Client-Ready PM

FREE PRACTICE SHEET

The Ask That Isn't in the Scope: Three Replies to Choose From

A client asks for extra work

PRACTICE THESE LINES

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

A. Friendly.

Hi, thank you for the idea.

Two extra renderings are new work, so I recommend we add them as a change order.

Could you let me know by Monday, so the team can start and still meet the review date?

If I have not heard from you by then, I will continue with the current scope.

B. Neutral.

Thank you for the request.

Two extra renderings are new work, and they are not in the current fee.

I recommend a change order.

Please let me know by Monday, so the team can start and still meet the review date.

If I have not heard from you by then, I will continue with the current scope.

C. Firm.

Two extra renderings are new work, and they are not in the current fee.

I recommend a change order, so the work is approved before it starts.

I need your answer by Monday, so the team can still meet the review date.

If I do not have your answer by then, I will continue with the current scope.

MAKE IT YOURS

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

A. Friendly. Hi, _*how you open*_. _*the extra work*_ are new work, so I recommend we add them as _*what you recommend*_. Could you let me know by _*your reply deadline*_, so

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why you need the answer then ? If I have not heard from you by then, I will *what you will do if there is no reply* .

B. Neutral. *how you open* . *the extra work* are new work, and *why it is not free* . I recommend *what you recommend* . Please let me know by *your reply deadline* , so *why you need the answer then* . If I have not heard from you by then, I will *what you will do if there is no reply* .

C. Firm. *the extra work* are new work, and *why it is not free* . I recommend *what you recommend* , so *why you recommend it* . I need your answer by *your reply deadline* , so *why you need the answer then* . If I do not have your answer by then, I will *what you will do if there is no reply* .

KEY PHRASES

“are new work, and they are not in the current fee”
States the fact without blame or apology.

“I recommend a change order”
Gives your recommendation in plain words.

“Please let me know by”
Asks for a reply with one date.

“I need your answer by”
Asks plainly, with a date, in a firm tone.

“If I have not heard from you by then”
Says what happens next without sounding like a threat.

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