Client-Ready PM

FREE PRACTICE SHEET

Don't Wait Until Pour Day: Tell the Client About Weather Delays

Weather moves a foundation pour four days and the client does not know yet

PRACTICE THESE LINES

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

Heavy rain is forecast for pour day, so the supplier cannot pour.

The pour moves back four days.

Option A.

We move the steel crew start by the same four days.

There is no added cost.

The end date moves by up to four days.

Option B.

We aim to keep the end date.

We add a second steel crew.

The steel work then catches up after the pour.

That adds cost.

I recommend option A.

Option B adds cost to hold a date that rain could move again.

Please tell me your choice by Thursday, so I can confirm the pour date.

MAKE IT YOURS

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

FACTS

the cause of the delay, and what it stops *how far the date moves*

Read the full script. Scan the code, or go to https://clientreadypm.com/t/58

Watch on YouTube. https://www.youtube.com/watch?v=rN8-Cevuyy8

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OPTIONS

Option A. *the first choice, and what moves with the date*

what the first choice costs *what happens to the end date* Option B.

the second choice, and what it holds *the extra resource the second choice adds*

how the extra resource recovers the time *what the second choice costs*

RECOMMENDATION

the choice you recommend *the fact about cost and risk that explains it*

NEXT STEP

the answer you need, and the day *what the answer lets you do*

KEY PHRASES

“the pour”
Placing wet concrete into the foundation forms.

“moves back”
Happens later than planned.

“the steel crew start”
The day the crew that sets the steel begins work.

“no added cost”
The client pays nothing extra.

“hold a date”
Keep a date from changing.

ONE CARD TO KEEP

Before You Hit Send — Client-Ready PM

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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