

Leveraging ChatGPT for Staff Assistants

ChatGPT Enterprise

Introduction

Use ChatGPT Enterprise to turn supplied information into useful first drafts. These 30 chat prompts support official congressional office work. Replace bracketed placeholders and paste the relevant source text before you begin.

For Staff Assistant: focus on front-office service, request routing, visitor coordination, and dependable staff handoffs. Adapt assignments to your office; House and Senate titles and responsibilities vary.

Goals

This guide is meant to help:

- Create practical drafts for your daily work.
- Make handoffs and review requirements clear.
- Keep claims traceable to supplied sources.

Guidelines & guardrails

Use ChatGPT in the ChatGPT Enterprise environment responsibly within your organization's approved guidelines. Before using it for work, keep in mind:

- Use only information permitted in your approved workspace; use fictional or de-identified examples for practice.
- Verify facts, dates, citations, and chamber-specific procedures with current sources.
- Keep official work separate from campaign activity. Staff review all outputs before use or release.

Effective prompting

You can use simple English language instructions (or “prompts” & “queries”) in ChatGPT, and the model responds based on those prompts. Better prompts - that are more thoughtful, clear, and articulate - will yield more useful responses. Keep in mind that every good prompt has:

- **Task** - What are you asking ChatGPT to do?
- **Context** - What additional information or documents should it be aware of?
- **Expectations** - How do you expect the final output to be formatted?

Take a simple example:

- Original prompt: "Help me prepare for work."
- Add in task: "Draft a front-office handoff note."
- Add in context: "Draft a front-office handoff note. For our [House/Senate] office, use [Approved notes] for [Audience]."
- Add in expectation: "Draft a front-office handoff note. For our [House/Senate] office, use [Approved notes] for [Audience]. Keep it to one page, with next steps and facts to verify."

Sample prompts

Choose a prompt, replace its brackets, and paste the named notes or source excerpts. State the chamber, audience, deadline, and desired format. Review the draft, then ask for a focused revision. Prompts do not retrieve live information or take external actions.

Role grounding, reviewed September 21, 2026.
Original workflow prompts; office procedures govern actual work.

Senate position descriptions: role responsibilities
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CRS staff guide (2012): role and title background.

House Resume Bank: House role names.

House Green & Gold: casework and field duties.

OpenAI: using ChatGPT and reviewing results.

Front-Office Reception

Greeting script

Best used with: Chat.

Draft a warm front-desk greeting for [House/Senate office] using [Office visitor instructions]. Include how to ask the visitor's purpose and connect them with staff. Do not request sensitive personal details in a public setting. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Phone greeting

Best used with: Chat.

Create a concise phone greeting and closing from [Office phone guidance]. Include neutral language for identifying the caller's request and confirming the next routing step. Do not promise a member response. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Message-taking template

Best used with: Chat.

Design a phone-message template using [Required office fields]. Capture the request, appropriate callback placeholder, staff destination, and timestamp. Exclude unnecessary personal details and distinguish caller claims from verified facts. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Front-Office Reception

Visitor wait update **Best used with:** Chat.

Draft a courteous update for [Visitor] when [Meeting delay] occurs. Use [Confirmed timing guidance] and offer only authorized options. Do not disclose the member's other activities or invent a wait time. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Difficult-call practice **Best used with:** Chat.

Create a fictional practice dialogue for a frustrated caller asking about [Office service]. Use [Office phone protocol] to model listening, concise clarification, and appropriate handoff. Do not improvise crisis or security procedures. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Request Routing

Request sorting

Best used with: Chat.

Classify [De-identified incoming requests] using [Office routing guide]. Return request ID, likely team, reason, and ambiguity needing review. Do not infer viewpoint, personal characteristics, or the outcome of a case. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Casework handoff draft

Best used with: Chat.

Draft a short internal handoff for [De-identified service request] using [Casework intake guidance]. State the caller's question and information still needed. Keep personal records out and leave substantive answers to casework staff. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Policy-mail handoff

Best used with: Chat.

Convert [Constituent policy message] into a neutral summary for the legislative correspondent. Preserve the actual question and requested action. Do not add a member position or infer the writer's political affiliation. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Request Routing

Media inquiry handoff

Best used with: Chat.

Draft an internal notification to communications staff from [Reporter inquiry]. Include outlet, topic, stated deadline, and contact placeholder. Avoid answering on the member's behalf or assuming on-record authority. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Scheduling referral

Best used with: Chat.

Write a courteous reply to [Meeting request] using [Approved scheduling instructions]. Explain the supplied submission route and missing logistics. Do not suggest that submitting a request confirms a meeting. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Visitor Services

Tour request acknowledgment

Best used with: Chat.

Draft a tour-request acknowledgment using [Approved tour instructions] and [Visitor request]. Explain the next administrative step and use placeholders for dates. Do not promise availability or invent visitor requirements. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Tour status update

Best used with: Chat.

Write a concise tour-status email from [Verified booking status]. Distinguish pending requests from confirmed arrangements and include only supplied instructions. Avoid exposing visitor identity documents or other sensitive data. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Flag request instructions

Best used with: Chat.

Rewrite [Approved flag-request instructions] as clear steps for a constituent. Preserve dates, fees, and contact details exactly as supplied. Flag gaps instead of inventing ordering or fulfillment rules. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Visitor Services

Visitor information sheet

Best used with: Chat.

Create a one-page visitor information sheet from [Approved office and Capitol visit guidance]. Include location, hours, contact route, and confirmed accessibility information. Do not invent access or security procedures. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Visitor services checklist

Best used with: Chat.

Build a daily visitor-services checklist using [Expected visits] and [Office procedures]. Cover confirmations, materials, staff contacts, and unresolved logistics. Use initials or placeholders for internal practice examples. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Mail and Records

Mail processing guide

Best used with: Chat.

Convert [Office mail-handling instructions] into a quick desk guide. Preserve routing and handling steps, and flag unclear exceptions. Do not improvise screening or security procedures. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Correspondence entry cleanup

Best used with: Chat.

Standardize [De-identified correspondence notes] into [Office CRM fields]. Preserve message meaning, dates, and source labels. Mark missing fields and do not invent contact details or merge people. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Form-letter detection

Best used with: Chat.

Compare [Short de-identified message sample] for repeated wording. Group possible form-letter text and preserve unique questions. Explain uncertainty and do not treat repeated text as evidence about a sender's identity. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Mail and Records

Commemorative letter draft

Best used with: Chat.

Draft a brief congratulatory letter for [Verified community milestone] using [Approved facts] and [Office style]. Keep names as supplied placeholders and do not invent accomplishments or relationships. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Contact note quality

Best used with: Chat.

Review [De-identified front-office notes] for unclear requests, missing dates, and subjective language. Suggest factual revisions and identify items needing staff clarification. Do not infer motivations. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Team Support

Morning desk brief **Best used with:** Chat.

Summarize [Approved daily schedule notes] and [Visitor-service updates] into a front-desk brief. Include expected arrivals, routing changes, and staff coverage by role. Omit nonpublic itinerary details unnecessary to reception. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Meeting room checklist **Best used with:** Chat.

Draft a setup checklist for [Office meeting] using [Confirmed room requirements]. Include materials, seating count, accessibility requests, and cleanup. Do not assume technology or room access is available. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Intern task briefing **Best used with:** Chat.

Turn [Assigned front-office task] into a clear instruction sheet for an intern. Explain purpose, steps, completion evidence, and supervisor questions. Follow [Office guidance] and avoid delegating sensitive judgments. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Team Support

Research support note

Best used with: Chat.

Summarize [Official webpage excerpts] on [Assigned topic] for a legislative staffer in 200 words. Preserve source titles and dates, separate facts from questions, and do not claim additional research. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Staff supply request

Best used with: Chat.

Draft an internal supply request from [Observed office need] and [Existing stock note]. Explain purpose, quantity to confirm, and requested timing. Leave purchasing authorization and vendor choice to the office manager. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Handoffs and Exceptions

Shift handoff

Best used with: Chat.

Turn [Front-desk notes] into a handoff with pending calls, visitors, requests, and unresolved questions. Use record IDs and role contacts. Distinguish actions completed from messages merely drafted. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Unknown-answer response

Best used with: Chat.

Draft a polite response when I do not know the answer to [Visitor question]. Use [Approved referral route] and acknowledge the uncertainty. Do not improvise policy guidance or promise a result. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Closure response

Best used with: Chat.

Create phone and email notices from [Approved office closure instructions]. State dates, time zone, and the supplied alternative contact route. Do not claim someone will monitor a channel unless confirmed. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

Handoffs and Exceptions

Process exception log

Best used with: Chat.

Convert [De-identified unusual request notes] into a factual exception log for the supervisor. Record what was requested, what guidance existed, and what needs clarification. Avoid unnecessary personal details. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.

End-of-week desk review

Best used with: Chat.

Summarize [Front-office observations] into a 250-word process review. Highlight recurring routing confusion, missing information, and proposed desk-guide updates. Do not evaluate coworkers or infer constituent sentiment. Use only the supplied information. Flag missing facts and assumptions; identify what a staff reviewer must verify.