When Does Service Matter In Restaurants?

yelp

By analyzing Yelp reviews, we can determine how much service matters to restaurant businesses. I created a metric called Service Percentage, and used it to compare various characteristics of restaurants.

What is Service Percentage?

The number of reviews with the word "service":

Divided by the total number of reviews:

Cheese Board Pizza's Service Percentage:

Results for *service* on Cheese Board Pizza

188

★★★★☆ 2607 reviews

7.21%

Which Characteristics?

Cheese Board Pizza

★★★★☆ 2607 reviews

Price Range: $
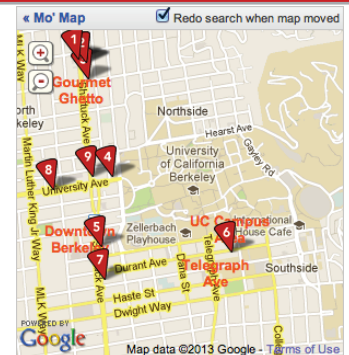**Waiter Service:** No
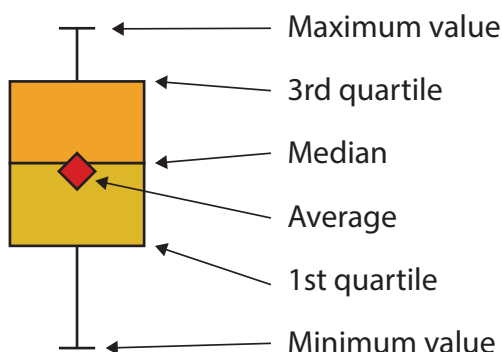**Good For:** Lunch
Noise Level: Loud
Ambience: Casual

The Dataset

The 250 most reviewed restaurants in the UC Berkeley area.

There were 100 restaurants excluded from the dataset. These restaurants had less than 20 reviews.

Understanding the Box Plot

Maximum value

3rd quartile

Median

Average

1st quartile

Minimum value

Note: In the price chart, only the average is shown for the $$$$ category. This is because there is only one $$$$ restaurant in the Berkeley region.

When Does Service Matter In Restaurants?