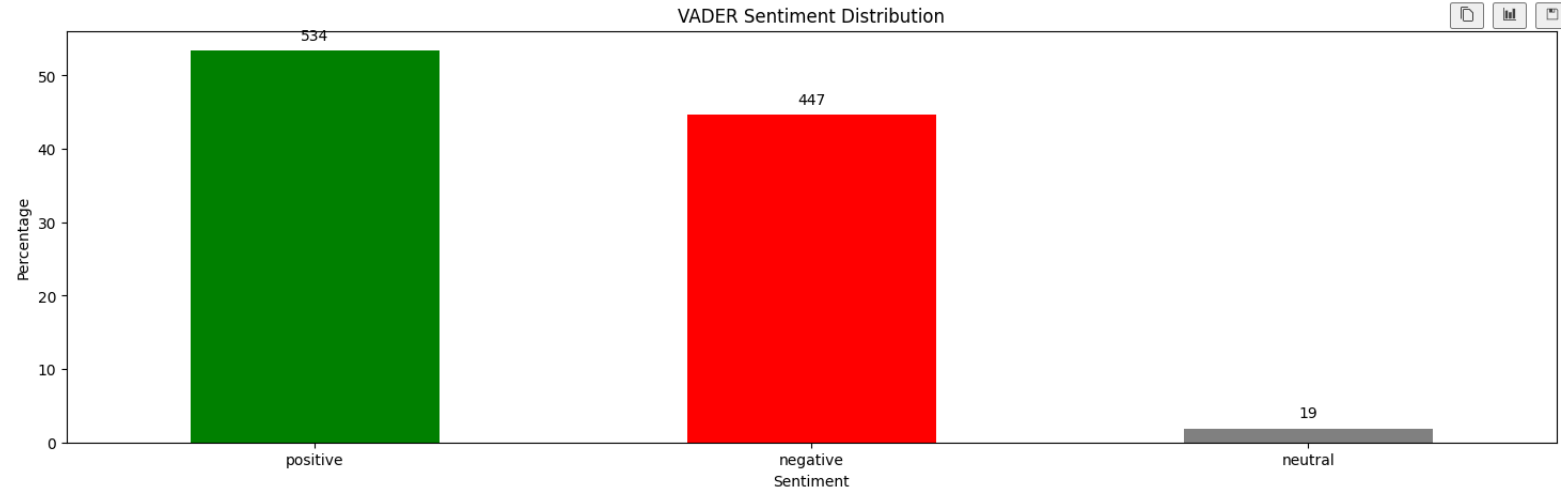
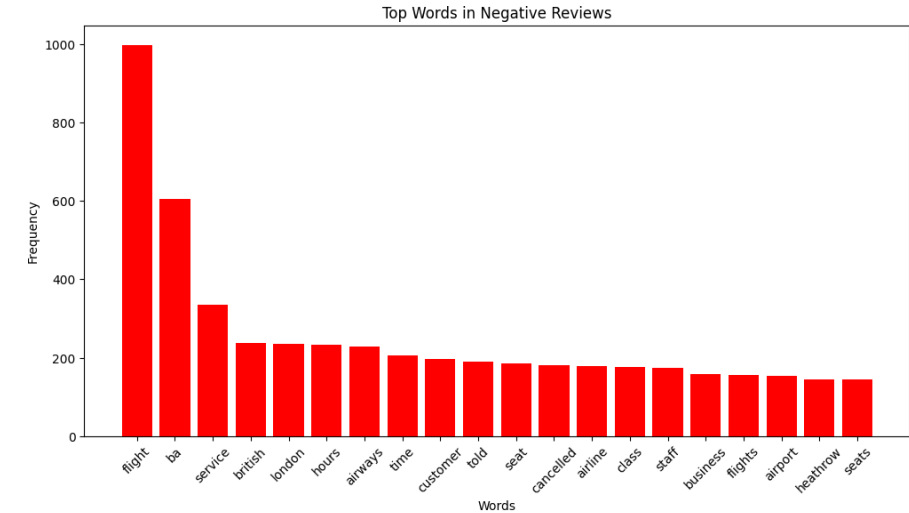
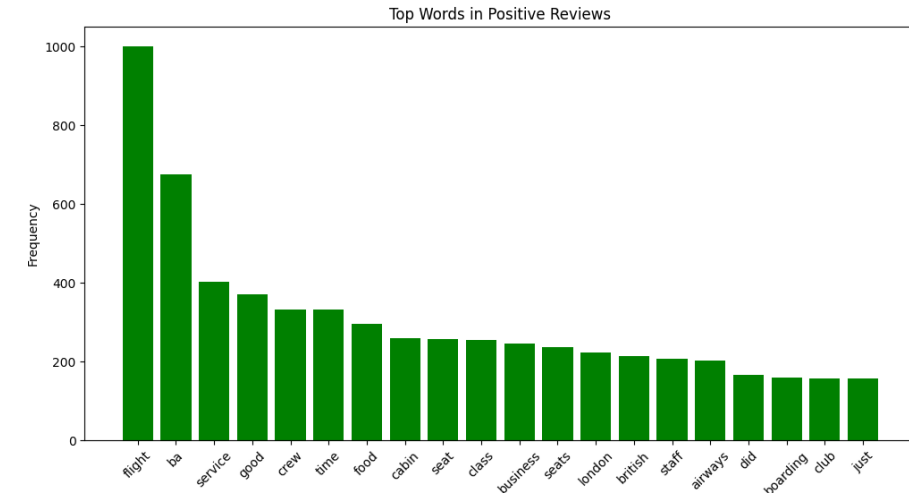


British Airways Sentiment Analysis



After analysis on the reviews as show from the bar plot positive and negative reviews are almost 50-50 percentage, it could be a potential problem for BA to reduce number of negative reviews.

From bar chart of positive and negative word some of them could be a keyword to improve on specific such as, reviews from negative word like London, Heathrow British Airways could focus on two airports.