MINI PROJECT REPORT

ON

EXCEL-BASED CUSTOMER APP RATING SYSTEM

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1. Introduction:

This project is a simple rating and recommendation system created using Excel and Python. When the user enters a customer’s name, the system automatically displays the customer’s favourite app, satisfaction percentage, review, rating, and service details. It helps analyse customer feedback quickly and clearly.

2. Problem Statement:

Customers give different feedback, but manually checking each detail takes time. There is no easy method to get a customer’s full review instantly by typing their name. This project solves that problem by storing data in Excel and using formulas or Python to show the result immediately.

3. Objectives:

To create a simple system for viewing customer ratings and reviews .To store Customer data in an organized Excel sheet .To calculate percentage and ratings Automatically .To display output based on the customer’s name .To make Recommendation viewing fast and easy.

4. Python Libraries Used in the Project:

pandas – To read and manage the dataset.

numpy – For numerical calculations like averages.

openpyxl – To read/write Excel files from Python.

5. Modules of the Project :

1. Data Input Module – Stores customer name, favourite app, and ratings.

2. Processing Module – Calculates percentage, rating, and review.

3. Search Module – Finds customer details when the name is entered.

4. Output Module – Shows the final result like app name, percentage, and review

6.code:

```
from google.colab import files
from difflib import get_close_matches

# Upload Excel
print("Upload your Excel file:")
uploaded = files.upload()
df = pd.read_excel(list(uploaded.keys())[0])

# Clean blank rows & spaces and normalize column names to lowercase
df = df.dropna(how='all')
df.columns = df.columns.str.strip().str.lower()

# Print actual columns for verification
print(f"\nDataFrame Columns: {df.columns.tolist()}\n")

# Intended rating columns (the 4 you want to calculate)
# Changed 'price' and 'satisfaction' to 'price satisfaction' to match the actual column name
intended_rating_cols = ['price satisfaction', 'delivery speed', 'return service']

# Fuzzy match to find closest column names
rating_cols = []
```

```
for col in intended_rating_cols:
    match = get_close_matches(col, df.columns, n=1, cutoff=0.6) # cutoff 0.6 allows small typos
    if match:
        rating_cols.append(match[0])
    else:
        print(f"Column not found for '{col}'")

if not rating_cols:
    print("No valid rating columns found in the Excel file.")
    raise SystemExit
print(f"\nUsing rating columns: {rating_cols}\n")

# Function to calculate and show results
def get_score():
    key = input("Enter Name or Number: ").strip()

    # Find the row by No or Name
    if key.isdigit():
        key = int(key)
        row = df[df['no'] == key]
    else:
        row = df[df['name'].str.lower() == key.lower()]

    if row.empty:
        print("Not found.")
        return

    # Sum of ratings from the identified columns
    sum_of_current_ratings = row[rating_cols].sum(axis=1).iloc[0]
    num_rating_cols = len(rating_cols)

    # Calculate the average rating (out of 5)
    average_rating_out_of_5 = sum_of_current_ratings / num_rating_cols

    # Total percentage (sum of ratings / max possible * 100)
    # This remains the same as before, representing the average rating as a percentage of 5
    total_percentage = (average_rating_out_of_5 / 5) * 100

    # Final rating is now the average score out of 5
    final_rating = average_rating_out_of_5

    # Review based on final rating (now out of 5, adjust thresholds)
    # 70% of 5 = 3.5
    # 50% of 5 = 2.5
    if final_rating >= 3.5:
        review = "Good"
    elif final_rating >= 2.5:
        review = "Average"
    else:
        review = "Not good"

    # Show results
```

```
print(f"\nResults for: {row['name'].values[0]}")

print(f"Favorite Shopping App: {row['fav shopping app'].values[0]}") # Added this line print(f"Total Percentage:
{total_percentage:.2f}%")

print(f"Final Rating: {final_rating:.2f} out of 5") # Indicate it's out of 5 print(f"Review: {review}")



# Run the function
get_score()
```

7.output:

```
Upload your Excel file:

 Choose Files MINI PROJECT.xlsx

MINI PROJECT.xlsx(application/vnd.openxmlformats-officedocument.spreadsheetml.sheet) - 9544 bytes, last modified: 11/18/2025 - 100%
done

Saving MINI PROJECT.xlsx to MINI PROJECT (2).xlsx



DataFrame Columns: ['name', 'age', 'fav shopping app', 'price satisfaction', 'delivery speed', 'return services', 'ratiings']




Using rating columns: ['price satisfaction', 'delivery speed', 'return services'] Enter Name or

Number: LISA


Results for: LISA

Favorite Shopping App:
PURPLLE Total Percentage:
60.00%

Final Rating: 3.00 out of 5

Review: Average
```

8. Application of the Project:

Useful for small businesses to analyse customer feedback . Helps to understand app performance based on ratings.Can be used as a quick review-checking tool.Suitable for college mini-projects related to Excel or Python.

9. Limitations of the Project.

- Works only for the data already entered
- Cannot automatically collect new feedback
- Needs manual updating for new customers.

10. Bibliography:

- Microsoft Excel Official Documentation
- https://docs.python.org
  https://www.tutorialspoint.com/python/

11. GitHub Link of the Project:

(dd your GitHub link here.)