

Email template pack

Module 2: Systems

Four emails you send on every job. Put them somewhere you can paste from, and change the parts in brackets. Rewrite them in your own voice; these are a starting shape, not a script.

ENQUIRY REPLY

Thanks for getting in touch. To make sure I point you in the right direction, could you tell me a little about what you're after and roughly when you'd like it done? If it helps, I have a slot on [day] for a short call.

PROPOSAL FOLLOW-UP

Checking in on the proposal I sent on [date]. No pressure on timing. If anything in it is unclear or the scope doesn't feel right, tell me and I'll adjust it rather than guess.

KICKOFF

We're booked in. Between now and [date] I need three things from you: [item], [item] and [item]. Everything for the project lives in your portal, and that's where I'll post updates rather than by email.

HANDOVER

Everything's done and the files are in your portal under [module]. Two things worth knowing: [thing] and [thing]. If anything comes up in the next fortnight, send it over and it's covered.