SemEval 2016 Task 5: Aspect Based Sentiment Analysis (ABSA) for French

Restaurant Reviews Annotation Guidelines

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1 Introduction

The goal of this annotation task is to identify opinions expressed within French restaurant reviews towards specific entities and their attributes. These guidelines follow the ones provided in the SemEval-2015 ABSA task for annotating English restaurant reviews (Pontiki et al., 2015). They have been adapted to annotation of French and enriched with French examples.

An entity to be evaluated can be (a) the restaurant as a whole, (b) its ambience, (c) its location, (d) the service provided, (e) the food and (f) the drinks that are offered. In particular, given a restaurant review, the task of the annotator is to identify the following types of information:

- **Aspect Category**. Identify the **entity** (E) and **attribute** (A) pair (E#A) towards which an opinion is expressed. E and A should be chosen from the inventory of entity types and attribute labels given in Sections 2 and 3 of this document. An E should be assigned one or more A labels based on the context of the sentence where it occurs.

- **Opinion Target Expression**. An opinion target expression (TARGET) is an explicit mention to the reviewed entity E in the text. This reference is uniquely identified by its starting and ending offsets.

- **Opinion Polarity**. Each identified E#A pair has to be assigned a polarity value from this set: P = {positive, negative, neutral}. The neutral label does not indicate objectivity but applies for mildly positive or negative sentiment.

Although the {E#A, TARGET, P} annotations are assigned at the *sentence level*, the context of the whole review should be considered. This can be particularly useful for the annotation of opinion expressions that extend beyond the sentence boundaries, such as specific figures of speech (e.g. irony).

Entity	Attribute				
	GENERAL	PRICES	QUALITY	STYLE&OPTIONS	MISCELLANEOUS
RESTAURANT	✓	✓			✓
FOOD		✓	✓	✓	
DRINK		✓	✓	✓	
SERVICE	✓				
AMBIENCE	✓				
LOCATION	✓				

Figure 1: Possible entity-attribute (E#A) combinations in the museum domain.

2 Entity labels

An entity E can be assigned one of the following 6 labels.

1. FOOD: for general opinions on the food or focusing on specific dishes and dining options.

2. DRINKS: for general opinions on the drinks or focusing on specific drinks and drinking options.

3. SERVICE: for opinions focusing on the promptness and quality of the customer/kitchen/counter service, the staff's attitude and professionalism, the wait time or the options offered (e.g. takeout).

4. AMBIENCE: for opinions focusing on the atmosphere and decoration of the restaurant, its interior/exterior environment and entertainment options provided.

5. LOCATION: for opinions focusing on the restaurant's location in terms of its position and surroundings, or the view.

6. RESTAURANT: for opinions evaluating the restaurant as a whole without focusing on any of the above more specific entity types.

Opinions expressed towards entities not described above as well as comparative opinions are considered to be out of the scope of the SemEval 2016 ABSA task. The corresponding sentences should be tagged accordingly, as shown in the Examples provided in Section 5 of this document.

3 Attribute labels

The attribute A of an E#A pair can be assigned one of the following 5 labels.

1. GENERAL: general positive/negative sentiment about an entity.

2. PRICES: opinions on the food/drinks/restaurant prices.

3. QUALITY: opinions on the general quality of food and drinks, or referring to more specific aspects such as their taste, freshness, texture, consistency, temperature, cooking and preparation.

4. STYLE&OPTIONS: opinions referring to the presentation, serving style, portions size, menu options and variety of the food and drinks served.

5. MISCELLANEOUS: assigned to attributes that do not fall into any of the aforementioned cases (e.g. sanitation, crowdedness, reservation).

Only specific E#A combinations are allowed. The possible combinations are given in Table 1. Note that the entities SERVICE, AMBIENCE and LOCATION can only be assigned the GENERAL attribute label.

As said in the Introduction, an E can be assigned more than one A labels based on the context of the sentence. In French, some expressions require the assignment of more than one E#A combinations, for instance:

* Un moment agréable avec mes amis pour un rapport qualité/prix imbattable.
{RESTAURANT#PRICES, TARGET: NULL}→POSITIVE
{FOOD#QUALITY, TARGET: NULL}→POSITIVE
→ *A good time with my friends and a great value for money.*

More examples are provided in Section 5 of this document.

4 Opinion Target Expression

An opinion target expression (TARGET) is an explicit mention to the evaluated entity E in the text, and can be a named entity, a common noun or a multi-word term. Some constraints that apply to TARGET annotation:

- When a sentence contains more than one mention (e.g. nominal and pronominal) to the same entity, the most informative one should be tagged.

- If a TARGET has more than one occurrences in a sentence, only the first one should be tagged.

- When an entity E is only implicitly referred (e.g. through pronouns) or inferred in a sentence, then the TARGET slot is assigned the value NULL.

5 Examples

We provide examples for each E#A combination with different polarity and target expression annotations, and their English translations.

* *Je ne peux que conseiller ce restaurant avec un accueil excellent et une très bonne cuisine.*
  {RESTAURANT#GENERAL#TARGET: *restaurant* → POSITIVE}
  {SERVICE#GENERAL#TARGET: *accueil* → POSITIVE}
  {FOOD#QUALITY#TARGET: *cuisine* → POSITIVE}
  → *I can't not recommend this restaurant, for the warm welcome and its great food.*

* *Vraiment, très agréablement surpris!*
  {RESTAURANT#GENERAL#TARGET: NULL → POSITIVE}
  → *Really, very pleasantly surprised!*

* *Le menu du jour est très bon et bien servi!*
  {FOOD#QUALITY#TARGET: *menu du jour* → POSITIVE}
  {SERVICE#GENERAL#TARGET: NULL → POSITIVE}
  → *The menu of the day is delicious and well served!*

* *Nous nous sommes faits voler, et ne remettrons plus jamais les pieds là bas !*
  {RESTAURANT#PRICES#TARGET: NULL → NEGATIVE}
  {RESTAURANT#GENERAL#TARGET: NULL → NEGATIVE}
  → *We got robbed and will never go back!*

* *Les assiettes sont copieuses.*
  {FOOD#STYLE&OPTIONS#TARGET: *assiettes* → POSITIVE}
  → *The dishes are generous.*

* *La terrasse est bien, pour la cuisine c'est autre chose...*
  {AMBIENCE#GENERAL#TARGET: *terrasse* → POSITIVE}
  {FOOD#QUALITY#TARGET: NULL → NEGATIVE}
  → *The terrace is nice, the food is another story...*

* *Ces pauvres poulpes auraient pu mourir d'un excès de cholestérol s'ils n'avaient pas fini sur la plancha.*
  {FOOD#QUALITY#TARGET: *poulpes* → NEGATIVE}
  → *These poor octopuses could have died from high cholesterol if they hadn't finished on the plancha.*

* *Le service est impeccable, personnel agréable.*
  {SERVICE#GENERAL#TARGET: *service* → POSITIVE}

{SERVICE#GENERAL#TARGET: *personnel* → POSITIVE}
→ *The service is excellent, nice staff.*

* *Toiles d'araignées, nappe pas très nette.*
{RESTAURANT#MISCELLANEOUS#TARGET: NULL → NEGATIVE}
→ *Cobwebs, tablecloth not that clean.*

* *Pas de vin à moins de 35€ la bouteille, des prix qui se justifieraient si la qualité des mets était à la hauteur.*
{DRINK#PRICES#TARGET: *bouteille* → NEGATIVE}
{FOOD#QUALITY#TARGET: *mets* → NEGATIVE}
→ *No wine at less than 35€ a bottle, prices that would be justified if the quality of the food was up to par.*

* *La vue est sublime, la salle est très agréable et tranquille.*
{LOCATION#GENERAL#TARGET: *vue* → POSITIVE}
{AMBIENCE#GENERALE#TARGET: *salle* → POSITIVE}
→ *The view is amazing, the room is very nice and quiet.*

* *Les prix restent corrects également.*
{RESTAURANT#PRICES#TARGET : NULL → NEUTRAL}
→ *Prices remain reasonable as well.*

* *Toujours très rempli le midi, je n'ai eu l'occasion d'y aller que le soir.*
{RESTAURANT#MISCELLANEOUS#TARGET : NULL → NEUTRAL}
→ *Always very busy for lunch, I've only had the chance to go there in the evening.*

* *Mais pour le reste, cuisine variée, bonne carte de vins, nous reviendrons !*
{FOOD#STYLE&OPTIONS#TARGET: *cuisine* → POSITIVE}
{DRINKS#QUALITY#TARGET: *carte de vins* → POSITIVE}
{RESTAURANT#GENERAL#TARGET: NULL → POSITIVE}
→ *As for the rest, varied cuisine, good wine list, we'll come back!*

* *Pour le même prix, vous trouvez un bon nombre d'adresses dans cette même rue !*
{OUT-OF-SCOPE}
→ *For the same price, you find a fair number of places on the same street!*

* *Une adresse à éviter !*
{RESTAURANT#GENERAL#TARGET: *adresse* → NEGATIVE}
→ *A place to avoid!*

* *Celui-ci était d'un excellent rapport qualité/prix et très bon en plus.*
{FOOD#QUALITY#TARGET: NULL → POSITIVE}
{FOOD#PRICES#TARGET: NULL → POSITIVE}
→ *It was great value for money and also delicious.*

References

Pontiki, M., Galanis, D., Papageorgiou, H., Manandhar, S., and Androutsopoulos, I. (2015). Semeval-2015 task 12: Aspect based sentiment analysis. In *Proceedings of the 9th International Workshop on Semantic Evaluation (SemEval 2015)*, pages 486–495, Denver, Colorado. Association for Computational Linguistics.