

[1] M. J. Baker and B. Hashimoto, "Expression of Customer (Dis)satisfaction in Online Restaurant Reviews: The Relationship Between Adversative Connective Constructions and Star Ratings," *International Journal of Business Communication*, vol. 61, no. 1, pp. 148–180, Jan. 2024, doi: 10.1177/23294884231200245. [Accessed: Jan. 30, 2026.]

[2] GeeksforGeeks, "Understanding TF-IDF (Term Frequency–Inverse Document Frequency)," Jan. 20, 2021. [Online]. Available: <https://www.geeksforgeeks.org/machine-learning/understanding-tf-idf-term-frequency-inverse-document-frequency/> [Accessed: Jan. 30, 2026.]

[3] National Restaurant Association, "National statistics." [Online]. Available: <https://restaurant.org/research-and-media/research/industry-statistics/national-statistics/> [Accessed: Jan. 30, 2026.]

[4] J. Pitman, "Local consumer review survey 2022," BrightLocal, 2022. [Online]. Available: <https://www.brightlocal.com/research/local-consumer-review-survey/> [Accessed: Jan. 30, 2026.]

[5] Kaggle, "Yelp restaurant reviews." [Online]. Available: <https://www.kaggle.com/datasets/farukalam/yelp-restaurant-reviews> [Accessed: Jan. 30, 2026.]