

Tone Revisions Assignment: 50 Points

The following exercise gives you an opportunity to practice revising a document to reduce its negative tone and make it more reader-friendly in the way it approaches a problem.

You've just come back from a rather contentious meeting during which Joe Smith has suggested that your clerks are really messing up on the job. You have to write a memo to him proposing things you can do to alleviate any problems.

MEMO

To: Joe Smith
From: PUT YOUR NAME HERE
Date: 1 March 2004
Subject: "Mistakes" in Computer Files

I have been reviewing the "errors" in the computer files that you talked about during today's meeting. At that time, you insinuated that these errors were made by the employees in my department. I have discovered that the errors are more the fault of your people than mine.

You suggested that I ask my clerks to review the documents by hand or switch off and review each other's work. Due to the importance of their work, my people do not have the extra time to spend on such "endeavors," nor am I willing to hire additional clerks to accomplish what I deem an unnecessary task.

I recommend that you ask your people to be more diligent before they send the files on to my people. Perhaps if THEY switched off and reviewed each other's work the REAL problem would be eliminated.