Client-Ready PM

FREE PRACTICE SHEET

A Client Won't Stop Texting After Hours: Are You Friendly, Neutral, or Firm?

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.

A. Friendly.

Hi, thank you for all your questions this month.

I really value how closely you follow the project, and I would like to share my office hours.

They are Monday to Friday, 8 AM to 5 PM your time.

I answer every message within one business day, so each answer is complete and checked.

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

B. Neutral.

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 first and give you a complete answer.

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

C. Firm.

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

I answer every message within one business day, including messages that arrive after office hours, because the extra time lets me check the drawings first.

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

Please share these hours with your whole team, so every question reaches me during the day and gets a complete answer.

Read the full script. Scan the code, or go to https://clientreadypm.com/t/33

Watch on YouTube. https://www.youtube.com/watch?v=OwKVvX-JAI8

Want it in friendly or firm too? Get 5 free pushback scripts: clientreadypm.com/pushback-scripts

MAKE IT YOURS

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

A. Friendly. Hi, *a thank you for what the client asked* . *what you value, then why you write* . They are *your days and hours, with the client's time zone* . I answer every message within *your response time, and why it helps the client* . If something cannot wait, *what cannot wait, and how to reach you* .

B. Neutral. My office hours are *your days and hours, with the client's time zone* . I answer every message within *your response time, and why it helps the client* . If something cannot wait, *what cannot wait, and how to reach you* .

C. Firm. My office hours are *your days and hours, with the client's time zone* . I answer every message within *your response time, what it covers, and why* . If something cannot wait, *what cannot wait, and how to reach you* . *what you ask the client to do, and why* .

KEY PHRASES

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

“so I can check the drawings first”
Gives the reason for the wait, so it reads as care.

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

“please call the office line”
Tells the client exactly how to reach you when it is urgent.

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