

## Ever had this conversation with a customer?

Posted At : 9 November 2011 04:49 | Posted By : Shaun McCran  
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I saw this in my inbox this morning and just had to share it, it bears a striking resemblance to some of the conversations I've had with external and internal departments.

Made me chuckle so I thought I'd share it.

Hello, I'd like some decking out in my garden. So I can sit out there in the summer.

No problem, I'm a very experienced landscaper and have done lots of decking.

Oh good, I need the decking to be done by 1pm tomorrow.

1pm tomorrow?!

Yes. I've invited friends over for a barbecue out on the decking tomorrow.

But this kind of job usually takes at least a week, sometimes two.

Yes, normally that would be fine but as I said, I have already told my friends to come over for a barbecue on my new decking tomorrow. I can't let them down.

Oh, right. Well, I have no choice then. I need this job, I have bills to pay. Ok, I'm just going to get my tools from the van.

Oh no, that won't be necessary; I have these.

What are they?

A spatula and a bread knife.

But I need my own tools. I can't cut wood without my power tools.

I've never heard of "power tools". I know what a bread knife is. I trust that. You can cut the wood with the bread knife.

Right. And I have to have this finished by 1pm tomorrow? It's 12.45pm now, so that's a day.

Yes, a day...

Ok.

As long as you are finished by 10am tomorrow morning it'll be fine.

I thought you said 1pm.

Yes, but I have to check you've done my decking properly before my friends come over. And I'll need a few hours to inspect it. You'll need to be on hand tomorrow in case they spot anything wrong with it too, or if they don't like it.

So, less than 24 hours then.

Yes.

Right.