

## Average Guest Sentiment

0.28

## Avg Sentiment

## % of Negative Guest Feedback

30.37

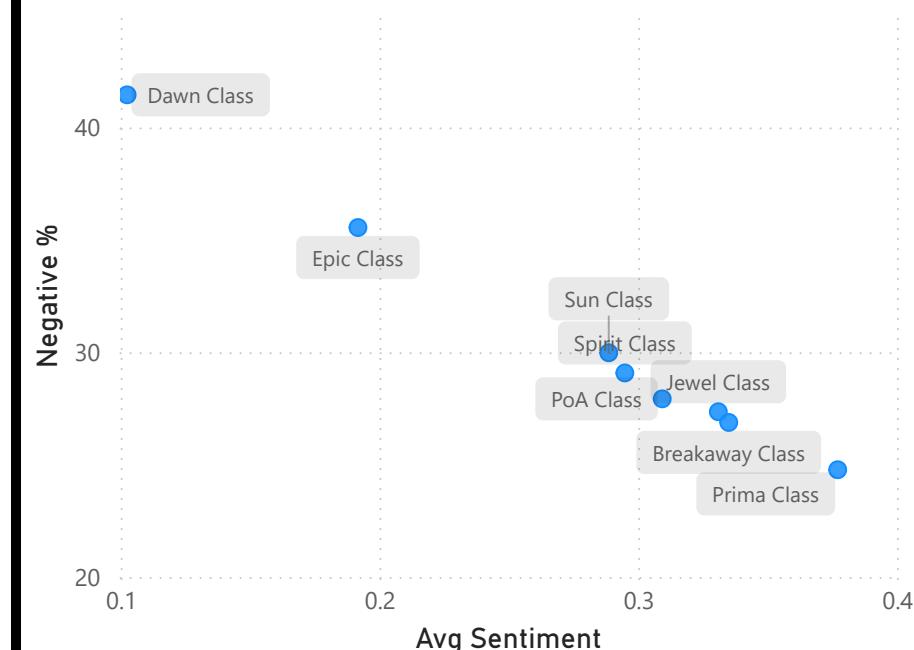
### Negative %

## Ship Class

## class

- Breakaway Class
  - Dawn Class
  - Epic Class
  - Jewel Class
  - PoA Class
  - Prima Class
  - Spirit Class
  - Sun Class

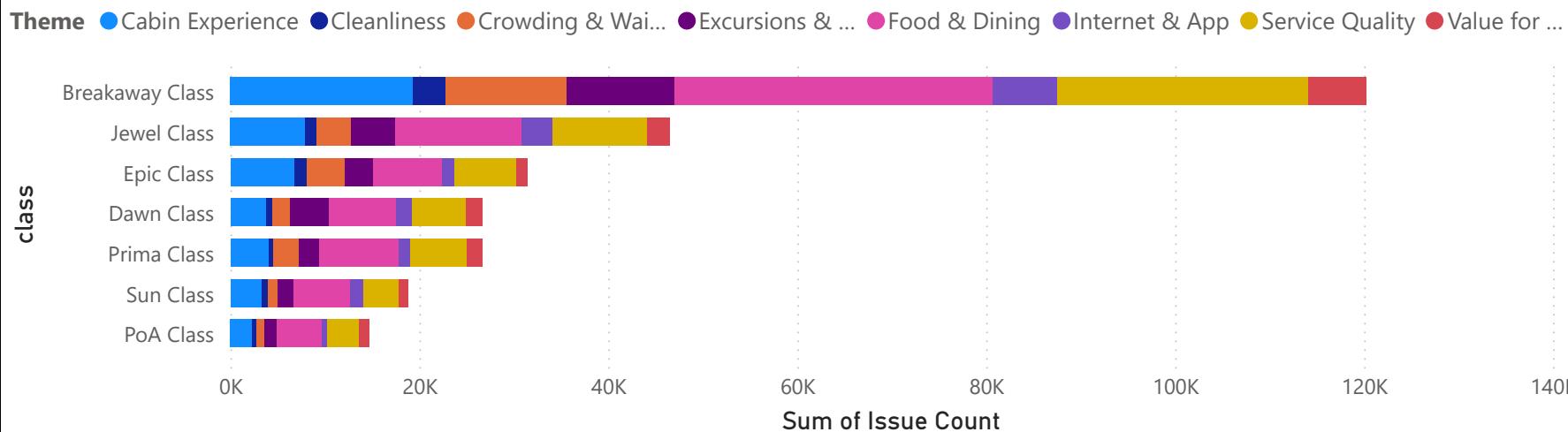
## Avg Sentiment and Negative % by class



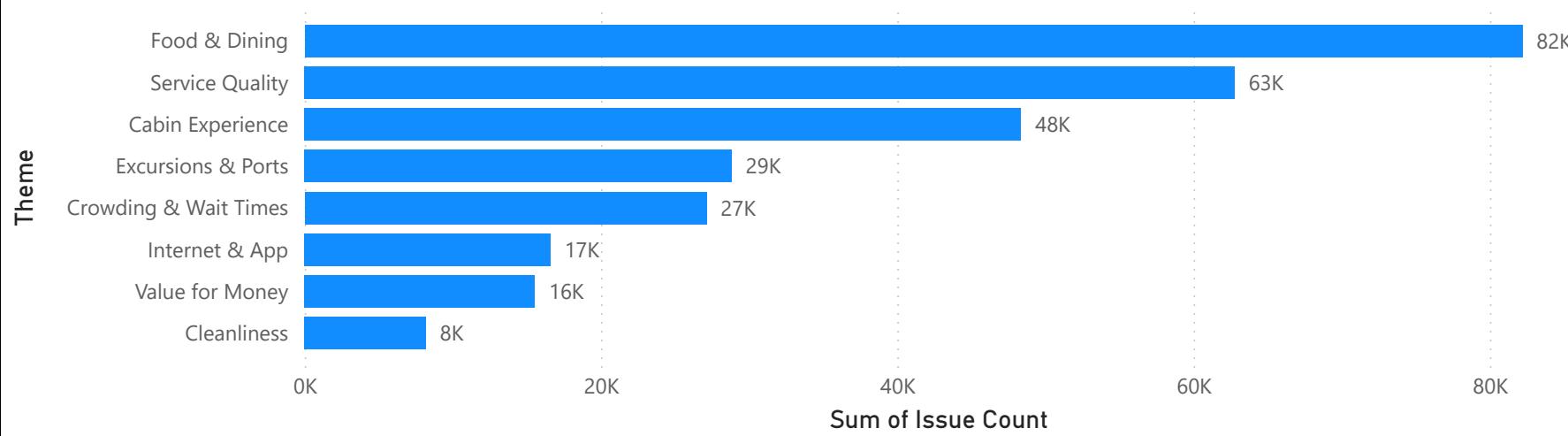
Prima Class had the highest Avg Sentiment (0.38) and Dawn Class had the highest Negative % (41.45).

**Across all 8 class, Avg Sentiment ranged from 0.10 to 0.38.**

## Distribution of Guest Experience Drivers by Ship Class



## Primary Drivers of Negative Guest Experience



## Theme Intensity Heatmap by Ship Class

Ship Class	Cabin Experience	Cleanliness	Crowding & Wait Times	Excursions & Ports	Food & Dining	Internet & App	Service Quality	Value for Money
Breakaway Class	19374	3478	12749	11373	33745	6757	26650	10000
Dawn Class	3821	614	1853	4108	7184	1704	5642	10000
Epic Class	6817	1238	4011	3080	7279	1349	6489	10000
<b>Total</b>	<b>48371</b>	<b>8188</b>	<b>27144</b>	<b>28830</b>	<b>82199</b>	<b>16591</b>	<b>62771</b>	<b>10000</b>