Client-Ready PM

FREE PRACTICE SHEET

Client's Team Sent Two Answers? Send This Message

Two different answers from a client's team, and the vendor needs one

PRACTICE THESE LINES

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

Hey Sam, I hope your week is going well!

We're looking at two different finishes for the fixture right now, matte and polished, coming from a couple of different people on your team.

To keep things moving, we have two options.

Option one, your team connects and confirms one finish together.

Option two, we leave the finish open for now.

Personally, I'd recommend locking in one selection if we can, since the vendor needs a single choice to actually process the order.

If you can send over the final verdict by this Thursday, we can get everything submitted right on schedule.

MAKE IT YOURS

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

a warm hello to your contact !

the fact, both answers .

offer two options .

option one, the team decides .

option two, wait .

your recommendation and its reason .

the ask and the date , _what happens once they answer_ .

Read the full script. Scan the code, or go to https://clientreadypm.com/t/46

Watch on YouTube. https://www.youtube.com/watch?v=76DrxWo5_eE

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KEY PHRASES

“two different finishes”
Names the disconnect as a fact, with no blame.

“If you can send over”
Asks for one answer in a polite, plain way.

“by this Thursday”
Gives one clear date.

“right on schedule”
Says what the client gets when they answer.

ONE CARD TO KEEP

Before You Hit Send

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Four lines, in this order, every time.

1 FACTS	What happened, in one sentence. No blame and no apology.
2 OPTIONS	Two ways forward. Call them A and B so the client can answer with a letter.
3 RECOMMENDATION	Say which one you would choose, and give the reason in one clause.
4 NEXT STEP	Who does what, and by when. Put a date on it and put yourself in it.

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