Client-Ready PM

FREE PRACTICE SHEET

The Client Calls It Quick, but It's Not in the Contract: The Reply That Holds the Line

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.

Thank you for the request.

Revising the lobby layout is new work, and it is not in the current fee.

I recommend a change order, so the work is approved and the Monday issue date is not at risk.

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

If I have not heard from you by then, I will issue the drawings Monday with the current layout.

MAKE IT YOURS

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

_____ (*how you open*). _____ (*the extra work*) is _____ (*what it is*), and _____ (*why it is not free*). I recommend _____ (*what you recommend*), so _____ (*why you recommend it*). 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*).

KEY PHRASES

“is new work, and it is 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”
Gives one date to reply.

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

Read the full script. Scan the code, or go to https://clientreadypm.com/t/23

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

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