Classifying ratings from listing descriptions

Steven Liu

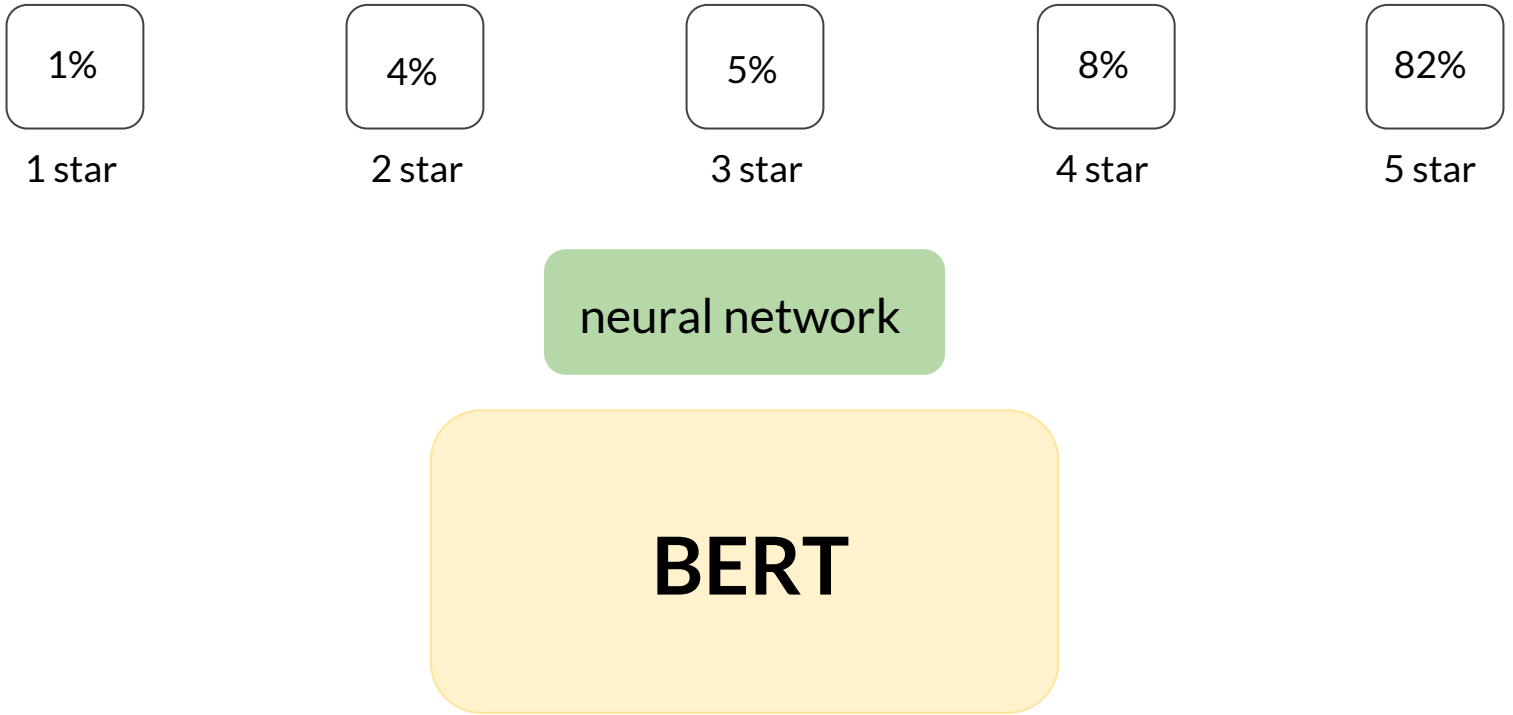
Problem

no feedback from guests
until too late

Value

give hosts instant feedback

Process


1%
4%
5%
8%
82%
1 star
2 star
3 star
4 star
5 star
neural network
BERT
“Large garden in the backyard, perfect for relaxing with friends and catching the sunset.”

Results

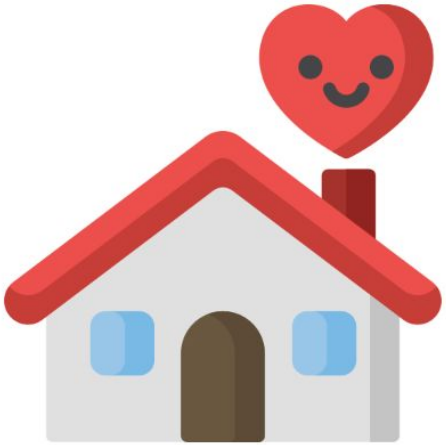
81%

accuracy

Recommendation

focus on unique features

Recommendation



use words that are warm and personal

Next steps

text generator for listing descriptions