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Level 1 – 25th November, 2019

Apple removes customer reviews from online stores

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<https://breakingnewsenglish.com/1911/191125-customer-reviews-1.html>

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Please try Levels 0, 2 and 3. They are (a little) harder.

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THE READING

From <https://breakingnewsenglish.com/1911/191125-customer-reviews-1.html>

Apple has removed customer reviews from its online stores. Reviews are useful for customers to leave feedback about Apple's products. The reviews began disappearing last week. Apple has removed the "Ratings and Reviews" section from stores in the US, UK and Australia. People will have to visit other websites for reviews on Apple products. Apple has not commented on why the reviews section has gone. Nobody knows why it has done this.

The website pcmag.com said the removal could be a mistake. It said: "Apple has decided its online store is better without customer feedback." It also said the system could be under repair. PC Mag said Apple used to allow any reviews in the past, including "extremely negative reviews". It added: "We're...heading into the busiest shopping period of the year, and Apple online store customers have lost an important source of information."

Sources: <https://www.pcmag.com/news/372114/apple-removes-all-customer-reviews-from-its-online-stores>
<https://gizmodo.com/apples-online-store-quietly-kills-user-reviews-and-rati-1839987454>
<https://www.dailymail.co.uk/sciencetech/article-7712635/Apple-removes-ability-review-products-online-store-leaving-customers-dark.html>

PHRASE MATCHING

From <https://breakingnewsenglish.com/1911/191125-customer-reviews-1.html>

PARAGRAPH ONE:

- | | |
|-------------------------------|---------------------|
| 1. Reviews are useful | a. it has done this |
| 2. leave | b. commented |
| 3. reviews began disappearing | c. other websites |
| 4. People will have to visit | d. has gone |
| 5. reviews on | e. for customers |
| 6. Apple has not | f. last week |
| 7. the reviews section | g. Apple products |
| 8. Nobody knows why | h. feedback |

PARAGRAPH TWO:

- | | |
|--------------------------------|---------------------|
| 1. The website | a. negative reviews |
| 2. the removal could | b. feedback |
| 3. Apple has | c. of the year |
| 4. better without customer | d. of information |
| 5. the system could be | e. decided |
| 6. extremely | f. pcmag.com |
| 7. the busiest shopping period | g. under repair |
| 8. an important source | h. be a mistake |

LISTEN AND FILL IN THE GAPS

From <https://breakingnewsenglish.com/1911/191125-customer-reviews-1.html>

Apple (1) _____ reviews from its online stores. Reviews (2) _____ customers to leave feedback about Apple's products. (3) _____ disappearing last week. Apple has removed the "Ratings and Reviews" section (4) _____ the US, UK and Australia. People will have to visit other websites (5) _____ Apple products. Apple has not commented on why the reviews section has gone. Nobody (6) _____ has done this.

The website pcmag.com said the removal could (7) _____. It said: "Apple has decided its online store (8) _____ customer feedback." It also said the system could (9) _____. PC Mag said Apple used to allow any reviews (10) _____, including "extremely negative reviews". It added: "We're...heading into the busiest shopping (11) _____ year, and Apple online store customers (12) _____ important source of information."

PUT A SLASH (/) WHERE THE SPACES ARE

From <https://breakingnewsenglish.com/1911/191125-customer-reviews-1.html>

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CUSTOMER REVIEWS SURVEY

From <https://breakingnewsenglish.com/1911/191125-customer-reviews-4.html>

Write five GOOD questions about customer reviews in the table. Do this in pairs. Each student must write the questions on his / her own paper. When you have finished, interview other students. Write down their answers.

	STUDENT 1 _____	STUDENT 2 _____	STUDENT 3 _____
Q.1.			
Q.2.			
Q.3.			
Q.4.			
Q.5.			

- Now return to your original partner and share and talk about what you found out. Change partners often.
- Make mini-presentations to other groups on your findings.

WRITE QUESTIONS & ASK YOUR PARTNER(S)

Student A: Do not show these to your speaking partner(s).

a) _____

b) _____

c) _____

d) _____

e) _____

f) _____

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WRITE QUESTIONS & ASK YOUR PARTNER(S)

Student B: Do not show these to your speaking partner(s).

a) _____

b) _____

c) _____

d) _____

e) _____

f) _____

WRITING

From <https://breakingnewsenglish.com/1911/191125-customer-reviews-1.html>

Write about **customer reviews** for 10 minutes. Read and talk about your partner's paper.
