|  |
| --- |
| ☐ Listening ☐ Speaking ☑ Reading ☐ Grammar ☐ Writing |
| **Topic: Reviews - How swayed are you by reviews?** |

|  |  |  |  |
| --- | --- | --- | --- |
| Instructor:  **Kate** | Level:  **Intermediate** | Students:  **8** | Length:  **40 Minutes** |

|  |
| --- |
| Materials:  Board and board markers  Reading Worksheets A (4 copies)  Reading Worksheets B (8 copies)  Three restaurant blog reviews (3 copies) written in Korean |

|  |
| --- |
| Aims:  Students will practice reading comprehension skills by reading the text.  Students will be given an opportunity to have a point of view.  Students will think about what they would do in certain situations which can help them to formulate an opinion.  Students will practice specking and listening ability by sharing ideas in pair/a group. |

|  |
| --- |
| Language Skills:  Listening : teacher’s elicitation, other groups opinions and responses  Reading : worksheets, reading ideas  Speaking : asking and answer questions within pairs, sharing personal opinions  Writing : writing brainstorming ideas |

|  |
| --- |
| Language Systems:  Lexis : phrasal verbs such as turn out, fed up, find out, etc  Grammar : 2nd conditional, past tenses  Function : asking and answering questions  Discourses : discussing tasks |

|  |
| --- |
| Assumptions:  Students have experiences related to the topic  Students are over late 20’s |

|  |
| --- |
| Anticipated Errors and Solutions:  Students may find unfamiliar vocabulary words.  -> Encourage students to work out the meaning of the words/phrasal verbs from context.  Students may take longer than expected to complete the task.  -> Don’t review today’s lesson or assign the remainder of the task for homework with a brief follow-up the following day. |

|  |
| --- |
| References:  http://www.onestopenglish.com/skills/reading/topic-based-lesson-plans/reading-lesson- plans-reviews/155212.article |

|  |  |  |
| --- | --- | --- |
| **Pre-task** | | |
| Materials: Board & board markers, Reading Worksheets A | | |
| Time | Set Up | Teacher Talk |
| 10 minutes | Whole Class  Pairs  Whole Class  Pairs  Whole Class | Hello everyone!  Is everybody ready to start?  I hope you are all ready for your English lesson.  (Eliciting experiences related to the topic)  I want you to tell each other about the last time you went to a restaurant. e.g. what did you eat, and why did you choose that particular place? Please work in pairs and you have 1 minute.  (While students are talking to each other, listen out for any comments about why they went.)  Time is up. Let’s hear some experiences from a couple of students.  Did anyone go to a restaurant because of a recommendation from a friend, or because of a good review you read?  (Ss will tell)  Is there anyone who went to a restaurant on recommendation and was disappointed? Any volunteers?  (Ss will tell)  Now I will give each pair of you a copy of the worksheet. You need to read the first part together, which has different questions about reviews, and tell each other your answers. You have 2 minutes.  CCQs  How much time do you have?  Do you work alone?  (Hand out each student reading worksheet A)  Do you need more time? If so, I’ll give you 30 seconds extra time.  Time is up.  OK, now still in pairs, decide what you think your answer is to part two. There are two questions you need to answer and you will have 2 minute.  (Listen and monitor again and, especially if you can hear different opinions, ask a few students what they think. The restaurant reviewer has the firstopinion.)  (Time warning)  Time is up. Let’s hear some opinions from a few students.  *Part 2*  *What do you think the role of a reviewer is?*  *• To tell the truth whatever, that’s what reviews are for.*  *• To be diplomatic and not say if something was really bad.*  *• To make something sound good, even if that is not the case.*  *One restaurant reviewer has said, “If restaurant staff do their job badly, there is no reason why I should do mine badly as well.”* |

|  |  |  |
| --- | --- | --- |
| **Task Preparation** | | |
| Materials: Board & board markers, Reading Worksheets B | | |
| Time | Set Up | Teacher Talk |
| 10 minutes | Whole Class  Individually  Whole Class | I will give you a copy of the text, you have to read it quickly and decide which opinion the writer has about the reviewers. You will read it individually and you have 5 minutes. After you finish reading, please compare your answers with each other.  Overall meaning is more important than understanding individual words or phrases. Also you will have an opportunity of reading the texts again more slowly. So this time, please read it quickly.  CCQs  How much time do you have?  Do you focus on individual words or phrases when you read?  (Hand out each student reading worksheet B)  (Time warning)  Do you need more time? If yes, give 30 seconds extra time.  OK, Can you guess the writer’s opinion in this writing?    The writer also has the first opinion, which is To tell the truth whatever, that’s what reviews are for.  And you can see the examples of how someone would have benefited from honest reviews. Can you find these examples in the text?  (Check examples with students.)  *Some restaurant owners have said that a review, even a bad one, can help them.*  *Several have said that after a bad review they made significant changes which improved their service, and they now have more customers than before.*  *Others though feel that a reviewer has a lot of power, perhaps too much, and criticism should always be fair and constructive. A restaurant may need improving but it doesn’t necessarily have to close down.* |

|  |  |  |
| --- | --- | --- |
| **Task Realization** | | |
| Materials: Board & board markers, Reading Worksheets B | | |
| Time | Set Up | Teacher Talk |
| 10 minutes | Whole Class  Individually  Whole Class  Individually | Now as I mentioned before, you will read the text again.  But this time, please underline the comments you agree with (or situations you have also experienced yourselves), and wiggly underline (or use different colored pens) those (the comments) you disagree with.  You will do this individually and I’m gonna give you 5 minutes.  CCQs  When you read, what will you do?  How much time do you have?  Do you work with others?  Students work on the task.  (Time warning)  Time is up. Now it’s time to compare your answers. What are the comments you agree or disagree with? Also are there any situations you have also experienced yourselves?  (Ss will tell)  Teacher can tell own experiences about a book or a restaurant.  In the 3rd paragraph,  Have they not left a tip because they were unhappy with the service?  Or do they never leave a tip anyway?  *Feeling very disappointed you decided not to leave much of a tip, but when the bill came (and it was the most you have ever spent on dinner for two!) you were annoyed to find out that a 10% service charge had already been added.*  I will give you three blog reviews written in Korean. These restaurants are the places we have visited. After you read reviews, let’s see if they are positive, or useful, or honest.  Please read it individually and you have 2 minutes.  (Hand out three blog reviews in Korean)  2 minutes later, check students’ answers together. |

|  |  |  |
| --- | --- | --- |
| **Post Activity** | | |
| Materials: Board & board markers, Worksheets | | |
| Time | Set Up | Teacher Talk |
| 10 minutes | Whole Class  Pairs  Whole Class | Now, you are the owners of the restaurant and have just read the review in  the newspaper. You are very shocked and upset. Working in pairs you need  to come up with ideas to stop you from losing customers.  First brainstorm ideas and then choose your top 5 ideas.  Then write the ideas on the back page of reading part 1&2 with your names.  You will have 5 minutes for doing this activity and work as pair.  (Write the title of activity on the board with time limit.)  Students work on the task.  (Time warning)  Time is up. Now please read others’ ideas and choose some ideas you think  will be most successful. Please pass around the paper you wrote.  Jenna, what have you chosen for the most successful idea?  (Check other pairs’ opinions as well)  (Teacher can tell own ideas.\_  Phrasal verbs used in today’s reading such as fed up, turn out, you can  check out the meanings and examples on our class web.  Anyone who wants to know about the decision of the Australian  courts, (pause) Restaurant Wins Lawsuit Against Newspaper For Bad Review.  Coco Roco vs. ‘Sydney Morning Herald  Also anyone who wants to read the bad review from the critic of Sydney  Morning Herald, I will leave you a copy, so please share it for your reading.  If the writer asked me the last question in the text. I’d say “Because of a bad  review, I would not stop going to my regular restaurant.”  That's all for today, everyone. And there is no homework. Bye everyone! |

**Reviews: Reading tasks**

**1** How swayed are you by reviews?

**Theatre reviews:**

A favorite show / play of yours is in town and the tickets are expensive. Your friend went and loved it, but the reviews have been bad.

*Do you go or not?*

**Film reviews:**

A film which stars an actor you really dislike has had some rave reviews.

*Do you decide to go and see it or not?*

**Book reviews:**

You see a book by an author unknown to you. All the reviews on the back say that

it’s wonderful.

*Do you decide to buy it or not?*

**Restaurant reviews:**

There’s a new Italian restaurant opened near you, and you love Italian food. However, the reviewers have said that the food is disappointing.

*Do you go or not?*

You go to a restaurant recommended by some friends but thought the food was very overpriced. Now they want to go again, and want you to come with them this time.

*Do you go with them or not?*

You go to a new restaurant but you thought the food and service was poor. You then read a great review about the place.

*Do you go again or not?*

You go to a new restaurant and thought that the food and service was great. You have since read a review which says the place is terrible.

*Do you go again or not?*

**2** What do you think the role of a reviewer is?

• To tell the truth whatever, that’s what reviews are for.

• To be diplomatic and not say if something was really bad.

• To make something sound good, even if that is not the case.

One restaurant reviewer has said, *“If restaurant staff do their job badly, there is no reason why I should do mine badly as well.”* Which role does he think he has?

**Reviews: Reading**

How would you feel if you had bought a ticket to see a show but it turned out to be terrible – the actors forgot their lines, the sound was awful (you could hardly hear what was being said) and the story was extremely dull? Probably fed up, but imagine that you only went because a reviewer had said that it was very good. You might even feel angry then, especially if the ticket was expensive.

Then you bought a book because all the reviews on the back said it was great, a ‘tour de force’, ‘unput-downable’, a real ‘page turner’ etc., only to find that it wasn’t gripping at all, in fact you couldn’t even finish it. The plot was unimaginative and the writing was weak.

Finally, you read a great review in the paper about an expensive restaurant in town and so decided to splash out and go there with a special friend. The reviewer recommended booking because it was very popular so you reserved a table, and one with a good view. When you arrived, however, there was no record of your booking and you were placed in a corner far from any view. The dishes were as expensive as you had been told but the food, when it eventually came, was very disappointing. The portions were small, the combination of tastes rather strange, and it wasn’t hot either. Every time you tried to ask for some more water or bread the waitress was never around, and then she took ages to get anything. Feeling very disappointed you decided not to leave much of a tip, but when the bill came (and it was the most you have ever spent on dinner for two!) you were annoyed to find out that a 10% service charge had already been added.

So how do you feel now? Put out because the experience was not nearly as good as you had expected (and you write a letter of complaint to the newspaper editor), or do you feel that it would have been inappropriate for the reviewer to have written an honest opinion of the restaurant – it might go out of business?

The role of reviewers has been questioned in Australia recently, particularly the role of food critics, after a restaurant took a newspaper to court. They claimed that because the review in the paper was so bad, people cancelled reservations and they lost all their customers. The restaurant had spent a million pounds doing the place up before opening but, a few months after the review, it had to close down. The staff lost their jobs, the owners lost their money and the restaurant lost its good reputation – all because of one review. The restaurant owners said customers had been put off by the food critic’s strong words.

The review was indeed very scathing. The reviewer criticized the taste of the food, the price of the dishes and quality of the service. He only awarded the restaurant nine stars out of a possible 20. He said, “If restaurant staff do their job badly there is no reason why I should do mine badly as well.”

The newspaper has defended their journalist, who went to the restaurant twice before writing his article. They say that it’s important that reviewers are honest – that’s what reviews are there for and it’s what the readers expect. Their purpose is to provide a guide for people who don’t want to spend an enormous amount of money on a meal that’s not that good. The editor has suggested that if they lose the case there are implications for other reviewers, of theatre or books for example. If a reviewer is worried about getting sued for giving their opinion there won’t be any point in having reviews at all.

Interestingly, some restaurant owners have said that a review, even a bad one, can help them. Several have said that after a bad review they made significant changes which improved their service, and they now have more customers than before. Others though feel that a reviewer has a lot of power, perhaps too much, and criticism should always be fair and constructive. A restaurant may need improving but it doesn’t necessarily have to close down.

Do reviewers have too much power? Some food critics have certainly become quite famous for their witty comments, and these do tend to be negative rather than positive remarks. It seems to be easier to be funny while saying something bad rather than saying something kind. In addition the rise of blogging means that there are many more reviews on the web, not just about restaurants of course, and again these can often be hurtful, and even unjust. The anonymity of the reviewers maybe encourages over the top criticisms and the need for a balanced review gets lost.

Perhaps the punters overreacted to the review? If you’re a regular customer of a restaurant, presumably this is because you like the place, so you wouldn’t stop going because of a bad review – or would you? For a restaurant to fail it must have been unpopular with all its customers, not just one that has a newspaper column – mustn’t it? Let’s see what answer the Australian courts settle on.