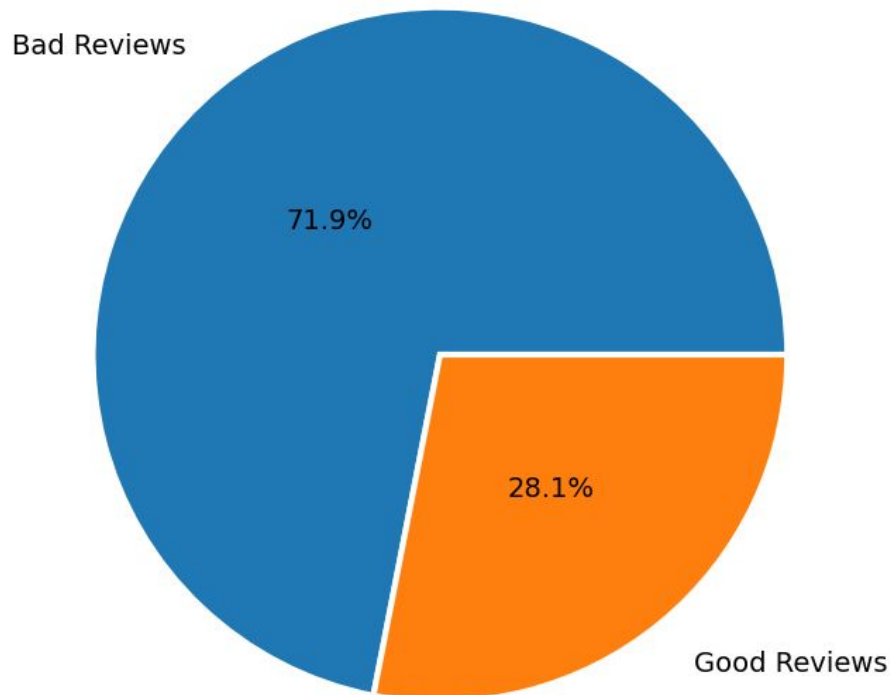




## Skytrax Online Reviews

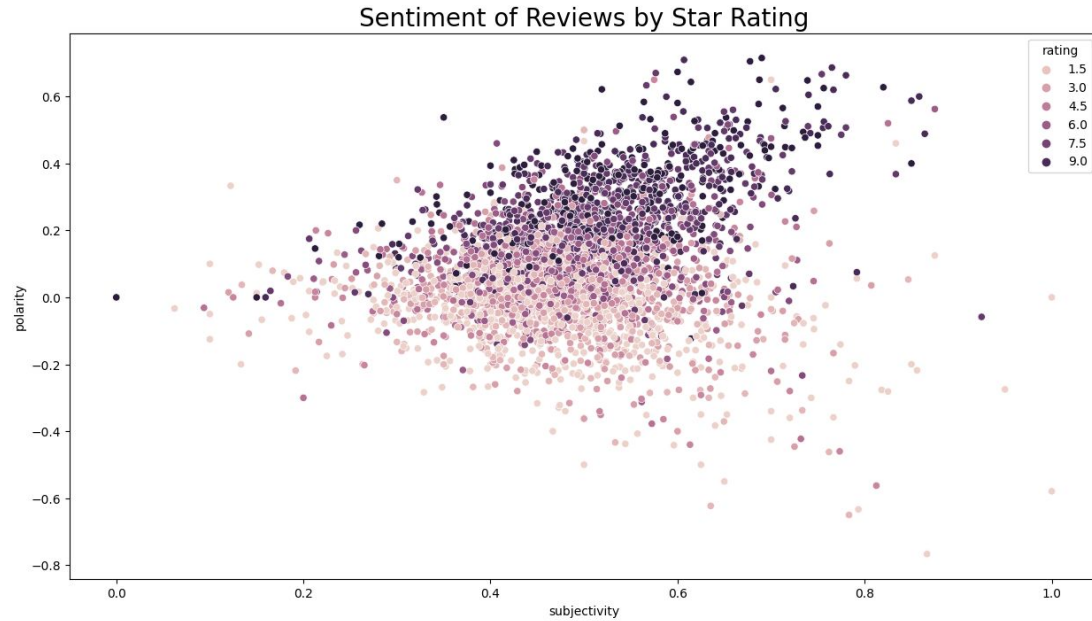
## Percentage of Reviews by Brand: 2011 - 2023



Out of 3448 reviews:

**2480** were considered  
**bad/negative.**

**968** were considered  
**good/positive.**



The **higher** the rating of the review, more **positive** sentiment.  
The **lower** the rating of the review, more **negative** sentiment.

## Review Word Cloud



Service, seat, staff, time, cabin crew, business class are the most commonly used terms in the customer reviews. This means people actively discuss those elements of the flight.