

“On arrival **staff** could not off been more **helpful**, **Food** was **fantastic**, the **place** was **spotless**. The only **let down** was the **bed** was like trying to sleep on a concrete floor it **ruined** our stay sorry.”

Aspect	Polarity
Staff	Positive
Food	Positive
Cleanliness	Positive
Beds	Negative

Customer reviews

★★★★★ 35,174

4.4 out of 5 stars ▾

5 star	<div></div>	72%
4 star	<div></div>	13%
3 star	<div></div>	6%
2 star	<div></div>	4%
1 star	<div></div>	5%



Echo (2nd Generation) - Smart speaker with Alexa - Charcoal Fabric

by Amazon

Color: Charcoal Fabric | Configuration: Echo | [Change](#)

Price: **\$69.99** + Free shipping with Amazon Prime

[Write a review](#)

 Gaylord **TOP 500 REVIEWER**

Let me preface this review by revealing a few facts about myself. I am male, aged 75 years old, and more tech savvy than most people my age, but if you can use a modern computer, and own one, you should have no problem using this device. It IS SO FAR, MIRACULOUS, and intriguing! I bought mine about a week ago, and waited till a couple days ago to jump in with "both feet" and set it up. Even though I once did computer tech support for Dell computers, it was a long time ago now, and a lot of tech has evolved since then, and I have the same fear of new things as most people my age, though admittedly higher skills. I also own an iPhone 6s plus, of which I have mixed emotions. The iPhone is made by apple, and [Read more](#)

Top critical review
See all 5,180 critical reviews

 **Paul**

I'm a long time owner of both the Echo Gen 1 & the Echo Dot Gen 2, and have been very happy with both. I pre-ordered the Echo Gen 2 and was excited to receive it. When I hooked it up and played some music thru it, and then told Alexa to stop, the music continued to play for a short burst. I do not have that problem with my Gen 1. I contacted Amazon and they sent me a new one without a hassle. When I hooked the replacement up, the same issue was there. On Nov 3rd I contacted the Amazon Echo department, and they advised me that there was a known issue with the music on the Gen 2, and it would be fixed by Nov 6th. Well, today is Nov 8th and nothing's changed, so regretably I am returning my Gen 2. Amazon's might add, after reading other reviews, I agree that the quality of the sound from the



Analysis of traveler's Tweets from a week in February 2015

The figure consists of three horizontal bar charts. The first chart, 'Sentiment by Airline', shows the distribution of sentiment (Negative, Neutral, Positive) for eight airlines. The second chart, 'Airlines' Top Reasons for Negative Sentiment', shows the top reasons for negative sentiment for the same airlines. The third chart, 'Most Common Reasons for Negative Sentiment', shows the most common reasons for negative sentiment across all airlines.

Sentiment by Airline


Airline	Negative	Neutral	Positive
United	~1500	~1000	~500
US Airways	~1800	~500	~200
American	~1500	~500	~300
Southwest	~1000	~800	~500
Delta	~1000	~800	~500
Virgin America	~200	~100	~100

Airlines' Top Reasons for Negative Sentiment

Airline	Customer Service	Late Flight
US Airways	~800	0
American	~750	0
United	~700	0
Southwest	~400	0
Delta	~250	~250
Virgin America	~100	0

Most Common Reasons for Negative Sentiment

Reason	Number of Tweets
Customer Service	~2800
Late Flight	~1500
Uncertain	~1200
Cancelled Flight	~800
Lost Luggage	~700
Bad Flight	~600
Flight Booking	~500
Flight Attendant	~400
Long Lines	~200
Damaged Luggage	~100

 Most Retweeted
Negative Sentiments

"@USAirways 5 hr flight delay and a delay when we land . Is that even real life ? Get me off this plane , I wanna go home"
-OBJ 3

"@USAirways of course never again tho. Thanks for tweetin ur concern but not Doin anythin to fix what happened. I'll choose wiser next time"
-QB-I 3

Sentiment Over Time

Number of Tweets

Legend: Negative (Blue), Neutral (Grey), Positive (Black)

Annotation: Major Winter Storm Hits U.S.: 52% of Tweets were about Customer Service or Late Flights

Date	Negative	Neutral	Positive
2/16/15	0	0	0
2/17/15	850	250	250
2/18/15	750	250	250
2/19/15	750	250	250
2/20/15	850	350	250
2/21/15	1050	250	250
2/22/15	2300	450	250
2/23/15	1950	650	450
2/24/15	800	350	250

Sentiment Breakdown

Sentiment	Percentage
Negative	63%
Neutral	21%
Positive	16%

Most Common Words from Negative Tweets

[illegible]

Source: <https://www.wonderflow.co/blog>

Source: <https://medium.com/seek-blog>