

# Feedback Analysis Report

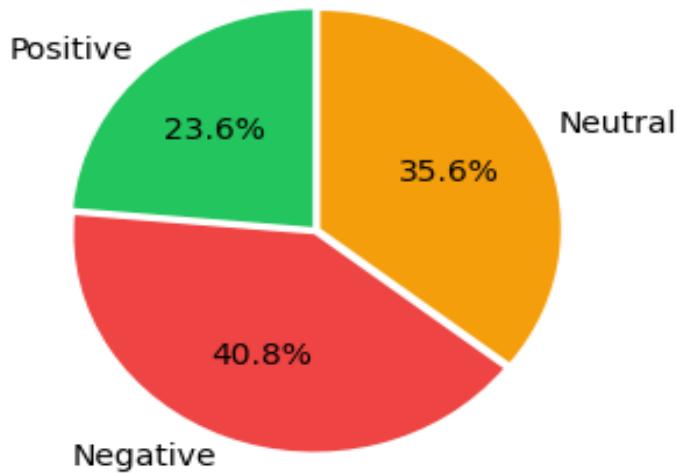
Generated: 2025-12-28 22:17

## Executive Summary

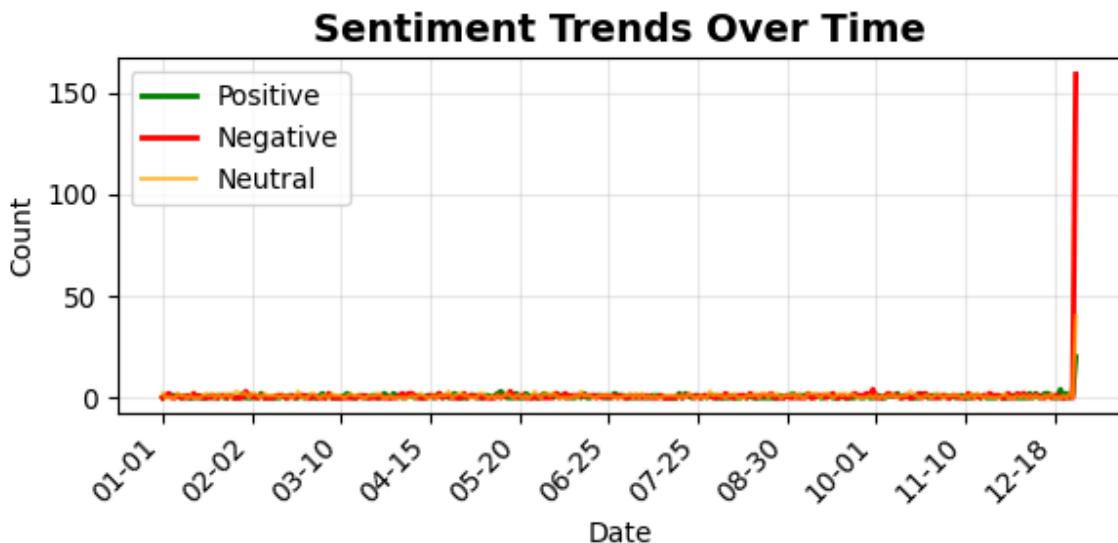
Metric	Value	Percentage
Total Feedback	818	100%
Positive Feedback	193	23.6%
Negative Feedback	334	40.8%
Neutral Feedback	291	35.6%
Average Confidence	69.02	-

## Sentiment Distribution

**Sentiment Distribution**



## Sentiment Trends Over Time



## Detailed Statistics

Category	Count	Percentage
Arabic Feedback	302	36.9%
English Feedback	516	63.1%

## Top Negative Feedback Samples

1. [N/A] The worsr airline ive ever flewn with. No screens, even in long haul. Extremely tight seats. Uncomfortable as hell. And the worst is the cairo airport and the baggage handling. Baggage got lost on the...

Flight: N/A | Customer: Anonymous | Confidence: 95.00

2. [N/A] WORST SERVICE EVER!Flight MS849 Cairo Nairobi just landed in Nairobi from Cairo (coming from Rome) with my 2 kids (11 and 6). Cabin crew rude and discriminating.Asked for blankets for my kids, they g...

Flight: N/A | Customer: Anonymous | Confidence: 95.00

3. [N/A] I recently flew with Egypt air during a trip with family. We were meant to have five flights: one from the US to Cairo, two from Luxor to Amman, and two to get us back to the US. Before our trip, we w...

Flight: N/A | Customer: Anonymous | Confidence: 95.00

4. [N/A] We arrive at Heathrow to flight to luxor but could not check-in as they were still check-in flight to cario.After about 45 minutes check-in was on business class so went though to the lufthansa lounge...

Flight: N/A | Customer: Anonymous | Confidence: 95.00

5. [N/A] This is the most unprofessional and incompetent set of people. Our flight was set to depart from JFK airport on 3/31/22 at 5:15pm. Upon check in at 1pm (4hrs before the flight), they were telling us t...

Flight: N/A | Customer: Anonymous | Confidence: 95.00

**6.** [N/A] Worst airline I have ever travelled with. Rude staff that don't communicate anything. Flight delayed by hours with no explanation as to why. Terrible terrible customer service. Do not fly with them.

*Flight: N/A | Customer: Anonymous | Confidence: 95.00*

**7.** [N/A] Terrible airlines, with the worst and most unreachable customer service. They canceled my flight not once but 3 times do to COVID, after giving the passengers a option to opt out of the flight and get...

*Flight: N/A | Customer: Anonymous | Confidence: 95.00*

**8.** [N/A] Business class fully refundable ticket booked from Cairo to Casablanca in July 2019 for travel in April 2020 cancelled because of Covid. Refund confirmation received immediately on 16th March. Despite...

*Flight: N/A | Customer: Anonymous | Confidence: 95.00*

**9.** [N/A] Name: Mohsen AbdelmalakBooking reservation #: SQQWFJFlight from Sanfrancisco , USA to Cairo, Egypt On 09/05/2020My Connection flights is JetBlue airways B6016 From sfo airport to JFK and Egyptair ...

*Flight: N/A | Customer: Anonymous | Confidence: 95.00*

**10.** [N/A] Very poor quality of service, staff were very rude and unprofessional in the airport, we booked a flight from Dubai to Casablanca by Cairo for an hour, the staff on the plane with a very F\*\* attitude ...

*Flight: N/A | Customer: Anonymous | Confidence: 95.00*