

SOLELY FOR PURPOSES OF FORAGE WORK EXPERIENCE

BRITISH AIRWAYS



SCRAPE AND ANALYSE CUSTOMER REVIEW DATA TO UNCOVER INSIGHTS FOR
BRITISH AIRWAYS

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- Amey Desai

INSIGHTS FROM CUSTOMER REVIEWS

From cleaning 1000 reviews given by the customers, we obtained Sentiment Analysis which is :-

Positive Reviews :- 488

Negative Reviews: - 409

Neutral Reviews :- 103

Word cloud of keywords used in reviews:-

