Client-Ready PM

FREE PRACTICE SHEET

A Client Texted You Last Night: What to Send This Morning

A client keeps texting after office hours

PRACTICE THESE LINES

Read each sentence aloud, in order. When you reach the end, read the whole email once more, start to finish.

Thank you for your questions on the production line installation this month.

Messages after office hours have come up three times, and our kickoff did not set any hours, so I would like to set them now.

My office hours are Monday to Friday, 8 AM to 5 PM your time.

I answer every message within one business day, so I can check the drawings and give you a complete answer.

If something cannot wait, such as an issue that stops work on site, please call the office line.

Everything else gets a complete answer within one business day.

For routine questions, there are two options.

I can answer each question in writing.

Or we can go through your questions together on a ten-minute call each working morning.

I recommend the written answers, because they stay on record and your site team can work from them.

A daily call would cost you 10 minutes each morning, even on days with no questions.

Please let me know which you prefer by Thursday, so I can add it to the communication plan we issue on Friday.

Read the full script. Scan the code, or go to https://clientreadypm.com/t/35

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MAKE IT YOURS

Now say it about your own project. Fill each blank with your details.

FACTS

a thank you for what the client asked .

what happened, with the count, and why you are setting hours now .

your days and hours, with the client's time zone .

your response time, and why it helps the client .

what cannot wait, and how to reach you . *what happens to all other messages* .

OPTIONS

how many ways you can answer routine questions .

the two ways you can answer routine questions .

RECOMMENDATION

what you recommend, and why . *what the other option costs the client* .

NEXT STEP

the date you need a choice, and why .

KEY PHRASES

“My office hours are”
States your hours plainly, with no blame.

“within one business day”
Promises a reply time that is never the same day.

“If something cannot wait”
Opens the one route for an urgent problem.

“I recommend the written answers”
Gives your advice in plain words, before the reason.

“Please let me know which you prefer by Thursday”
Asks for a choice and gives one date.

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