Client-Ready PM

FREE PRACTICE SHEET

Late-Night Client Texts: Offer Two Options, Recommend One

A client keeps texting after office hours, and you offer them a choice of how routine questions get answered

PRACTICE THESE LINES

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

I can answer each question in writing.

Or we can go through your questions together on a 10-minute call each working morning.

I recommend the written answers, because they stay on record and your site team can work from them.

A daily call would cost you 10 minutes each morning, even on days with no questions.

Please let me know which you prefer by Thursday, so I can add it to the communication plan we issue on Friday.

MAKE IT YOURS

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

option one, said as what you do . _option two, with its length and rhythm_ .

your recommendation and its reason . _what the other option costs the client_ .

the ask, one date and its reason .

KEY PHRASES

“I can answer each question in writing”
Names who acts, so the client can picture the option.

“Or we can go through your questions together”
Offers the second option in the same plain shape.

“I recommend the written answers, because”
Gives your pick and its reason in one breath.

“A daily call would cost you”
Names what the other option costs the client.

“Please let me know which you prefer by Thursday”
Asks for one choice by one date.

Read the full script. Scan the code, or go to https://clientreadypm.com/t/48

Watch on YouTube. https://youtu.be/PENDING-YOUTUBE-ID

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