

Client Deadline You Cannot Meet: Give Two Options and Recommend One

The date they asked for is not achievable

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 the call.

I understand you need the electrical design package by April 5th.

Based on the scope we reviewed, that timeline is not workable for our team.

Two options.

A. Option A: deliver a preliminary layout by April 5th, then the full package by April 12th.

B. Option B: deliver the complete package by April 10th with full coordination notes included.

I recommend Option B because you get accurate, final documentation the first time.

Let me know which direction works for your schedule.

MAKE IT YOURS

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

Thanks for the call or message. I understand you need their deliverable by their date. Based on what makes it unworkable, that timeline is not workable for our team.

Number options.

A. Option A, with its date

B. Option B, with its date

I recommend Option letter because your reason. Let me know which direction works for your schedule.



Read the full script. Scan the code, or go to <https://clientreadypm.com/t/2>

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KEY PHRASES**“Based on the scope we reviewed”**

Ties your answer to facts you both already agreed on.

“that timeline is not workable for our team”

Says no to the date, not to the client, and gives the reason.

“Two options.”

Moves straight from the problem to choices the client can pick.

“I recommend Option B because”

Gives your advice and the reason in one sentence.

“Let me know which direction works for your schedule”

Hands the choice back to the client in a friendly way.



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