Client-Ready PM

FREE PRACTICE SHEET

Client Assumed It Was Included? Do Not Prove Them Wrong

A client thought something was included in the base fee

PRACTICE THESE LINES

Read each sentence aloud, in order. Then read the whole passage once more, start to finish.

The client never meant to ask for anything extra.

What you send in the next reply decides whether the client hears the correction from you, calmly, or notices it later when an invoice does not match what they expected.

You are not writing to prove the client wrong.

You are writing to correct what the signed scope actually says, and offer a way to close the gap, without turning it into an argument about who said what.

Start with the fact, and acknowledge the assumption in the same breath.

MAKE IT YOURS

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

what the client meant _____

what your reply decides _____

what the reply is not for _____

what you are writing to do _____

where the reply starts _____

KEY PHRASES

“acknowledge the assumption”
Say that you understand why they believed it was included.

“close the gap”
Fix the difference between what they expect and what is included.

“the signed scope”
The work the signed contract lists.

“an argument about who said what”
A fight over past conversations.

Read the full script. Scan the code, or go to https://clientreadypm.com/t/77

Watch on YouTube. https://www.youtube.com/watch?v=1hrozhoO9bw

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