



(I created the following feedback in response to a mock situation that could occur with a subject matter expert. The recipient and situation are fictional. For additional writing examples, please see my online portfolio: TracyCSummers.com.)

Internal Communication between Employees

Hello Roger,

Thank you for providing draft content for the Greenhall project. As promised, I've noted a few suggestions, and I'm creating a mock-up for us to review during our meeting on Wednesday. Here's a quick overview:

Organization

Placement. I like the way you grouped related information. To build on that idea, let's consider placing the information in logical order. Experts mention the importance of using logic for readers. We could start with a description of the disease, and then explain warning signs and treatment.

Readability

Terminology. Let's consider using common terms because we want our readers to quickly relate to the content. For example, instead of mentioning the scientific name, perhaps we can refer to the illness as an intestinal virus.

Headings. I suggest we use descriptive headings, which help readers quickly scan for the information they need. For example, we can replace the heading "Children" with "Symptoms in Children" so our readers know what to expect in that section.

Content. Let's make the content in the bulleted list more concise, which makes the list easier to scan.

Other Edits

Grammar. I'm slightly adjusting some of the wording to avoid issues with sentence structure and verb tense.

Let me know if you want to see the mock-up prior to Wednesday. I look forward to our meeting.

Tracy Summers
Content Specialist