Genesis Grant

ENGL 362

Policy Memorandum

My dream job would be to own a flower shop/florist. I enjoy nature and plants, and flowers have always intrigued my interest because of their variety and beautiful look. My primary audience or customers would be anyone who is looking to buy flowers in general or for special occasions. This demographic would fit anyone. My prospective coworkers would be individuals who understand flower’s growth cycles, specific food, environment, and other necessities unique to most/all flower types. Chat-GPT would still be usable in this environment to come up with unique ideas, social media content, provide detailed information and help on flowers in an easy user-friendly interface, etc.

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| 1. The company name is Genesis’ Florist Shop. Kori Pierce is a part-time employee there who has just started this job. Kori likes to learn about all types of things, including flowers, tech, sports, etc. His interest is currently the florist shop. |
| 1. Professionally, I believe that there would be a good employee and manager relationship. I do not think there would be much of a personal relationship, as he is new and just getting to know everyone and everything within the business. He would primarily be doing more hands-on and ‘busy’ tasks, while I would be doing more expenses, inventory buying, maintaining the financial responsibilities and public image of the shop. |
| 1. Kori would hold a part-time employee position. He would basically be in charge of restocking, taking out old flowers, upkeeping flowers and plants and maintaining the shop. |
| 1. Regarding flowers, not much as he is a part-time employee but he may have a slight interest and willingness to learn. Regarding CHAT-GPT, I believe Kori seems to have a good understanding of the language model, but still holds a little bit of uncertainty when utilizing it in the workspace. I believe they he has a better understanding than most, since he does understand the possible repercussions. |
| 1. The education of someone in Kori’s position would be someone with a high school diploma or possibly bachelor’s degree in biology, natural sciences, etc.  I would also guess that he continues to grow in that education and related fields if he wanted to switch or move positions to another company. |
| 1. I believe Kori may be hardworking and smart, as in the email he articulates himself very well. He seems educated as he understands the company Chat-GPT was created under and as well as spent time to do his own research and find understanding of the concept. |
| 1. Concerning the memo, the secondary audience would be other employees who could utilize the resource for training, better understanding Chat-GPT (especially as it becomes increasingly popular for multifunctional uses), or just looking through archival information. |
| 1. I would expect the response to be of positive interest. The policy created would involve something that would overall improve the outcome of everyone’s work and not have any extra work added to their duties. With more usage, it will lessen the necessary work in the employee’s workday as well as limit written inquiries and misunderstandings. |
| 1. The primary audience would be those immediately within the company (in this current year). It would differ from the secondary audience as this audience could consist of just learners or individuals not within the company that may just want to read the possible implications or benefits of Chat-GPT. The primary audience would be directly affected while the secondary audience would be act almost as just viewers. |
| 1. Specific phrases or words will need to be changed to fit the both audiences. I will need to use more Layman’s terms for the audience as they may not be accustomed to more technical terms and explanations, however, I could use those more advanced terms for employees that are familiar. |

**Memorandum**

To: Kori Pierce

From: Genesis Grant

Subject: Implementing ChatGPT as an Editing Tool

Date: February 21st, 2024

The purpose of this memorandum is to advise our organization on the advantages and disadvantages of using ChatGPT as an editing tool throughout the workday, based on my research. In addition to this explanation, I hope to offer the shop a new use policy and important details that will encourage staff members to follow the new guidelines.

**Summary**

Through extensive research, it would be beneficial for the work unit to utilize Chat-GPT throughout their day, as long as they are aware of possible risks and are knowledgeable in ways to protect themselves and the company. Within a flower shop, Chat-GPT allows for creativity to expand and on the spot personalized aid in situations where our employees may be confused or unsure of how to continue forward. With correct training and maintaining the security of personal data, this tool will help advance the business.

**Discussion**

Chat-GPT is a generative large language model created by OpenAI, that outputs human-like responses such as answers to questions, code, give feedback, edit, etc. The model is relatively new, deploying in 2022; uncertainty regarding security of personal information is apparent however with accurate knowledge and careful implementation, its capabilities can be utilized effectively and securely.

**Benefits**

The model is trained on copious amounts of finetuned data from the Internet, allowing for outputted information to be drawn from a library of different sources and accuracy. This will expand creativity within the shop.

The large amounts of data allow for a certain level of accuracy and when dealing with plants, much information is found online.

The tool will help time management and allocation. It will be able to make decisions, create write ups and automate certain tasks. By allowing the tool to overtake certain duties, individuals can place more time and emphasis on more concerning tasks.

**Limitations**

Not all data outputted from the tool will be completely accurate. Because the data is collected from the Internet and other sources, there is a risk of encountering misinformation, bias, or outdated information. Employees should be aware and verify certain information from reliable sources.

The recent deployment of Chat-GPT is only updated to information since 2020. Any other information is uncertain.

**Recommendations**

The following are recommendations that should be considered, if the company decides to go further with implementing Chat-GPT as a workday tool to ensure proper security of personal information:

* Train employees on what Chat-GPT is as well as background, possible security risks, and best practices for using the tool securely.
* Do not prompt the tool with any personal information of yourself, others, the flower shop, etc.
* Only use the tool for work purposes such as creating a new poster, social media content, querying about plants, etc.

Chat-GPT has the ability to expand our shop past it’s current trajectory, possibly reaching an even wider audience, editing posters and social media content to a more professional and approachable appeal, help employees maximize their work days, etc.