Client-Ready PM

FREE PRACTICE SHEET

# The Client Says "I Thought That Was Included": The Scope Creep Reply That Fixes It

A client assumes extra work is already included

## PRACTICE THESE LINES

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

Thanks for raising this, I can see why you expected it was included in the base fee.

Our signed scope lists progress photos and inspection reports.

They record the work as it happens.

It does not include a final documentation set of existing conditions.

That set is a separate, complete record.

Add the documentation now as a small fixed-fee item, so the record is complete before the next phase starts.

I recommend a fixed-fee change order for the documentation, for your review and approval.

Or we can continue within our current scope, which covers the progress photos and inspection reports.

Which would you prefer?

Let me know by Thursday, so a change order can be approved before the next phase starts.

Then we can schedule the walk-through before the framing inspection closes off site access.

## MAKE IT YOURS

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

FACTS

Thanks for raising this, I can see why you expected _what they assumed was covered_. Our signed scope lists _what your signed scope lists_. They _what those items do_. It does not include _the item they assumed was covered_. _what the missing item is_.

**Read the full script.** Scan the code, or go to https://clientreadypm.com/t/26

**Watch on YouTube.** https://www.youtube.com/watch?v=0EUIbOUmfLo

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**OPTIONS**

*your first option, priced simply* , *why it helps the client*

*the milestone that sets the date* .

**RECOMMENDATION**

I recommend *what you recommend* , *what the client does with it* . Or we can continue within our current scope, *what stays in scope* . Which would you prefer?

**NEXT STEP**

Let me know by *your reply deadline* , so *why you need the answer then* . Then we can *what you do after approval* *the event that sets the date* .

## KEY PHRASES

**“I can see why you expected”**
Respects the client's assumption before you correct it.

**“Our signed scope lists”**
Points to the contract, not to a memory.

**“I recommend a fixed-fee change order”**
Gives your recommendation in plain words.

**“Which would you prefer?”**
Hands the client a real choice between two options.

**“Let me know by Thursday, so”**
Gives one date to reply and the reason for it.

## 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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