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**PILL 2.10 GUIDE · PHASE 2**

# The Gem retires: make yourself a skill

Create a skill through an interview, test it with three cases and take it to Claude and ChatGPT.

## The idea

What has already gone wrong, you write down once, as a rule in a skill. Gemini builds it with you through a five-question interview, you add the files that don't change and you test it with three cases. Whatever fails goes into the skill. You still check the facts yourself.

## The five questions of a skill

- When is it used? That's the description, and it's what makes it kick in by itself.
- What do you give it?
- What does it give back?
- What steps does it follow, in order?
- Which rules does it never break? They're what has already gone wrong for you. If you have them on a sticky note, paste the sticky note.

## Do it yourself in 5 steps

1. **Create it by interview.** In Gemini, Customize → Skills → Create → Create with Gemini. Tell it what it has to do and what it's called, and paste the interview request.
2. **Answer with your rules.** For each question, what you know. For the one about rules, everything that has already gone wrong for you.
3. **Add the files.** In Edit manually → Add files: what doesn't change. If it won't accept the .md, change it to .txt.
4. **Test it with three cases.** Each one in a new chat, with «@» and its name. Whatever fails goes into the skill with Edit with Gemini, and you repeat that case.
5. **Use it and check it.** Type it at the end of the morning briefing, or call it with «@» for anything with a template. Before publishing, check the dates against the calendar.

## The interview request · copy it

> I want to create a skill for (what it does): (when it's used).
> Before writing it, ask me the questions you need, one at a time: when it's used, what I give you, what you give me back, what steps you follow and which rules you can never break.
> When you have everything, create it.

Change what's in brackets. El Roble's: «for my veterinary clinic's notices: when we close or the hours change (bank holidays, Christmas, holidays, breakdowns)».

## Sara's sticky note · your rules

> - The phone number, always in full: (the clinic's). Never «the usual one». Emergencies: (the emergency number).
> - We're open Monday to Friday, 10:00 to 19:30. Saturdays, Sundays and public holidays, closed. No «before Saturday».
> - Every date with its day of the week, and it must match the calendar.
> - Google: the special hours, day by day.
> - I call the appointments on those days myself: tell me which days I need to check.
> - If there's no reopening date, don't make one up.
> - If I say «today» or «tomorrow» without the date, ask me what day it is.
> - No client details.
> - No emojis on the poster. WhatsApp, informal; SMS, short and formal.
> - Give me back: date check, plan by channel, at-risk list, the texts (poster, WhatsApp, SMS, Google, answering machine and email footer) and a checklist.

Change the phone numbers and the hours to yours. And add whatever you fix yourself every time.

## The three test cases · copy them

Each one in a new chat, with «@» and your skill's name in front:

> Prepare the notices. Christmas: the 24th and the 31st, 10:00 to 14:00. The 25th and the 1st, closed. 5 January, 10:00 to 14:00. Three Kings' Day, the 6th, closed.
>
> Prepare the notices. We're closed tomorrow because of a power failure. We don't know when we'll reopen.
>
> Prepare the notices. Summer hours: 1 July to 31 August, 9:00 to 15:00, Monday to Friday.

In each one, check whether the days of the week are right, whether it gives the phone number in full, whether the last pick-up date falls on a day you're open, whether it makes anything up and whether it includes client details.

## Before you start

- **The dates.** On 17 November 2026 Gems become read-only: you can see them, but you can't use or edit them. Google converts them into skills with the instructions and files they had. Files beyond 100 MB in total are lost, and so are unsupported types: audio, video, old Word, Excel and PowerPoint files, and compressed files. On 17 December Gems disappear. Before then, download their files: «Edit» next to the Gem → «Knowledge» → open each file → «Download».
- **Who has them.** In Gemini, personal Google accounts, for over-18s. El Roble's account had no paid plan and they worked just the same. Business accounts (Workspace) won't get them until March 2027, according to Google.
- **«@» or «/».** In our account they were called with «@». Google's help says it's «/» today and will soon be «@». Type both and see which one works for you.
- **Ask for it as a task.** If you type a bare fact («We're closed tomorrow...»), Gemini sometimes takes it as something to save, replies «Understood. It's been noted...» and cuts the answer off halfway. Put «Prepare the notices:» in front.
- **On its own, no template.** When it kicked in by itself, the skill used its rules but didn't open the files: the poster came out without the template. For anything with a fixed format, call it with «@».
- **The year.** Even if the rule says so, it may put the wrong year. Dates, against the calendar, always.
- **In ChatGPT, Work mode.** In Chat mode it doesn't use the skill, not even if you name it. In the account we tested with, it was under Customize → Skills; according to OpenAI's help, it depends on the plan.

- **In Claude, on every plan.** Customize → Skills → Upload skill, with the zip as it is. While it's using it, it shows «Loading a skill». It can take a couple of minutes: it thinks more.
- **No client details.** Not in the rules and not in the files. The clinic calls the appointments itself.
- **Not shared yet.** In Gemini, skills can't be shared with the team for now. We'll cover that in 2.13.
- **The buttons will keep changing.** What will stay the same: the five questions, the three cases, and whatever fails goes into the skill.