

FOR PURPOSES OF FORAGE VIRTUAL WORK EXPERIENCE PROGRAM



REVIEW ANALYSIS AT BRITISH AIRWAYS

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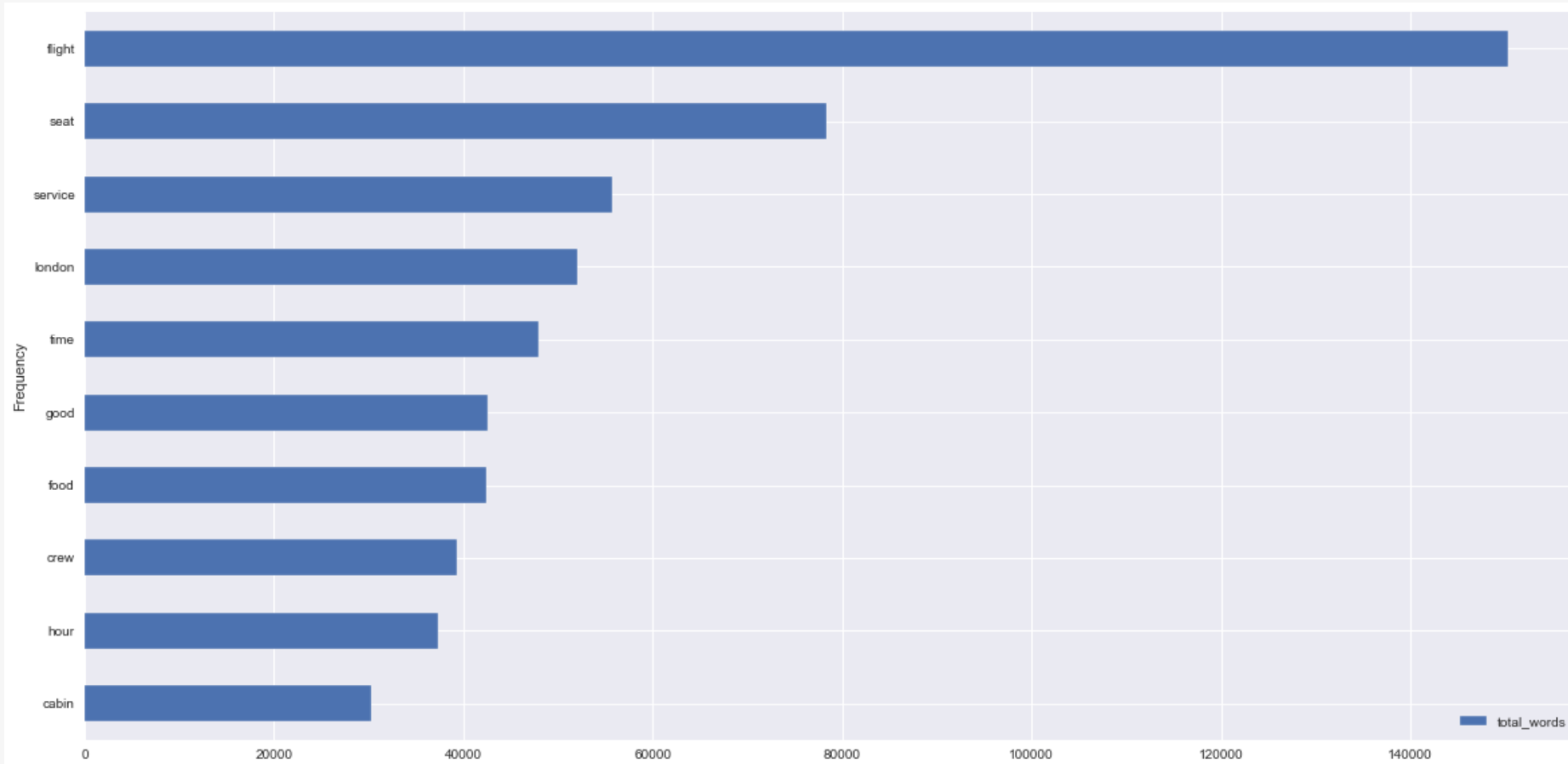
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CUSTOMER REVIEWS



KEY TOPICS

The frequency chart below shows that the key topics within the reviews include 'seat', 'service', 'time', 'food', 'crew', 'cabin' showing that people are actively talking about their experience and staff.



SENTIMENT

Out of 1,000 reviews:

- 674 were positive,
- 317 were negative
- 9 were neutral.

67,4% POSITIVE

31,7% NEGATIVE

0,9% NEUTRAL