# Writing
# An online Review Form

Reviews can be important to businesses. You can find online review forms for products or services for travel, hotels, restaurants, etc. Some forms ask customers to rate their experience using numbers, stars or symbols. Other forms ask a series of short questions and writers can write their own reply, or sometimes they can choose from a list of responses. When leaving comments, it is a good idea to think about what was positive and negative about the experience. The responses on an online form are often short.

## Short online reviews

**How many stars do you give your hotel experience?**
(5 stars = excellent, 1 star = bad)
★★★★☆

**What did you experience when you arrived at the hotel?**

| | |
|---|---|
| Check-in was quick | ☑ |
| Someone took my bags to the room | ☐ |
| Staff were friendly | ☑ |
| Receptionist gave me an information brochure | ☑ |

## Longer online review forms

| |
|---|
| **How often do you stay at this hotel?** |
| *I stay here once a month.* |
| **What was the purpose of your visit?** |
| *A business trip to a conference in the city centre.* |
| **What did you like about the hotel?** |
| *The location of the hotel is perfect for the city centre. The staff are always friendly and helpful. The rooms are large and clean.* |
| **Was there anything you weren't happy with?** |
| *There was an event at the hotel and it was very noisy. I ate in the hotel restaurant in the evening and the service was slow.* |
| **Would you recommend us?** |
| *I highly recommend the hotel because it's comfortable and in a great location. It's a great place to stay on business. However, I won't use the restaurant again.* |

LIVEWORKSHEETS

## Lead-in 1 Read the online restaurant review. Complete it with verbs from the box. Then compare in pairs.

| | |
|---|---|
| ate | bring |
| brought | changes |
| didn't arrive | eat |
| have | offers |
| recommend | were celebrating |

| Orchid restaurant review form | We value your feedback. Please leave your comments here. |
|---|---|
| How often do you eat here? | We usually [1]_____ in the Orchid restaurant at least once a week. |
| When did you last eat here? | We last [2]_____ there yesterday when we [3]_____ some business clients. |
| What was the purpose of your last visit? | We [4]_____ a sales contract with the clients. We often [5]_____ our clients to the Orchid. |
| What do/did you like about the restaurant? | The location of the restaurant is perfect for our company. The staff are always friendly and helpful. The 'specials menu', which [6]_____ every day, is always interesting. |
| Is/Was there anything you aren't/weren't happy with? | Yesterday the food [7]_____ very quickly. Sometimes the service is slow, especially when we [8]_____ a meeting to get to. However, it hasnever been a big problem. |
| Would you recommend us? | The Orchid is a lovely restaurant, which [9]_____ a wide range of local as well as international dishes, and we highly [10]_____ it. |

## 2A Complete the table below with phrases from the box.

| | |
|---|---|
| Background | Bad points |
| Good points | Recommendation |

| | |
|---|---|
| 1 _____ | We last ate there yesterday with some clients. |
| 2 _____ | The location of the restaurant is perfect. |
| 3 _____ | Unfortunately, the food didn't arrive very quickly yesterday. |
| 4 _____ | We highly recommend it. |

## B Write these phrases in the correct place in the table in Exercise 2A.

| | |
|---|---|
| The view from the restaurant is wonderful. | We sometimes have company lunches there. |
| I'm afraid I cannot recommend your restaurant to other people/businesses. | It is too expensive. |
| We had dinner there two days ago. | The food is always excellent. |
| The food was terrible. | |

| Background | Good points | Bad points | Recommendtion |
|---|---|---|---|
| | | | |

LIVEWORKSHEETS

# 3.5 Types of adverbs

| Type of adverb | Example |
|---|---|
| *manner*<br>(how we do something) | They served the food very **slowly**.<br>The food didn't come very **quickly**. |
| *frequency*<br>(how often we do something) | We **often** bring our clients to the Orchid.<br>The staff are **always** friendly and helpful. |
| *time*<br>(when we do something) | We'll go to the Orchid Restaurant again **soon**.<br>We last ate there **yesterday**. |
| *place*<br>(where we do something) | We eat **here** every week.<br>I had coffee **there** last night. |
| *direction*<br>(which way something goes) | Turn **left** just past the Orchid Restaurant.<br>Go **straight on** and you'll see the café. |

Adverbs of *degree*

This short essay is **hardly** sufficient. (How sufficient is it?)
The dress looks **simply** gorgeous. (How gorgeous is it?)
I'm **so** excited to move to Ireland. (How excited are you?)

**Online practice**

**Task 1. Find the adverbs in the following sentences and state their kind.**

1. I went to the market in the morning.

2. The dog sat lazily in the shade of the tree.

3. The man grumbled loudly while cleaning the table.

4. I often visit my grandparents.

5. It is extremely hot today.

6. Please wait patiently.

7. The technician fixed the problem easily.

8. They serve hot pancakes there.

9. I am waiting here for my daughter.

10. He laughed merrily.

11. We will leave today.

12. She is standing outside.

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**Task 2. Choose the correct adverb**

1. If you _____ come to Brisbane, let me know! (never / ever)

2. _____ I am planning my wedding. (actually / currently)

3. I am not sure, but _____. (eventually / possibly)

4. After several hours, she _____ made her decision. (eventually / possibly)

5. You are going _____ without my permission! (nowhere / anywhere)

6. Will you reply to the invitation? _____. (may be / maybe)

7. There is a swimming pool _____. (outdoor, outside)

8. He is very smart, _____ he doesn't know everything. (however / therefore)

9. This kid is not big _____ to play this game. (enough / too)

10. People are more individualistic _____. (actually / nowadays)

**Task 3. Fill in the blank with an adverb. Choose the kind of adverb instructed.**

1. Have you _____ been to Baltimore? (frequency)

2. This movie was _____ stupid. (degree)

3. When the weather is nice, I like eating _____. (place)

4. I have _____ called him twice. (time)

5. Bye, bye, see you _____! (time)

6. My boss screamed …… at his subordinate.(manner)

7. We _____ have dinner after 7 pm. (frequency)

8. They are _____ waiting. (time)

9. Hurry up!  You are going to be _____late! (degree)

10. Drive _____! (manner)

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Look at the review form for the Flamingo Palace Hotel. The comments are all mixed up. Put the comments in the correct place.

**Review form – Flamingo Palace Hotel** We value your feedback. Please leave your comments about the hotel here.

| | |
|---|---|
| **How often do you stay here?** | The rooms are a little small and sometimes they are not cleaned very well, so we think it is a little bit too expensive. |
| **When did you last stay here?** | Our clients are usually happy with the Flamingo. The location of the hotel is very convenient for our company. The food is always good in the restaurant and the price is reasonable. |
| **What was the purpose of your last visit?** | We recommend the Flamingo Palace for low-cost business trips in the area, but unfortunately, we cannot recommend it to everyone. |
| **What do/did you like about the hotel?** | Our company sometimes has conferences at the Flamingo Palace and has visitors staying there almost every week. |
| **Is/Was there anything you aren't/weren't happy with?** | They were visiting our new factory and attending meetings in our offices. |
| **Would you recommend us?** | Two of our clients stayed there a few days ago. |

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