Solutions

2.1

- Consistency: LOW-ish – 4 of 20 shifts (not over time).
- Distinctiveness: cannot fully tell, but bus days = situation; consensus: LOW-ish – the other opener 1 of 20.
- The cube leans SITUATION (low consistency), contra “always”.

2.2

- Recency/vivid instance (“always” from 4 events).
- Confirmation – lateness recruited as proof of a prior verdict.

2.3

- ”Late on 4 of 20 shifts, two explained by diversions; a route plan for diversion days and a review after a month.”
- The conclusion now matches the record.

2.4

- The bias: halo – one strength (latte art) grading everything.
- The reverse halo had already priced the lateness.
- Fix: rate criteria separately (service speed, quality, punctuality on their own scales).

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