From a heated thread to a usable draft

CEFR C2 | Unit 8: Dialogue | Reading

Read the original text. You may underline evidence and reread as needed.

Name _____ Date _____

ONLINE THREAD
Comment 1: "The new booking rule is another way of keeping occasional users out."
Comment 2: "Regular users just want rooms to be available when they are booked. Calling that exclusion is unfair."
Comment 3: "I could not find the cancellation button on my phone. My unused booking was not deliberate."

A moderator is asked to turn the thread into a consultation note. A summary saying "users disagree about whether rules are good" would be both broad and unhelpful. The comments concern access, predictable availability and a specific interface difficulty. They also differ in evidential status: the first imputes a motive; the second describes a purpose; the third reports an experience.

The moderator drafts three questions. Does the rule create avoidable barriers for occasional users? Does it make room availability more predictable? Can users cancel easily on the devices they use? The questions preserve the substantive concerns while avoiding a claim that any participant has established the full explanation.

Before posting, the moderator checks the draft with the contributors and invites correction of their represented positions. This does not give each person control over the whole consultation, but it helps prevent a paraphrase from becoming a new source of conflict. The note records the phone issue as a report needing investigation. It neither dismisses it as an excuse nor upgrades one experience into a proven failure for every mobile user.

Original Ilmiya practice text. Scenarios and research examples are fictional.