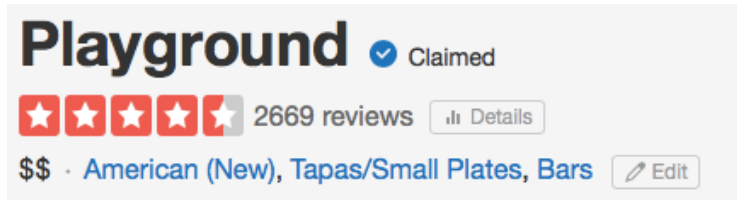


Understanding Online Reviews – Worksheet Packet

Section A: Read the review below.



220 E 4th St, Ste 102
 Santa Ana, CA 92701
 714-560-4444

“Everything about our experience at Playground was great. They had something for everyone, including many vegetarian options. We sat a table by the window. We noticed right away that they had an extensive wine list and a good selection of cocktails. My husband drank a strawberry daiquiri and it was made perfectly. We ordered veggie steam buns as an appetizer. They were really good. The bread was nice and soft, and not overly chewy. We also got a couple of pasta dishes and they were all tasty. The sauces were yummy without being too heavy. Overall, we had a fantastic experience.”

- Sunny S

Comprehension Questions:

1. Where is this restaurant located?

2. How many people have reviewed this restaurant?

3. Does the restaurant sell alcohol? How do you know?

4. Did the reviewer like the veggie steam buns? How can you tell?

5. Do you think the reviewer will go back to this restaurant? Why?

Section B: Vocabulary - Complete the sentences below with words from the table.

notice	extensive	chewy	appetizer	Fantastic
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- When meat is cooked too long, it can be _____.
- _____ are usually served before the main dish at a restaurant and usually shared with everyone at the table.
- We had a _____ time in Los Angeles yesterday. The weather was perfect, we ate great food and had a lot of fun.
- Santa Ana College offers a/an _____ list of certificates for students to earn.
- Mary _____ that many people at the restaurant were eating seafood.

Section C: Past tense – Complete the chart below. Use the review in Section A for help.

Present Simple tense	Past Simple Tense
get	-
drink	-
make	-
notice	-
order	-
is	-
have	-

Bonus: Draw a star by the verbs above that are 'irregular'.

Change the sentences below from the simple present tense to the simple past tense:

1. I make noodles for dinner once a week.	-
2. Jorge orders tamales at Taqueria El Zamorano.	-
3. Wan drinks milk with breakfast every morning.	-
4. Bertha is at McDonald's.	-
5. Vy's restaurant has terrible parking.	-
6. They make rice for dinner.	-

Section E: Online Review Analysis

Business Category: _____

Business Name:	-
Business Address:	-
Star Rating & Number of Reviews:	-
Price Range:	-
What Customers Say:	- - - - -

Below, explain which company your group would choose to use. Give 3 reasons why.

Now, get ready to share your findings with the class. Remember, everyone in your group needs to speak. Your presentation should be between 1 and 2 minutes long.

Your presentation should answer the following questions:

1. What is the name of the business you picked?
2. What is the star rating?
3. How many people have reviewed the business?
4. What do customers say about the business?
5. Why do you recommend this business? (Provide at least 3 reasons.)

Presentation Rubric:

	YES (1)	ATTEMPTED (.5)	NO (0)
The Presentation:			
1. The group greeted the audience and introduced themselves.			
2. The group introduced the business service they researched and said the name of the company they chose.			
3. The group shared the star rating and number of customer reviews with the class.			
4. The group gave least 3 reasons why they chose the business. (3 points total) a. _____ b. _____ c. _____			
5. The group used the simple present tense and the simple past tense to communicate.			
6. Every group member presented information.			
7. The group spoke loud enough for everyone to hear.			
Team Work			
8. Every group member researched businesses in our category online.			
9. Every group member read both positive and negative reviews.			
10. The group worked together and negotiated to pick a business to present.			
Total Score our of 12 = _____			