Which keywords are most used in negative reviews?  
  
Response with Filter:

Based on the available review data, I've analyzed the negative reviews to identify key complaint patterns. Here are the most significant findings:

Two reviews contained significant negative feedback, both with 1-star ratings:

1. Review from T (February 20, 2025)[1]():

- Complaints about:

- Weak espresso and poor coffee quality[1]()

- Missing menu items (beans) without prior notification[1]()

- Poor service response to issues[1]()

- Lack of compensation for missing items[1]()

2. Review from Iria Gonzalez Otero (February 3, 2025)[2]():

- Complaints about:

- Rude service during ordering[2]()

- Order mistakes[2]()

- Incorrect check presentation[2]()

- Average food quality[2]()

Common themes in negative reviews include:

- Service issues (mentioned in both reviews)

- Food quality problems

- Order accuracy concerns

Note: This analysis is based on a limited dataset of only two negative reviews, which may not represent the full scope of potential issues.

Suggested follow-up queries:

- What are the most common themes in our negative reviews from the past month?

- Show me the correlation between service mentions and overall ratings.

- Based on all available reviews, what is our biggest opportunity to improve customer satisfaction?

- Analyze the root causes behind our one-star reviews from last month.

Response without Filter:

Two reviews contained significant negative feedback, both with 1-star ratings:

1. Review from T (February 20, 2025)[1]():

- Complaints about:

- Weak espresso and poor coffee quality[1]()

- Missing menu items (beans) without prior notification[1]()

- Poor service response to issues[1]()

- Lack of compensation for missing items[1]()

2. Review from Iria Gonzalez Otero (February 3, 2025)[2]():

- Complaints about:

- Rude service during ordering[2]()

- Order mistakes[2]()

- Incorrect check presentation[2]()

- Average food quality[2]()

Common themes in negative reviews include:

- Service issues (mentioned in both reviews)

- Food quality problems

- Order accuracy concerns

Note: This analysis is based on a limited dataset of only two negative reviews, which may not represent the full scope of potential issues.

when the last review was posted?  
  
Response with Filter:

Based on the review data available, I can tell you about the most recent review posting date:

The most recent review was posted on March 10, 2025, by Annalisa, who shared her experience of trying shakshuka for the first time at FACTORY GIRL.[12]()

This information represents the latest timestamp found in the provided review data. If there have been more recent reviews, they are not included in the dataset I have access to.

Suggested follow-up queries:

- What are the most common themes in our negative reviews from the past month?

- Show me the correlation between service mentions and overall ratings.

- Based on all available reviews, what is our biggest opportunity to improve customer satisfaction?

- Analyze the root causes behind our one-star reviews from last month.

Response without Filter:

Based on the review data available, I can tell you about the most recent review posting date:

The most recent review was posted on March 10, 2025, by Annalisa, who shared her experience of trying shakshuka for the first time at Factory Girl.[12]()

This information represents the latest timestamp found in the provided review data. If there have been more recent reviews, they are not included in the dataset I have access to.

How can we increase our business based on negative reviews?

Response with Filter:

Based on the available review data, I can provide insights into how to address and improve business based on negative feedback. While the dataset is limited, it contains valuable information about specific customer concerns.

There is one detailed negative review from Iria Gonzalez Otero (2025-02-03) that highlights several key issues:

- Rude service from the waitress during order taking[1]()

- Order preparation mistakes[1]()

- Incorrect bill presentation[1]()

- Average food quality[1]()

The customer explicitly states they would not recommend the restaurant and won't return.[1]()

Analysis of Improvement Opportunities:

1. Service Quality Enhancement:

Based on the negative review, there's a clear need to focus on staff training and service standards. Specific actions could include:

- Implementing customer service workshops

- Establishing clear protocols for handling complaints

- Improving staff communication skills

2. Operational Efficiency:

The review highlights operational issues that need addressing:

The specific operational problems mentioned include:

- Order preparation accuracy issues[1]()

- Billing accuracy problems[1]()

3. Quality Control:

The review suggests a need to improve food quality beyond just being 'average.' Consider:

- Reviewing menu item preparation procedures

- Implementing quality control checks

- Gathering more feedback on food quality

4. Response Strategy:

The restaurant's current response approach is positive:

The management has responded to the negative review by stating they take the feedback seriously and will address the issues with their staff to improve both service and food quality.[1]()

Recommendations for Improvement:

1. Expand Customer Feedback Collection:

- Implement regular feedback systems to catch issues before they escalate

- Create multiple channels for customers to provide feedback

2. Staff Training Programs:

- Develop comprehensive training programs focusing on service standards

- Include specific scenarios from negative reviews in training materials

3. Quality Assurance Processes:

- Establish clear quality control procedures

- Implement regular staff evaluations

Limitations of Analysis:

- The dataset contains only one detailed negative review

- More feedback would be needed for a comprehensive improvement strategy

- Long-term trend analysis is not possible with current data

Suggested follow-up queries:

- What are the most common themes in our negative reviews from the past month?

- Show me the correlation between service mentions and overall ratings.

- Based on all available reviews, what is our biggest opportunity to improve customer satisfaction?

- Analyze the root causes behind our one-star reviews from last month.

Response without Filter:  
  
Based on the available review data, I'll analyze the negative feedback patterns and provide actionable insights for business improvement. Here's a structured analysis:

Key Negative Review Findings:

From the available data, there is one negative review from Iria Gonzalez Otero (2025-02-03) with the following specific complaints:

- Rude service from the waitress during order taking[1]()

- Order preparation errors[1]()

- Incorrect bill presentation[1]()

- Average food quality[1]()

The reviewer explicitly stated they would not recommend the restaurant and won't return, with a satisfaction level of 40%.[1]()

Analysis of Improvement Opportunities:

Based on this feedback, here are actionable recommendations to address the identified issues:

1. Service Quality Improvements:

- Implement enhanced staff training programs focusing on customer interaction

- Establish clear protocols for handling customer complaints

- Consider mystery shopping to monitor service quality

2. Order Accuracy Measures:

- Review and refine order taking procedures

- Implement double-check systems for order preparation

- Consider technology solutions for order management

3. Quality Control:

- Review menu item preparation standards

- Enhance staff training on food quality expectations

- Consider customer feedback mechanisms for food quality

Limitations of Analysis:

- The available data set is limited, with only one negative review

- More comprehensive review data would be needed for broader trend analysis

- Seasonal or temporal patterns cannot be identified with current data

The restaurant has demonstrated a proactive approach to negative feedback, as evidenced by their response to the negative review, stating they will address the issues raised with their staff to ensure improvements in both service and food quality.[1]()

Recommendations for Implementation:

1. Monitor Progress:

- Track improvements in areas identified in negative reviews

- Maintain consistent follow-up with customers who experienced issues

2. Expand Feedback Collection:

- Implement systematic feedback collection methods

- Consider regular customer satisfaction surveys

- Monitor online review platforms for consistent feedback patterns

3. Quality Assurance:

- Establish regular staff training sessions

- Implement quality control checks

- Maintain open communication channels with customers