

Customer Communication Templates

Ready-to-use messages for updates, delays, change requests, and completion.

1) Job update (short)

Hi [Name] — quick update on [Job]. Today we completed [X]. Next step is [Y] on [Day/Date]. If anything changes, I'll let you know before it becomes a surprise. Thanks, [Your name].

2) Delay notice (professional)

Hi [Name] — I want to keep you informed. We've hit a delay due to [reason]. The impact is [X days]. Here's the plan: [plan]. New expected completion: [date]. I'll update you again on [day/date]. Thanks for your patience — [Your name].

3) Variation acknowledgement

Hi [Name] — yes, we can do that. Before we proceed, we'll confirm the cost/time impact and send a variation for approval so there are no surprises. — [Your name].

4) Variation approval request

Hi [Name] — as discussed, here's the variation for [change]. Cost: \$[amount] (ex GST). Time impact: [days]. Please reply 'Approved' to proceed, or let me know if you'd like to adjust it. — [Your name].

5) Completion / thank you + next steps

Hi [Name] — we've completed [Job]. Thank you for working with us. If you have any questions, reply here and we'll help. If you're happy with the result, a quick review really helps small businesses like ours: [review link]. Thanks again — [Your name].

6) Complaint acknowledgement (same day)

Hi [Name] — thanks for letting us know. I'm sorry you've had this experience. We're looking into it now. I'll come back to you by [time/day] with a clear plan to resolve it. — [Your name].