconds.

You stay in charge. The draft is a starting point: you read it, fix anything that isn't quite you, and send it in your own name. Nothing gets sent automatically, and no one knows you had help.

- Tell it the situation, who it's to, and the tone you want.
- It writes a polished draft; you edit it to sound like you.
- Great for complaints, firm-but-polite replies, and awkward asks.
- You always read and send it yourself — it never sends anything.

> **TIP**
>
> The magic words are "polite but firm." They get you a draft that stands its ground without being rude — exactly the tone that's hardest to find when you're annoyed or anxious.

2 Why This Works So Well

The hardest part of a difficult email is almost never the facts — you know what happened. It's finding the right words and the right tone when you're frustrated, nervous, or just tired. That's precisely what AI is good at: turning your plain description into measured, professional wording.

It also helps you stay calm. A draft that reads back cooler than you feel is often exactly the email you should send — and AI naturally writes in that even, reasonable voice.

GOOD TO KNOW

Because it has no feelings in the matter, AI won't get worked up on your behalf. It gives you the composed version of what you want to say, which is usually the one that actually gets results.

3 What to Tell It Before You Start

You'll get a far better draft if you hand over a few key details up front. You don't need to write them neatly — just include them in your request.

- Who it's going to ("the cable company," "my doctor's office," "a contractor").
- What happened, briefly and in plain words.
- What you want to happen (a refund, an apology, an appointment, an answer).
- The tone you want ("polite but firm," "warm," "short and businesslike").
- Anything to include or leave out (an account number you'll add yourself later).

WATCH OUT

Leave out truly private numbers — account numbers, your Social Security or Medicare number — when you type the request. Write "[my account number]" as a placeholder, then type the real number into the finished email yourself before sending.

4 Example: The Complaint That Gets a Refund

Say a company billed you twice. Here's a request you could type word-for-word, changing the details to match your situation.

> *"Write a polite but firm email to my internet company. They charged me twice this month for the same bill. I want one charge refunded. Keep it short and businesslike, and ask them to confirm in writing."*

1. Type that request into the AI and press send.
2. Read the draft it writes back — it will be calm, clear, and to the point.
3. Add your real account number where it leaves a blank.
4. Copy the finished text into your email program, or ask the AI to "make it a little shorter" first.
5. Send it yourself, in your own email, to the company's address.

TIP

Ask it to "end by asking them to confirm in writing." A paper trail is your friend with any company, and AI will add that line naturally.

5 Example: The Firm-but-Kind Reply

Some emails need a gentle no, or a boundary, without burning a bridge — declining a request, pushing back on a contractor, replying to pushy family about money. AI threads that needle well.

> *"Help me reply to a contractor. His quote is higher than two others. I'd like to say thank you, but I'm going with someone else, warmly and without going into detail."*

- Ask for "warm but final" so it doesn't leave the door awkwardly open.
- Tell it what NOT to say if you'd rather not explain yourself.
- If it sounds too formal, reply "make it sound more like a normal person."

GOOD TO KNOW

A good "no" is short. If the draft over-explains, just say "cut it in half" — a brief, kind reply is almost always the better one.

6 Example: The Awkward Ask

Asking for something — a favor, a payment you're owed, a deadline extension, your own medical records — is easier when the words are already laid out for you.

1. Tell it what you need and from whom: "Ask my landlord to fix the leaking faucet; it's been two weeks."
2. Give the tone: "polite, but I'd like it taken seriously."
3. Add any useful detail: when you first reported it, for instance.
4. Read the draft and soften or firm it with a quick follow-up instruction.

TIP

For anything you're owed, ask it to "include a clear, specific request and a reasonable deadline." Vague asks get ignored; specific ones get answered.

Rather not do this yourself? I'll come to your home and set it up for you — a flat $99 first visit across Portage County, Ohio and nearby communities. Outside the area? I also help remotely by phone or screen-share. Book at billshometech.com/book or call (330) 200-8042.

7 Making the Draft Sound Like You

The first draft may be a touch too formal or not quite your voice. This is the easy part — you just tell it what to change, in plain words, and it rewrites instantly.

- "Make it shorter." / "Make it warmer." / "Less formal."
- "Sign it from Dorothy." / "Add that I've been a customer for 15 years."
- "Take out the part about the weather."
- "Give me two versions — one gentle, one firmer — so I can choose."

GOOD TO KNOW

Asking for two versions is a lovely trick. You see a soft option and a firm option side by side, and picking between them is far easier than writing from nothing.

8 Fixing the Tone When You're Upset

If you've already written an angry email and aren't sure you should send it, AI can be the friend who says "let's cool this down first." Paste in your own draft and ask it to help.

> *"Here's an email I wrote while I was angry. Rewrite it so it's firm and gets my point across, but calm and professional, so I don't regret sending it."*

WATCH OUT

This is one of AI's most underrated uses. Sending the calm version instead of the furious one has saved many a relationship and gotten many a better result. When in doubt, cool it down.

9 Checking It Over Before You Send

AI drafts are usually clean, but you are the final editor. A thirty-second read protects you from the small mistakes it can make.

1. Read it out loud once — your ear catches what your eye skips.
2. Confirm the facts are right: dates, amounts, names, what you're actually asking for.
3. Make sure it didn't invent a detail you never mentioned.
4. Check the greeting and sign-off use the right names.
5. Then, and only then, copy it into your email and send it yourself.

WATCH OUT

AI sometimes adds a confident-sounding specific — a policy, a figure, a date — that you never gave it. If you see one, delete it or replace it with what's true. Never let it speak a fact on your behalf that you can't stand behind.

10 Where to Do This

Any of the common free AI assistants handle this beautifully — you don't need a special one. Use whichever you already have or find easiest.

Tool	Where to find it
ChatGPT	chatgpt.com or the official ChatGPT app
Google Gemini	gemini.google.com or the Gemini app

Microsoft Copilot	The Copilot app, built into Windows, or copilot.microsoft.com

GOOD TO KNOW

The free version of any of these is more than enough for writing emails. If you have a Windows computer, Copilot is already there; if you use Google, Gemini is a tap away.

11 What to Never Type Into AI

AI chat tools are wonderful helpers, but it is safest to treat the chat box like a postcard, not a locked diary. Most of these services keep a copy of what you type, and some use it to train their systems. The rule is simple: the more sensitive a detail is, the less it belongs in the chat.

The good news is you almost never need private numbers to get good help. You can describe a situation in general terms, or cover up the private parts before you share something — and still get a clear, useful answer.

- Your Social Security number, Medicare number, or any government ID number.
- Full bank account, debit card, or credit card numbers.
- Passwords, PINs, or the answers to your security questions.
- Your full date of birth together with your full name and home address.
- Anything about your health you would not say out loud in a crowded waiting room.

WATCH OUT

If any website or app asks you to type a password or a card number "so the AI can help you," stop. A real AI helper never needs those to answer a question. When in doubt, leave it out — and call Bill if you are unsure what is safe to share.

12 AI Can Be Wrong — Always Double-Check

Here is the most important habit of all: AI sometimes states things that are simply not true, and it says them with the same calm confidence it uses for the right answers. A polished, sure-sounding reply is not proof it is correct. Treat whatever AI gives you as a helpful first draft or a friendly explanation — never as the final word on anything that matters.

For anything touching your health, your money, medicine, legal questions, or a decision you cannot easily undo, confirm it with a real person or an official source before you act on it.

- Medicine or health: confirm with your doctor or pharmacist, never the chat.
- Money or taxes: confirm with your bank, your accountant, or the official statement.
- A letter from the government: confirm by calling the number printed on the letter itself.
- A fact, name, or date you'll repeat to someone else: check it on an official website too.

> **WATCH OUT**
> AI confidently inventing a wrong answer is common enough that the industry has a name for it. It does not mean the tool is broken or that you did anything wrong — the double-check is simply part of using it well.

13 When to Call Bill

If the blank page still feels daunting, or you'd just like someone to sit with you the first time you talk an email out of your head and onto the screen, that's an easy and genuinely enjoyable visit.

I'll show you, on your own device, how to describe a situation and shape the reply until it sounds like you — then we'll send a real one together. I make house calls across Portage County, Ohio, and I have spent 30+ years helping people make peace

with their technology.

- You'd like a patient first walkthrough on your own email and device.
- You have an important or sensitive email and want a second set of eyes.
- You're not sure how to copy the draft into your email program.
- You simply want help turning a stressful message into a calm one.

CHEAT SHEET

Everyday Cheat Sheet

Keep this handy. Describe the situation — AI drafts it, you send it.

I want to...	Do this...
Get a draft fast	Tell it who it's to, what happened, and the tone you want
Hit the right tone	Say "polite but firm," "warm," or "short and businesslike"
Fix the draft	Reply "shorter," "warmer," "less formal," or "give me two versions"
Cool down an angry email	Paste yours in, ask it to make it calm and professional
Protect private info	Use a placeholder; type real account numbers in yourself
Before sending	Read it aloud, check the facts, then send it yourself
Get help	Call Bill: (330) 200-8042

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.

HOW I CAN HELP

Your Visit — and My Promise

You don't have to remember all of it — just that a friendly, patient person is one call away, whenever you'd rather have a hand.

KEY SPECS

In your home — $99 flat for the first visit, no contracts and no surprises, with a 30-day come-back-free follow-up. In-home visits cover Portage County, Ohio and nearby communities.
Outside the area? Remotely — $49 for a screen-share session (free for Support Plan members, $39/mo), refundable if I can't fix it — and credited toward a visit if you'd rather have me in person. Book either at billshometech.com/book.

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full $99. No questions, no awkwardness. That's how I'd want to be treated.

Whenever you're ready, I'll come to your home anywhere in Portage County, Ohio and nearby communities, at your pace. Too far for a house call? I also help remotely. Book at billshometech.com/book or call (330) 200-8042. — Bill

Call or text (330) 200-8042 · bill@billshometech.com

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