

SHAWN BLACK · CRFP

The Facility Manager's AI Playbook

30 copy and paste prompts for the reading, writing, and deciding you keep taking home. Plus the one thing nobody selling you AI will say.

30 PROMPTS

NO SOFTWARE REQUIRED

FIELD TESTED

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Real results, real impact.

I am not selling you software.

I run a facility management company. I also install AI systems inside trades and services operations. Work order triage, quoting, vendor follow up. Everything in this playbook came out of that work, not out of a conference keynote.

This is not a technology guide. You will not find a vendor comparison, a sensor roadmap, or a prediction about 2030. You will find a hard opinion about why most AI in facility management fails, a four question filter for deciding what to automate, and 30 prompts you can run this afternoon with a tool you already have.

Nothing here needs procurement approval. Nothing here needs an integration. Nothing here removes a human from a decision that matters.

Copy the prompt. Replace what is in brackets. Paste in your real notes.
That is the entire instruction manual.

What is inside

- **The argument.** Why AI makes bad operations worse, and what to fix first.
- **The filter.** Four questions to answer before you automate any task.
- **The library.** 30 prompts across work orders, vendors, budgets, compliance, communication, and your own time.
- **The guardrails.** What never gets pasted into a public tool, and your five day start.

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PART ONE • THE ARGUMENT

AI will not fix broken operations. It will run them faster.

Every dollar you spend automating a process nobody agreed on buys you the same mistake at higher speed and in better grammar.

Most FM teams buy AI to cover a process problem.

Here is the pattern in almost every building I walk into. Work orders arrive four different ways. Nobody agrees on what priority 2 actually means. The asset list has not been touched since the last capital project. Half the vendor contracts live in somebody's inbox.

Then a software rep runs a demo of an AI module, and the team gets excited, because the demo makes the mess look solved.

It does not solve the mess. AI multiplies whatever you already have. Feed it clean data and clear standards and it makes your team significantly faster. Feed it a mess and it produces confident, well written, fast moving garbage. Now the mess has better grammar and it travels further.

AI does not have judgment. It has fluency. On a screen those look identical, and they are not the same thing.

I watched a team automate work order routing on top of a priority scale nobody had agreed on. The system routed every ticket correctly according to the rules it was given. The rules were wrong. Before automation, a dispatcher caught it. After automation, nobody did, because the output looked professional.

That is the real risk. Not that AI gets things wrong. That AI gets things wrong in a format polished enough that people stop checking.

So the sequence matters. Define the process, then automate the task. In that order, every time.

Four questions before you automate anything.

If you cannot answer all four, you are not ready. Go fix the answer. That work is worth more than any tool you could buy this quarter.

1

Can I write the rule down in one paragraph?

If two people on your team would describe the process differently, you do not have a process. You have a habit. AI cannot standardize something that was never standard, and it will not tell you that. It will just pick one version and run with it.

2

Is the input consistent enough to trust?

AI reads messy text extremely well. It reads missing text extremely badly. If your technicians do not record run hours, no model predicts failure. If half your work orders have no asset tag, no model finds the repeat offender. Check the input before you buy the output.

3

What happens when it is wrong?

Sort every task into two piles. In the first pile, wrong costs you an hour. In the second, wrong costs a life, a lawsuit, or a contract. Automate the first pile aggressively. Keep a qualified human on the second pile permanently, and stop looking for a way around that.

4

Who checks the output, and can they catch an error?

Every automated task needs a named reviewer who knows enough to spot a wrong answer. If the only person qualified to catch the mistake is the person you were trying to save time for, you saved nothing. You moved the work and added risk.

Every prompt in this playbook produces a draft, not an answer. You stay in the loop on all thirty. That is not a limitation. That is the design.

The 60 percent nobody is automating.

The industry conversation is about sensors, predictive maintenance, and digital twins. Those matter. Most of you also cannot deploy any of them this quarter, and you know it.

Now look at where your week actually goes. Reading. Writing. Comparing. Explaining. Documenting. Rewriting the same email for the fourth time. Turning field notes into a client report. Turning three bids into one comparison. Justifying a number to somebody who has never been in a mechanical room.

That is language work. It is exactly what these models already do well, it costs about twenty dollars a month, and it needs no integration, no procurement cycle, and no vendor. Start there. Not because it is the future, but because it works this afternoon.

TASK	VERDICT
Turning raw field notes into a client ready report	DO IT TODAY
Comparing bids, scopes, and contract language	DO IT TODAY
Drafting tenant, client, and executive communication	DO IT TODAY
Building checklists, SOPs, and scopes of work	DO IT TODAY
Summarizing 12 months of work order history	DO IT TODAY
Predictive failure modeling on an unmaintained asset list	FIX THE LIST FIRST
Auto approving spend without a human review step	NOT YET
Auto dispatching life safety and after hours emergency calls	NOT YET
Anything with tenant records, PII, or security plans	GOVERNED TOOLS ONLY

Every prompt here has four parts.

Steal the structure, not just the words. Once you see it, you can write your own for anything.

R

Role

"You are a facility maintenance dispatcher." One sentence that narrows the vocabulary, the assumptions, and the standards the model works from.

C

Context

Your actual facts. The raw notes, the real invoice, the real data. Pasted in, not summarized by you first. The model cannot know what you did not tell it, and it will fill the gap with something plausible.

L

Limits

Word count, tone, and what it must not do. This is the part everyone skips, and it is the part that makes output usable instead of generic.

F

Format

A table. Four sections. A numbered checklist. Ask for the shape you need and you get it. Ask for nothing and you get five paragraphs you have to rewrite.

Three rules that double your results

- **Paste more than feels necessary.** Raw notes beat your summary of the notes every single time.
- **Tell it what not to do.** "Do not pick a winner." "Do not speculate on cause." Negative limits work better than positive ones.
- **Reject the first answer.** Say "too long," "too soft," "you missed the access requirement." The second answer is the one you actually use.

Everything in **[BRACKETS]** is yours to replace.

30 prompts.

Six parts of the job.

A	Work Orders and Reactive Maintenance	01 – 05
B	Vendors, Bids, and Contracts	06 – 10
C	Budgets, Capital, and Justification	11 – 15
D	Inspections, Compliance, and Safety	16 – 20
E	Tenant, Client, and Executive Comms	21 – 25
F	Your Team and Your Own Time	26 – 30

A Work Orders and Reactive Maintenance

Prompts 01 to 05. The daily grind, handled faster.

01 Triage a messy request

You are a facility maintenance dispatcher. Read the request below. Return four things. One, the trade required. Two, a priority from 1 to 4 where 1 is life safety and 4 is cosmetic. Three, the three questions I must get answered before I dispatch anyone. Four, a work order title under 60 characters. Request: [\[PASTE\]](#)

02 Turn field notes into a clean completion log

Convert the field notes below into a work order completion note. Keep every technical detail, model number, and part number exactly as written. Remove filler. Write in third person past tense. End with a section called FOLLOW UP listing anything left open. Notes: [\[PASTE\]](#)

03 Find the repeat offender

Below is 12 months of work orders for one building. Group them by asset and by failure type. Tell me which three assets consumed the most reactive spend and what the pattern suggests about root cause. Flag any asset with more than three calls for the same failure. Data: [\[PASTE\]](#)

04 Write the escalation you keep putting off

I need to tell a client their [\[ASSET\]](#) failed again and the repair will exceed the estimate. Write a 150 word email. Lead with what happened and what we are doing right now. State the cost impact plainly. Apologize once at most. Close with two options. Facts: [\[PASTE\]](#)

05 Settle repair versus replace

You are an FM cost analyst. Using the asset details below, calculate the repair to replacement cost ratio and estimate remaining useful life. Recommend repair or replace, then give me the two numbers I would use to defend that call in a budget meeting. Asset: [\[PASTE\]](#)

B Vendors, Bids, and Contracts

Prompts 06 to 10. Where the money quietly leaks out.

06 Compare three bids that are not comparable

Below are three proposals for the same scope. Build a table comparing them line by line. Add a row for every item that appears in one bid and not the others. Then list the questions I should ask each vendor before I award. Do not pick a winner. Bids: [\[PASTE\]](#)

07 Write a scope vendors cannot wiggle out of

Write a scope of work for [\[SERVICE\]](#) at a [\[BUILDING TYPE\]](#) of [\[SIZE\]](#) square feet. Cover frequency, deliverables, response times, materials responsibility, and site access. Then list the exact conditions that trigger an extra charge, so no vendor can claim an item was out of scope.

08 Stress test a contract before you sign

Read the agreement below as if you represent me, not the vendor. List every clause that shifts risk, cost, or liability onto me. For each one, quote the language, explain my exposure in plain English, and propose replacement wording. Contract: [\[PASTE\]](#)

09 Build a scorecard that changes behavior

Build a quarterly scorecard for [\[VENDOR\]](#) covering response time, first time fix rate, invoice accuracy, safety compliance, and communication. Score each 1 to 5 using the evidence below and cite the evidence. Then write 200 words I can send them. Be direct about what has to change. Evidence: [\[PASTE\]](#)

10 Catch the padded invoice

Review the invoice against the scope and quoted rates below. Flag every line that was not in scope, every labor hour beyond the estimate, every duplicate charge, and every material markup above [\[X\]](#) percent. Return a disputed items list with dollar amounts. Invoice: [\[PASTE\]](#) Scope: [\[PASTE\]](#)

C Budgets, Capital, and Justification

Prompts 11 to 15. Getting a yes from people who do not think about buildings.

11 Build the capital request your CFO approves

You are writing to a CFO who does not care about buildings. Turn the project below into a one page capital request covering the business risk of doing nothing, total cost, payback period, alternatives considered, and your recommendation. Lead with risk and money. No technical jargon. Project: [\[PASTE\]](#)

12 Defend your budget line by line

Below is my proposed operating budget next to last year's actuals. For every line that increased more than 5 percent, write the one sentence justification I will need when finance pushes back. Flag any line I cannot defend with the data given. Budget: [\[PASTE\]](#)

13 Find the money already in the building

Review the utility bills and service spend below. Identify the five largest opportunities to cut cost without cutting service. For each, estimate annual savings, implementation effort, and payback. Rank by savings divided by effort. Data: [\[PASTE\]](#)

14 Turn deferred maintenance into a risk register

Convert the deferred maintenance list below into a risk register. For each item add likelihood of failure within 12 months, consequence if it fails, operations affected, and the cost of failure next to the cost of the fix. Sort by cost of failure, highest first. List: [\[PASTE\]](#)

15 Price your own labor honestly

Calculate the fully loaded hourly cost of my in house technician using the figures below. Include wages, tax burden, benefits, vehicle, tools, training, paid time off, and unproductive hours. Compare it to a vendor rate of [\[\\$X\]](#) and give me the breakeven hours per week. Figures: [\[PASTE\]](#)

D Inspections, Compliance, and Safety

Prompts 16 to 20. Verify every output in this section against the code of record.

16 Build the field checklist

Create a field inspection checklist for [ASSET OR AREA] in a [BUILDING TYPE]. Group items by system. Every item must be answerable pass, fail, or not applicable by a technician with a flashlight and a phone. Add a pass threshold to any item involving a measurement. Keep it under [X] items.

17 Turn inspection notes into a client report

Convert the raw inspection notes below into a client ready report with five sections. Summary. Immediate action items. Items to schedule this quarter. Items to monitor. Photo references by number. Write findings as observations, not opinions. Notes: [PASTE]

18 Prep for the compliance audit

I have a [FIRE / LIFE SAFETY / OSHA / HEALTH] inspection at a [FACILITY TYPE] in [X] weeks. List the documents an inspector will request, the ten findings most commonly written at this facility type, and a two week prep sequence formatted as a checklist with owners and due dates.

19 Write the incident report correctly the first time

Turn the account below into a factual incident report. Separate observed facts from statements made by others and label which is which. Do not speculate on cause. Do not assign fault. End with a section listing the information still missing. Account: [PASTE]

20 Pull the requirement out of the standard

Summarize what [CODE OR STANDARD] requires for [SYSTEM] in a [BUILDING TYPE] as a table. Columns: task, frequency, who is qualified to perform it, and the record that must be kept. Then list the exact sections I must verify myself in the code of record before I act on any of this.

E Tenant, Client, and Executive Comms

Prompts 21 to 25. The writing that eats your evenings.

21 Write the outage notice

Write a building notice for [WORK] on [DATE] from [TIME] to [TIME]. Give me two versions. An email of 120 words and a lobby sign of 40 words. Both must state what is affected, what is not affected, and who to call. One sentence of apology, no more.

22 Answer the complaint without making it worse

Below is a tenant complaint. Write a reply under 150 words that names the specific issue, states what we already verified, states what happens next and by when, and gives one point of contact. Promise nothing the facts below do not support. Complaint: [PASTE]

23 Build the monthly report executives read

Turn the data below into a one page monthly facility report. Top: three numbers that matter and whether each moved the right direction. Middle: what we fixed. Bottom: two decisions I need from leadership, each with a deadline. Cut anything an executive would skip. Data: [PASTE]

24 Translate technical into executive

Rewrite the paragraph below for a reader who has never been inside a mechanical room. Keep every number exactly as written. Replace every technical term with its operational consequence. Same length or shorter. Paragraph: [PASTE]

25 Prepare for the meeting where you get pushed back on

I am presenting [PROPOSAL] to [AUDIENCE]. List the eight hardest objections they will raise, ranked by likelihood. For each, give the one sentence answer and the single piece of evidence that closes it. Then tell me which objection I am least prepared for. Context: [PASTE]

F Your Team and Your Own Time

Prompts 26 to 30. The compounding ones. Run these last, keep them longest.

26 Write the SOP people actually follow

Turn the process below into an SOP. Number every step. One action per step. Start each step with a verb. Add a materials list, a safety section, and a section naming the three things that most commonly go wrong with how to correct each. Write it for someone on day three. Process: [\[PASTE\]](#)

27 Build the onboarding week

Design a five day onboarding plan for a new [\[ROLE\]](#) at a [\[BUILDING TYPE\]](#). For each day list what they learn, who teaches it, what they do hands on, and how I verify they got it. End with the competency check I run on day five.

28 Run the toolbox talk

Write a five minute toolbox talk on [\[TOPIC\]](#) for a [\[TRADE\]](#) crew. Open with a real consequence. Cover three rules. End with two questions I ask the crew to confirm they were listening. Plain language, spoken out loud. No corporate safety tone.

29 Rebuild your week around what matters

Below is how I spent last week. Sort every activity into four buckets. Only I can do this. Someone on my team can do this. A vendor can do this. This should not happen at all. Then give me the three changes that free the most hours. Log: [\[PASTE\]](#)

30 Debrief the failure so it does not repeat

Run a five whys analysis on the failure below. After the fifth why, tell me which category the root cause falls into. Design, maintenance, training, vendor, or a decision I made. Then give me one preventive action with an owner and a due date. Failure: [\[PASTE\]](#)

Write this list before your team writes a single prompt.

Every prompt in this playbook assumes you pasted something in. So decide now, in writing, what never gets pasted. Most leaks are not malicious. They are somebody trying to finish a report at 6pm.

NEVER INTO A PUBLIC TOOL

- Tenant or employee names, contact details, and any medical or accommodation record
- Security layouts, camera locations, access schedules, and master key records
- Executed contracts carrying pricing your client treats as confidential
- Anything covered by an NDA you signed
- Floor plans for secure, government, or restricted facilities
- Injury incident details before legal or your carrier has reviewed them

DO THIS INSTEAD

- Strip identity first. "Tenant A, Suite 200." The analysis never needed the name.
- Use a business tier account with model training turned off, and confirm it in writing.
- Write a one page AI use policy before you train anyone. One page. Not a project.
- Name one reviewer per automated task, in writing, by title.
- Say the rule out loud in a team meeting. Policies nobody heard do not exist.
- Check your client contracts. Some already restrict where their data can be processed.

Compliance and code prompts produce a starting point, not an authority. Verify every requirement against the code of record and the authority having jurisdiction before you act.

The teams that get burned are not the ones who moved too fast. They are the ones who never wrote the rule down.

Your first five days.

No budget. No procurement. No pilot committee. Run this next week.

DAY
01

Run prompt 23 on last month's data.

Pick the report you write every month anyway. Compare the output to what you wrote by hand. Write down the time difference. That number is your business case.

DAY
02

Run prompt 06 on your last three bids.

Use bids you already awarded. Find one thing you missed the first time. There is almost always one.

DAY
03

Run prompt 26 on your worst SOP.

The one everybody ignores. Hand the output to the newest person on your team and watch exactly where they stop. That is your real gap.

DAY
04

Take the four questions to your team.

Pick one process. Answer all four out loud, together. Write the answer down. This is the day that decides whether any of this sticks.

DAY
05

Write your one page AI use policy and send it.

Name the approved tool. Name what never gets pasted. Name who reviews output. One page, sent to everyone, done.

That is the whole start. If it works, do it again with a second process. If it does not work in your operation, you learned that in five days instead of five months and one procurement cycle.

The operation behind the prompts.

OnyxFM

Today's trades. Tomorrow's tech.

Every prompt in this playbook got tested inside a working facility management operation, not a lab. OnyxFM is a centralized facility management agency. One authorized agent for every trade, coordinated across multi-site portfolios, with photo verified completion on every visit and one flat monthly fee.

WHAT WE RUN

Recurring janitorial and day porter
Floor care and deep cleaning
Post construction cleaning
Restroom sanitation
Kitchen and grease trap service
Window cleaning and pressure washing
Waste management
Trades coordination and warranty service

WHERE WE RUN IT

San Diego, CA
Los Angeles, CA
Orange County, CA
Inland Empire, CA
Phoenix, AZ
Scottsdale, AZ
Headquartered in San Diego.

WHO WE RUN IT FOR

Restaurants, grocery, retail, and convenience. Healthcare, hospitality, and multifamily. Office and commercial, fitness, and entertainment venues.

Built for multi-site operators running 10 to 175 locations.

Licensed and insured vendor network. Same crews and same supervisors at every site.

THE TECH SIDE

IoT condition monitoring and scheduling run through our FacilityVibe platform. Field records are photo verified before we invoice, and what you see in the platform matches what we hold internally.

WEBSITE

onyxfm.io

EMAIL

info@onyxfm.io

HOURS

Monday to Friday
8:00 AM to 6:00 PM PST

HEADQUARTERS

San Diego, CA

ONE LAST THING

**You do not need an AI strategy.
You need one process defined well
enough that a machine cannot make it
worse.**

Pick that process. Fix the definition. Then hand the paperwork to the machine and go do the part of this job that actually needs you in the building.

KEEP GOING

I post what works and what does not, weekly.
[linkedin.com/in/shawnblack](https://www.linkedin.com/in/shawnblack)

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Real results, real impact.