

WEB SCRAPING TO GAIN COMPANY INSIGHTS

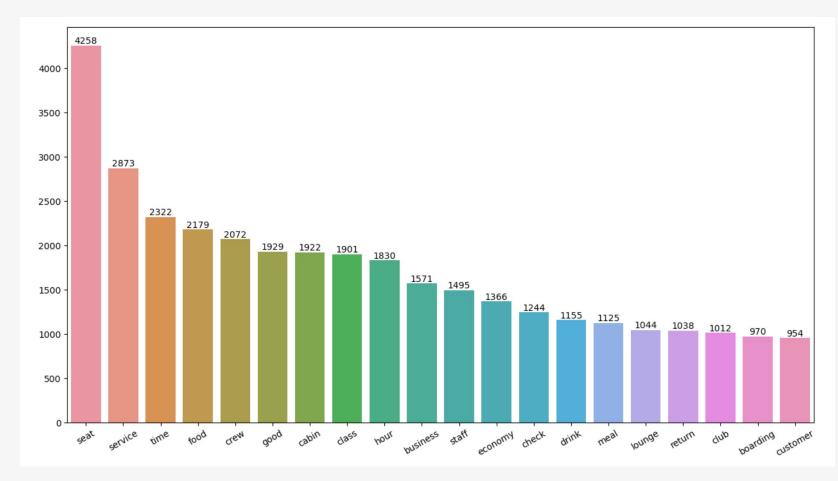
MADE BY:

IRA SAFONIK

INSIGHTS FROM CUSTOMER REVIEWS - Key Topics



The findings reveal that customers are actively discussing several key topics in their reviews. "**Seat**" stands out as the predominant subject, trailed by "**Service**", "**Time**," and "**Food**", all integral elements of the customer experience.





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INSIGHTS FROM CUSTOMER REVIEWS - Sentiment



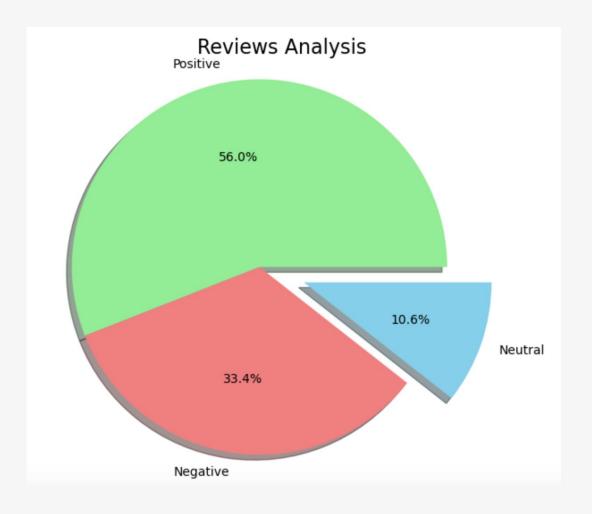
The obtained analysis results show that out of **3 500** airline reviews.

The majority are **positive** (1 956), while less than a third of the reviews are **negative** (1 169). Only 370 of the reviews are **neutral**.

56% positive

33.4% negative

10.6% neutral



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