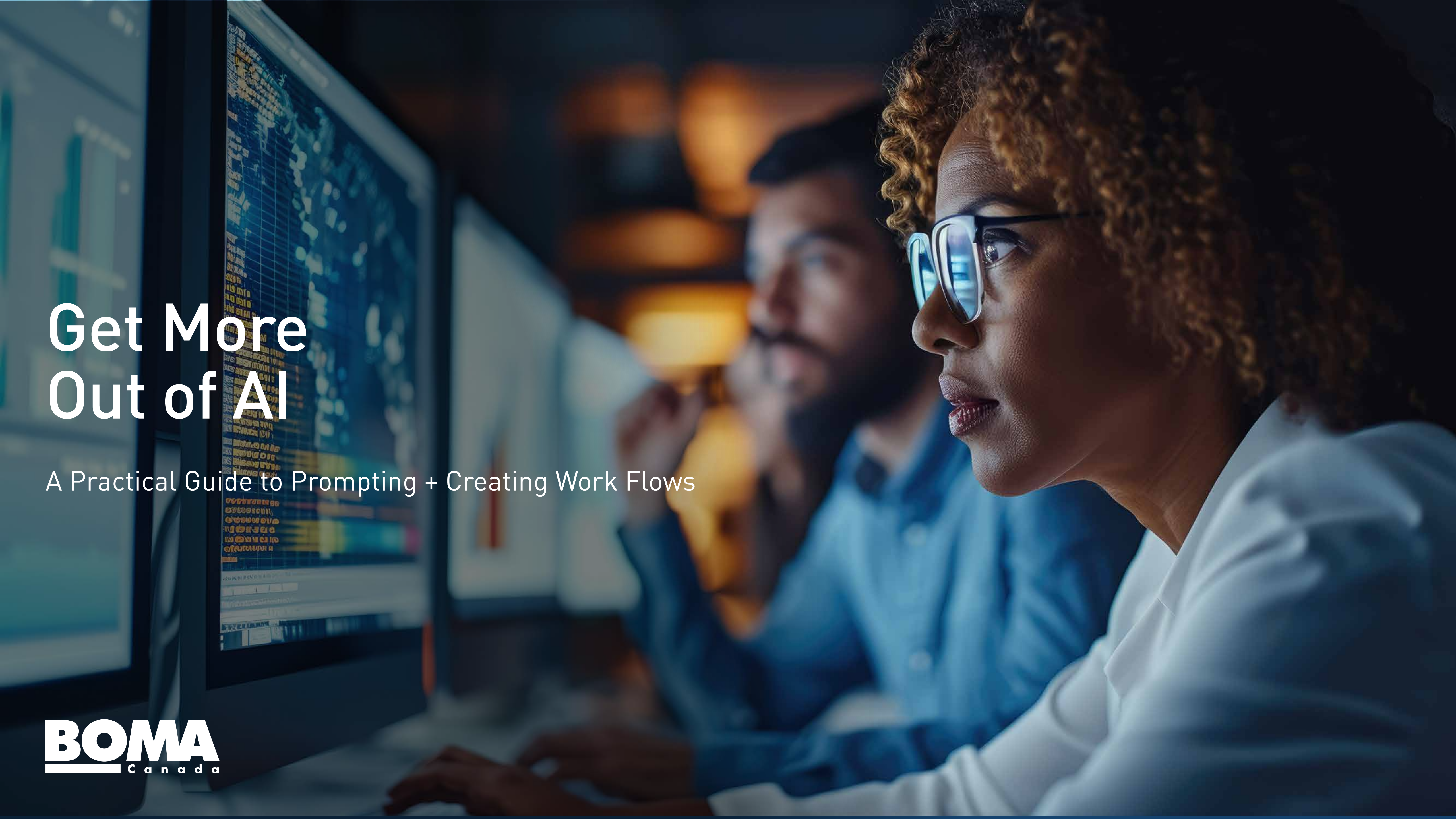




Get More Out of AI

A Practical Guide to Prompting + Creating Work Flows

Introduction:

The industry is awakening ... slowly

You're already using AI - drafting emails, summarizing documents, organizing information and generating ideas. The question is no longer whether people are using it. It is whether the output is accurate, relevant and useful enough to support real work.

A basic prompt can produce a decent first draft, but good-enough is not always good-enough. A lease summary, tenant communication, operational report or vendor comparison all have a specific audience, purpose and level of risk. When that context is missing, AI fills in the blanks, often producing something generic or incomplete.

TARGET AUDIENCE

This guide is for those who already use generative AI for basic tasks and want reliable results. It is especially relevant to people working in building operations, asset management, leasing, communications and reporting.

NEXT STEP

This is, potentially, your next step - moving from asking AI for help to using it as part of a consistent workflow.



Think Before You Prompt

Clear inputs drive useful outputs.

01

AI rarely fails because of wording. It fails because what is being asked isn't clear.

Before you begin, make sure you know what you need, how it will be used and what good looks like. The clearer you are about the task, the more useful and relevant the response will be.

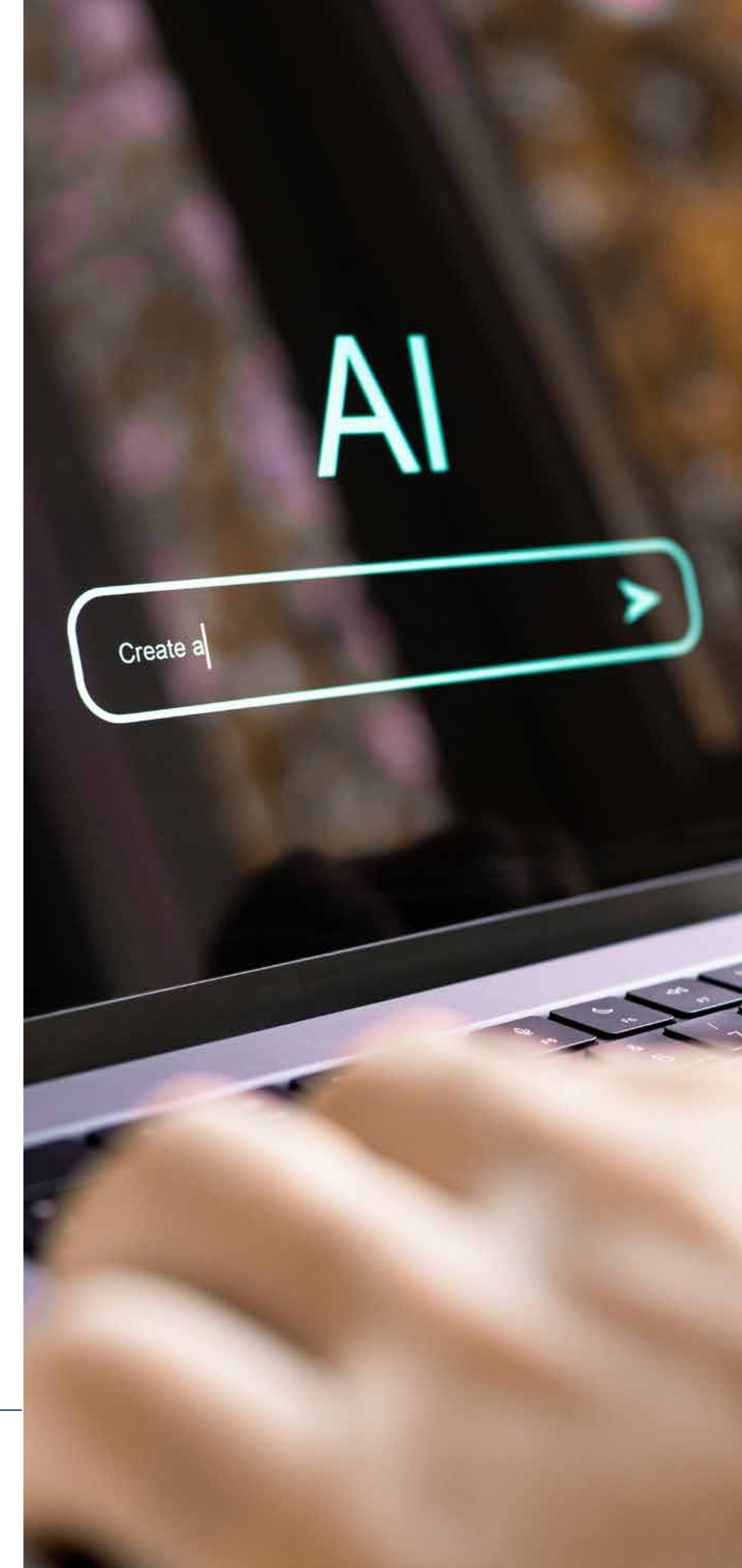
WEAK PROMPT

"Write an email to my tenant saying the HVAC issues are being looked into."

STRONG PROMPT (CONTEXTUAL)

"An anchor tenant has been experiencing HVAC issues after hours. Please draft a professional, transparent and reassuring email from the property manager acknowledging the issue, confirming the appropriate teams have been contacted, and explaining the next steps and timing for an update."

 **Tips & Tactics** Vague prompts get you generic answers.



Use The Core Model

One structure for every task.

Context → Task → Constraints → Output

Context

- What situation are we in?
- What is your source material?
(building, portfolio, tenant issue, report)

Task

- What needs to be done?
(summarize, analyze, draft, compare)

Constraints

- What matters? (tone, length, audience, risk sensitivity)

Output

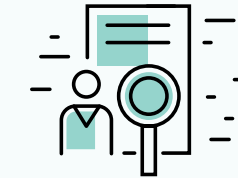
- What format should it take? (bullets, email, summary, table)

This model works because it mirrors how real work gets done, and it will outperform most prompting advice.



CONTEXT

"You're reviewing a 40 page tenant lease."



TASK

"Summarize the lease and identify any material risks or obligations."



CONSTRAINTS

"For property manager, note red flags - keep under 200 words."



OUTPUT

"Bullet points with headings"



Tips & Tactics Save these four words as a note and fill them in before any important prompt.



AI Thrives at Repeatable Work

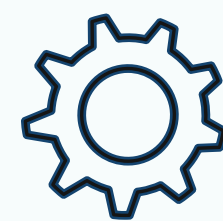
03

Focus on repeatable, time-consuming tasks.



LEASE & DOCUMENT REVIEW

- Extract key terms
- Flag risks
- Standardize summaries



BUILDING OPERATIONS

- Draft SOPs
- Translate technical reports
- Support troubleshooting



TENANT COMMUNICATION

- Rewrite emails clearly and professionally
- Handle sensitive situations



REPORTING ANALYSIS

- Turn notes into executive summaries
- Compare performance across assets



MARKET STRATEGY

- Synthesize research
- Support positioning & decision-making
- Compare market trends across regions
- Identify implications for positioning



Tips & Tactics Identify the three tasks you repeat every week and start there.

Know Where It Breaks Down

Most issues are both predictable and avoidable

AI works best when you provide clear instructions, treat its output as a starting point and carefully verify its claims, calculations and financial figures. The following is where things start to break down:

1. Vague inputs → vague outputs
2. Treating AI like a search engine
3. Skipping review
4. Trusting confident language
5. Numeric/Financial Accuracy

See It In Action

AI will state wrong lease dates with total confidence. Confidence is a feature of the writing style, not a signal that the information is accurate.



Tips & Tactics If the output matters it gets a human check.
No exceptions.



Use Patterns, Not Tricks

05

Five repeatable structures cover most situations.



ROLE ANCHORING

“Act as a senior property manager...”



DEFINE WHAT MATTERS

“Focus on cost, risk, and operational impact...”



STRUCTURE THE OUTPUT

“Return in bullet points with headings...”



COMPARE / EVALUATE

“Compare based on cost, risk, and complexity...”

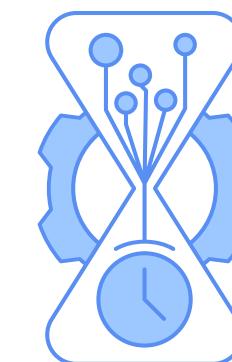


ITERATE

*“Shorten by 30%”
“Make this more direct”*



Tips & Tactics Most value comes from the second pass, not the first.
Never accept the first draft - send one refinement



Set Up Basic Guardrails

Use AI with awareness, not blind trust

06

- Don't input confidential lease or tenant data into public tools.
- Be aware of inaccuracies in legal or technical contexts.
- Use AI to support decisions, not make them.
- As use grows, basic guardrails matter.
- The person using the output remains responsible for the final decision and communication.
- Compliance/escalation can never be overlooked.

When Not To Use AI

Avoid using AI when the task depends on information you cannot provide, requires professional judgment you are not qualified to review, or involves a decision that should not be delegated.



Tips & Tactics

Before uploading a lease, remove tenant names, financial account information and other confidential details—or use an organization-approved tool.



Know What Good Looks Like

Progress is consistency, not complexity.

07



BASIC
One-off use,
inconsistent



FUNCTIONAL
Repeatable tasks for
common prompts



INTEGRATED
Embedded in ops,
reporting, leasing,
workflows, measuring
success.

Note: Most organizations are still in the first two stages. That’s completely normal and reflects where most teams are in their journey.



Tips & Tactics

Identify your stage. Moving up one level is the goal, not jumping to full automation - track it simply, look at hours saved on repeat tasks.



Starter Prompts

08

Use real tasks to build confidence.



LEASE SUMMARY

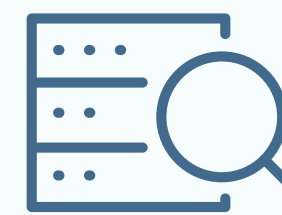
Summarize this lease for a property manager. Highlight rent, escalation, renewal terms, and risks.

Keep it under 250 words in bullet points.



TENANT EMAIL

Rewrite this email to be clear, professional, and firm while maintaining a positive tone.



BUILDING ISSUE

Suggest possible causes, questions to investigate and next steps based on this issue description. Clearly distinguish possibilities from confirmed findings.



EXECUTIVE SUMMARY

Turn these notes into a concise summary for senior management. Focus on risks, decisions, and next steps.



VENDOR COMPARISON

Compare these providers based on cost, risk, scope, and implementation.



Tips & Tactics Start with low-risk tasks where you already know enough to judge the quality of the answer.

Scale Beyond One Document

One lease is a skill. Forty is a system.

Most prompting advice assumes a single document. Portfolio and asset managers rarely work that way, the real task is often “which of these 12 leases have the riskiest escalation clauses” or “compare Q2 performance across all downtown assets.”

When working across multiple files, tell AI explicitly how to treat each one, individually first, then compared, rather than asking for both in one instruction.



Tips & Tactics Break batch work into two prompts, extract first, compare second. Don't ask AI to do both in one pass.

WEAK PROMPT

“Look at these tenant files and tell me what’s important.”

STRONG PROMPT

“You have 12 tenant lease summaries attached. First, extract rent, escalation, and renewal terms for each individually. Then compare across all 12 and flag any leases with above-market escalation or renewal terms expiring within 12 months. Present as a table.”

09



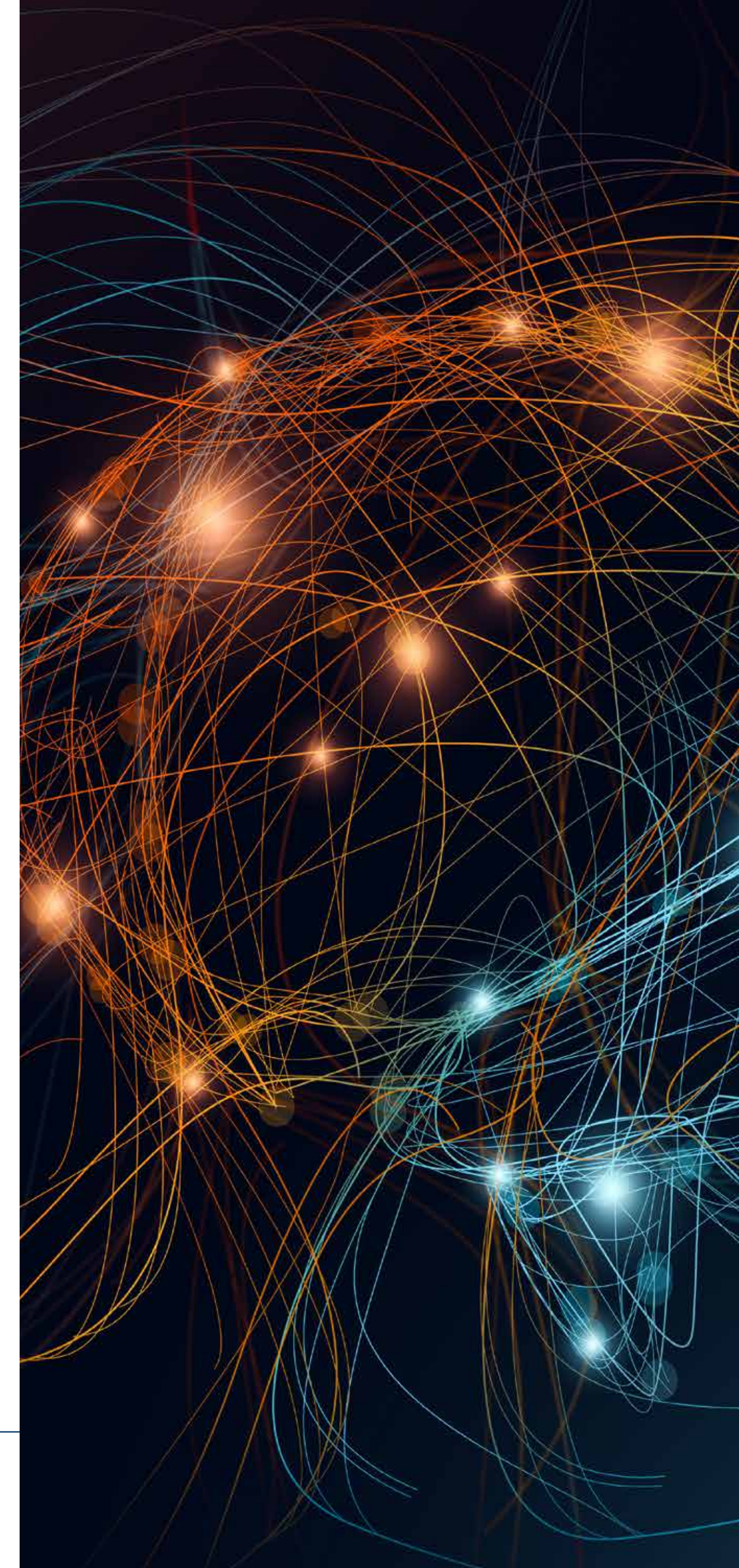
The Real Shift

AI rewards clarity, not technical skill.

10

1. This isn't about learning how to talk to AI. It's about learning how to think more clearly about the work itself.
2. The quality of the output depends on more than what you ask for. It also depends on how well you define what the result needs to do.
3. Clear instructions come from a clear understanding of the task, the audience, the constraints and the decisions the work is meant to support.
4. The people who get the most value from AI won't necessarily be the ones with the most sophisticated prompts.
5. They'll be the ones who understand their operations well enough to identify the real problem, provide the right context and ask better questions.
6. In that sense, AI is less a test of prompting skill and more a test of how well you understand your own work.

 **Tips & Tactics** Better AI use starts with better-defined work.



Watch The Numbers

11

AI writes fluent math. It doesn't calculate it.

Cap rates, NOI, CAM reconciliations, escalation math - these are exactly the outputs AI is least reliable on, and exactly the outputs this industry runs on. A confident, well-formatted number is not a checked number

Treat any AI-generated calculation as a draft to verify, not a finished figure, run it past a calculator, spreadsheet, or the source document before it goes anywhere.

SEE IT IN ACTION

"Ask AI to calculate a 3% compounding annual escalation over a 10-year term and it may confidently return a wrong total, the formatting looks right even when the math isn't. Numbers need the same scrutiny as facts, arguably more."



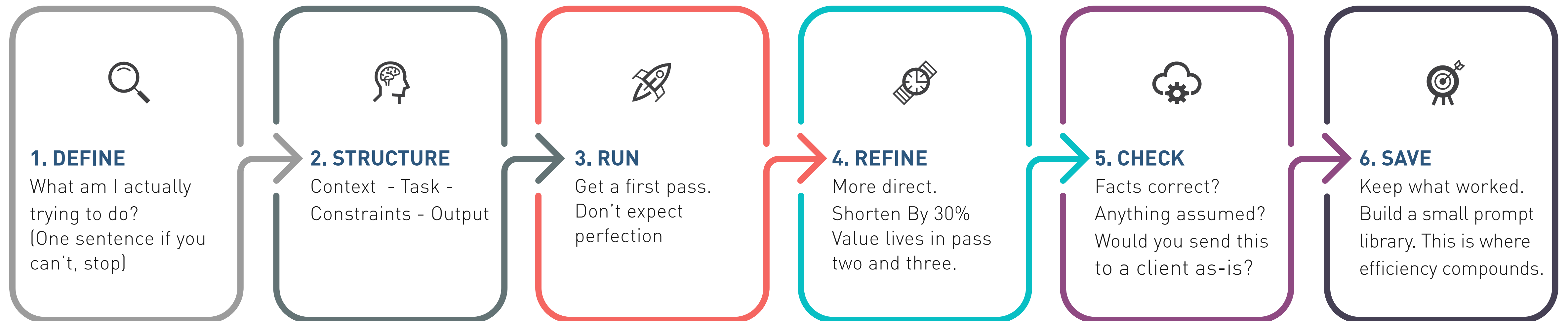
Tips & Tactics

Never paste an AI-generated number into a report without recalculating it independently.



The Workflow: From One-off Prompts To A Repeatable Tool

The 11 practices are the foundation. These six-step turns them into a process you run on almost any task.



Tips & Tactics

Save what worked, and note where the output needs to land, pasted into your PM software, CRM, or reporting template, so the loop ends in your actual system, not just your inbox.

Earlier this year BOMA published this report looks at how AI is being explored, adopted, and applied across commercial real estate. As the technology continues to evolve quickly, the industry needs clear, data-driven insights to help guide strategic decisions and support shared learning across the sector.

Download it today.

AI in CRE: Who's leading, who's lagging and what comes next

Insights from the 2025 BOMA Canada
Trends in Commercial Real Estate survey

BOMA
Canada

BOMA
Canada

141 Adelaide Street West, Suite 1002
Toronto, Ontario, Canada
M5H 3L5

phone: (416) 214-1912
info@bomacanada.ca
bomacanada.ca