SENTIMENTAL ANALYSIS FOR RESORT RATING THROUGH REVIEWS

**ABSTRACT:**

Nowadays, all day-to-day applications are going online. Due to the growth of technologies, people use their smart phones, tablets and laptops for all applications. This application will help the users to search for a particular resort by location and find the recommended resorts, the location of the resorts and book their rooms based on the availability of the rooms. The application can display the detail of the resorts like the phone number, current location, the rating of resort by customers and package details. The application also allows users to give review about the resort and the other users will get the resort suggestion based on these review ratings. The system uses **OPINION MINING / SENTIMENT ANALYSIS** methodology in order to achieve desired functionality. Opinion mining for Resort reviews is a web application, which gives review of the feedback that is given by various users. The System takes review of various users, based on the opinion, system will specify whether the posted resort is good, bad, or worst. We use a database of sentiment based keywords along with positivity or negativity weight in database and then based on these sentiment keywords mined in user review is ranked. Once the user login to the system he views the resorts and gives review about the hotel. It uses a dictionary of words that are categorised as positive, negative or neutral, and a KNN algorithm to calculate sentiment. System will rate the hotel based on the rank of review. This application is useful for those who are going to visit a new place. This application is useful for those who travel often. Using this application User will get to know which resort is best and suitable for them. User can decide which hotel to accommodate before they reach the place.

**EXISTING SYSTEM:**

In the existing system, users have to look for the resorts manually and go to the location directly and book for the resort based on the availability of rooms. The location of the resort is hard to find for the customers because the address of the resort may not be clear. The customers may feel disappointed on the physical resort. The existing system is very time consuming.

**PROPOSED SYSTEM:**

The proposed system is very effective and it shows hotels based on location preferences of users. This application will help the users to search for a particular resort by location and find the recommended resorts, the location of the resorts and guiding the users to the resort. It also provides a resort reviewing functionality and is done by a process called **“SENTIMENTAL ANALYSIS”.** Sentimental Analysis for Resort Review system is a natural language processing system that detects hidden sentiments in reviews of the customer and rates the reviews accordingly.

There are mainly 3 types of users for this system :

1. Admin
2. Resort
3. User

**MODULE DESCRIPTION:**

1. **Login & Registration Module:**
   * In this module, new registrations of users and logging In to the system is done. During the registration, the user/admin need to enter the customer/resort details.
   * After successful registration, the customer can log in to the system using his/her username and password.
   * The users have the provision to change their passwords and edit their details and also their is a chance to recover the password if the user had forgotten their password.
2. **Resort Module:**
   * In this module, the details of the resorts can be added/edited/deleted either by the resort owner or the admin.
   * The owners can also add the package details and other discounts also.
   * The resort details will be displayed to the user only after the approval by the user.
3. **Searching Module:**
   * In this module, the user can search for various resorts based on their location/name.
   * The user can view all the resorts in a particular location and select each resort on customer requirements.
4. **Booking Module:**
   * In this module, the user can book a particular resort where they are looking for.
5. **User Reviewing module:**
   * In this module, the user has a provision to give a review about the resort and their experiences.
   * The user can give their reviews as in written data. And the system will automatically finds each words and generate a rating based on the reviews and display it on the website.
6. **Feedback Module:**
   * The user can give feedback about the system. The admin can view this feedbacks and reply to the feedback if required.