

Analysis of Veranda Hotel Reviews

Here is a detailed analysis of the provided hotel reviews, addressing the requested points:

1) Main Topics:

The reviews highlight several key topics related to the Veranda hotel experience:

- * **Staff:** Friendliness, helpfulness, responsiveness, communication skills.
- * **Cleanliness:** Overall cleanliness, room cleanliness, bedding, bathroom cleanliness.
- * **Location:** Proximity to airport, beach, restaurants, and transportation.
- * **Room:** Size, comfort, amenities, furniture, balcony, air conditioning.
- * **Breakfast:** Quality, variety, value for money.
- * **Noise:** Airport noise, street noise, neighboring hotels, garbage trucks.
- * **Value for Money:** Overall satisfaction considering price, quality, and services offered.
- * **Restaurant:** Food quality, service, atmosphere, menu options.
- * **Facilities:** Pool (size, cleanliness), parking, wifi.

2) Topic Ranking (Positive/Negative):

- * **Staff:** **90% positive, 10% negative.** Reviews consistently praise the staff for their friendliness, helpfulness, and willingness to go the extra mile. Some mention issues with language barriers or inconsistent service, but these are rare.
- * **Cleanliness:** **95% positive, 5% negative.** The hotel receives high praise for its cleanliness, with guests consistently commenting on the spotless rooms, bedding, and bathrooms. A few mention minor cleanliness issues, such as dust or a bad smell in the bathroom, but these are infrequent.
- * **Location:** **80% positive, 20% negative.** The location is generally seen as a strong point, especially

for proximity to the airport, beach, and restaurants. Some guests find the area a bit noisy or far from the city center, impacting their rating.

* **Room:** 70% positive, 30% negative. The rooms are often described as modern, clean, and comfortable. However, concerns arise about room size, especially for families, inadequate storage space, and inconsistent amenities.

* **Breakfast:** 75% positive, 25% negative. While the breakfast is generally praised for being tasty and homemade, some guests find it limited in variety or overpriced.

* **Noise:** 50% positive, 50% negative. The proximity to the airport and the beach, while convenient, contributes to noise levels. Some guests find the noise from planes, street traffic, or neighboring properties disruptive, while others are less bothered.

* **Value for Money:** 85% positive, 15% negative. Guests generally feel that the hotel offers good value for the price, especially considering its cleanliness, modernity, and friendly staff. Some find the price a bit high for the size of the room or limited amenities.

* **Restaurant:** 80% positive, 20% negative. The hotel restaurant is popular for its delicious food, especially the chef's skills and homemade dishes. Some guests find the menu limited or service slow.

* **Facilities:** 65% positive, 35% negative. The facilities, including the pool, parking, and wifi, receive mixed reviews. The pool is often deemed too small or not well-maintained. Parking can be limited, and wifi strength is inconsistent.

3) Main Problems and Technical-Economic Feedback:

Worst Topic: Noise: 50% positive, 50% negative.

The noise issue is the most significant challenge for Veranda. While some guests are not bothered by airport or beach noise, a significant number find it disruptive. This negatively impacts the overall experience and could lead to customer dissatisfaction and negative reviews.

****Technical-Economic Feedback:****

* ****Soundproofing:**** Prioritize soundproofing measures for rooms, especially those facing the airport or street. This could involve using thicker windows, sound-absorbing materials, or redesigning room layouts.

* ****Noise Mitigation Strategies:**** Implement strategies to minimize noise impact. This could include providing earplugs, offering later check-in times, and encouraging guests to use the hotel's restaurant and bar instead of noisy nearby options.

* ****Communication:**** Be transparent about noise levels in promotional materials and during the booking process, managing expectations and allowing guests to make informed decisions.

* ****Room Size and Amenities:**** Consider optimizing room size, especially for family suites, and offering a wider range of amenities to improve value for money. This could include adding storage space, upgrading shower facilities, or providing more diverse mini-bar options.

* ****Breakfast:**** Evaluate the breakfast offering to ensure variety, quality, and a competitive price point. Consider offering a wider selection of fresh, locally sourced ingredients.

* ****Pool:**** Invest in upgrading the pool to create a more appealing and functional space for guests. This could involve increasing its size, adding features, or ensuring regular cleaning.

* ****Parking:**** Assess parking availability and implement solutions to address limited parking spaces. This could include securing a nearby parking lot or offering valet services.

* ****Wifi:**** Improve wifi strength and reliability, providing a seamless connection for guests working or accessing the internet.

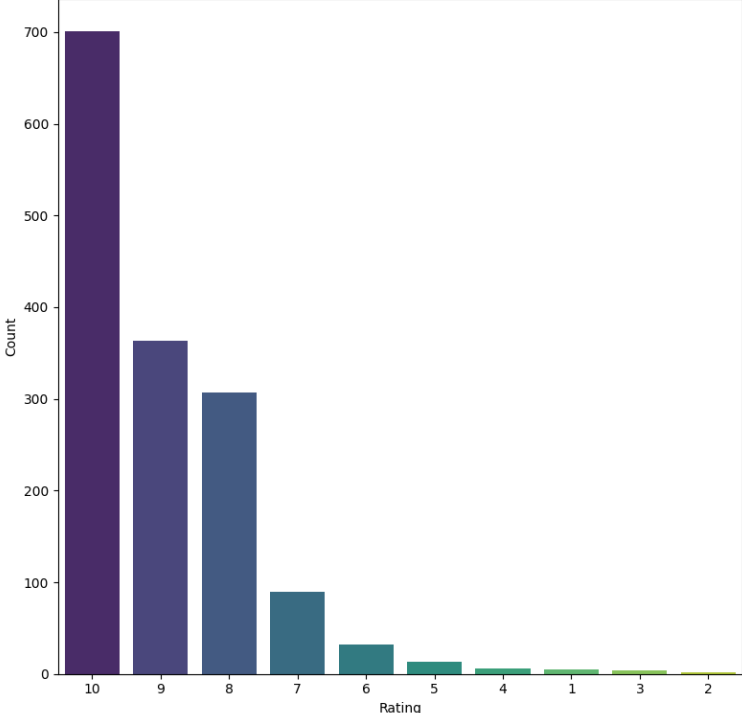
****Additional Considerations:****

* ****Staff Training:**** While the staff is generally positive, further training in language skills and service standards could enhance the overall guest experience.

* ****Marketing Strategy:**** Focus on highlighting the hotel's strengths, including its cleanliness, friendly staff, and proximity to the airport and beach.

By addressing these key areas, Veranda can enhance its offerings, improve customer satisfaction, and ultimately, strengthen its position in the competitive hotel market.

Rating Distribution



Most Common Words in Reviews



Positive vs Negative Scores per Topic

