How does Dickens create sympathy for the Cratchit family in the extract?

They entered poor Bob Cratchit's house; the dwelling he had visited before; and found the mother and the children seated round the fire.

Quiet. Very quiet. The noisy little Cratchits were as still as statues in one corner, and sat looking up at Peter, who had a book before him. The mother and her daughters were engaged in sewing. But surely they were very quiet!

“And He took a child, and set him in the midst of them.”

Where had Scrooge heard those words? He had not dreamed them. The boy must have read them out, as he and the Spirit crossed the threshold. Why did he not go on?

The mother laid her work upon the table, and put her hand up to her face.

“The colour hurts my eyes,” she said.

The colour? Ah, poor Tiny Tim!

“They're better now again,” said Cratchit's wife. “It makes them weak by candlelight; and I wouldn't show weak eyes to your father when he comes home for the world. It must be near his time.”

“Past it rather,” Peter answered, shutting up his book. “But I think he has walked a little slower than he used, these few last evenings, mother.”

They were very quiet again. At last she said, and in a steady, cheerful voice, that only faltered once:

“I have known him walk with -- I have known him walk with Tiny Tim upon his shoulder, very fast indeed.”

“And so have I!” cried Peter. “Often.”

“And so have I!” exclaimed another. So had all.

“But he was very light to carry,” she resumed, intent upon her work, “and his father loved him so, that it was no trouble — no trouble. And there is your father at the door!”

Marking criteria

C  Answers will be more focused and selective in details addressed.
B  Discussion of the extract will be thoughtful and thorough.
A/A* Answers will be assured and analytical