

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]
