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**Level 0** – 25th November, 2019

## Apple removes customer reviews from online stores

**FREE** online quizzes, mp3 listening and more for this lesson here:

<https://breakingnewsenglish.com/1911/191125-customer-reviews-0.html>

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Please try Levels 1, 2 and 3. They are (a little) harder.

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# THE READING

From <https://breakingnewsenglish.com/1911/191125-customer-reviews-0.html>

Apple removed customer reviews from its online stores.

Customers cannot read feedback about Apple's products. Apple removed the "Ratings and Reviews" section from stores in the US, UK and Australia. People have to visit other websites for reviews on Apple products. Apple has not said why it did this.

The website pcmag.com said: "Apple has decided its online store is better without customer feedback." It also said Apple might be repairing the system. PC Mag said: "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-0.html>

## PARAGRAPH ONE:

- |                               |                  |
|-------------------------------|------------------|
| 1. reviews from its online    | a. the US        |
| 2. Customers cannot           | b. said          |
| 3. the "Ratings and Reviews"  | c. read feedback |
| 4. stores in                  | d. this          |
| 5. People have to visit other | e. products      |
| 6. reviews on Apple           | f. stores        |
| 7. Apple has not              | g. websites      |
| 8. why it did                 | h. section       |

## PARAGRAPH TWO:

- |                         |                         |
|-------------------------|-------------------------|
| 1. The website          | a. better               |
| 2. Apple has            | b. period of the year   |
| 3. its online store is  | c. of information       |
| 4. customer             | d. decided              |
| 5. Apple might be       | e. customers            |
| 6. the busiest shopping | f. repairing the system |
| 7. online store         | g. feedback             |
| 8. an important source  | h. pcmag.com            |

# LISTEN AND FILL IN THE GAPS

From <https://breakingnewsenglish.com/1911/191125-customer-reviews-0.html>

Apple removed customer (1) \_\_\_\_\_ online stores.

Customers (2) \_\_\_\_\_ about Apple's products.

(3) \_\_\_\_\_ "Ratings and Reviews"

(4) \_\_\_\_\_ in the US, UK and Australia. People

have to (5) \_\_\_\_\_ for reviews on Apple products.

Apple has not said why (6) \_\_\_\_\_.

The website pcmag.com said: "Apple (7) \_\_\_\_\_

online store (8) \_\_\_\_\_ customer feedback." It also

said Apple might (9) \_\_\_\_\_ system. PC Mag said:

"We're... (10) \_\_\_\_\_ busiest shopping period

(11) \_\_\_\_\_, and Apple online store customers

have lost (12) \_\_\_\_\_ of information."

# PUT A SLASH ( / ) WHERE THE SPACES ARE

From <https://breakingnewsenglish.com/1911/191125-customer-reviews-0.html>

Apple removed customer reviews from its online stores. Customers can not read feedback about Apple's products. Apple removed the "Ratings and Reviews" section from stores in the US, UK and Australia. People have to visit other websites for reviews on Apple products. Apple has not said why it did this. The website pcmag.com said: "Apple has decided its online store is better without customer feedback." It also said Apple might be repairing the system. PCMag said: "We're... heading into the busiest shopping period of the year, and Apple online store customers have lost an important source of information."

# 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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More free lessons at [breakingnewsenglish.com](http://breakingnewsenglish.com)

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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) \_\_\_\_\_

