**Royal Caribbean International - Data Scientist Task**

**EDA**

In the zip file you will find a dataset called satistfaction.csv This dataset contains information about airline passengers, their trip, and whether or not they were satisfied. This data is from a survey so make the assumption that a higher number is better in columns like ‘Ease of Online booking’. The satisfied\_v2 column is something that is a verified customer sentiment via customer service representatives reaching out to the customer.

**Your business leaders have asked you to investigate how big of a problem we have with unsatisfied passengers as well as what might be causing it**. In this part, we ask that you perform an exploratory data analysis into the dataset while also trying to answer the business leaders’ question. Feel free to be as concise or as thorough as you’d like.

**Modeling**

The business leaders want you to **build a model that can predict if a customer was not satisfied by their flight immediately after they submit a survey. Customer service representatives are very busy so we need to prioritize who to reach out to first.**

* Using the data, build the best model you can given the data that does what the business leaders are asking. Does this business case influence the model you ended up choosing? Be sure to explain!
* How accurate is this model? (Use whatever accuracy metrics you think are relevant.)