Client-Ready PM

FREE PRACTICE SHEET

Delays or Scope: Which Message Would You Send?

A late submittal pushes the schedule

PRACTICE THESE LINES

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

The structural submittal came back three days late from our structural engineering firm.

I recommend we hold the package and submit it complete.

Would you like that, or should we submit now with the sheets pending?

Let me know by Thursday, so we can plan the submittal.

MAKE IT YOURS

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

_____ . I recommend we _____ . Would you like that, or _____ ? Let me know by _____ , so we can _____ .

what is late, how late, and who is behind

what you recommend

your other option

your reply deadline

why you need the answer then

KEY PHRASES

“I recommend we”
Gives your recommendation in plain words.

“Would you like that, or”
Hands the client a real choice.

“Let me know by Thursday, so we can”
Gives one date to reply and the reason for it.

“submit it complete”
Says the whole package goes in once, with nothing missing.

Read the full script. Scan the code, or go to https://clientreadypm.com/t/27

Watch on YouTube. https://www.youtube.com/watch?v=Bv3FUXh7fBM

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