AI for a Real Small Business Without Handing Over the Keys

Lessons from spending a year building Agent Marvin while running an actual motel.

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1. Prompts Are Not Operations

Businesses don’t fail from lack of clever chat prompts. They drown in disconnected systems, repeated handoffs, and double data entry.

2. Deterministic Rules First

Dates, room status, policies, and records belong in dependable software code — never left for an LLM to guess.

3. Humans Hold the Approval Gate

AI drafts the reply or summarizes the maintenance ticket. A named person reviews the facts and approves before anything reaches a guest.

4. Start With One Workflow

Skip the sweeping "AI transformation" deck. Fix the single workflow eating your team’s week and prove it holds up in daily use.

See the First-Slice Workflow Pilot

Explore the Agent Marvin walkthrough & Workflow Boundary Map at aaronjbentley.vercel.app/kits/marvin or book 20 min at mahoosuc.ai/book?lane=marvin