**MAJOR ERROR**

You were responsible for a lot of important features for the project but something happened where you lost all the user data for the last four weeks. This had really put a big setback for the project and you have suspicions that your website may have been hacked, causing these errors. You have also forgotten to back up the database but you aren’t sure whether you want to communicate this to the client as it may make you look weaker. You admit that you could have done things better on your end to handle these types of scenarios but you were just busy, burned out, and frankly, you were already doing a lot of extra things for the clients anyway! The client is not that technical and doesn’t even know that a database could be backed up automatically so bringing this up may only make the situation worse.

The client is furious and you’re afraid to speak to the client as you know the client will be upset.

Would you wait a few days, until the client cools down, to talk to the client? Would you wait until the client comes and talks to you to arrange a meeting? If you were to draft an email to the client now, what would you say?

ANSWER:

**I will immediately tell the client about what happened into their database.**

**Hello Mr. X, I am deeply sorry for what happened to the database, it is my fault for not being responsible to my job. Even though I work very hard for you, for me mistake is a mistake, I want to compensate with the damage that I made financially but if financial is not enough then I can work for you for free, I know this is embarrassed of me but I’m very competitive that I can surely handle things better than this. I apologized for what happened.**