

# Customer Reviews Summary – British Airways

# 2.86



## Seat Comfort

## 3.24



## Cabin Staff Service

2.71



## Food & Beverages

## 2.64



## Inflight Entertainment

2.76



## Ground Service

1.90



## Wifi & Connectivity

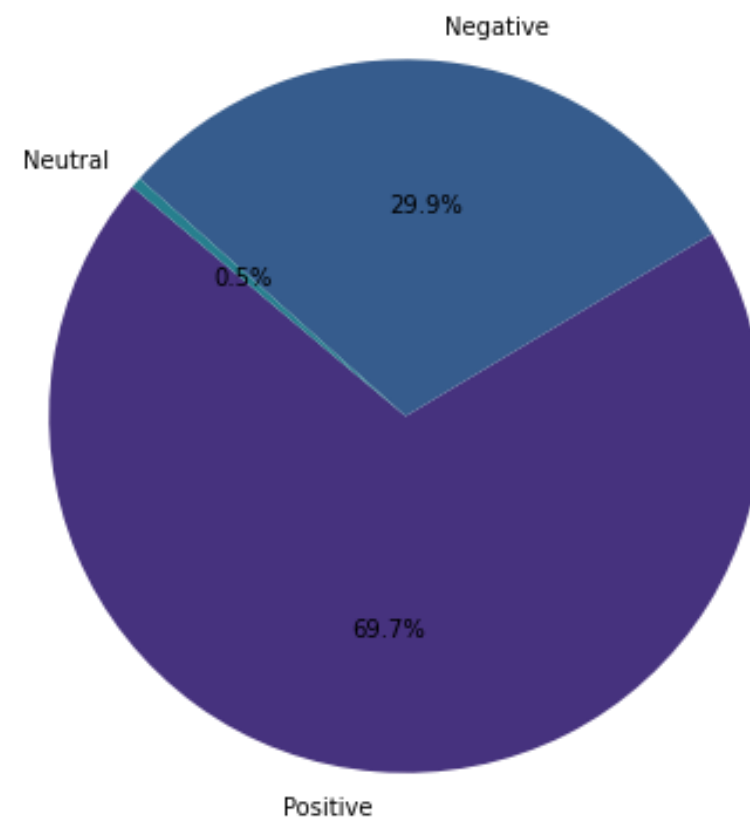
# 2.67



## Value for Money

## Customer Sentiment

Sentiment Distribution (TextBlob)



## Word Cloud

Positive Reviews (Blues)



Negative Reviews (Reds)



## Insights

Recommendations by traveler type: Solo travelers are the highest, followed by couples, families, and business travelers.

Most departures are from London as customers are mostly based from United Kingdom.

Economy class passengers has the highest count of worst seat, food and beverages, ground service experience.

The majority of solo passengers prefer economy class, while a higher proportion of couple passengers opt for business class compared to business travelers.