

Customer_ID	City	Delivery_Time	Review	Category	Tags	Suggested_Action	Confidence
C001	New York	28	I'm consistently impressed with this service. Tonight, I decided to try the salmon teriyaki, and it was a fantastic choice. The fish was cooked to perfection—flaky and moist—and the teriyaki glaze was...	Positive	Delivery Time, Food Quality, Overall Experience	Highlight quality food, fast delivery, and friendly service.	High
C002	Los Angeles	95	This was an absolute disaster and I will not be ordering from here again. I placed my order well in advance, scheduling it for a 7:00 PM delivery. At 7:30 PM, the app still said the order was being pr...	Negative	Delivery Time, Packaging, Food Quality, Overall Experience	Investigate wrong order, late delivery, and customer service.	High
C003	Chicago	58	The experience was a mixed bag. On the one hand, the food itself was quite good. I ordered the chicken fettuccine alfredo, and the sauce was creamy and flavorful. However, the delivery aspect was less...	Negative	Delivery Time, Food Quality, Overall Experience	Improve delivery tracking and food temperature maintenance.	High
C004	Houston	33	This was my first time ordering, and it definitely won't be my last. I was hosting a small get-together and ordered a variety of appetizers and a couple of large pizzas. Everything arrived hot, fresh....	Positive	Delivery Time, Food Quality, Overall Experience	Promote hot, fresh food and seamless ordering process.	High
C005	Phoenix	26	Incredibly fast delivery! The driver was courteous and the food was amazing. A+ experience.	Positive	Delivery Time, Food Quality, Overall Experience	Emphasize fast delivery, courteous driver, and amazing food.	High
C006	Philadelphia	62	My order was correct and the driver was polite, so no issues there. The delivery time was also within the window they provided. My main issue is with the food quality versus the price. I ordered a spe...	Negative	Delivery Time, Food Quality, Price, Overall Experience	Review specialty sandwich quality, portion, and price alignment.	High
C007	San Antonio	40	Great food and timely delivery. The portion sizes were generous. Very satisfied.	Positive	Delivery Time, Food Quality, Overall Experience	Highlight great food, timely delivery, and generous portions.	High
C008	San Diego	31	I've ordered from here several times and the quality is always top-notch. The ingredients are clearly fresh, and the chefs know what they're doing. My order always arrives hot, which is a huge plus. T...	Positive	Delivery Time, Food Quality, Overall Experience	Promote consistent top-notch quality and professional drivers.	High
C009	Dallas	22	Lightning-fast delivery! The food was still steaming when it arrived. Impressive!	Positive	Delivery Time, Overall Experience	Showcase lightning-fast delivery and hot food arrival.	High
C010	San Jose	85	I wish I could give zero stars. The delivery took nearly two hours. When the driver finally arrived, he was rude and just shoved the bag at me without a word. The food was, of course, stone cold. But ...	Negative	Delivery Time, Food Quality, Overall Experience	Address long delivery, rude driver, and poor food quality.	High
C011	Austin	38	The quality of the food is consistently excellent. Delivery is reliable and the drivers are friendly.	Neutral	Delivery Time, Food Quality, Overall Experience	Emphasize consistent food quality and friendly drivers.	High
C012	Jacksonville	55	Food was okay, but the delivery was slow. It arrived later than the estimated time.	Negative	Delivery Time, Food Quality	Improve delivery speed and ensure timely arrival.	High
C013	Fort Worth	30	I'm always happy with my orders from here. The food is delicious and the delivery is prompt.	Positive	Delivery Time, Food Quality, Overall Experience	Highlight delicious food and prompt delivery service.	High
C014	Columbus	48	The food was as expected. The delivery time was reasonable.	Neutral	Delivery Time, Food Quality	Seek feedback to elevate food and delivery experience.	High
C015	Charlotte	42	A fantastic experience from start to finish. Easy ordering, fast delivery, and incredible food.	Positive	Delivery Time, Food Quality, Overall Experience	Promote easy ordering, fast delivery, and incredible food.	High
C016	San Francisco	25	Super quick delivery and the food was packed with care. Everything was perfect.	Positive	Delivery Time, Packaging, Overall Experience	Highlight quick delivery and careful food packaging.	High
C017	Indianapolis	70	The food was cold and soggy by the time it arrived. The delivery was extremely slow.	Negative	Delivery Time, Food Quality	Address cold, soggy food and extremely slow delivery.	High
C018	Seattle	34	The food is always fresh and flavorful. The delivery service is top-notch. I particularly enjoyed the freshness of the ingredients in my salad, which is often a gamble with delivery. Everything was cr...	Positive	Delivery Time, Food Quality, Overall Experience	Emphasize fresh, flavorful food and top-notch delivery service.	High
C019	Denver	53	The food was satisfactory. The delivery time was average. Nothing special to report.	Neutral	Delivery Time, Food Quality	Identify areas to improve satisfactory food and average delivery.	High
C020	Washington	29	I was pleasantly surprised by how fast the delivery was. The food was excellent as always.	Positive	Delivery Time, Food Quality	Highlight fast delivery and consistently excellent food.	High
C021	Boston	45	An average experience. The food was okay and the delivery was on time.	Neutral	Delivery Time, Food Quality, Overall Experience	Survey customer to identify specific areas for improvement.	High
C022	EI Paso	41	Reliable service and delicious meals. I've never had a bad experience with them.	Positive	Food Quality, Overall Experience	Promote reliable service and delicious meals for customer retention.	High
C023	Detroit	32	The delivery was even earlier than the estimated time. The food was hot and delicious. I ordered the spicy tuna roll and a miso soup, and both were restaurant quality. It's rare to get sushi delivered...	Positive	Delivery Time, Food Quality, Packaging, Overall Experience	Highlight early delivery, hot food, and fresh sushi quality.	High
C024	Nashville	64	The food was decent, but I had to wait a while for the delivery. It wasn't late according to the app, but the initial estimate was quite long to begin with. The meal itself was fine, nothing to compla...	Negative	Delivery Time, Food Quality, Overall Experience	Review initial delivery estimates and enhance meal excitement.	High
C025	Portland	27	Exceptional service! The food is always on point and the delivery is incredibly fast.	Positive	Delivery Time, Food Quality, Overall Experience	Emphasize exceptional service, on-point food, and fast delivery.	High

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C026	Memphis	93	I am beyond upset. Not only was my order an hour late, but they completely forgot one of the main entrees. I called the restaurant to let them know, and they were unhelpful and rude, telling me I had ...	Negative	Delivery Time, Packaging, Food Quality, Overall Experience	Investigate late delivery, missing items, and unhelpful customer service.	High
C027	Oklahoma City	36	Great variety of options and the delivery is always dependable. A happy customer here.	Positive	Delivery Time, Overall Experience	Promote great variety and dependable delivery service.	High
C028	Las Vegas	49	The food was fine. The delivery time was within the expected range.	Neutral	Delivery Time, Food Quality	Gather feedback to improve fine food and expected delivery.	High
C029	Louisville	24	Wow, that was fast! The food was as good as dining in. Will be ordering again soon.	Positive	Delivery Time, Food Quality, Overall Experience	Showcase fast delivery and restaurant-quality food.	High
C030	Baltimore	65	The delivery took longer than I would have liked. The food was alright.	Negative	Delivery Time, Food Quality	Address slow delivery times and improve food quality.	High
C031	Milwaukee	39	Consistently great food and service. The delivery drivers are always professional and polite.	Positive	Delivery Time, Food Quality, Overall Experience	Emphasize consistent food, professional drivers, and great service.	High
C032	Albuquerque	56	The food was fine. The delivery was a bit slow, but not excessively so.	Neutral	Delivery Time, Food Quality	Target slight delivery delays for improvement.	High
C033	Tucson	34	My order arrived fresh and hot. The delivery was seamless. Very pleased.	Positive	Delivery Time, Food Quality, Overall Experience	Highlight fresh, hot food and seamless delivery experience.	High
C034	Fresno	78	The delivery driver got lost and my food was cold. Not a good experience.	Negative	Delivery Time, Food Quality, Overall Experience	Improve driver navigation and food temperature control.	High
C035	Sacramento	23	Incredibly efficient service. The food was delicious and the delivery was super fast.	Positive	Delivery Time, Food Quality, Overall Experience	Promote efficient service, delicious food, and super fast delivery.	High
C036	Kansas City	46	A pretty standard delivery experience. The food was okay and it arrived on time.	Neutral	Delivery Time, Food Quality, Overall Experience	Identify opportunities to make "standard" experience stand out.	High
C037	Mesa	43	The food is always worth the wait, but I didn't have to wait long at all! Great service.	Positive	Delivery Time, Food Quality, Overall Experience	Highlight food quality and great service.	High
C038	Atlanta	60	The food was decent. The delivery was a little on the slow side.	Negative	Delivery Time, Food Quality	Address slow delivery times and ensure food quality.	High
C039	Omaha	37	I can always count on them for a great meal and fast delivery. Highly recommended.	Positive	Delivery Time, Food Quality, Overall Experience	Highlight great meals and fast, reliable delivery.	High
C040	Colorado Springs	50	The food was acceptable. The delivery time was what I would consider average.	Neutral	Delivery Time, Food Quality	Seek feedback to elevate acceptable food and average delivery.	High
C041	Raleigh	28	The delivery was so quick! The food was still piping hot and delicious. Thank you!	Positive	Delivery Time, Food Quality	Highlight quick delivery and hot, delicious food.	High
C042	Miami	86	Extremely long wait for my food. It was cold and the quality was poor.	Negative	Delivery Time, Food Quality, Overall Experience	Investigate long waits, cold food, and poor quality.	High
C043	Long Beach	35	Always a positive experience. The food is tasty and the delivery is consistently on time.	Positive	Delivery Time, Food Quality, Overall Experience	Promote tasty food and consistently on-time delivery.	High
C044	Virginia Beach	61	My order was correct. The delivery was a bit slow, but the food was fine.	Neutral	Delivery Time, Food Quality	Focus on reducing delivery times, maintaining food quality.	High
C045	Oakland	30	Quick, easy, and delicious. The perfect meal delivery service. I'm a loyal customer.	Positive	Delivery Time, Food Quality, Overall Experience	Emphasize quick, easy, delicious meals and loyal service.	High
C046	Minneapolis	54	An unremarkable experience. The food was okay and the delivery was on time.	Neutral	Delivery Time, Food Quality, Overall Experience	Survey customer to identify areas for improvement.	High
C047	Tampa	44	The food is consistently good and the delivery is reliable. No complaints here.	Positive	Delivery Time, Food Quality	Highlight consistent food quality and reliable delivery.	High
C048	Arlington	29	I'm impressed with the speed of the delivery. The food was fresh and tasty.	Positive	Delivery Time, Food Quality	Promote speed, fresh, and tasty food.	High
C049	New Orleans	47	The food was alright. The delivery time was acceptable.	Neutral	Delivery Time, Food Quality	Gather feedback to improve alright food and acceptable delivery.	High
C050	Cleveland	32	Great food, great service. The delivery was prompt and the driver was friendly.	Positive	Delivery Time, Food Quality, Overall Experience	Highlight great food, prompt delivery, and friendly service.	High
C051	Bakersfield	71	The delivery was late and the food was not fresh. I would not order from here again.	Negative	Delivery Time, Food Quality, Overall Experience	Investigate late delivery and non-fresh food issues.	High
C052	Aurora	26	Super fast delivery and the food was amazing. I'll definitely be a repeat customer.	Positive	Delivery Time, Food Quality, Overall Experience	Emphasize fast delivery, amazing food, and repeat customer service.	High
C053	Anaheim	57	The food was decent enough. The delivery took a little longer than I hoped.	Neutral	Delivery Time, Food Quality	Address slight delivery delays to improve satisfaction.	High
C054	Honolulu	38	The food is always delicious and the delivery is dependable. A great option for a night in.	Positive	Delivery Time, Food Quality	Promote delicious food and dependable delivery for nights in.	High
C055	Santa Ana	51	The food was okay. The delivery time was average.	Neutral	Delivery Time, Food Quality	Seek feedback to improve okay food and average delivery.	High

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C056	Riverside	27	I was very happy with how quickly my order arrived. The food was excellent.	Positive	Delivery Time, Food Quality	Highlight quick arrival and excellent food.	High
C057	Corpus Christi	66	The delivery was a bit slow. The food was okay, but nothing to write home about.	Neutral	Delivery Time, Food Quality	Focus on reducing delivery times and enhancing food appeal.	High
C058	Lexington	40	Consistently good food and reliable delivery. I've never been disappointed.	Positive	Delivery Time, Food Quality	Emphasize consistent good food and reliable delivery.	High
C059	Stockton	59	A very average experience. The food was fine and the delivery was on time.	Neutral	Delivery Time, Food Quality, Overall Experience	Identify areas to elevate average experience to memorable.	High
C060	St. Paul	33	The delivery was on time and the food was fresh and hot. A great experience.	Positive	Delivery Time, Food Quality, Overall Experience	Promote on-time delivery and fresh, hot food.	High
C061	Cincinnati	96	My order was completely wrong and it took almost two hours to arrive. Unacceptable.	Negative	Delivery Time, Food Quality, Overall Experience	Investigate wrong orders and extreme delivery delays.	High
C062	Greensboro	25	Incredibly fast and friendly service. The food was delicious. I'll be back for more.	Positive	Delivery Time, Food Quality, Overall Experience	Showcase fast, friendly service and delicious food.	High
C063	Pittsburgh	48	The food was satisfactory. The delivery time was reasonable.	Neutral	Delivery Time, Food Quality	Gather feedback to improve satisfactory food and reasonable delivery.	High
C064	Irvine	39	The food is always top-quality and the delivery is efficient. A winning combination.	Positive	Delivery Time, Food Quality, Overall Experience	Highlight top-quality food and efficient delivery.	High
C065	St. Louis	76	The food was cold and the delivery was significantly delayed. Very unhappy.	Negative	Delivery Time, Food Quality, Overall Experience	Address cold food and significant delivery delays immediately.	High
C066	Orlando	31	My order arrived sooner than expected. The food was delicious and well-packaged.	Positive	Delivery Time, Food Quality, Packaging, Overall Experience	Highlight early delivery, delicious food, and well-packaged orders.	High
C067	Durham	63	The food was alright. The delivery took a bit longer than I would have preferred.	Neutral	Delivery Time, Food Quality	Focus on reducing delivery times to improve customer preference.	High
C068	Plano	28	Fast, friendly, and delicious. Everything you could want in a food delivery service.	Positive	Delivery Time, Food Quality, Overall Experience	Emphasize fast, friendly, delicious food delivery service.	High
C069	Newark	52	The food was okay. The delivery time was average.	Neutral	Delivery Time, Food Quality	Seek feedback to improve okay food and average delivery.	High
C070	Chandler	36	The food is consistently great and the delivery is always on time. I'm a happy camper.	Positive	Delivery Time, Food Quality	Highlight consistent food quality and on-time delivery.	High
C071	Laredo	46	A standard food delivery. The food was decent and it arrived on time.	Neutral	Delivery Time, Food Quality	Identify opportunities to make standard delivery more appealing.	High
C072	Chula Vista	29	I'm always impressed with the speed and quality of the service. The food is fantastic.	Positive	Delivery Time, Food Quality, Overall Experience	Promote speed, quality, and fantastic food service.	High
C073	Buffalo	58	The food was fine. The delivery was a little slow, but not a major issue.	Neutral	Delivery Time, Food Quality	Address slight delivery delays to prevent minor issues.	High
C074	Madison	34	A reliable choice for a tasty meal delivered right to your door. Highly recommend.	Positive	Delivery Time, Food Quality, Overall Experience	Emphasize reliable, tasty meals delivered conveniently.	High
C075	Fort Wayne	50	The food was acceptable. The delivery time was within the estimated window.	Neutral	Delivery Time, Food Quality	Gather feedback to elevate acceptable food and estimated delivery.	High
C076	Reno	27	The delivery was incredibly fast and the food was still hot and fresh. Excellent!	Positive	Delivery Time, Food Quality	Showcase incredibly fast delivery and hot, fresh food.	High
C077	Gilbert	73	The delivery took much longer than the estimate and the food was cold and unappetizing.	Negative	Delivery Time, Food Quality, Overall Experience	Investigate long delivery times and cold, unappetizing food.	High
C078	Glendale	41	The food is always delicious and the delivery is prompt. A great overall experience.	Positive	Delivery Time, Food Quality, Overall Experience	Promote delicious food and prompt, great overall experience.	High
C079	Winston-Salem	64	The delivery was a bit on the slow side. The food was okay.	Neutral	Delivery Time, Food Quality	Focus on reducing delivery times to improve customer experience.	High
C080	Scottsdale	35	I've ordered from here multiple times and it's always a great experience. Fast and tasty.	Positive	Delivery Time, Food Quality, Overall Experience	Emphasize consistent great experiences, fast, and tasty food.	High
C081	Irving	55	An average experience overall. The food was fine and the delivery was on time.	Neutral	Delivery Time, Food Quality, Overall Experience	Identify areas to move from average to exceptional.	High
C082	Garland	30	Quick delivery and the food was just as I expected - delicious! Will order again.	Positive	Delivery Time, Food Quality, Overall Experience	Highlight quick delivery and delicious food for repeat orders.	High
C083	Chesapeake	47	The food was alright. The delivery time was what I would expect.	Neutral	Delivery Time, Food Quality	Gather feedback to improve alright food and expected delivery.	High
C084	North Las Vegas	26	Super speedy delivery and the food was packed perfectly. Very satisfied with my order.	Positive	Delivery Time, Packaging, Overall Experience	Promote speedy delivery and perfectly packed orders.	High

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C085	Fremont	60	The food was decent. The delivery took a little while.	Neutral	Delivery Time, Food Quality	Address slight delivery delays to enhance customer satisfaction.	High
C086	Boise	37	The food is consistently good and the delivery is reliable. A great option for dinner.	Positive	Delivery Time, Food Quality	Emphasize consistent quality and reliable dinner delivery.	High
C087	Richmond	53	The food was okay. The delivery time was average.	Neutral	Delivery Time, Food Quality	Seek feedback to improve okay food and average delivery.	High
C088	San Bernardino	32	My food arrived hot and fresh, and the delivery was very fast. I'm a happy customer.	Positive	Delivery Time, Food Quality, Overall Experience	Showcase hot, fresh food and fast delivery.	High
C089	Spokane	94	A very poor experience. The delivery was extremely late and the food was not worth the wait.	Negative	Delivery Time, Food Quality, Overall Experience	Investigate extremely late delivery and poor food quality.	High
C090	Tacoma	29	Excellent food and speedy delivery. I couldn't ask for more. Highly recommended.	Positive	Delivery Time, Food Quality, Overall Experience	Promote excellent food and speedy, highly recommended delivery.	High
C091	Des Moines	49	The food was satisfactory. The delivery was on time.	Neutral	Delivery Time, Food Quality	Gather feedback to improve satisfactory food and on-time delivery.	High
C092	Modesto	44	The food was delicious and the delivery was on time. A great experience overall.	Positive	Delivery Time, Food Quality, Overall Experience	Highlight delicious food and on-time delivery for great experience.	High
C093	Fontana	81	My food was cold and the delivery was over an hour late. I will not be ordering again.	Negative	Delivery Time, Food Quality, Overall Experience	Address cold food and significant delivery delays immediately.	High
C094	Moreno Valley	84	The delivery was a nightmare. The driver couldn't find my address and the food was cold.	Negative	Delivery Time, Food Quality, Overall Experience	Improve driver navigation and food temperature control for cold food.	High
C095	Fayetteville	75	I am very dissatisfied with my order. It was late and the food was cold and tasteless.	Negative	Delivery Time, Food Quality, Overall Experience	Investigate late delivery, cold, and tasteless food issues.	High
C096	Yonkers	98	This was the worst delivery experience I've ever had. The food was inedible and it took forever to arrive.	Negative	Delivery Time, Food Quality, Overall Experience	Urgent investigation into inedible food and extreme delivery delays.	High
C097	Huntington Beach	79	The delivery was incredibly slow and the food was cold. I am very disappointed.	Negative	Delivery Time, Food Quality, Overall Experience	Address slow delivery and cold food issues immediately.	High
C098	Montgomery	82	My order was late and the food was cold and bland. I would not recommend this place.	Negative	Delivery Time, Food Quality, Overall Experience	Investigate late delivery, cold, and bland food issues.	High
C099	Amarillo	77	A very frustrating experience. The delivery was late and the food was not good at all.	Negative	Delivery Time, Food Quality, Overall Experience	Address late delivery and poor food quality to reduce frustration.	High
C100	Little Rock	31	Great food, fast delivery!	Positive	Delivery Time, Food Quality	Highlight great food and fast delivery.	High