

What to Say When a Client Keeps Changing Requirements



B2/ C1 · Managing Scope Changes

I. Complete the gaps with the words from the box.

turning scope redo

1. New coffee bag design

- Good news. They approved the coffee bags.
- Oh, good.
- Yeah, except now the owner wants those little cards too, you know, the ones that go under each bag with the name and price on them.
- Right, but that's outside the original _____.
- I know. I told him we can do that, but we'd need to charge separately for that.

2. Photos for an online clothing store

- I just looked through the photos from yesterday. They look great. Really nice job. I do have some bad news, though.
- Oh no. What is it?
- Emma called. She loves the photos, but now she wants short video clips of those same items for the website too.
- Great. This is _____ into a bigger project than we thought.

3. Wrong signs in the warehouse

- Hold on. Mike just called. They're using Door 3 now instead of Door 2, so the arrows we painted yesterday are wrong. And now the signs by the loading area are pointing drivers to the wrong door, as well.
- Right. That's going to set us back.
- Yeah, we're going to have to _____ that whole section.

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- I.
- 1. scope
- 2. turning
- 3. redo

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