

EXERCISE 17-2 Jargon

Edit the following e-mail message to eliminate jargon.

Dear Ms. Jackson:

We members of the Nakamura Reyes team value our external partnering arrangements with Creative Software, and I look forward to seeing you next week at the trade show in Fresno. Per Mr. Reyes, please let me know when you'll have some downtime there so that he and I can conduct a strategizing session with you concerning our production schedule. It's crucial that we all be on the same page re our 2001-2002 product release dates.

Before we have a face-to-face, however, I have some findings to share. Our customer-centric approach to the new products will necessitate that user testing periods trend upward. The enclosed data should help you effectuate any adjustments to your timeline; let me know asap if you require any additional information to facilitate the above. Before we convene in Fresno, Mr. Reyes and I will agendize any further talking points.

Thanks for your help.

Sincerely,

Sylvia Nakamura