

# Feedback Analysis Report

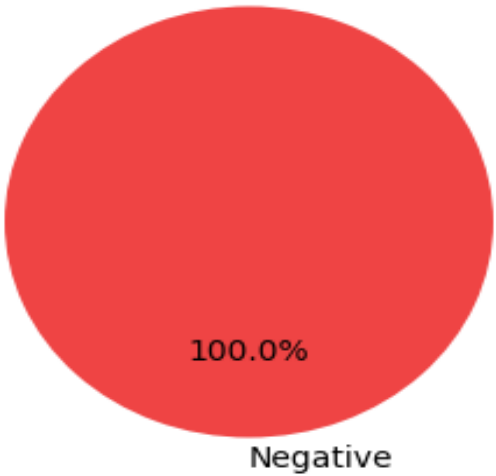
Generated: 2026-02-02 13:06

## Executive Summary

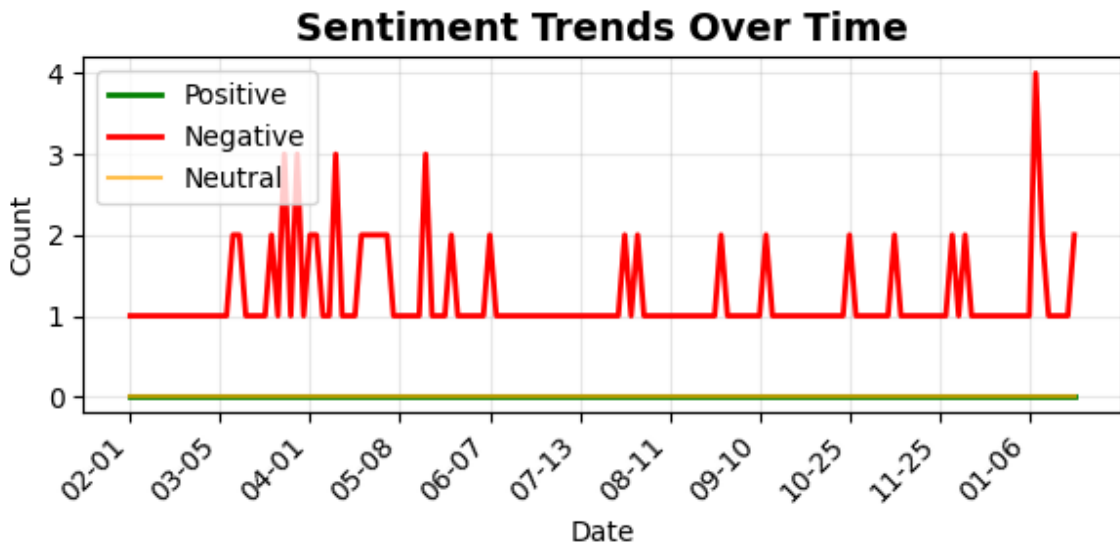
Metric	Value	Percentage
Total Feedback	181	100%
Positive Feedback	0	0.0%
Negative Feedback	181	100.0%
Neutral Feedback	0	0.0%
Average Confidence	83.53	-

## Sentiment Distribution

Sentiment Distribution



## Sentiment Trends Over Time



## Detailed Statistics

Category	Count	Percentage
Arabic Feedback	0	0.0%
English Feedback	181	100.0%

## Top Negative Feedback Samples

1. [2025-10-30] The cabin crew was professional and attentive throughout the flight, though the meal service felt a bit rushed. The seat comfort was adequate for a medium-haul flight, and the aircraft was clean and w...

Flight: MS478 | Customer: Anonymous | Confidence: 99.20

2. [2026-01-29] Flight EgyptAir MS 986 Cairo to London - Very disappointed with my experience on this flight. The cabin crew was dismissive when I asked for a pillow, the seat padding had deteriorated significantly m...

Flight: MS977 | Customer: Anonymous | Confidence: 85.00

3. [2026-01-29] Flight EG456 Cairo to London - Egypt Air Rating: 2/5 stars I was extremely disappointed with my experience on this Egypt Air flight. The cabin crew was dismissive and unhelpful when I asked about mea...

Flight: MS244 | Customer: Anonymous | Confidence: 85.00

4. [2026-01-21] I recently flew Egypt Air from Cairo to London and was deeply disappointed with the overall experience. The cabin crew seemed disinterested and unhelpful throughout the flight, and when I requested a ...

Flight: MS114 | Customer: Anonymous | Confidence: 85.00

5. [2026-01-14] Flight EMS 842 (Cairo to Jeddah) - September 15, 2024: The cabin crew seemed disinterested in passenger requests and took an unusually long time to attend to calls; additionally, the

in-flight meal wa...

*Flight: MS357 | Customer: Anonymous | Confidence: 85.00*

**6.** [2026-01-11] I recently flew Egypt Air from Cairo to London and was extremely disappointed with the overall experience. The cabin crew was indifferent and unhelpful when I asked for assistance with my luggage, and...

*Flight: MS647 | Customer: Anonymous | Confidence: 85.00*

**7.** [2026-01-09] I recently flew Egypt Air from Cairo to London and was quite disappointed with the overall experience. The cabin crew seemed dismissive of passenger requests, and when I asked for assistance, they app...

*Flight: MS311 | Customer: Anonymous | Confidence: 85.00*

**8.** [2026-01-09] I had a relatively smooth flight with Egypt Air, though the cabin crew seemed a bit stretched during service and took longer than expected to collect meal trays. The seat comfort was adequate for a me...

*Flight: MS787 | Customer: Anonymous | Confidence: 85.00*

**9.** [2026-01-08] Flight EMS256 from Cairo to London was deeply disappointing - the cabin crew seemed disinterested in passenger requests, and when I finally received my meal three hours into the flight, the food was c...

*Flight: MS210 | Customer: Anonymous | Confidence: 85.00*

**10.** [2026-01-08] Flight EY567 Cairo to London - Poor Experience: The cabin crew seemed disinterested and unhelpful throughout the 5-hour flight; when I asked for an extra pillow, I was told curtly that they were unava...

*Flight: MS457 | Customer: Anonymous | Confidence: 85.00*