Use the word given in capitals to form a word that fits the gap.

CUSTOMER REVIEWS



The **(1)** _____ [PUBLISH] in paperback of Matthew Quick's debut novel represented something of a milestone. The **(2)** _____ [PROMOTE] material that **(3)** _____ [COMPANY] the launch features glowing, five-star reviews such as "charming and well-written, **(4)** _____ [ARGUE] the best book I've read this year". Nothing so **(5)** _____ [USUAL] in that, you might think. Except that these notices came not from the pens of **(6)** _____ [PROFESSION] critics on national newspapers, but from actual **(7)** _____ [READ] who had bought the book on the internet, and enjoyed it enough to post a positive review on the site. **(8)** _____ [PRESUME], no **(9)** _____ [FINANCE] incentive or other **(10)** _____ [CONSIDER] coloured the view of these readers, whose opinions appear in an **(11)** _____ [EDIT] form, as can be seen from the various spelling and **(12)** _____ [GRAMMAR] mistakes they often contain.

It could be argued, of course, that the **(13)** _____ [ANALYSE] of an informed literacy critic may well be more **(14)** _____ [RELY] than the **(15)** _____ [THINK] of one casual reader. But along with the actual words **(16)** _____ [PEN] by amateur **(17)** _____ [REVIEW], the site records the star rating awarded to each title by all readers providing **(18)** _____ [FEED]. The book receives a cumulative star rating based on the average number of stars awarded, and constant **(19)** _____ [ADJUST] are made as further reviews come in. The more people like the book, the higher the star rating. Maybe that kind of **(20)** _____ [RECOMMEND] speaks for itself.

Adapted from: *CAE Practice Tests Plus 2*

LIVEWORKSHEETS