Hotel Reviews – Overview

Total Reviews	Total Hotels	Avg Reviewer Score	Expectation Gap
515212	1492	8.4	-0.1

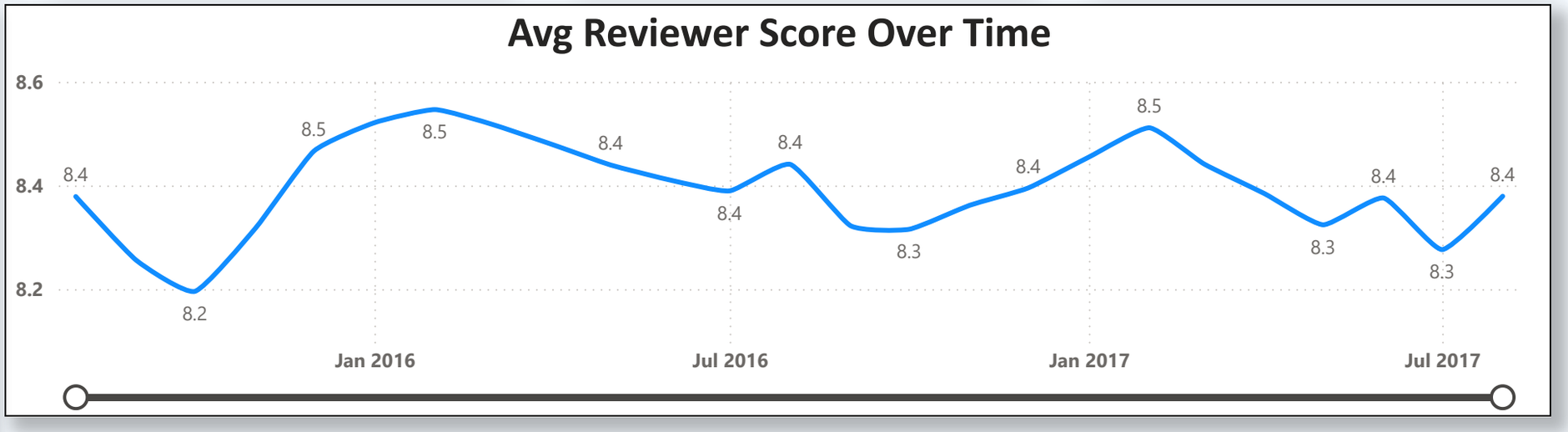
Year

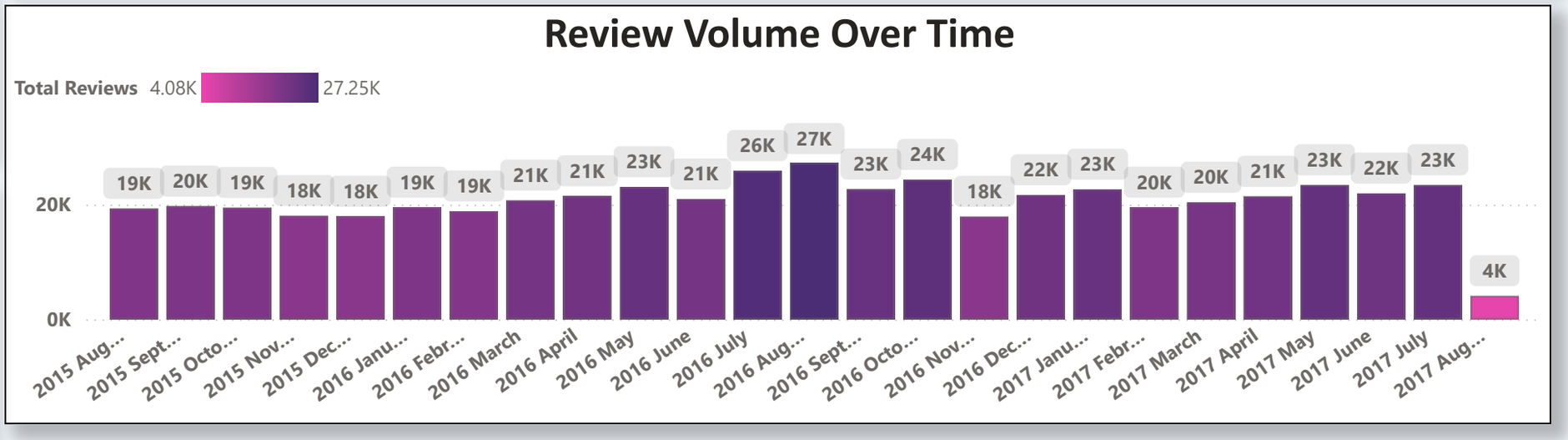
- 2015
- 2016
- 2017

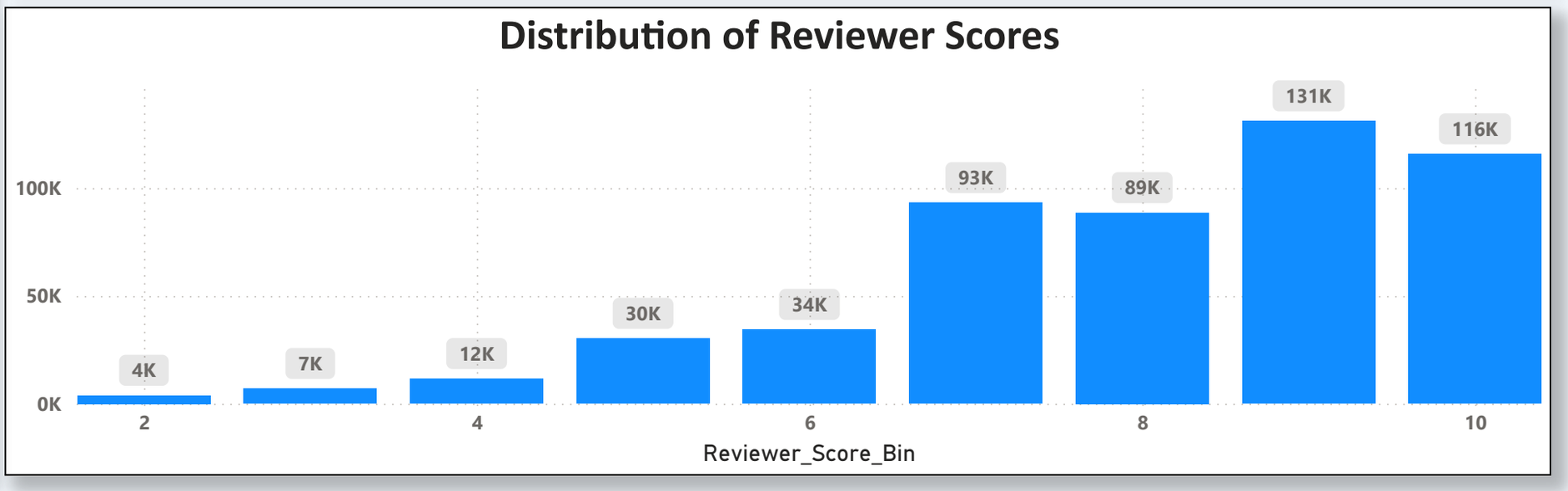
Hotel Name

Search

- Select all
- 11 Cadogan Gardens
- 1K Hotel
- 25hours Hotel beim Museums...
- 41
- 45 Park Lane Dorchester Colle...
- 88 Studios
- 9Hotel Republique







Hotel Performance & Risk Analysis

Positive Reviews %	Negative Reviews %	Critical Risk Hotels	Inconsistent Hotels
83.2%	4.3%	15	47

Year

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- 2016
- 2017

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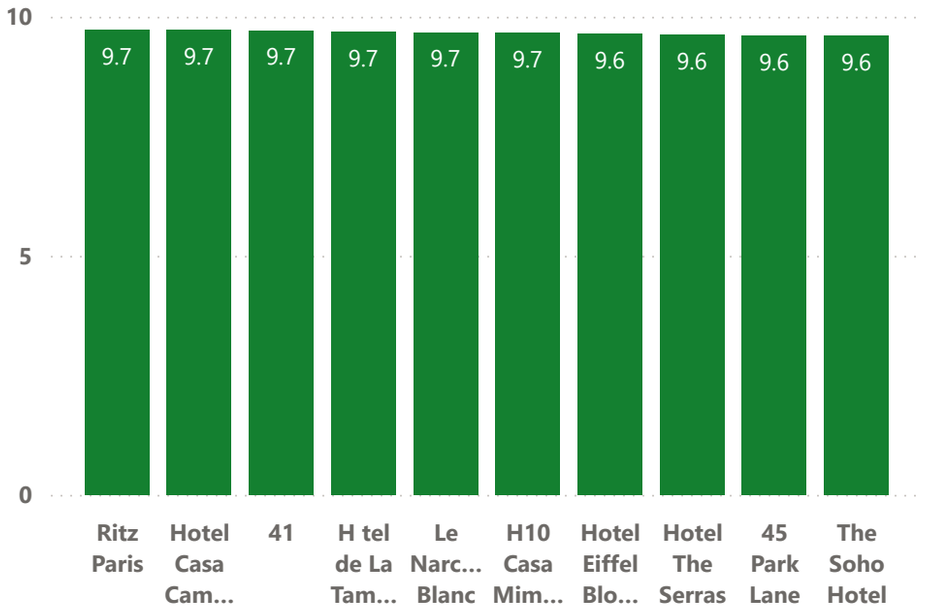
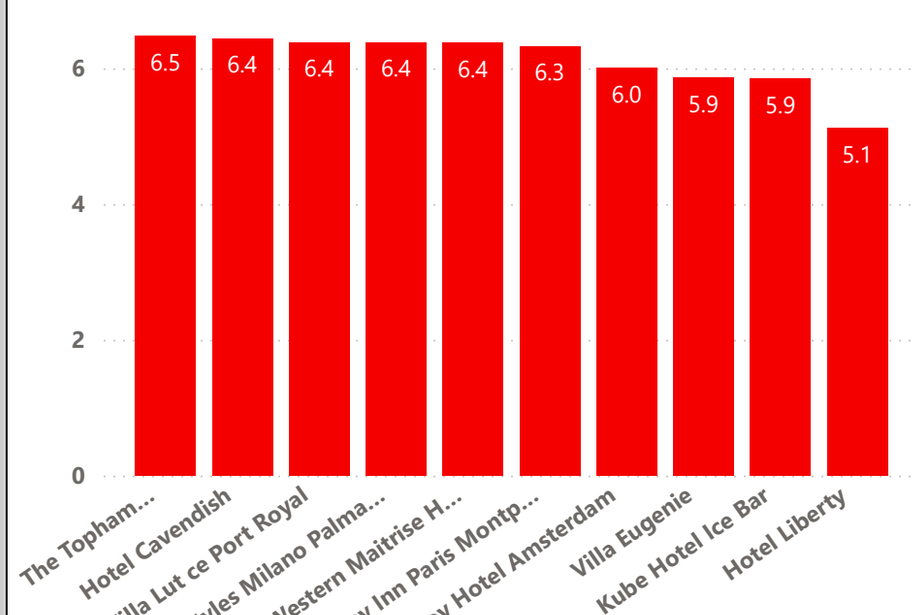
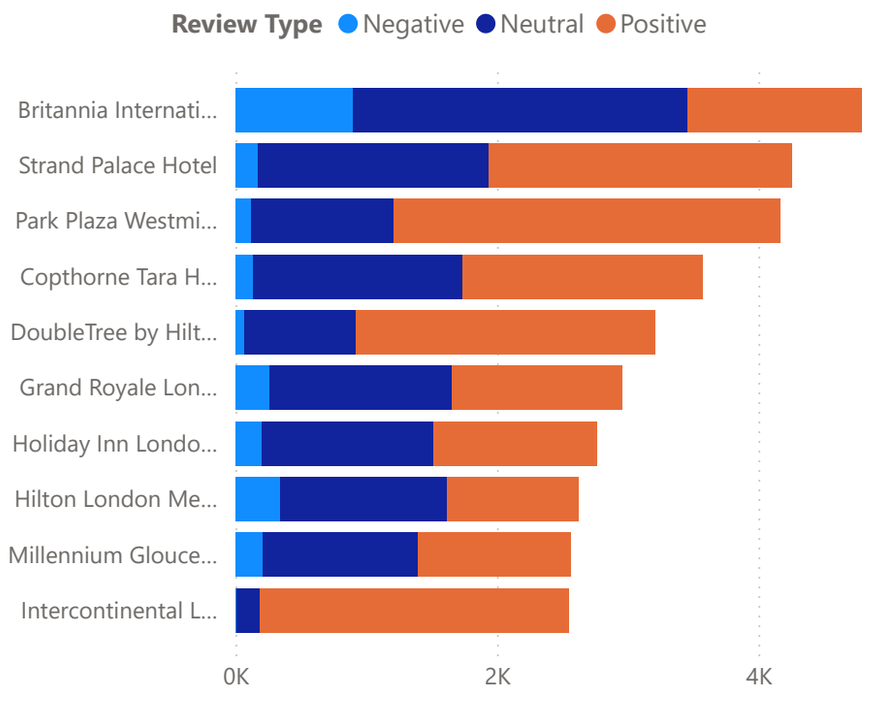
Top 10 Hotels by Avg Reviewer Score



Bottom 10 Hotels by Avg Reviewer Score



Review Mix by Hotel



Critical Risk Hotels

Hotel_Name	Avg Reviewer Score	Negative Reviews %	Score Std Dev
The Tophams Hotel	6.5	27.2%	2.11
Savoy Hotel Amsterdam	6.0	32.1%	1.99
Park Lane Mews Hotel	6.9	17.1%	1.91
Mokinba Hotels King	7.0	13.8%	1.92
London Elizabeth Hotel	7.0	15.7%	1.91
IH Hotels Milano Lorenteggio	6.7	19.6%	1.97
Idea Hotel Milano San Siro	6.6	22.1%	2.08
Hyatt Regency Paris Etoile	6.8	21.3%	2.11
Hotel Cavendish	6.4	22.6%	1.99
Total	**6.7**	**20.3%**	**2.03**

Guest Experience, Trends & Behavior Analysis

Recent Reviews Avg	Older Reviews Avg	Review Sentiment Shift	Avg Negative Words
8.38	8.40	-0.02	18.54

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- 2016
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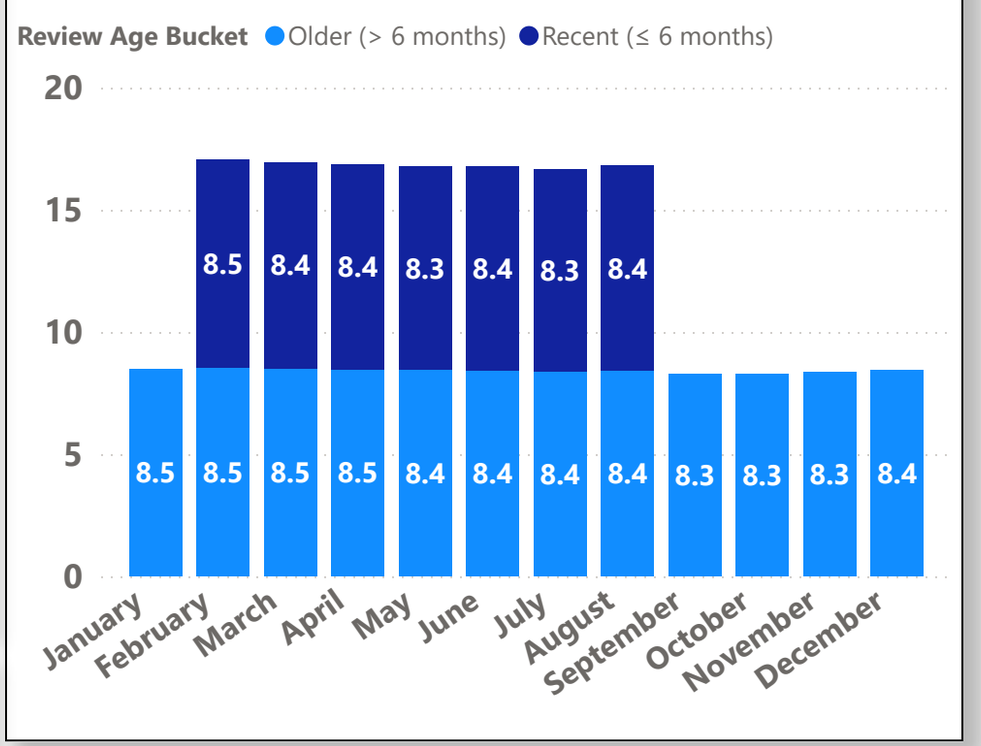
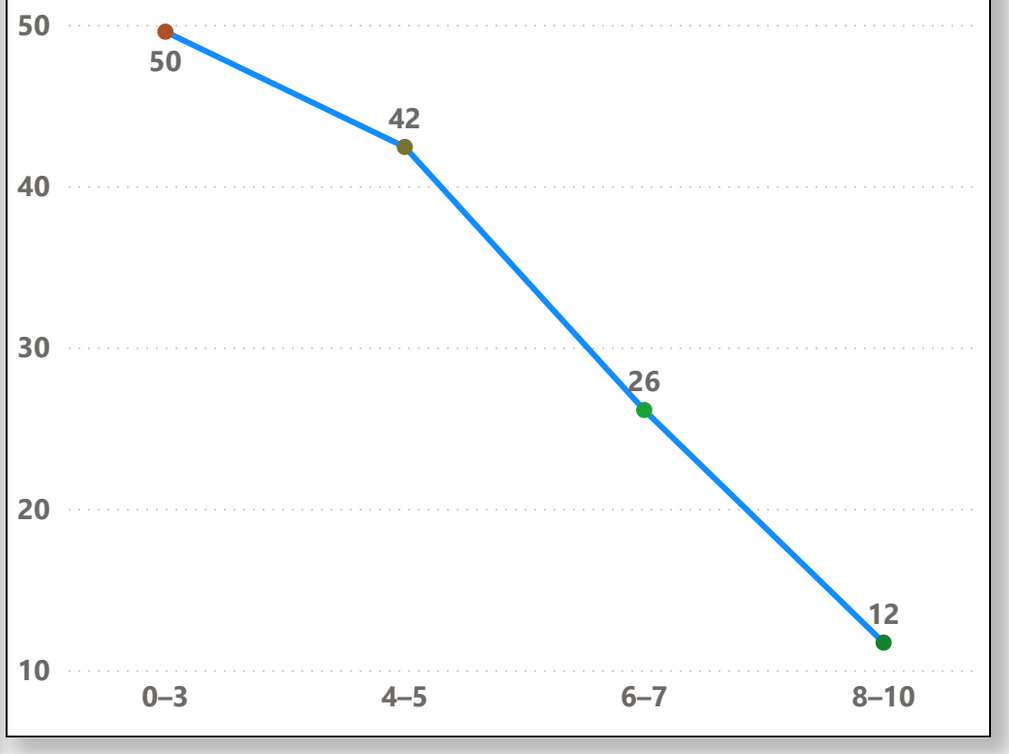
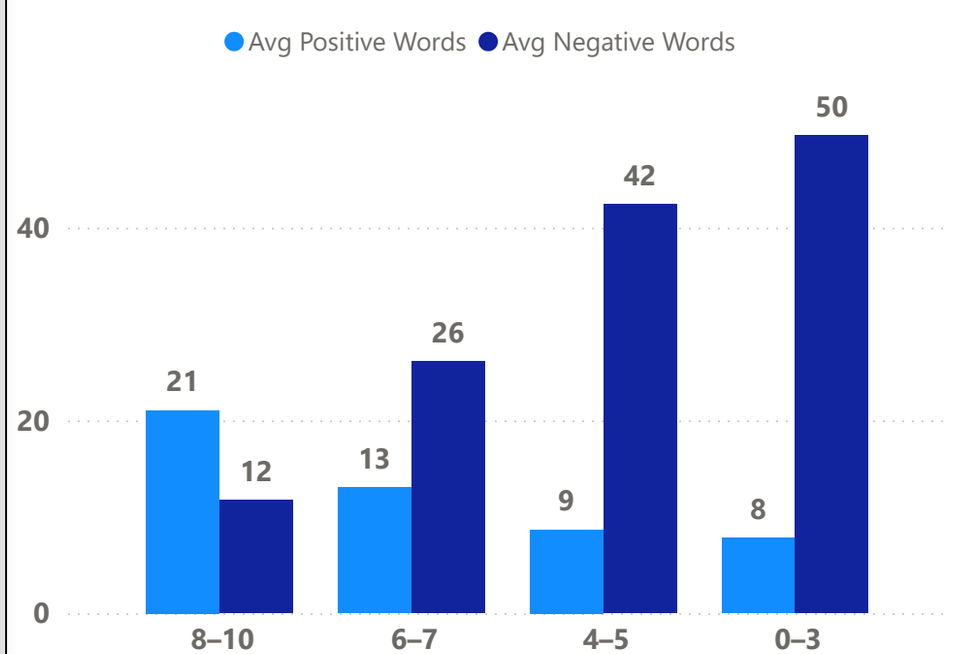
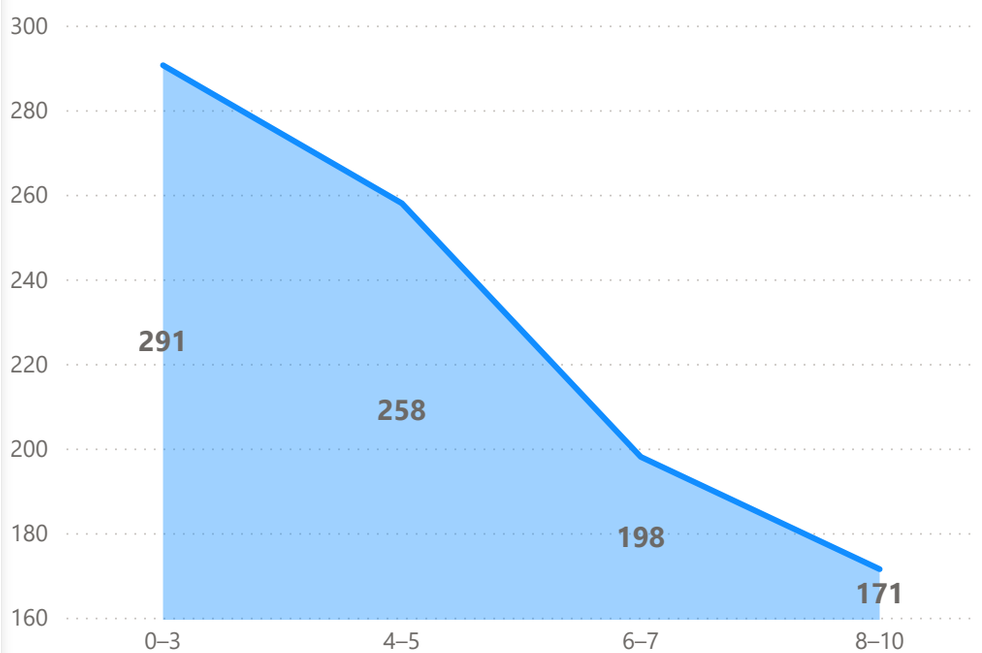
Sentiment Shift by Month



Complaint Intensity by Score



Negative vs Positive Expression Balance



Review Length vs Rating