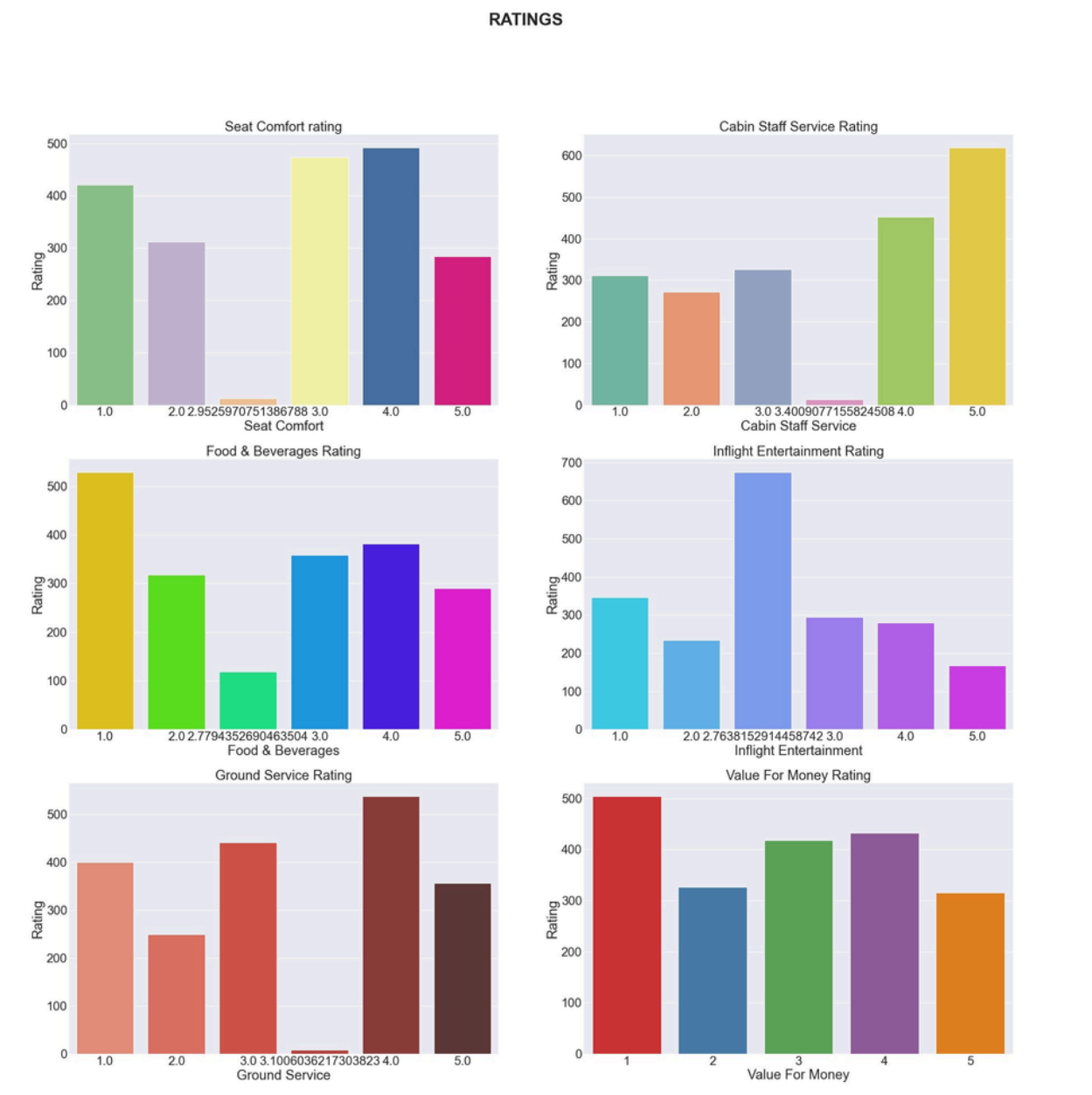
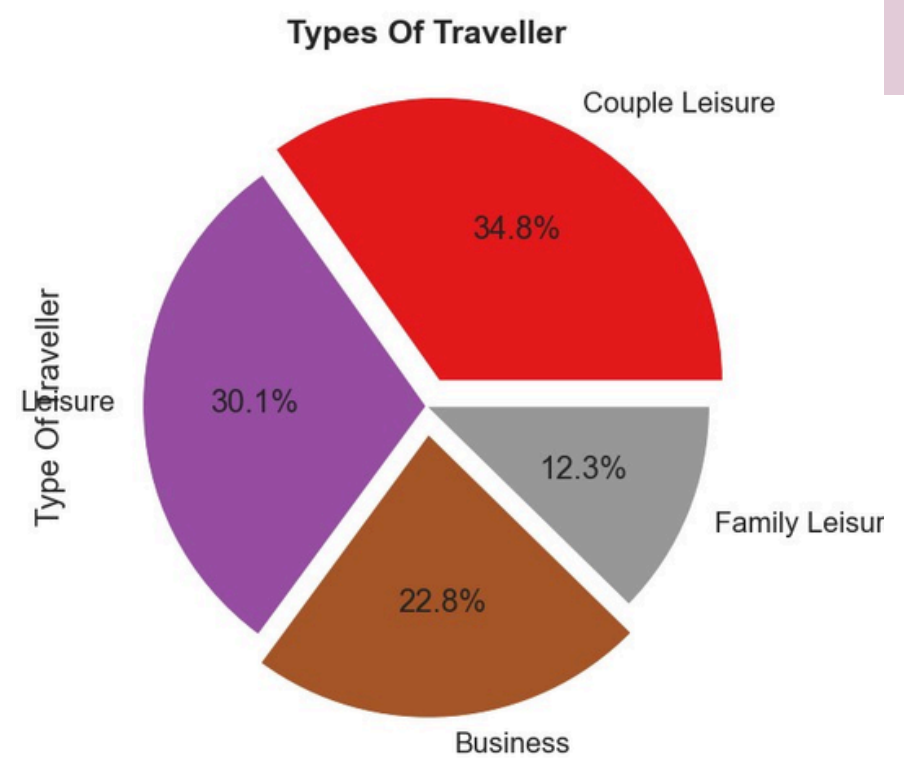
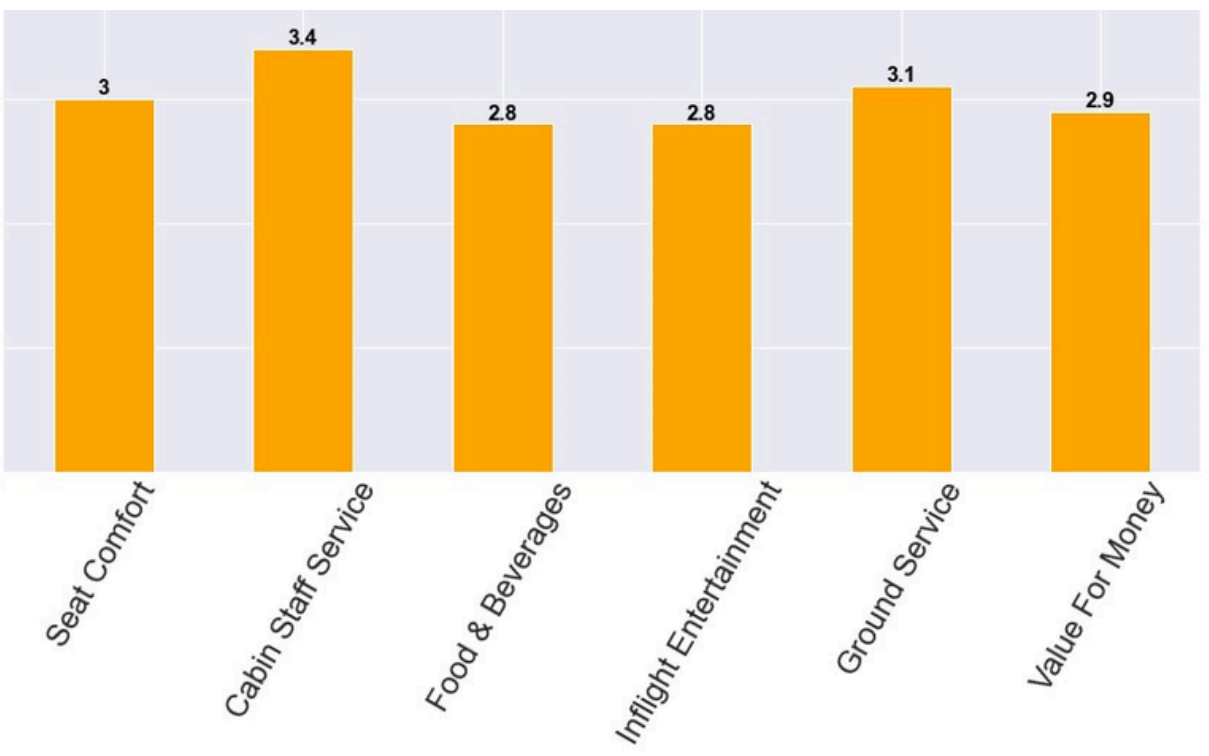
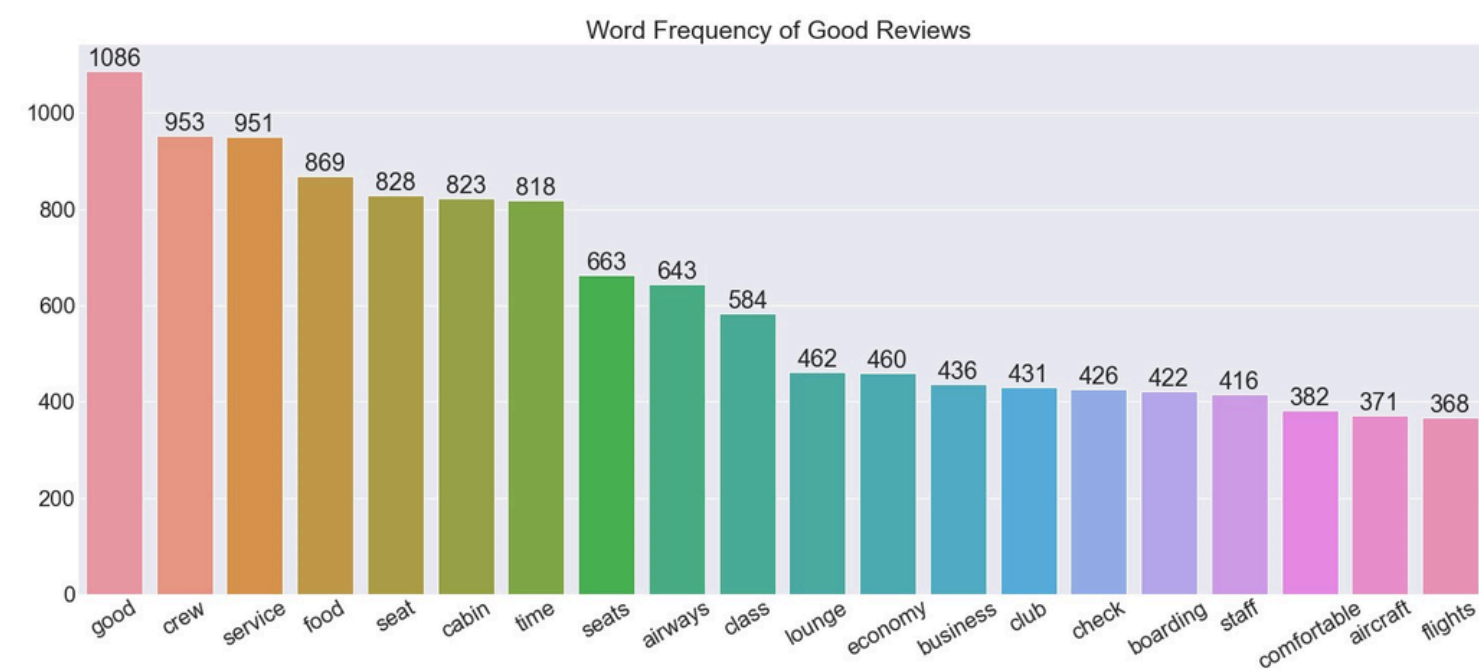


Total Reviews  
3500 collected

Average Overall Rating  
★ 4.8/10

BRITISH AIRWAYS  
Aircraft Used 208



Focus On  
Economy class services, food & Beverages, Seats, enhance inflight entertainment experiences and importantly delays. Upgrade business class services as it seems customer want value for money.

Optimise flight timings specially  
Delays. Mostly Travelled from UK.

Improve customer service on refund request and process

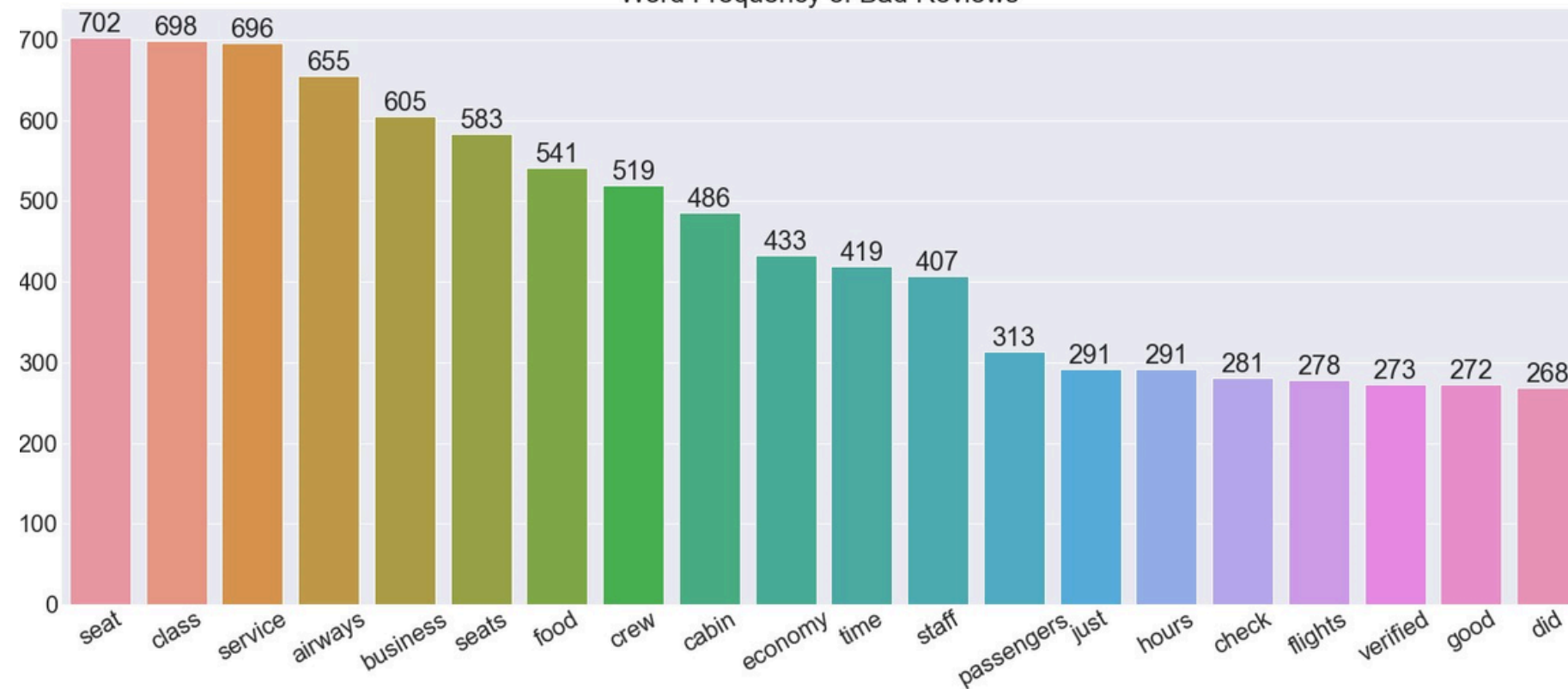
All customer like cabin crew and staff services, general economy seats. Many travelled in Economy class. Couple traveller love to rate

# BRITISH AIRWAYS

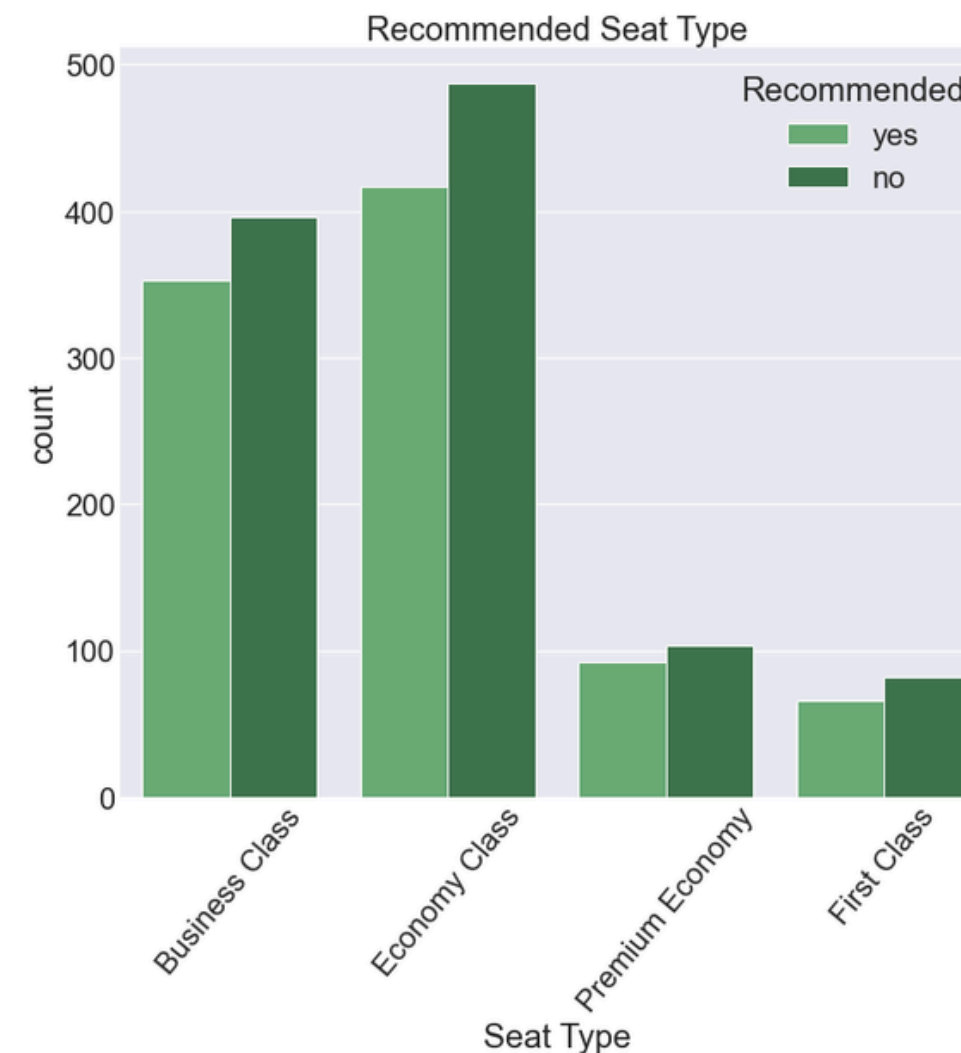
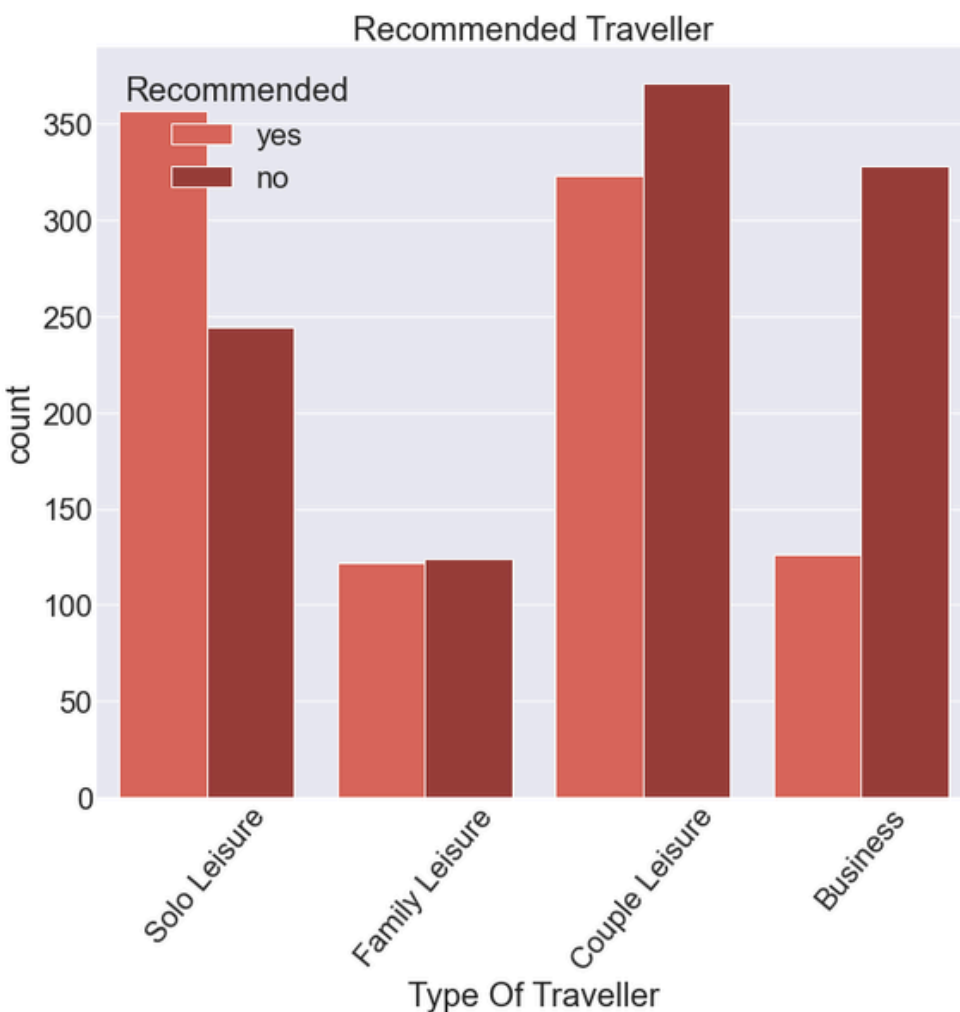
*What customers are happy & unsatisfied about for different Ratings class:*

- \*7-10 ratings talked about comfortable seats, good inflight entertainment and decent food quality.
- \*4-6 ratings faced problem with small entertainment screen, long passport check queue, bad business class experience.
- \*1-3 rating wrote dissatisfaction on seats and small screen.

Word Frequency of Bad Reviews



Recommended Traveller & Seat Type Based On Reviews



Top 10 Busy Routes

