

**(T)opic classification
of sentences**

$$S_1 = \mathcal{S}_1(C_0 \mid \text{service})$$

(C)hunk

summarization

$$S_2 = \mathcal{S}_2(C_1 \mid \text{service})$$

(G)eneration

of final summary

Great staff...

Loved it...

The bed...

Stayed for...

Terrible...

Arrived...

Reviews

All staff with the exception of the front desk were so polite and friendly.

The housekeeping staff did a great job keeping the rooms clean.

The manager would not register our complaint.

[...]

The rooms were so clean!

Stained carpets and untidy beds...ew.

The housekeeping staff did a great job keeping the rooms clean

Great food! [...]

Review sentences grouped by topic

The staff was found to be polite and friendly, with special praise given to the housekeeping staff.

Most reviewers enjoyed their experience. However, one reviewer specifically complained about the manager...

Chunkwise summary per aspect

Prompted GPT-3.5 (zero-shot):

Summarize what reviewers said of the service:

Prompted GPT-3.5 (zero-shot):

Describe the topic of each sentence in one word.

The reviews were generally positive about the service, with praise for the housekeeping staff and chefs. Some reviewers did find their room damp and dark, but were happy to be upgraded to a better suite.

Final summary per aspect

Prompted GPT-3.5 (zero-shot):

Summarize what reviewers said of the service: