Panaderia Sol
BAKERY · WILLEMSTAD

AI HOUSE RULES
AGREED ON 23 NOVEMBER 2026

Panaderia Sol
Our AI house rules.

FOR	OWNER OF THESE RULES	NEXT CHECK
Both shops, all staff	Maria, shop manager	Monday 21 December 2026

FIRST	THEN	ALWAYS
AI makes the first version.	**A person checks.**	**A person decides.**

01
Our tools

We use only **ChatGPT (team account) and Gemini**. Another tool? Ask **Maria** first.

02
AI drafts first

AI may draft **WhatsApp replies, cake order notes, Instagram posts and translations**.

03
A person checks

Nothing AI writes goes out unread. **Counter staff check every reply; Maria checks every post.**

04
Never into AI

No client data, ID numbers, bank details, medical data or passwords. Also never: **staff salaries and supplier contracts**.

05
A person decides

AI never decides about money, people or promises. A person decides on **refunds, discounts and complaints**.

06
Hand over

When AI is unsure, a person takes over. Always for **a complaint or an order over 300 guilders**.

07
Facts in one place

Prices, opening hours, cake and delivery rules live in **our facts card**. **Maria** keeps it up to date.

08
Mistakes

A mistake reached a customer? Tell **Maria** the same day. We fix the facts, we do not blame people.

09
Every 30 days

Ten minutes together, led by **Maria**: what works, what does not, which rule changes.

OWNER OF THESE RULES	FOR THE TEAM	DATE

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