

## Solutions

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**2.1** Eighteen ready; R17 and R19 late.

**2.2** “The shop’s collection information needs to be more reliable”; “This” refers to the two orders not being ready at the promised time.

**2.3** Eventual completion does not remove the earlier inconvenience. One customer had already travelled to the shop, so earlier notification could have prevented an unnecessary journey or wait. Do not award a claimed exact time loss.

**2.4** The required notebook colour was unavailable and replacements were needed; the record neither identifies a delivery driver nor explains when the shortage was discovered; it cannot establish that driver’s responsibility.

**3.1** Six points ( $6 \times B1$ ): completion by 15:00 acknowledged; earlier delay retained; after-deadline notification identified; plausible effect linked; specific explanation/improvement requested; logical, readable ending without invented blame. Sample: “Although the orders were complete by 15:00, their customers were told about the delay only at 14:20. One had already arrived, so eventual completion did not remove the inconvenience. The record identifies a stock shortage but does not establish who caused it. Please explain when the shortage was discovered and how the shop will notify customers before their promised collection time if a replacement item is needed.”

**3.2** Eight points ( $8 \times B1$ ): R17; promise 14:00; arrival 14:05; message 14:20; completion 15:00; clear explanation request; feasible earlier-contact proposal; polite, coherent language without unsupported blame. Sample: “Dear Riverside Stationery Team, I am writing about collection order R17, which was promised for Monday at 14:00. I arrived at 14:05, but the order was not ready. I received your message at 14:20 while I was already in the shop, and the order became available at 15:00. I understand that the notebook colour was unavailable. Could you explain when this shortage was discovered and why the message came after the collection time? For future orders, please consider checking stock earlier and contacting customers before they travel if an item must be replaced. I would appreciate a reply explaining whether this arrangement is possible. Thank you for your help. Kind regards, Wei.”