

## Review Accuracy Worksheet

**Read the customer review "Helpful information, but the agent was quite rude" and answer the following questions. You will need to compare the review to the original audio to identify all the errors.**

1. What is the reviewer's overall tone?

- a) Grateful and impressed.
- b) Confused and lost.
- c) Critical and slightly frustrated.
- d) Angry and aggressive.

2. The reviewer describes the agent's tone as "robotic and cold." This is...

- a) A verifiable fact.
- b) A subjective interpretation of the agent's professional tone.
- c) A compliment on his efficiency.
- d) A sign that the phone connection was bad.

3. The reviewer complains the agent "wasn't very helpful at all" with directions. This claim is factually...

- a) True; he only said "ask people in Birmingham."
- b) False; he gave her a specific website (**www.directions.com**) for detailed instructions.
- c) True; he told her to buy a map.
- d) False; he offered to mail her a brochure.

4. The reviewer claims the agent "didn't even apologize" about the camera rule. Based on the audio, the agent's tone when explaining this was:

- a) Rude and dismissive.

b) Informative and polite.

c) Confused and unsure.

d) Very apologetic.

5. The reviewer's complaint about the ticket price ("I'm almost certain my friend was right" about £100) is...

a) True; the agent was overcharging her.

b) A misinterpretation; the agent said £100 and her friend said £110.

c) A factual error; the agent clearly stated the advance price was £110.

d) True; the agent later corrected himself to £100.

6. Which of these statements from the review is a *subjective opinion* rather than a (potentially false) *factual claim*?

a) "He was very firm, and it made me feel a bit silly."

b) "The event is from July 1st to 3rd."

c) "He wasn't able to confirm if you could even drive the cars."

d) "The 'on the door' price of £165 is... unbelievable."

7. The review states the agent "wasn't able to confirm if you could even drive the cars." This is a distortion of the truth. What did the agent *actually* say?

a) He confirmed *no* cars were drivable.

b) He confirmed *all* cars were drivable.

c) He confirmed *modern* cars were drivable, but antique cars were uncertain.

d) He confirmed *antique* cars were drivable, but modern cars were not.

8. What is the reviewer's *main* criticism of the agent?

a) He gave her incorrect information about the dates.

b) His tone was unfriendly and his help was incomplete.

c) He refused to sell her a ticket over the phone.

d) He didn't know the name of the exhibition.

9. The reviewer claims the agent was in a "rush to transfer" her. This is factually false because...

a) The agent transferred her immediately, before she could ask questions.

b) The agent never transferred her at all.

c) The agent only offered to transfer her *after* asking, "Unless you have any more questions..."

d) The agent transferred her to the wrong department.

10. Which key piece of *helpful* information did the agent provide that the reviewer *omitted* from her complaint about directions?

a) The local bus number to the Summer Palace.

b) The fact that signs for the palace are posted in the city centre.

c) The name of the street the Summer Palace is on.

d) The best time of day to travel to the palace.

