

■ Summary for Café Customer Reviews Project

Project Title:

Customer Review Analysis for a Small Café

Summary:

This project analyzes customer reviews for a small, local café to identify what customers liked and disliked. The main goals were to clean the raw data, organize it clearly, and highlight useful insights that can help the café improve its service and attract more customers.

What Was Done:

- **Cleaned the Data:** Fixed messy entries, removed extra spaces, and separated review IDs from the review text.
- **Organized the Data:** Created clear columns for review text, star rating, category (e.g., taste, atmosphere), and price level.
- **Analyzed the Reviews:**
 - Found that many customers loved the atmosphere and coffee quality.
 - Noticed that a few negative reviews mentioned service speed and table cleanliness.
 - Identified which categories had higher or lower average ratings.

Results:

- Most 5-star reviews mentioned great coffee and cozy atmosphere.
- 1–2 star reviews often complained about slow service or unclean tables.
- The category “Atmosphere” had the most positive feedback overall.

Tools Used:

- Python (Pandas, Matplotlib)
- Excel
- Visual Studio Code

Included Files:

- raw_customer_reviews_extended.xlsx – Original messy data
- cleaned_customer_reviews.xlsx – Final cleaned dataset
- review_analysis.py – Python script used to clean and analyze the reviews