

SOLELY FOR PURPOSES OF FORAGE WORK  
EXPERIENCE

The British Airways logo, featuring a red and blue swoosh, is positioned to the right of the main title.

# BRITISH AIRWAYS

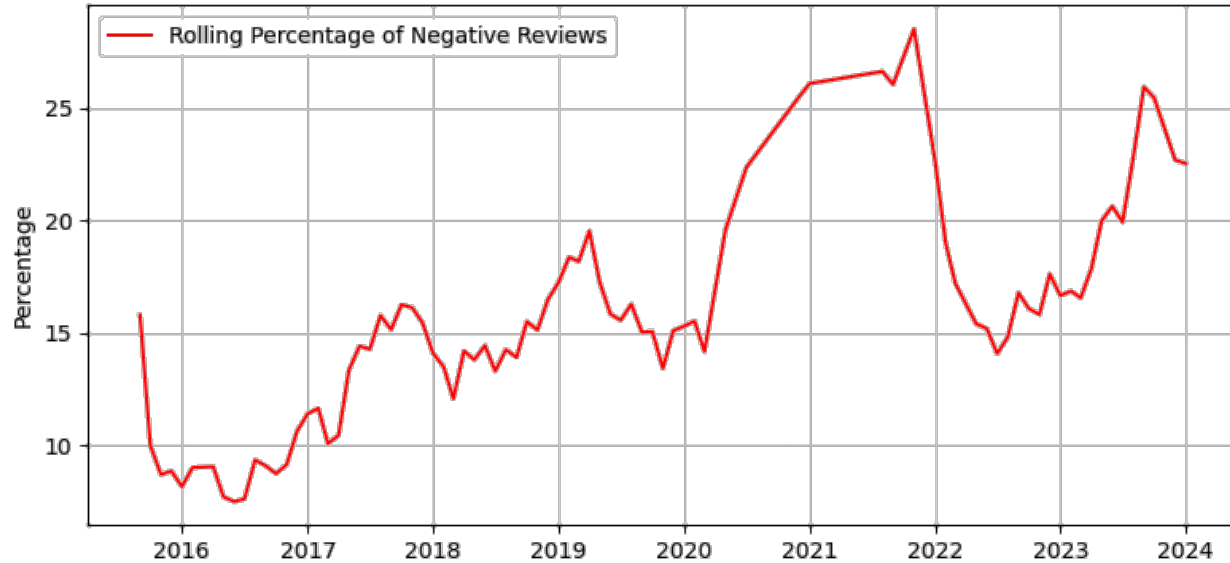
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## A Deep Dive Into British Airways Reviews

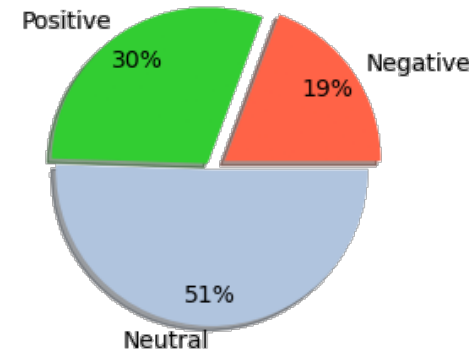
Uncovering Insights from Customer Experiences

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Data Scientist

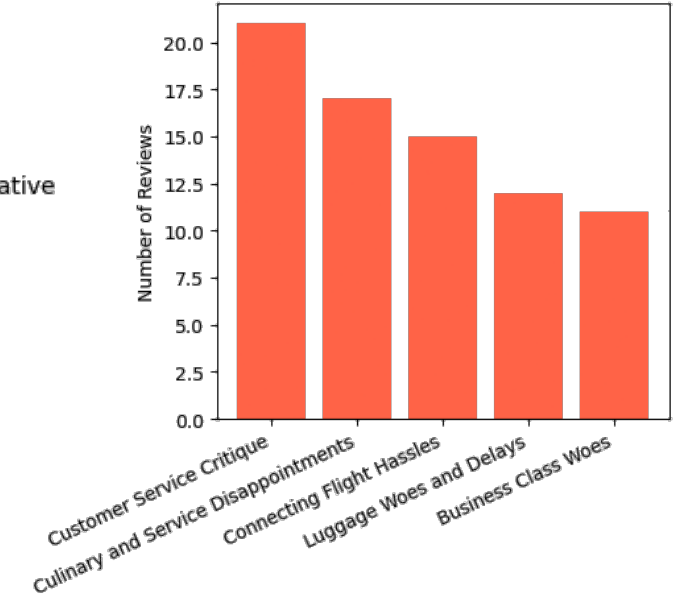
Trend of Rolling Percentage of Negative Reviews



Sentiment after mid 2022



Distribution of Neg. Reviews among Topics after mid 2022



## Distribution of Negative Reviews Among Topics (After Mid-2022)

### 1. Customer Service Critique:

- Identified issues related to customer service experience.

### 2. Culinary and Service Disappointments:

- Highlighted problems with in-flight meals and service.

### 3. Connecting Flight Hassles:

- Emphasized challenges faced during connecting flights.

### 4. Luggage Woes and Delays:

- Addressed concerns related to lost luggage and flight delays.

### 5. Business Class Woes:

- Explored negative experiences specifically in the business class.

