

What to Say When a Project Is Completed

Seven word-for-word swaps for the last client conversation: a clear finish, the result, a clean invoice, a handover and a reason to come back to you.

WHAT THIS ADDS

The end of a project is the part the client remembers best, and most owners rush it. Every swap here replaces a vague goodbye with something concrete: what was delivered, what it changes, what happens if something breaks, and when you'll talk next.

When you need these lines

A finished project usually ends with a quick email: here are the files, here's the bill, thanks for your business. The work might be great, but the ending feels like a shrug.

That last conversation decides whether the client books you again and recommends you. The seven swaps below turn a project completion message into a clear, confident handover.

1. Instead of "So, I think we're done?"

Say: "Everything's finished. Here's what you're getting today."

Why it works: A clear ending feels professional.

2. Instead of "Here are the files"

Say: "Here's what we did, and what it changes for you."

Why it works: Show the result, not the work.

3. Instead of "Here's the final bill"

Say: "Here's the final invoice. It matches the quote we agreed."

Why it works: No surprises at the finish.

4. Instead of "It's pretty self-explanatory"

Say: "Here's a two-minute video showing you how it works."

Why it works: An easy handover means fewer calls.

5. Instead of "Good luck with everything!"

Say: "If anything breaks in thirty days, I'll fix it free."

Why it works: A safety net builds trust.

6. Instead of "Reach out if you need anything"

Say: "Most clients check in after three months. Shall I book it?"

Why it works: A date beats a vague offer.

7. Instead of "Thanks for your business"

Say: "Thanks for trusting me with this. It was a great project."

Why it works: Specific thanks gets remembered.

The whole cheat sheet

Don't say	Say instead
So, I think we're done?	Everything's finished. Here's what you're getting today.
Here are the files.	Here's what we did, and what it changes for you.
Here's the final bill.	Here's the final invoice. It matches the quote we agreed.
It's pretty self-explanatory.	Here's a two-minute video showing you how it works.
Good luck with everything!	If anything breaks in thirty days, I'll fix it free.
Reach out if you need anything.	Most clients check in after three months. Shall I book it?
Thanks for your business.	Thanks for trusting me with this. It was a great project.

DO THIS

Before your next project handover, write down the result, the support you offer and one date to check in. Then say all three out loud on the final call.

What Fynl.io is

One portal a small business runs itself on, instead of five subscriptions that do not talk to each other.

- A CRM and pipeline that shows every lead and where it stopped
- A calendar clients can book straight into
- Quotes, contracts and invoices, with deposits taken up front
- A website and form builder, so the enquiry lands in the same place
- Your Gmail connected, so the whole thread sits on the contact
- Automations for the follow-up you keep forgetting to send

The AI runs on **your own Claude or ChatGPT key** — no markup on it. No SMS or phone calls yet. \$49/month per business, \$149 Agency, and we move your contacts over for you.

When the quote, the invoice, the files and every message for a job sit in one portal like Fynl.io, it's easier to hand a project over cleanly and book the next check-in before you say goodbye.