



**TRUSTYOU** 

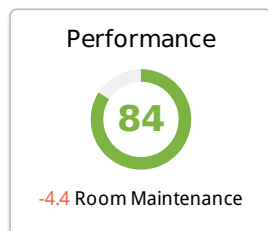
## Dashboard Report

2016-04-14

## Dashboard Report

### » Performance » Pullman Paris La Défense

Time filter: From 2016-01-01 To 2016-03-31



#### Performance

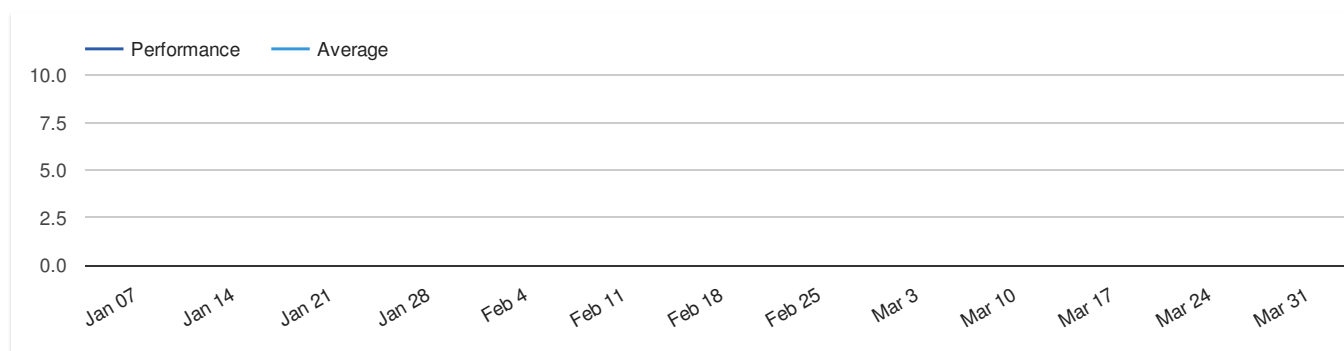
**⚠ Negative Impact:** Guests give lower scores due to these complaints. Fix them to increase your performance.

↓	Category	Complaints	Details	Competitors
-4.4	Room Maintenance	17	"doors don't close properly" - "rain shower was not properly maintained" - "bathroom floor flooded"	-
-2.7	Room Cleanliness	12	"of a smell in the room" - "Stains on the carpet" - "dirty carpet"	-
-1.6	Noise Level	7	"quite noisy during the night" - "a lot of noise on this floor"	-

**✓ Positive Impact:** You get positive reviews thanks to these categories. Keep it up!

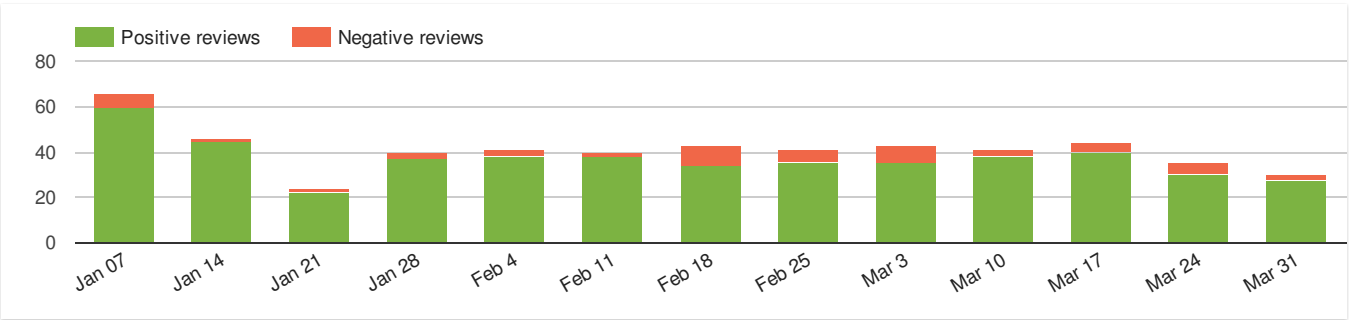
↑	Category	Compliments	Details	Competitors
+2.8	Room Size	35	"Large bathroom with bath" - "Rooms are pretty big and modern" - "big room"	-
+2.5	Breakfast	72	"excellent Breakfast" - "breakfast with a large variety" - "breakfast is always delicious"	-
+1.5	Service	349	"receptionist was so nice" - "employees I met were great" - "great staf"	Sofitel Paris La Défense has 6% higher sentiment performance

#### Performance



# Dashboard Report

New reviews



## Dashboard Report

### » Sentiment » Pullman Paris La Défense

Time filter: From 2016-01-01 To 2016-03-31

#### Sentiment


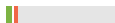
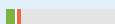

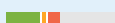
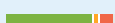

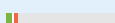
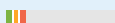


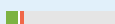

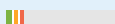
Worst Rated:

Pool **33**

Wellness Area **33**

Price **37**

#### Sentiment

Category ▼	Performance	Trend	Mentions	Positive	Neutral	Negative
► Amenities	↓ 55	-15.4%	 42	23	0	19
► Bar and Beverages	↑ 71	+10.9%	 31	22	0	9
► Cleanliness	↓ 73	-7.6%	 45	33	0	12
► Comfort	↓ 78	-7.1%	 105	82	3	20
► Food	↓ 66	-2.9%	 187	123	13	51
► Hotel	83	0%	 362	302	5	55
► Location	↓ 86	-8.5%	 90	77	1	12
Pool	33	0%	 3	1	0	2
► Price	↓ 37	-32.7%	 51	19	1	31
► Room	↓ 70	-6.7%	 377	265	7	105
► Service	84	0%	 415	349	4	62
► Vibe	↓ 83	-5.7%	 54	45	0	9
► Wellness Area	33	0%	 6	2	0	4
► WiFi	↓ 67	-15.2%	 15	10	2	3

Delicious food  
Great wellness & sports facilities  
Great location Good internet service  
Awesome vibe Rather comfortable  
Clean Great room Good price  
Fantastic service  
Excellent hotel Great pool

Location is ok Food is all right Room is all right  
Reasonably priced Comfortable Average Hotel  
Service is adequate Regular internet service

Poor wellness & sports facilities  
Food is not good Poor vibe Bad hotel  
Room is not nice Service is poor  
Dirty Bad pool Location is inconvenient  
Expensive Uncomfortable Bad internet service



## » Comparison » Pullman Paris La Défense

Time filter: From 2016-01-01 To 2016-03-31

Comparison

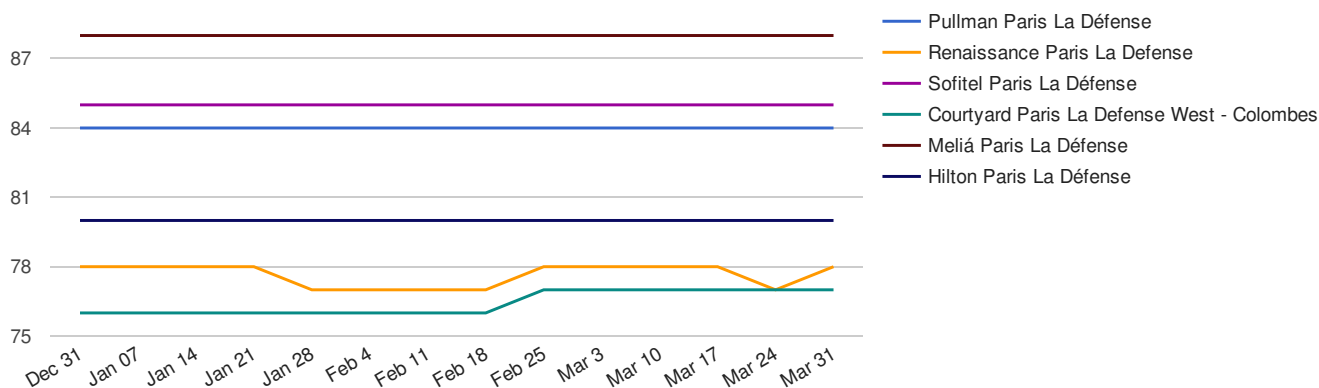
# 1.03

ComplIndex

### Comparison

	Overall Score	Performance	Popularity	Reviews	Management response	Response rate
Pullman Paris La Défense	84	84	96%	534	500	97%
<b>Competitor average</b>	82	81	83%	193.8	148	62%
<b>ComplIndex</b>	1.03	1.04	1.16	2.76	3.38	1.55
Renaissance Paris La Defense	78	76	76%	46	13	37%
Sofitel Paris La Défense	85	85	96%	391	376	99%
Courtyard Paris La Defense West - Colombes	77	74	72%	18	3	23%
Meliá Paris La Défense	88	89	80%	363	260	84%
Hilton Paris La Défense	80	81	89%	151	88	69%

### Comparison



## Dashboard Report

### » Responses » Pullman Paris La Défense




Time filter: From 2016-01-01 To 2016-03-31

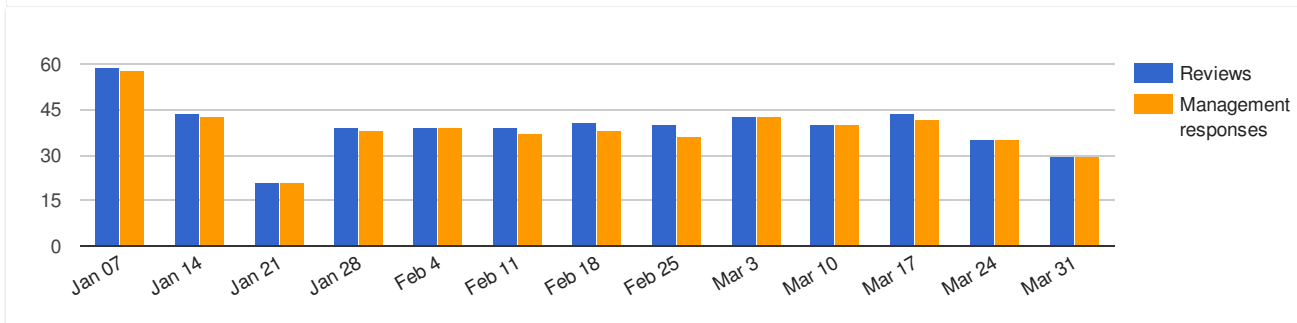
Responses

**97%**

Good response rate

### Responses

	1 star 	2 stars 	3 stars 	4 stars 	5 stars 	Total
Reviews *	8	7	40	168	291	514
Management responses	7	6	39	164	284	500
Response rate	88%	86%	97%	98%	98%	97%



\* Here we only count the number of reviews that can be responded to.

## » TrustYou Survey » Pullman Paris La Défense

Time filter: From 2016-01-01 To 2016-03-31

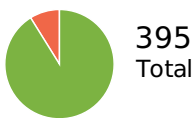
TrustYou Survey

# 395

New reviews

### TrustYou Survey

Reviews



### Reviews - TrustYou Survey

**395** New reviews to check

**35** Negative reviews

#### Category details

**235** Complaints

**688** Praises

- ▶ **64** Complaints about Room
- ▶ **41** Complaints about Hotel
- ▶ **39** Complaints about Service
- ▶ **36** Complaints about Food
- ▶ **14** Complaints about Price
- ▶ **10** Complaints about Comfort
- ▶ **9** Complaints about Amenities
- ▶ **8** Complaints about Cleanliness
- ▶ **5** Complaints about Bar and Beverages
- ▶ **4** Complaints about Vibe
- ▶ **2** Complaints about Location

- ▶ **210** Praises about Service
- ▶ **173** Praises about Hotel
- ▶ **141** Praises about Room
- ▶ **51** Praises about Food
- ▶ **29** Praises about Comfort
- ▶ **23** Praises about Cleanliness
- ▶ **18** Praises about Location
- ▶ **15** Praises about Vibe
- ▶ **11** Praises about Amenities
- ▶ **9** Praises about Price
- ▶ **4** Praises about Bar and Beverages



# Dashboard Report

▶ 2 Complaints about WiFi	▶ 3 Praises about WiFi
▶ 1 Complaints about Pool	▶ 1 Praises about Wellness Area



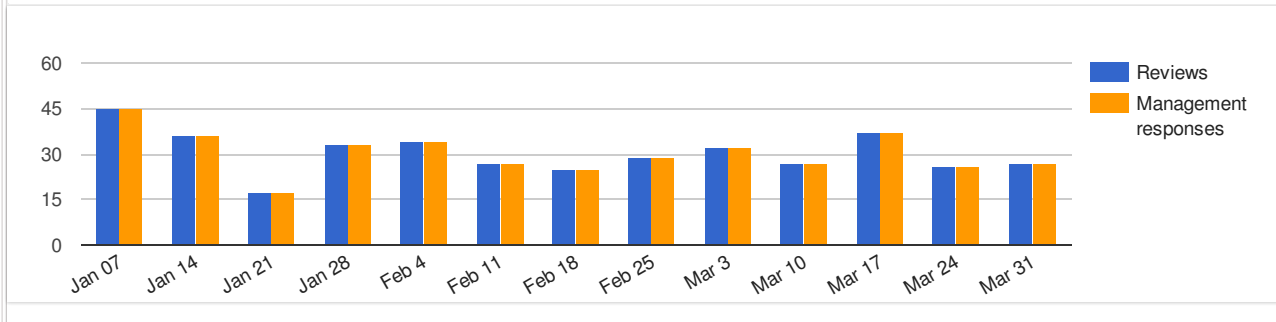
## Dashboard Report

### Responses

**100%**  
 Good response rate

### Responses - TrustYou Survey

	1 star	2 stars	3 stars	4 stars	5 stars	Total
	★	★★	★★★	★★★★	★★★★★	
Reviews *	5	5	25	127	233	395
Management responses	5	5	25	127	233	395
Response rate	100%	100%	100%	100%	100%	100%



\* Here we only count the number of reviews that can be responded to.

## Dashboard Report

### Sentiment

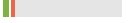
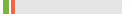
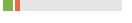
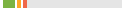
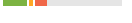









Worst Rated:

Pool **0**

Price **37**

Bar and Beverages **44**

### Sentiment - TrustYou Survey

Category ▼	Performance	Trend	Mentions	Positive	Neutral	Negative
► Amenities	↓ 55	-1.8%	 20	11	0	9
► Bar and Beverages	↑ 44	+4.8%	 9	4	0	5
► Cleanliness	↓ 74	-3.9%	 31	23	0	8
► Comfort	↓ 74	-9.8%	 38	28	1	9
► Food	↓ 59	-6.3%	 87	51	5	31
► Hotel	↑ 81	+2.5%	 213	173	5	35
► Location	↓ 90	-2.2%	 20	18	0	2
Pool	0	0%	 1	0	0	1
► Price	↓ 37	-31.5%	 19	7	1	11
► Room	↓ 69	-2.8%	 205	141	3	61
► Service	↓ 84	-1.2%	 249	210	2	37
► Vibe	↓ 79	-4.8%	 19	15	0	4
► Wellness Area	↑ 100	+300%	 1	1	0	0
► WiFi	↓ 60	-30.2%	 5	3	0	2

## » TripAdvisor » Pullman Paris La Défense

Time filter: From 2016-01-01 To 2016-03-31

TripAdvisor

# 73

New reviews

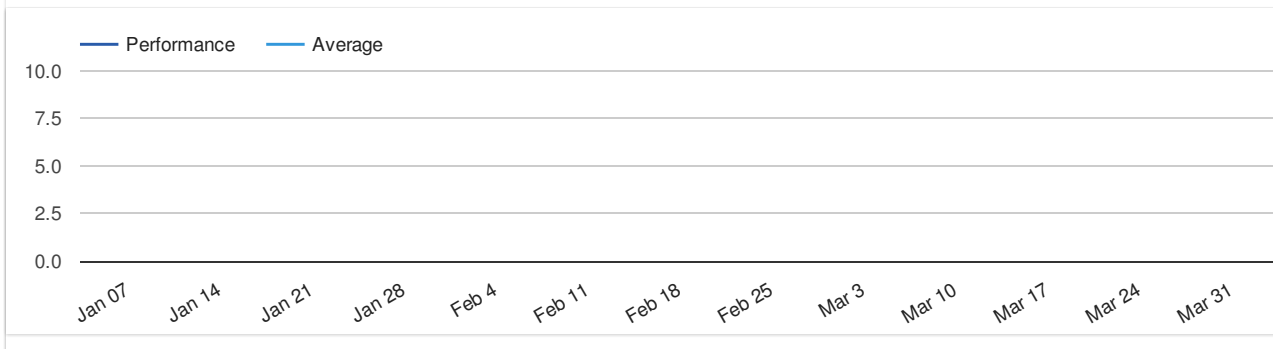
### TripAdvisor

#### Performance

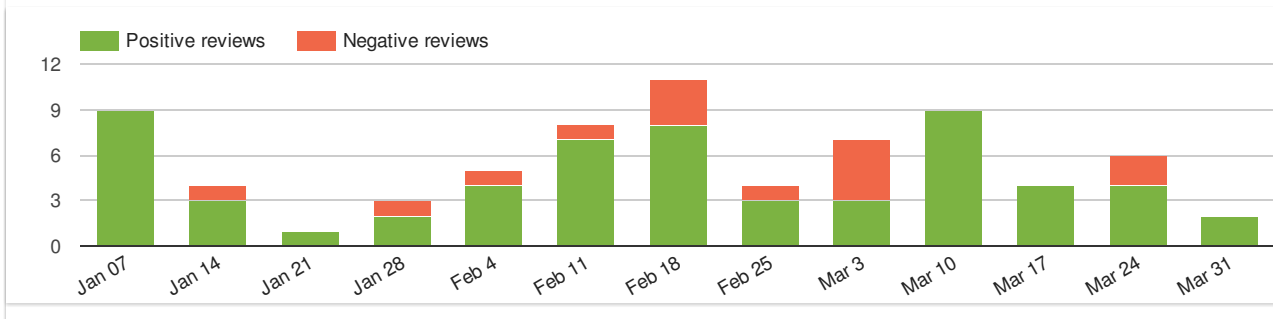


### Performance - TripAdvisor

#### Performance



#### New reviews








## Dashboard Report

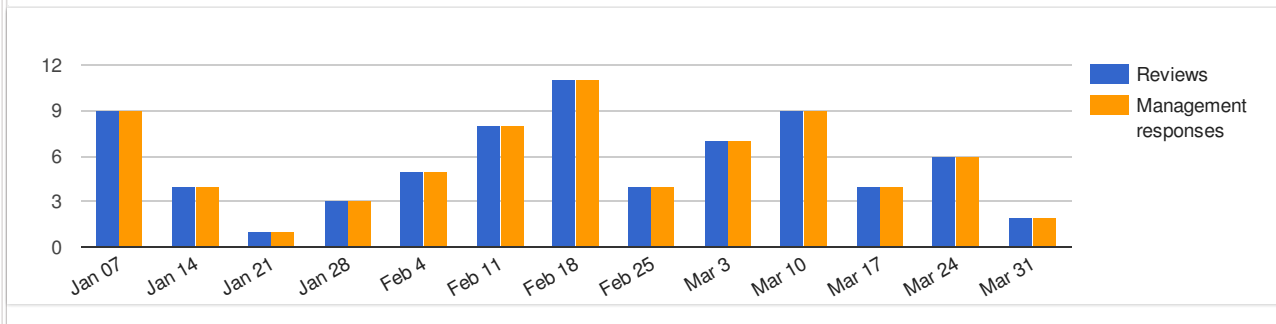
### Responses

**100%**

Good response rate

### Responses - TripAdvisor

	1 star	2 stars	3 stars	4 stars	5 stars	Total
						
Reviews *	2	0	12	26	33	73
Management responses	2	0	12	26	33	73
Response rate	100%	-	100%	100%	100%	100%

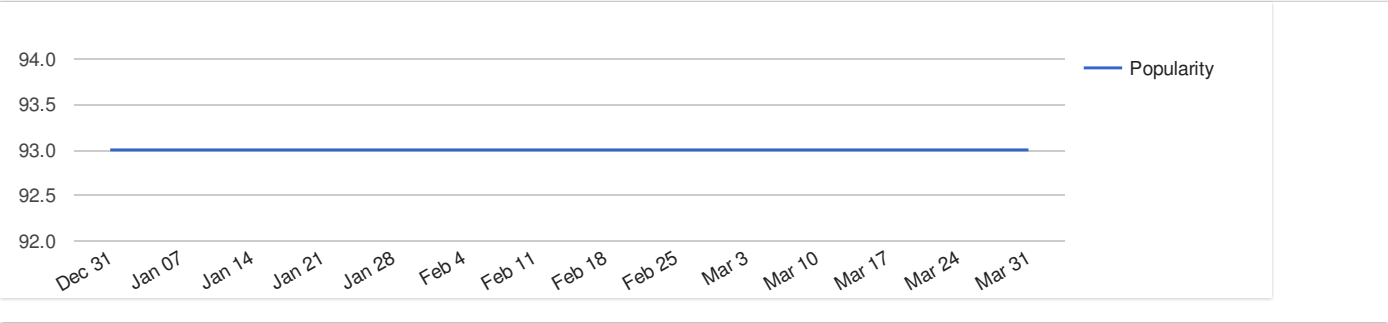


\* Here we only count the number of reviews that can be responded to.

Popularity

**4** out of 41

Popularity - TripAdvisor



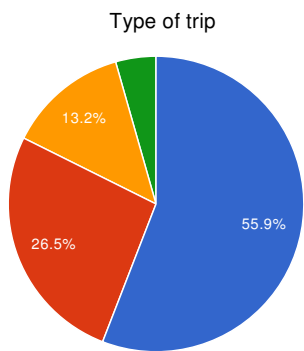
# Dashboard Report

## Guest Profile



Type of trip

## Guest Profile - TripAdvisor



- Traveled on business
- Traveled as a couple
- Traveled with family
- Traveled with friends

## Dashboard Report

### Sentiment

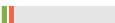

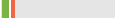











Worst Rated:

Wellness Area **0**

Price **30**

Amenities **54**

### Sentiment - TripAdvisor

Category ▼	Performance	Trend	Mentions	Positive	Neutral	Negative
► Amenities	↓ 54	-21.7%	 13	7	0	6
► Bar and Beverages	↓ 84	-16%	 19	16	0	3
► Cleanliness	↑ 90	+1.1%	 10	9	0	1
► Comfort	↓ 84	-6.7%	 57	48	2	7
► Food	↓ 77	-3.7%	 74	57	5	12
► Hotel	↓ 89	-2.2%	 116	103	0	13
► Location	↓ 92	-5.2%	 50	46	0	4
Pool	100	0%	 1	1	0	0
► Price	↓ 30	-56.5%	 23	7	0	16
► Room	↓ 80	-13%	 132	105	3	24
► Service	↓ 87	-7.4%	 127	111	2	14
► Vibe	↓ 88	-2.2%	 25	22	0	3
► Wellness Area	↓ 0	-100%	 3	0	0	3
► WiFi	↓ 63	-37%	 8	5	2	1

## Dashboard Report

### » Booking.com » Pullman Paris La Défense

Time filter: From 2016-01-01 To 2016-03-31

Booking.Com

# 48

New reviews

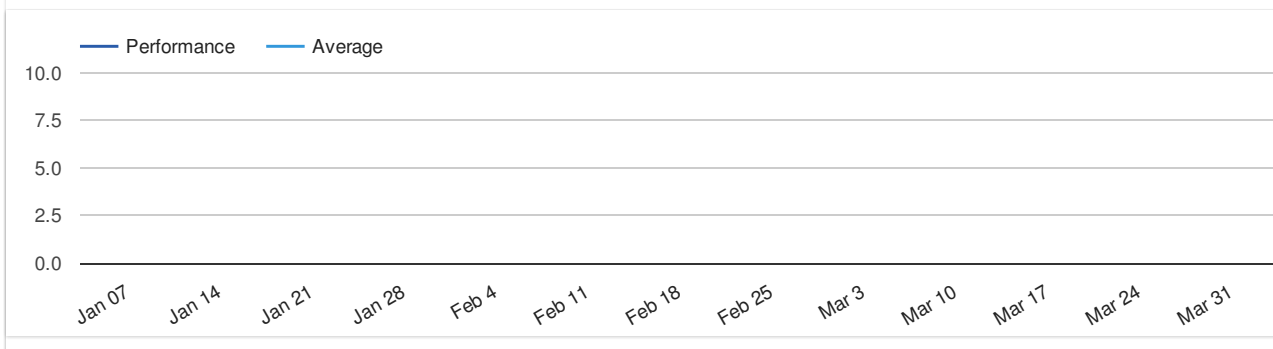
#### Booking.Com

##### Performance

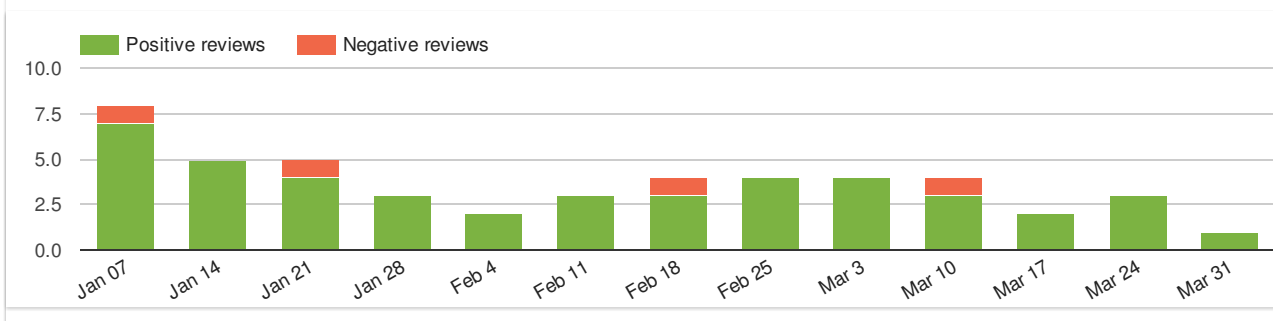


#### Performance - Booking.Com

##### Performance



##### New reviews





## Dashboard Report

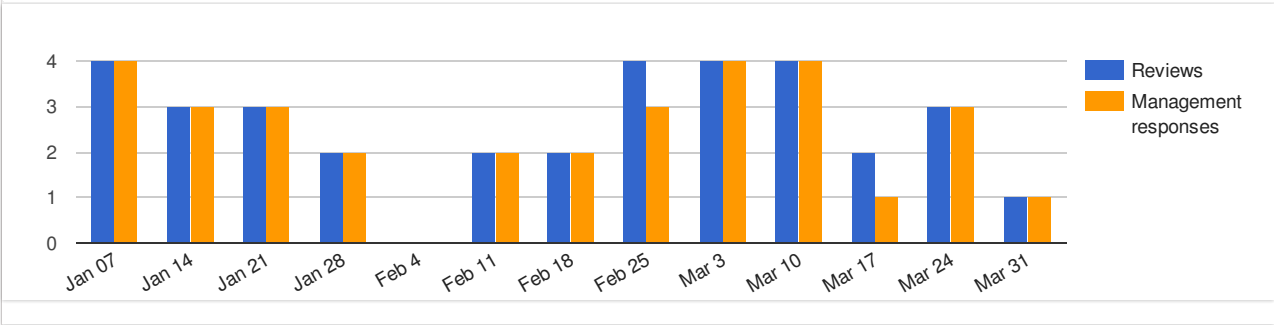
### Responses

**94%**

Good response rate

### Responses - Booking.Com

	1 star	2 stars	3 stars	4 stars	5 stars	Total
	★	★★	★★★	★★★★	★★★★★	
Reviews *	0	1	2	11	20	34
Management responses	0	1	2	11	18	32
Response rate	-	100%	100%	100%	90%	94%



\* Here we only count the number of reviews that can be responded to.



## Dashboard Report

### Sentiment

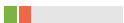

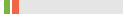
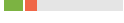








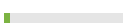

Worst Rated:

Pool **0**

Cleanliness **25**

Amenities **50**

### Sentiment - Booking.Com

Category ▼	Performance	Trend	Mentions	Positive	Neutral	Negative
► Amenities	↓ 50	-50%	 8	4	0	4
► Bar and Beverages	67	0%	 3	2	0	1
► Cleanliness	↓ 25	-24.2%	 4	1	0	3
► Comfort	↓ 60	-40%	 10	6	0	4
► Food	↑ 58	+16%	 26	15	3	8
► Hotel	↑ 86	+36.5%	 22	19	0	3
► Location	↑ 73	+9%	 11	8	1	2
Pool	0	0%	 1	0	0	1
► Price	↑ 71	+65.1%	 7	5	0	2
► Room	↓ 51	-5.6%	 35	18	0	17
► Service	↑ 83	+48.2%	 30	25	0	5
► Vibe	↓ 75	-25%	 8	6	0	2
► Wellness Area	100	0%	 1	1	0	0
► WiFi	↑ 100	+203%	 2	2	0	0

## Dashboard Report

### » Hotels.com » Pullman Paris La Défense

Time filter: From 2016-01-01 To 2016-03-31

Hotels.Com

**4**

New reviews

Hotels.Com

Score

**84**/100

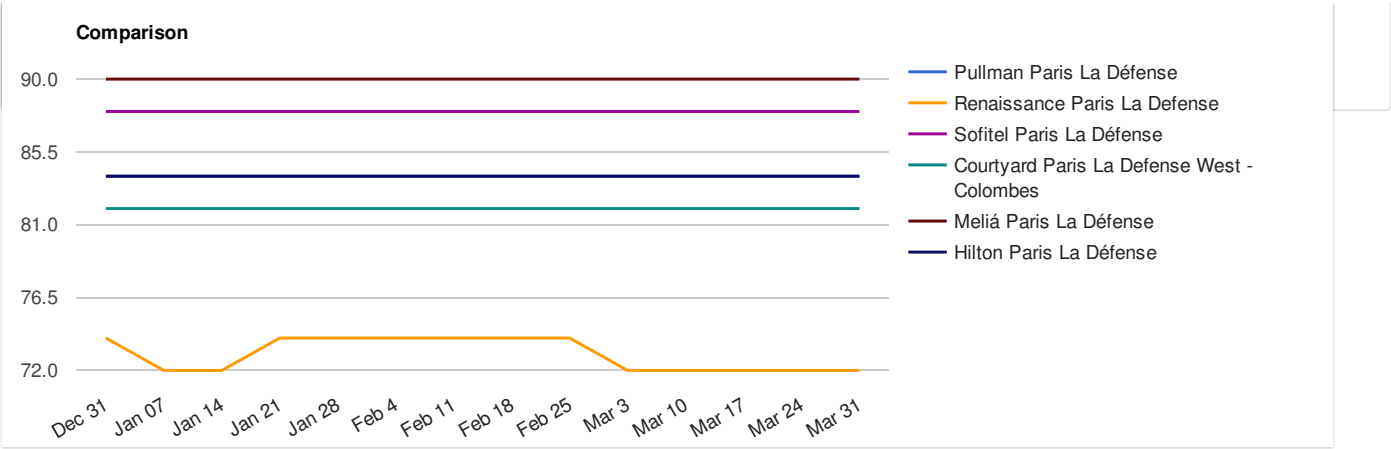
CompIndex: **1.01**

Score

	Score	Performance	Popularity	Reviews	Management respo	Response rate
Pullman Paris La Défense	84	70		4	0	0%
<b>Competitor average</b>	83	87		5	1	12%
<b>CompIndex</b>	1.01	0.81		0.80	0	0
Renaissance Paris La Défense	72	80		1	0	0%
Sofitel Paris La Défense	88	93		3	0	0%
Courtyard Paris La Defense West - Colombes	82	100		1	0	0%
Meliá Paris La Défense	90	88		12	0	0%
Hilton Paris La Défense	84	73		8	5	62%



# Dashboard Report

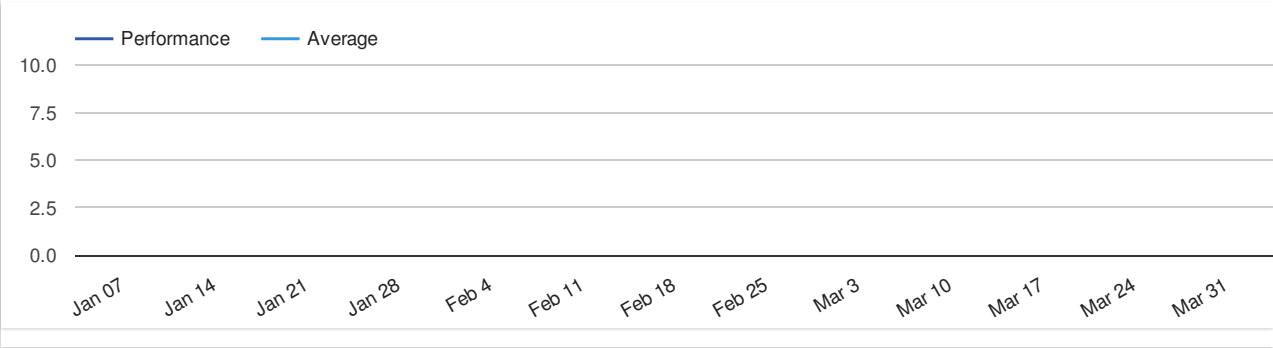


Performance

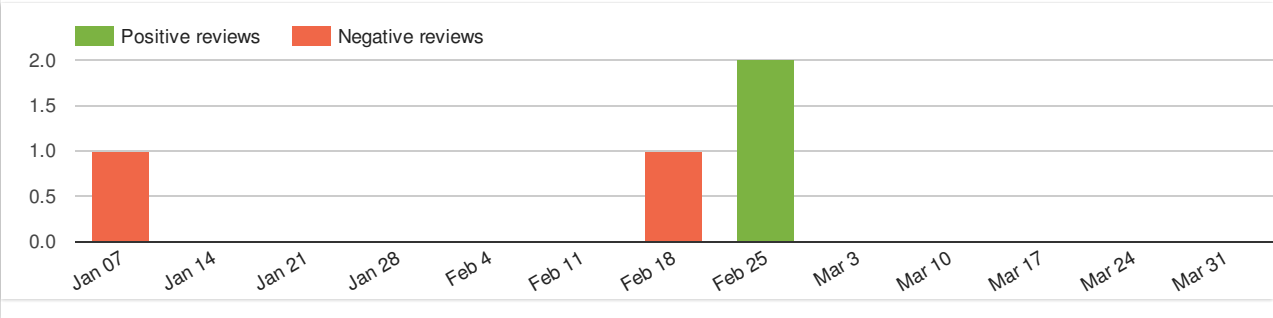


Performance - Hotels.Com

Performance



New reviews



## Dashboard Report

### Reviews



### Reviews - Hotels.Com

**4** New reviews to check

**2** Negative reviews

#### Category details

**5** Complaints

**1** Praises

▶ **2** Complaints about Service

▶ **1** Praises about Hotel

▶ **2** Complaints about Location

▶ **1** Complaints about Price

Dashboard Report

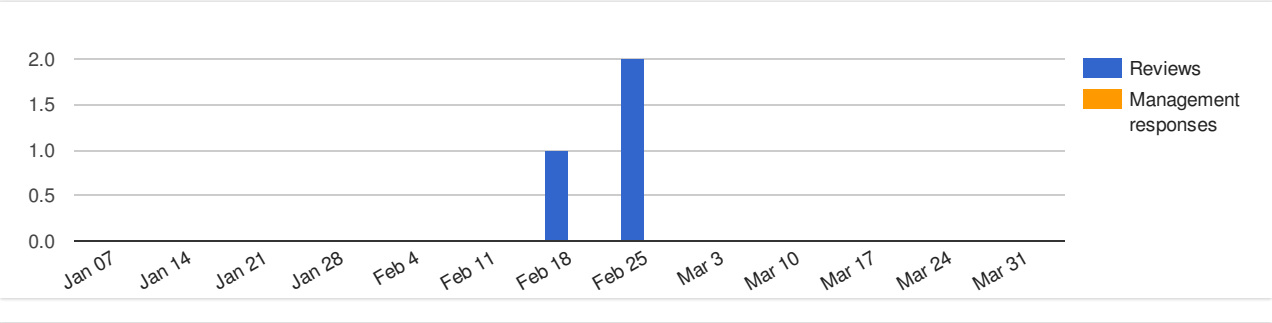
Responses

0%

Low response rate

Responses - Hotels.Com

	1 star	2 stars	3 stars	4 stars	5 stars	Total
	★	★★	★★★	★★★★	★★★★★	
Reviews *	0	0	1	0	2	3
Management responses	0	0	0	0	0	0
Response rate	-	-	0%	-	0%	0%



\* Here we only count the number of reviews that can be responded to.

# Dashboard Report

## Sentiment

Worst Rated:  
Location 0  
Service 0  
Price 0

## Sentiment - Hotels.Com

Category▼	Performance	Trend	Mentions	Positive	Neutral	Negative
Hotel	↑ 100	+12.4%	<div><div></div></div> 1	1	0	0
► Location	↓ 0	-100%	<div><div></div></div> 2	0	0	2
► Price	↓ 0	-100%	<div><div></div></div> 1	0	0	1
Service	↓ 0	-100%	<div><div></div></div> 2	0	0	2

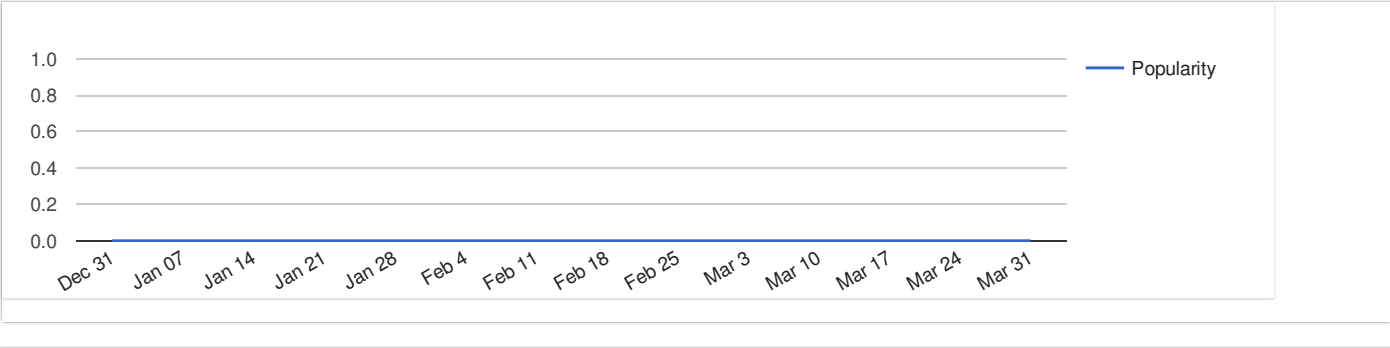


# Dashboard Report

Popularity

no data

Popularity - Hotels.Com



## » Google » Pullman Paris La Défense

Time filter: From 2016-01-01 To 2016-03-31

Google

**5**

New reviews

Google

Score

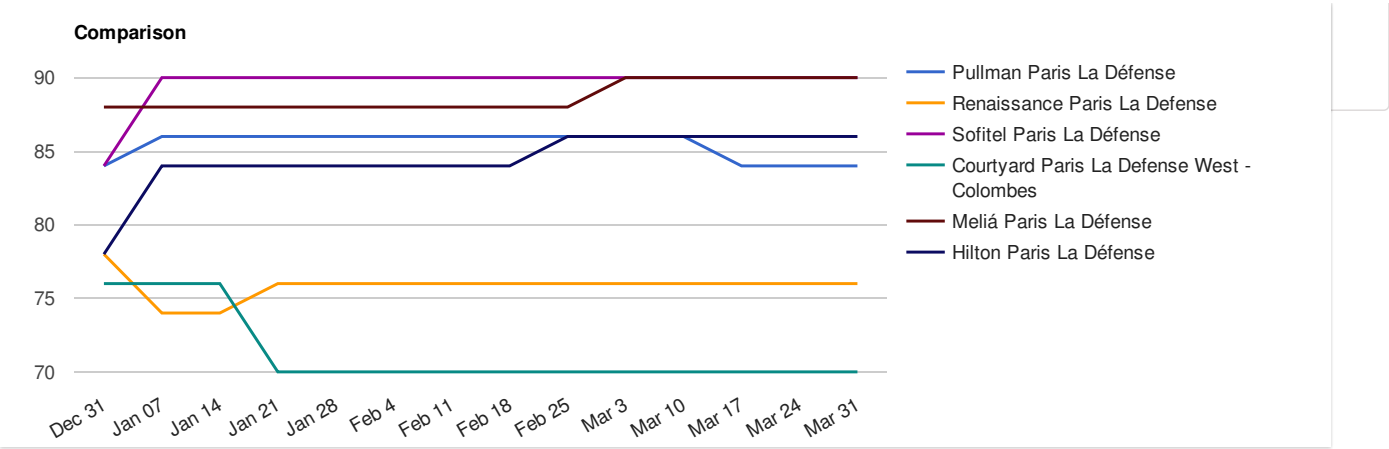
**84**/100

CompIndex: **1.02**

Score

	Score	Performance	Popularity	Reviews	Management respo	Response rate
Pullman Paris La Défense	84	80		5	0	0%
<b>Competitor average</b>	82	91		3.8	0	0%
<b>CompIndex</b>	1.02	0.87		1.32		
Renaissance Paris La Défense	76	85		4	0	0%
Sofitel Paris La Défense	90	100		1	0	0%
Courtyard Paris La Defense West - Colombes	70	null		0	0	0%
Meliá Paris La Défense	90	88		8	0	0%
Hilton Paris La Défense	86	93		6	0	0%

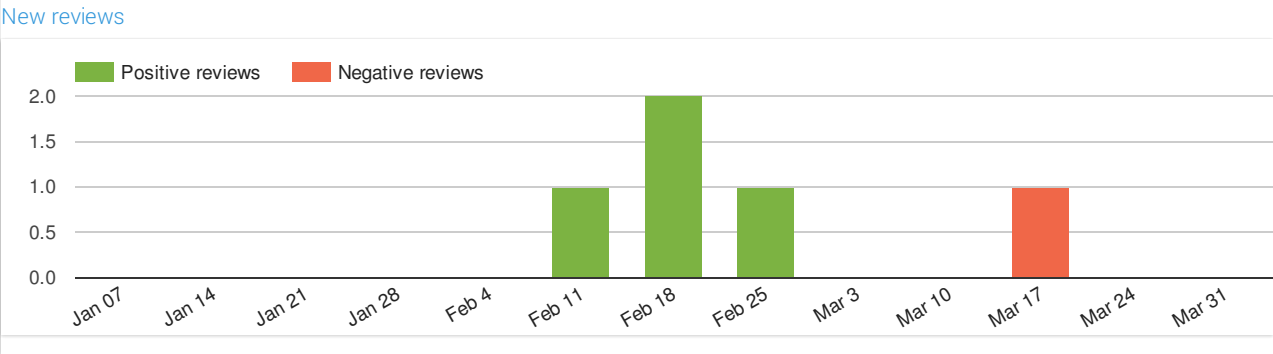
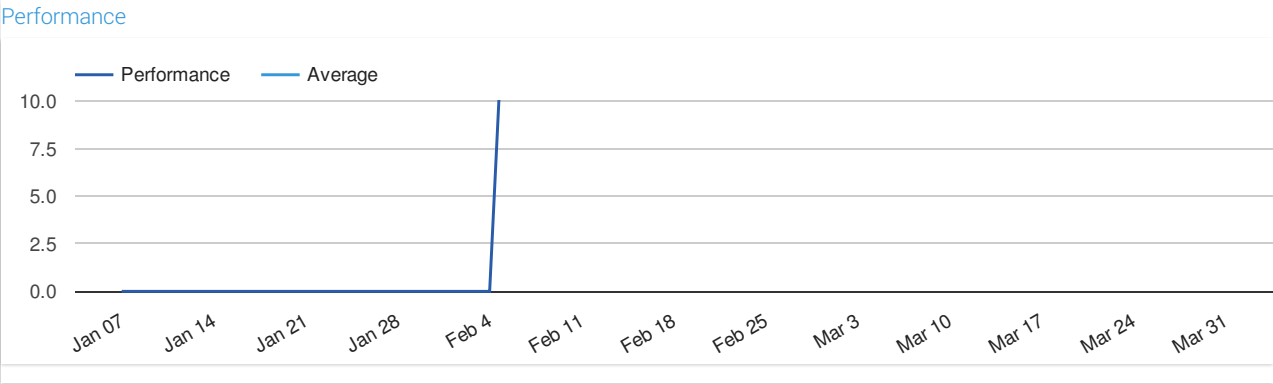
Dashboard Report



Performance



Performance - Google



# Dashboard Report

## Reviews



## Reviews - Google

**5** New reviews to check

**1** Negative reviews

### Category details

**1** Complaints

- ▶ **1** Complaints about Wellness Area

**4** Praises

- ▶ **1** Praises about Service
- ▶ **1** Praises about Location
- ▶ **1** Praises about Hotel
- ▶ **1** Praises about Amenities

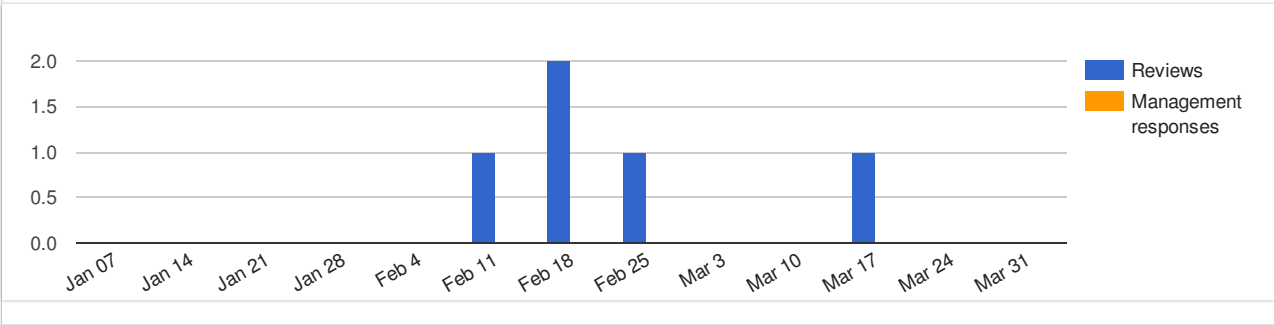
# Dashboard Report

## Responses

0%  
Low response rate

## Responses - Google

	1 star	2 stars	3 stars	4 stars	5 stars	Total
	★	★★	★★★	★★★★	★★★★★	
Reviews *	0	1	0	2	2	5
Management responses	0	0	0	0	0	0
Response rate	-	0%	-	0%	0%	0%



\* Here we only count the number of reviews that can be responded to.

# Dashboard Report

## Sentiment

Worst Rated:

Wellness Area **0**  
Location **100**  
Service **100**

## Sentiment - Google

Category ▼	Performance	Trend	Mentions	Positive	Neutral	Negative
► Amenities	100	0%	<div></div> 1	1	0	0
Hotel	100	0%	<div></div> 1	1	0	0
Location	100	0%	<div></div> 1	1	0	0
Service	100	0%	<div></div> 1	1	0	0
Wellness Area	0	0%	<div></div> 1	0	0	1

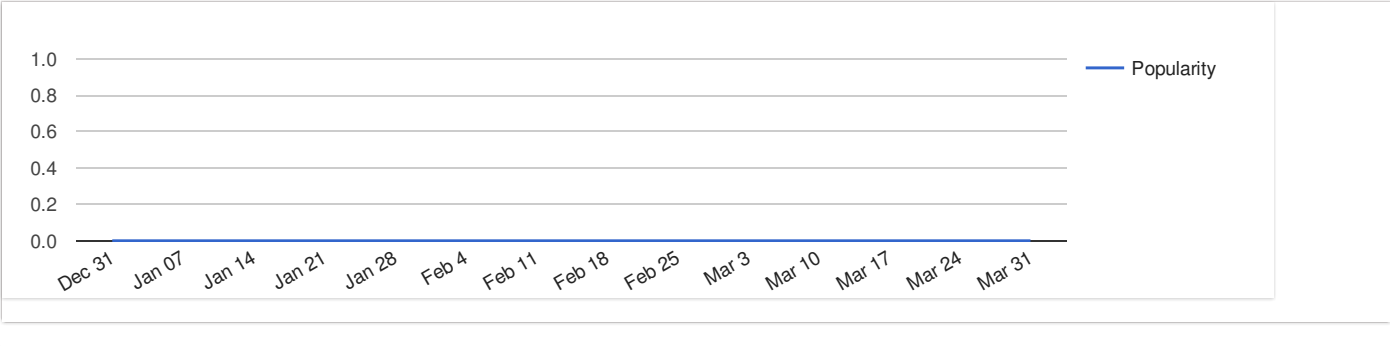


# Dashboard Report

Popularity

no data

Popularity - Google





## Dashboard Report

### » Facebook » Pullman Paris La Défense

Time filter: From 2016-01-01 To 2016-03-31

Facebook

4

New reviews

#### Facebook

Score

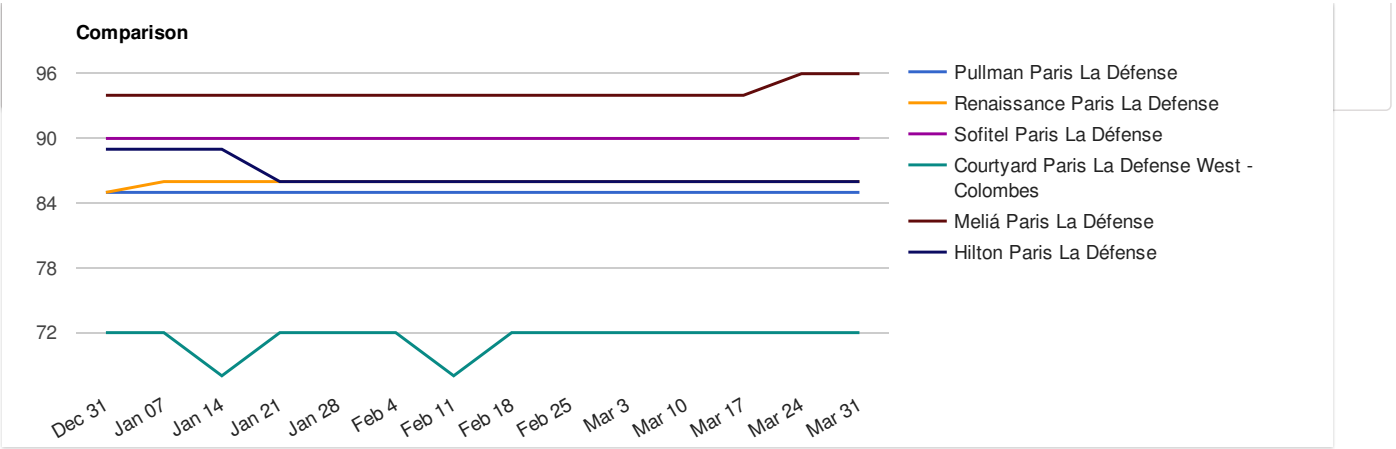
85/100

CompIndex: 0.99

#### Score

	Score	Performance	Popularity	Reviews	Management respo	Response rate
Pullman Paris La Défense	85	95		4	0	0%
<b>Competitor average</b>	86	88		3.8	0	0%
<b>CompIndex</b>	0.99	1.07		1.05		
Renaissance Paris La Défense	86	100		3	0	0%
Sofitel Paris La Défense	90	90		4	0	0%
Courtyard Paris La Defense West - Colombes	72	60		3	0	0%
Meliá Paris La Défense	96	92		5	0	0%
Hilton Paris La Défense	86	100		4	0	0%

# Dashboard Report

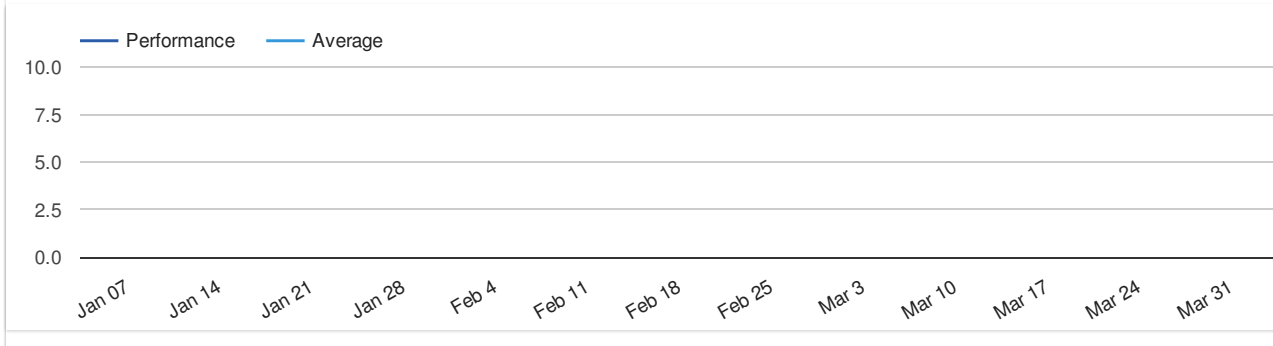


## Performance

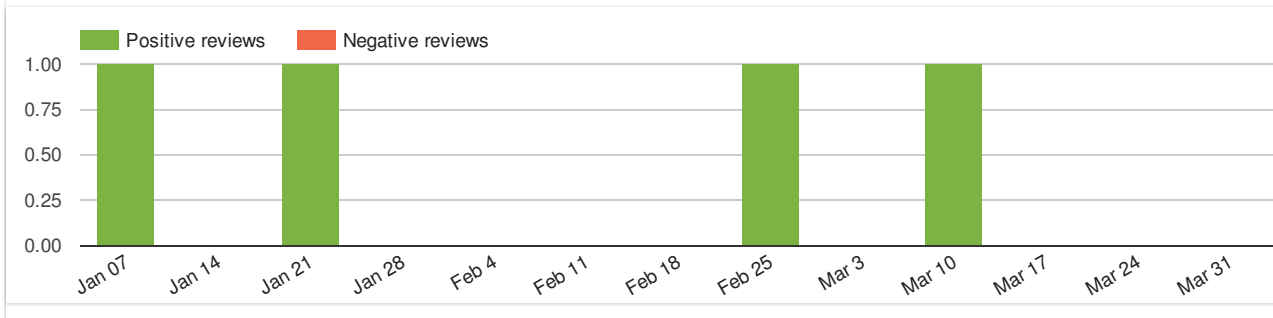


## Performance - Facebook

### Performance



### New reviews



# Dashboard Report

## Reviews



## Reviews - Facebook

**4** New reviews to check      **0** Negative reviews






### Category details

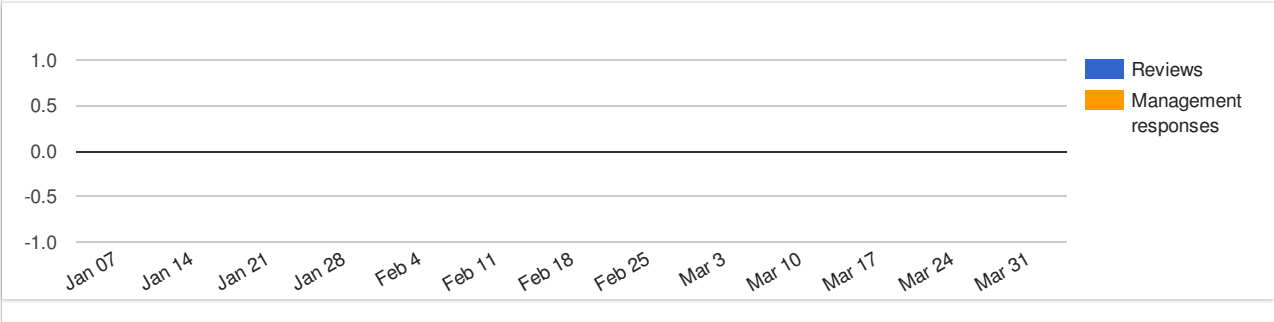
**0** Complaints      **6** Praises

- ▶ **2** Praises about Service
- ▶ **2** Praises about Hotel
- ▶ **1** Praises about Room
- ▶ **1** Praises about Location

Responses

No  
reviews  
to  
respond

	1 star	2 stars	3 stars	4 stars	5 stars	Total
						
Reviews *	0	0	0	0	0	0
Management responses	0	0	0	0	0	0
Response rate	-	-	-	-	-	-



\* Here we only count the number of reviews that can be responded to.

# Dashboard Report

## Sentiment

Worst Rated:  
Room **100**  
Location **100**  
Service **100**

## Sentiment - Facebook

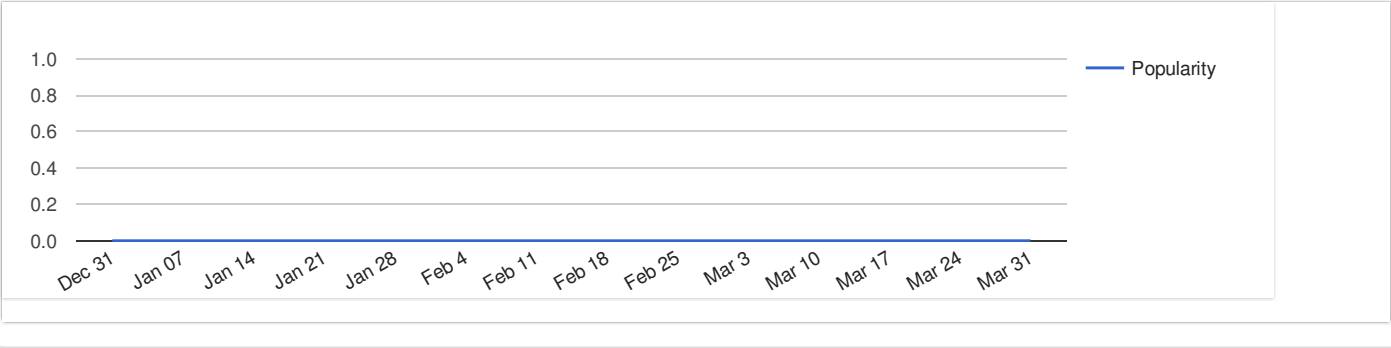
Category ▼	Performance	Trend	Mentions	Positive	Neutral	Negative
Hotel	100	0%	<div><div></div></div> 2	2	0	0
Location	100	0%	<div><div></div></div> 1	1	0	0
▶ Room	100	0%	<div><div></div></div> 1	1	0	0
▶ Service	100	0%	<div><div></div></div> 2	2	0	0

# Dashboard Report

Popularity

no data

Popularity - Facebook



Thank you for using TrustYou Reports!



## Contact:

Questions: [service@trustyou.com](mailto:service@trustyou.com)

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