

1. Nota de decisão

Escreve em inglês uma nota para a direção da biblioteca. Decide se convém alargar o projeto-piloto das noites de terça-feira. Usa as duas fontes, distingue entradas de pessoas, admite um limite do inquérito e recomenda uma medida condicional.

Fontes · 220–280 words

A · Inquérito fictício a visitantes · West Branch · 2026-03-11

Eighty forms were collected at the front desk between 10:00 and 16:00 on weekdays. Sixty-two respondents ticked "later Tuesday opening". The form did not ask about other evenings or how often respondents would attend. People who did not already visit the branch were not sampled.

B · Registo fictício do projeto-piloto noturno · West Branch · 2026-04-29

Across four Tuesday evenings, the branch recorded 45 entries after 18:00. Some visitors came more than once, so entries are not unique people. Two staff members were on duty each evening. The current budget covers two further Tuesdays; it contains no estimate for opening every evening.

A tua resposta

1. Nota de decisão · Continuação da tua resposta

1. Nota de decisão · Modelo para comparar

Escreve primeiro. O contador mede apenas a extensão: uma pessoa deve aplicar a grelha e citar o trecho que justifica cada pontuação.

To: West Branch management

Subject: Tuesday evening opening

I recommend extending the Tuesday evening pilot for two more weeks, within the budget already approved, before deciding whether to make it permanent. The available evidence supports testing the service further, but it does not support an immediate expansion to every evening.

The visitor survey gives a useful signal: 62 of 80 respondents selected later Tuesday opening. However, forms were collected at the desk during weekday daytime hours. The sample therefore excludes people who do not currently visit and may miss those who would benefit most from evening access. The form also asked neither about other days nor about frequency of use. We should report the result as a preference among respondents, not as the preference of the whole neighbourhood.

The pilot log records 45 entries after 18:00 across four Tuesdays. That shows actual use, but repeat visitors mean it cannot be read as 45 different people. Two staff members worked each evening, while no cost estimate exists for daily opening. These limits matter to both the access case and the staffing decision.

For the two funded evenings, I suggest recording unique visitors as well as entries, asking visitors which other days they could use, and documenting staffing costs. We should also invite responses from people who do not currently visit. If demand remains clear and coverage can be funded, management could then consider a longer Tuesday trial or a carefully costed second evening. Until then, a permanent daily promise would go beyond the evidence.

A nota distingue 45 entradas de pessoas diferentes, delimita a amostra diurna e condiciona qualquer alargamento ao custo e a novos dados.

2. Resposta a uma objeção

Responde em inglês, com cortesia, a esta objeção de um membro da comissão: "Os números demonstram que todos querem uma segunda mesa todas as tardes; anunciemo-la já". Conserva o alcance de cada fonte, admite o problema real das filas e propõe um teste viável.

Fontes · 160–220 words

A · Registo fictício de atendimento · centro comunitário · 2026-05-05

The desk recorded 36 complaints about waiting during April; 22 concerned Wednesday evening. The register lists 94 visitors for that period, but one person could have made more than one complaint. It does not record the views of every visitor.

B · Escala fictícia de voluntariado · centro comunitário · 2026-05-08

Three volunteers are available on the next two Wednesdays. One volunteer is available on other evenings. No one has committed to further dates, and the centre has not costed a permanent second desk.

A tua resposta

2. Resposta a uma objeção - Continuação da tua resposta

2. Resposta a uma objeção · Modelo para comparar

Escreve primeiro. O contador mede apenas a extensão: uma pessoa deve aplicar a grelha e citar o trecho que justifica cada pontuação.

Dear committee member,

I agree that the waiting time deserves attention. The desk recorded 36 complaints in April, including 22 concerning Wednesday evening, so it would be reasonable to test an extra desk at that time. I would hesitate, however, to announce a permanent service every evening on the basis of these figures.

The register lists 94 visitors, but it does not say that all of them complained or wanted another desk. One person may also have complained more than once. The figures show a problem worth investigating, not a unanimous preference. In addition, the rota confirms three volunteers only for the next two Wednesdays. Other evenings have one available volunteer, and no permanent staffing or cost estimate has been agreed.

Could we run a second desk on those two Wednesdays, recording queue length, waiting time and the number of distinct visitors served? We could ask visitors whether that change helped and review the rota and costs before committing to more dates. This would respond to the Wednesday complaints promptly while keeping any longer-term promise tied to evidence and staffing we can actually provide.

Kind regards,
A committee colleague

A resposta reconhece 22 queixas de quarta-feira, evita transformar 36 queixas em 36 pessoas e limita o teste a duas quartas-feiras com pessoal confirmado.

Grelha humana

Cada critério vale 0–3: 0 ausente ou contraditório; 1 tentativa insuficiente; 2 conseguido com imprecisões; 3 conseguido com precisão. Total: 15.

Escreve primeiro. O contador mede apenas a extensão: uma pessoa deve aplicar a grelha e citar o trecho que justifica cada pontuação.

Critério	Nível 3	0–3
Fidelidade e alcance	Attribui cada dado, conserva quantidade e certeza e não extrapola a amostra.	/3
Argumento	Formula uma posição, admite um limite real e responde à objeção sem a deturpar.	/3
Estrutura e coesão	Ordena dado, interpretação e proposta com conectores adequados.	/3
Registo	Ajusta cortesia e precisão ao destinatário.	/3
Língua	Usa gramática e léxico C1 claros, sem erros que alterem o sentido.	/3

Total: ____ /15