Client-Ready PM

FREE PRACTICE SHEET

A Subcontractor Caused the Delay: What to Tell Your Client

A vendor misses a milestone

PRACTICE THESE LINES

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

Two versions.

A. The common version.

Our structural engineer fell behind, and it pushed our schedule back this week.

That blames someone your client has never met, and it gives no plan.

B. The clear version.

The structural submittal will be three days late, due to an additional independent check of the calculations.

We can submit the permit package Thursday without the structural sheets, or submit the complete package next Tuesday.

I recommend holding it, because an incomplete package usually brings agency comment rounds and resubmittal fees.

Please let me know which you prefer by Wednesday, so we have time to prepare Thursday's submittal if you choose that option.

If I have not heard from you by then, I will hold the package and submit the complete package next Tuesday.

Say the fact.

Say the plan.

Leave the blame out.

MAKE IT YOURS

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

*number of versions* versions.



Read the full script. Scan the code, or go to https://clientreadypm.com/t/21

Watch on YouTube. https://www.youtube.com/watch?v=DvcQuYrRoiA

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

A. The common version. _who is late, in a blaming way_, and _the effect on the schedule_.
That blames someone your client has never met, and it gives no plan.

B. The clear version. _what is late_ will be _how late_ late, due to _why it is late_. We can submit _what you submit, and the planned day_ _what option one leaves out_, or submit _the complete option, and the new day_. I recommend holding it, because _the cost of the other option_. Please let me know which you prefer by _your reply deadline_, so we have time to _what you need time to do_ if you choose that option. If I have not heard from you by then, I will _what you will do if there is no reply_.
Say the fact. Say the plan. Leave the blame out.

KEY PHRASES

“will be three days late”
Reports a delay as news, early, with the amount.

“I recommend holding it”
Gives your recommendation in four plain words.

“so we have time to”
Gives the reason for your deadline.

“If I have not heard from you by then”
Says what happens next without sounding like a threat.

Read the full script. Scan the code, or go to https://clientreadypm.com/t/21

Watch on YouTube. https://www.youtube.com/watch?v=DvcQuYrRoiA

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