16.1 Writing: explain a problem and request a solution

Name: _____ Class: _____ Date: _____ **Total: 17 marks**

KEY WORDS four gears

Writing: explain a problem and request a solution

Objective

Supported preparation: Turn the four gears in order; Keep facts firm and people soft. This is original classroom practice, not an official exam paper.

1 Key knowledge and worked examples

> **Four gears.** Situation: who, where, what, one sentence. Problem: the facts with a date. Effect: why it matters to you. Request: the fix plus a deadline, on its own line. Connectors: since Monday hands situation to problem; because of this ties problem to effect; therefore drives the request. One problem per message.

2 Practice

2.1 Name the four gears in order. [4]

2.2 Facts or attack: the door does not lock; your lockers are terrible. [2]

2.3 What rides with every request? [1]

2.4 The strongest polite request gear? [1]

2.5 How many problems per message? [1]

3 Exam-style questions

3.1 *(Label style.)* Label the gears: I use locker 214 in the science block. Since Monday, the door has not locked. I carry my lab coat to every class. Could you repair it before Friday? [4]

3.2 *(Write style.)* The kettle you bought on 3 May stops heating after two minutes. Write the request gear (fix or replace, two weeks). [2]

3.3 *(Fix style.)* A message opens: Your product is terrible! Name the fault and rewrite the opening with facts. [2]

Solutions

2.1 Situation (1); problem (1); effect (1); request (1).

2.2 the door does not lock: fact (1); your lockers are terrible: attack (1).

2.3 A deadline (1).

2.4 I would be grateful if you could (1).

2.5 One (1).

3.1 Locker 214, science block: situation (1); since Monday, has not locked: problem (1); lab coat to every class: effect (1); repair before Friday: request (1).

3.2 Any request naming fix-or-replace (1) and the two-week deadline (1). Example: Would it be possible to replace or repair it within two weeks?

3.3 Fault: opening with blame ends the talk (1); rewrite: I bought kettle model K3 on 3 May, and it stops heating after two minutes (1).

Local review guidance: (R1) gear order; facts firm; deadline rides. Authored guidance.