

Telling a Client About a Delay Without Saying Sorry

A missed dependency moves your delivery date

PRACTICE THESE LINES

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

Quick update on the site survey deliverables.

The soil analysis report came in four days late from the lab, which shifted our grading design by the same amount.

Revised delivery for grading drawings is now April 22nd instead of April 18th.

The overall construction start date is unchanged because we built contingency into the next phase.

I will send the updated schedule by end of day tomorrow.

If this creates any issues on your side, let me know by Thursday so we can plan around it.

MAKE IT YOURS

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

Quick update on your deliverable . What came in late, and how late , which shifted what it pushed by how much .

Revised delivery for the deliverable is now new date instead of original date . The overall the milestone that does not move is unchanged because why it still holds .

I will send what you will send next by when . If this creates any issues on your side, let me know by a real day so we can plan around it.



Read the full script. Scan the code, or go to <https://clientreadypm.com/t/1>

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KEY PHRASES**“Quick update on”**

A calm way to open an email about a change.

“days late”

Say the number of days, then the word late, so the size of the delay is clear right away.

“by the same amount”

Shows the new date shifted exactly as much as the cause did, so nothing feels hidden.

“is unchanged”

States plainly that something else is not affected.

“let me know by Thursday so we can plan around it”

Invites a quick reply without sounding like a demand.

On this sheet: “by Thursday”. Give a real day so the client can plan.



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