

SOLELY FOR PURPOSES OF FORAGE WORK EXPERIENCE

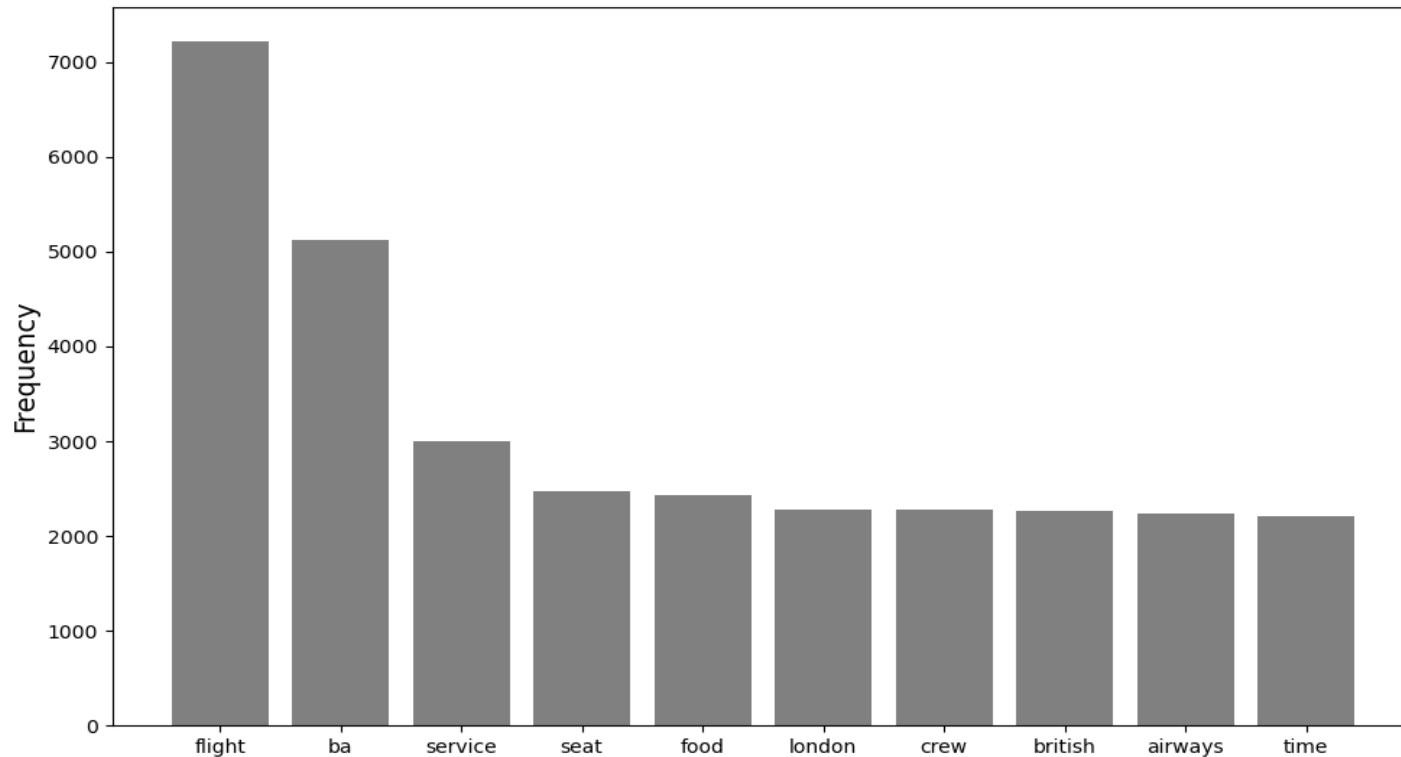
SKYTRAX AIRLINE REVIEW ANALYSIS

January 2025

RESULTS

Key topics

The frequency chart below shows that the key topics within the reviews include “service”, “seat”, “crew” and “staff”, showing that people are actively talking about their experience and staff



Sentiment

Out of 3903 reviews, 2246 were positive, 1603 were negative and 54 were neutral. This means the majority of reviews were polarised as either positive or negative.

57.5 %
Positive

41.1 %
Negative

1.4 %
Neutral