**INTRODUCTION**

Sharing on the internet is something we usually do. Giving a review is also a useful activity so that other people on the internet can find out something else and see opinions about things. The usual things reviewed by someone in the form of experiences, places, objects, and others. Give a review we usually use text to explain something that we experience with an item, place, or event that we normally experience. Customer satisfaction is an opinion between expectation and reality obtained by consumers (Ilieska, 2013) Giving a review is also a useful activity so that other customer on the internet can find out something else and see opinions about things and its satisfaction.

Commonly, most people express their opinion through social media like Facebook and Twitter or review platform like Zomato, Google My Business, Yelp, etc. Customer reviews on online media like Zomato become important as it might increase the popularity of something. Zomato is a site where someone can give a review of a restaurant, how the restaurant is and someone's opinion about the restaurant. Restaurant customer satisfaction can be analyzed by their review on Zomato. Sometimes, restaurants see the reviews in Zomato, but they didn’t get if the reviews are positive or negative to their restaurants. Review on Zomato is still in the form of text and can be classified with positive, negative, or neutral with their ratings. Zomato doesn’t have an analysis of how users interact with the reviews and what words will indicate they like or not it.

We need to extract the words in review and analysis it so we can know how users interact in Zomato and get customers satisfaction by their review. In this paper, we purpose a method to analyze user’s sentiment of Zomato Restaurants and focusing review in Bangalore for study case. We are using Random Forest Classifier to classify the sentiments of users based on their review. We also find words that affects the classifier model.