Client-Ready PM

FREE PRACTICE SHEET

Tell the Client About a Weather Delay Before Pour Day

Rain will push a concrete pour back and the client has not been told

PRACTICE THESE LINES

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

Rain is forecast for the day of the pour, so the supplier cannot pour.

The pour moves back four days.

Option A.

We move the steel crew start by the same four days.

There is no added cost.

The end date moves by up to four days.

Option B.

We keep the steel crew start date, with a second crew and a concrete pump so the pour can finish ahead of it.

That adds cost.

I recommend option A, because option B adds cost to hold a date that rain could move again.

Please tell me which you prefer by Thursday, so I can confirm the new pour date with the supplier by Friday.

MAKE IT YOURS

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

the cause and the change Option A.

option A, what moves and what it costs

Option B.

option B, what changes and what it costs

I recommend option *your choice and why* *the ask, the date and the reason*

Read the full script. Scan the code, or go to https://clientreadypm.com/t/49

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KEY PHRASES

“Rain is forecast”
Names the cause once, as a forecast and not a fact.

“by the same four days”
Shows how far the other date moves with the pour.

“I recommend option A”
Gives your own choice, so the client does not have to guess.

“by Thursday”
Gives one clear date for the answer.

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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