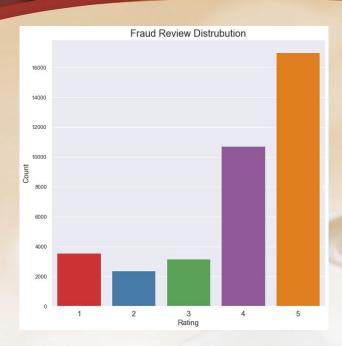




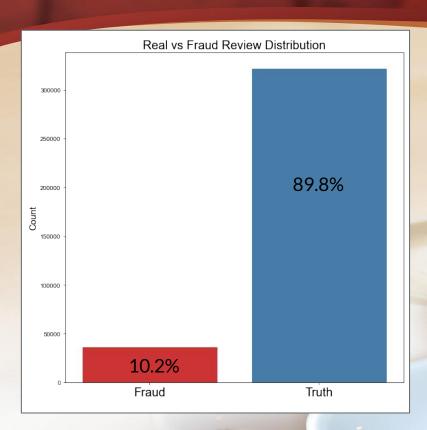
# Why study Reviews?



- 2006: 5% ==> 2013: **20**%\*
- Additional star improves 5 9%\*\*
- 75% people trust positive reviews\*\*\*
- 60% deterred from negative reviews

<sup>\*</sup>https://www.businessinsider.com/20-percent-of-yelp-reviews-fake-2013-9

<sup>\*\*</sup>https://www.hbs.edu/faculty/Pages/item.aspx?num=41233
\*\*\*https://blog.reputationx.com/online-reputation-management-statistics



- 923 Restaurants
- 160,225 Users
- 359,957 Reviews

Source: <a href="http://odds.cs.stonybrook.edu/yelpnyc-dataset/">http://odds.cs.stonybrook.edu/yelpnyc-dataset/</a>

#### **TRUTH**



#### UNTRUTHFUL



#### **TRUTH**



#### UNTRUTHFUL



- Punctuations and numbers removed
- Short reviews were not considered

"yummy!!1"
"yummy!"
"yummy!"
"yummy!"

·!" "\_"

"zomg yes"

"yummy food"

"yummy place!!!"

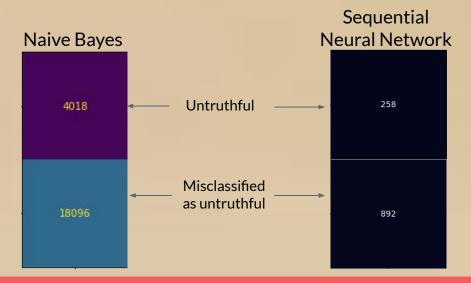
"yummy burger"

# Models

Models	Train	Test	Unseen Data
Naive Bayes	68.57%	70.77%	87.47%
Logistic (w/ features)	52.72%	53.55%	N/A
Random Forest (w/ features)	60.52%	61.07%	N/A
Naive Bayes (w/features)	52.21%	53.01%	N/A
Sequential NN	90.47%	89.02%	88.94%
Sequential NN (w/ embedding)	89.83%	89.80%	N/A

# **Models (Unseen Data Performance)**

- 71,499 unseen
- Naive Bayes: 30% attempt prediction
- Sequential: 8% attempt prediction



### Demo

#### **Review From Yelp**

Came by for lunch before going to my doctor's appointment as it is on the way. There was a bit of a wait as they were cleaning & sanitizing for our safety (which is great). Each guest is given a large zip lock baggie of napkin, disposable chopstick, plastic soup spoon and paper menu.

I haven't been to a Ichiran in a long time so I had to look over and saw new items (or maybe I forgot) and that it was only tonkotsu ramen available. I vaguely remember other types before but it's fine. I love ramen so I was okay with it. I chose extra toppings to try. Water is self serve (water cooler was right behind me).

Tonkotsu ramen, noodles medium, rich medium broth with 1 garlic clove and extra spicy. Recommended topping set has soft boiled egg, seaweed, mushroom, 2 extra slice chashu 1/2 order Kaedama (Extra noodles- firm)

Premium Yakibuta

The premium yakibuta was succulent. Juicy, soft tender and flavorful mMmMm. Yum. I inhaled it and requested the kaedama halfway through slurping my ramen so that it would be ready. There was still a wait, I left my bowl alone to save the broth, egg and yakibuta for the extra noodles.

Very slurpious! Yum.

#### **Fake Review From Dataset**

the lack of informative details caused a terrible incident to a fellow friend that led to a hospitlization. Any small detail not given of a certain dessert or even food can lead to any harm ..

# **Next Steps**

- More user info
- Compare reviews
- Pass through a link



Google



## **THANK YOU!**



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Linkedin: eddie-jb-lin

Repo QR Code





https://github.com/RedDragonfruit/Yelp\_Near\_Truth\_Analysis