

Highly recommended! LEARNING OUTCOME learn how to write a product review on a website

Everyday life

1 Look at the photo and answer the questions.

Where is the person and what is she doing?
Why do people write reviews of products online?



Everyday vocabulary

2 Below are some ways of describing products. What do the words and expressions in *italics* mean?

a *comfy* and *snug* fit the fabric was cheap and *flimsy*
light and *breathable* the *straps* weren't long enough
too *tight* it *fitted like a glove*
too *baggy* the *cord* was too short.
settings easy to adjust

3 Work in pairs to think of a product that each word or expression could describe.

Reading

4 Read the five product reviews. What products are they describing? What rating do you think each buyer gave: 1, 2, 3, 4 or 5 stars?

(1)
Fast shipping, fabulous quality and a very comfy, snug fit. They are very light, soft and breathable. I wouldn't recommend them for long distances, but great for everyday casual wear. Great value for money. Highly recommended! Great seller. Thank you! - Aiden

(2)
The item arrived on time, but the colours weren't as bright as in the picture. The quality was poor and the fit was terrible. It was too tight around the chest and too baggy on the arms. Returned for refund. - Bob

(3)
Prompt delivery and item arrived as described with all the accessories. I like the fact that the settings were easy to adjust and the body fitted in the palm of my hand. However, the neck strap was too short and the whole thing is very heavy. I wish I'd bought a compact. - Katy

(4)
First, the product arrived three days late and the product description was inaccurate. It was much smaller than the photo suggested. It was more suitable for a small child. The fabric wasn't tough at all, it was cheap and flimsy. The straps weren't long enough. I won't use this seller again. Completely dissatisfied. - Danny

(5)
Delivery was prompt and the product arrived as described. They fitted like a glove and the sound was acceptable, although I found the cord just a bit too short as I wanted to use them while riding my bike. However, after three weeks the right side stopped working so in the end they were a complete waste of money. Not recommended. - Evelyn

5 Read the dialogue again and find examples of the following:

- language for recommending something
- language for not recommending something
- language for introducing a contrasting opinion
- language for expressing regret

EVERYDAY ENGLISH TOOLKIT: WRITING A PRODUCT REVIEW

Look at the expressions from the reading. Complete the expressions with a word from the box.

accurate • dissatisfied • highly • item • poor
prompt • refund • value • waste

Positive	Negative
(1) arrived as described.	The product description was (5)
Delivery was (2)	The quality was (6)
Fabulous quality.	The product was overpriced.
Great (3) for money.	Completely (7)
(4) recommended.	Returned for (8)
	Complete (9) of money.

Over to you!

6 You are going to write two product reviews for a shopping website. Follow the steps below. Use the expressions in the Everyday English Toolkit.

- Choose a product that you have bought that you were generally happy with. Write a review and give your product a rating out of 5.
- Choose a product that have bought that you were generally not happy with. Write a review and give your product a rating out of 5.
- Read your reviews to another student. Ask them to guess the product and the rating you gave.
- Listen to the reviews of another student. Try to guess the product and the rating they gave.