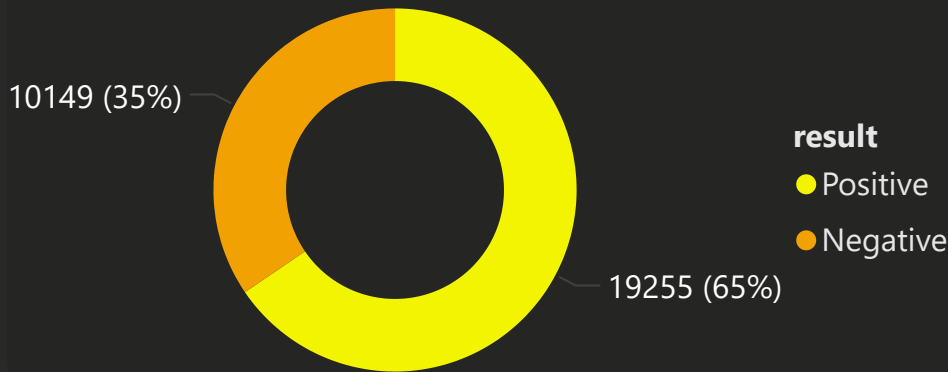




Hotel Reviews Sentiment



Positive vs Negative Customer Reviews



Total Number of Reviews

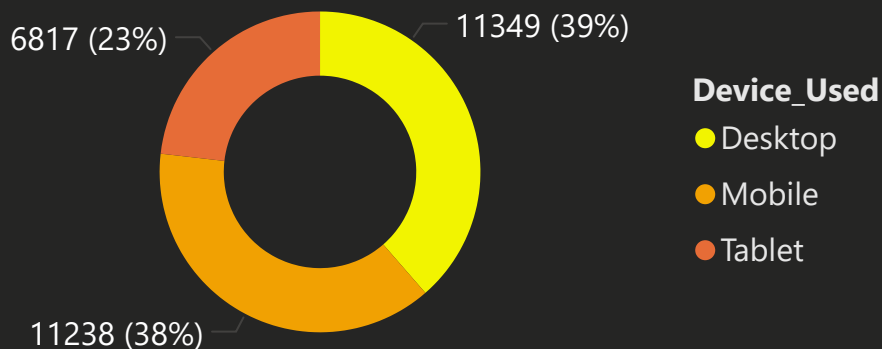
29,404

How do customers feel about their experience at our hotel?

Of the 29,404 reviews from our customers, 65% reported a positive experience, while the remaining 35% provided negative feedback.

It's worth noting that the majority of our customers used desktop devices to submit their reviews. Given this preference, it is essential to focus on enhancing the desktop version of our app. In particular, we need to ensure its compatibility with browsers such as Firefox, Google Chrome, Edge, Internet Explorer etc to provide a seamless experience for our users

Device Usage for Hotel Reviews



Customer Review Submission by Browsers

