

Reporting a Delay to a Client With a Recovery Plan

A one-week delay that needs a recovery plan

PRACTICE THESE LINES

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

Update on the curtain wall design.

We found a coordination conflict between the HVAC routing and the facade support structure.

This will delay the curtain wall drawings by one week.

Recovery plan.

A. Option A: absorb the week and adjust the glazing installation start date.

B. Option B: fast-track the HVAC rerouting and recover four days.

I recommend Option B.

It keeps us closer to the original schedule with minimal cost impact.

I need your decision by Thursday so we can brief the facade contractor.

MAKE IT YOURS

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

Update on your deliverable. We found what went wrong. This will delay
what slips by how long.

Recovery plan.

A. Option A, and what it recovers

B. Option B, and what it recovers

I recommend Option letter. It why it is the better choice. I need your decision by
decision day so we can what happens next.



Read the full script. Scan the code, or go to <https://clientreadypm.com/t/3>

Watch on YouTube. <https://www.youtube.com/watch?v=y-MKdDTLmwl>

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KEY PHRASES**“Update on”**

A short, calm way to start a message about a change.

“This will delay”

Names the delay directly, so the client hears it from you first.

“Recovery plan.”

Shows you already have a way forward before the client asks.

“with minimal cost impact”

Tells the client the money side is under control.

“I need your decision by Thursday so we can”

Asks for a decision with a date and the reason for it.

“fast-track”

To speed something up by giving it priority, often by doing steps at the same time.



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