

aban news

Plain-text Templates — Leseprobe

Ready templates for clients, outreach, social & checklists

1st edition · 2026

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Contents

Copy, adjust the brackets, send. Honest in tone, no spam, no fluff. Adapt the level of formality to your clients.

Customer communication

Quote (cover note)

Hello [Name], thanks for your enquiry. Please find my quote for [service] attached. It includes [item 1], [item 2] and [item 3]. Price: [amount], valid until [date]. Any questions, just call me: [phone]. Looking forward to hearing from you. Best, [Name]

Tip: a concrete valid-until date noticeably improves reply rates.

Order confirmation

Hello [Name], thank you for your order. As agreed, I'll complete [service] by [date]. Next step: [what happens next]. If anything changes, I'll let you know right away. Best, [Name]

Follow-up after a quote (friendly)

Hello [Name], just checking my quote from [date] reached you and whether any questions are open. No pressure — just let me know so I can plan accordingly. Best, [Name]

One follow-up after 3–5 days is normal and professional, not pushy.

Handling a complaint

Hello [Name], thank you for telling me directly. I'm sorry — that's not how it was meant. Here's what I suggest: [concrete fix]. Does that work for you? I'll sort it out right away. Best, [Name]

Understanding first, then a fix. No justifying — it only costs trust.

Review request (after the job)

Hi [Name], thank you for your trust. If you were happy, a short review on [platform] would help me a lot — it takes two minutes: [link]. Thanks and best, [Name]

Polite decline (no capacity/fit)

Hello [Name], thanks for your enquiry. I'm afraid I can't take on [service] right now because [short reason]. So you don't start from scratch: take a look at [referral]. All the best with your project. Best, [Name]

More templates?

The full set has all sections (clients, outreach, social, checklists). Get it: abanneWS.com/vorlagen-set — €19, DE + EN.