Client-Ready PM

FREE PRACTICE SHEET

The Message That Ends After-Hours Client Texts

A client keeps texting after office hours

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 your questions this month.

So that every message gets a complete answer, I would like to set office hours now.

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.

MAKE IT YOURS

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

_____ . _____ . They are _____ . _____ . If something cannot wait, _____ .

KEY PHRASES

“So that every message gets a complete answer”
Gives the reason for your hours before you state them.

“I would like to set office hours now”
Announces the new routine politely, 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.

Read the full script. Scan the code, or go to https://clientreadypm.com/t/32

Watch on YouTube. https://www.youtube.com/watch?v=B3r08PJvBw4

Want it in friendly or firm too? Get 5 free pushback scripts: clientreadypm.com/pushback-scripts