Client-Ready PM

FREE PRACTICE SHEET

Your Supplier Just Moved the Delivery Date: Send This Before They Ask

A supplier moves a delivery date and your client does not know yet

PRACTICE THESE LINES

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

Our supplier told us this morning that the lobby floor tile will arrive nine days later than planned, because the factory needs more time to finish the order.

We can keep the floor schedule by using the tile that is in stock now, which is not the tile you selected, or we can paint the lobby first and install your chosen tile when it arrives.

I recommend the second option, because it keeps the tile you selected, and the opening date stays the same.

The painter would return briefly for touch-ups after the tile is in.

Please let me know which you prefer by Wednesday, so the painter can confirm the Thursday start.

If I have not heard from you by then, I will have the painter start first and install your chosen tile when it arrives.

Going forward, we will ask the supplier for a written ship date before every remaining order.

MAKE IT YOURS

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

Our supplier told us this morning that _____ *what is late, and how late* , because _____ *why it is late* . We can _____ *what option one protects* by _____ *option one, and what it costs the client* , or we can _____ *option two* . I recommend _____ *which option you recommend*



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, because *your recommendation and its reason* . *what your recommendation costs* . Please let me know which you prefer by *your reply deadline, and why then* . If I have not heard from you by then, *what you will do if there is no reply* . Going forward, we will *what changes next time* .

KEY PHRASES

“Our supplier told us this morning”
Gives the source and the timing of the news.

“I recommend”
States your advice and its reason in one breath.

“so the painter can confirm”
Gives the reason for the date you ask for.

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

“Going forward,”
Signals what will change so the problem does not repeat.

ONE CARD TO KEEP

Before You Hit Send

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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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