**Estimates of Lasso regression of review stars on DTM**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | word | parameter estimates | p-value |  | word | parameter estimates | | p-  value |
| Service | Poor\_service | -1.07 | 0.01 | waiting- | 40\_minutes | -0.64 | | 0.04 |
|  | decent\_price | 0.62 | 0.02 | time | Quick | 2.10 | | 0.04 |
|  | apologies | -1.79 | 0.05 |  | for\_15 | -0.38 | | 0.00 |
|  | horrible\_service | -0.73 | 0.04 |  | for\_20 | -0.79 | | 0.01 |
|  | friendliness | 2.10 | 0.05 |  | slow\_and | -0.73 | | 0.00 |
|  | attitude | -0.23 | 0.02 |  | Fast | 0.68 | | 0.04 |
|  | rude | -1.35 | 0.02 |  | minutes\_to | -0.23 | | 0.02 |
|  | the\_service | 0.09 | 0.02 |  | in\_line | -0.31 | | 0.00 |
|  | incompetent | -1.05 | 0.02 |  | over\_15 | -0.91 | | 0.01 |
|  | Delivery | 0.63 | 0.05 |  | waited | -0.19 | | 0.00 |
|  | greet | 0.34 | 0.03 |  |  |  | |  |
|  | their\_job | -0.33 | 0.04 |  |  |  | |  |
| food | is\_cold | -1.64 | 0.02 | Sanitary | clean\_and | | 0.21 | 0.05 |
|  | not\_fresh | -1.81 | 0.02 condition | condition | dirty\_tables | | 1.29 | 0.05 |
|  | Huge | 0.61 | 0.02 |  |  |  | |  |
|  | kids\_meal | 1.02 | 0.03 |  |  |  | |  |
|  | ingredients\_and | 0.74 | 0.03 |  |  |  | |  |
|  | were\_delicious | 0.37 | 0.05 |  |  |  | |  |
|  | Great\_food | 0.80 | 0.05 |  |  |  | |  |