Client-Ready PM

FREE PRACTICE SHEET

The Apology That Keeps a Client Texting After Hours

A client keeps texting after office hours

BEFORE YOU SAY IT

Make sure your client knows your office hours and has a way to reach you outside them for something truly urgent that cannot wait until the next business day.

PRACTICE THESE LINES

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

A client texted after office hours, and you answer the next business morning.

Two versions.

A. The typical version.

Thank you for your message.

I will try to be faster next time.

One word, 'faster', promised quick answers and set no office hours.

B. The clear version.

Thank you for your message.

Please message me during my office hours.

They are Monday to Friday, 8 AM to 5 PM your time.

I answer every message within one business day, so I can check the drawings first.

If something cannot wait, such as an issue that stops work on site, please call the office line.

Before you promise faster, give the client your hours and a way to reach you.

MAKE IT YOURS

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

_____ . _____ versions.

what happened, in the lead-in *number of versions*

Read the full script. Scan the code, or go to https://clientreadypm.com/t/34

Watch on YouTube. https://www.youtube.com/watch?v=xau_tkHd2CY

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A. The typical version. Thank you for your message. *a promise that sets no hours* .

why the typical version fails .

B. The clear version. Thank you for your message. *what you ask the client to do* . They are *your days and hours, with the client's time zone* . *your response time, and why it helps* . If something cannot wait, *what cannot wait, and how to reach you* .

Before you promise faster, give the client your hours and a way to reach you.

KEY PHRASES

“Please message me during my office hours”
States your hours as a polite request, with no blame.

“within one business day”
Promises a reply time that is never the same day.

“If something cannot wait”
Opens the one route for an urgent problem.

“please call the office line”
Tells the client exactly how to reach you when it is urgent.

TAKEAWAY

Before you promise to be 'faster', ensure your client knows your office hours and has a way to contact you outside of those hours when something is truly urgent and cannot wait until the next business day.

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