Airline Feedback
Does your feedback matter to big airlines?

Have you recently purchased something and then been sent a feedback survey?

What about after the last flight you took? Was is a good experience and you wanted to let the flight attendants know what a great job they did? Or maybe your flight was delayed and it went downhill from there.

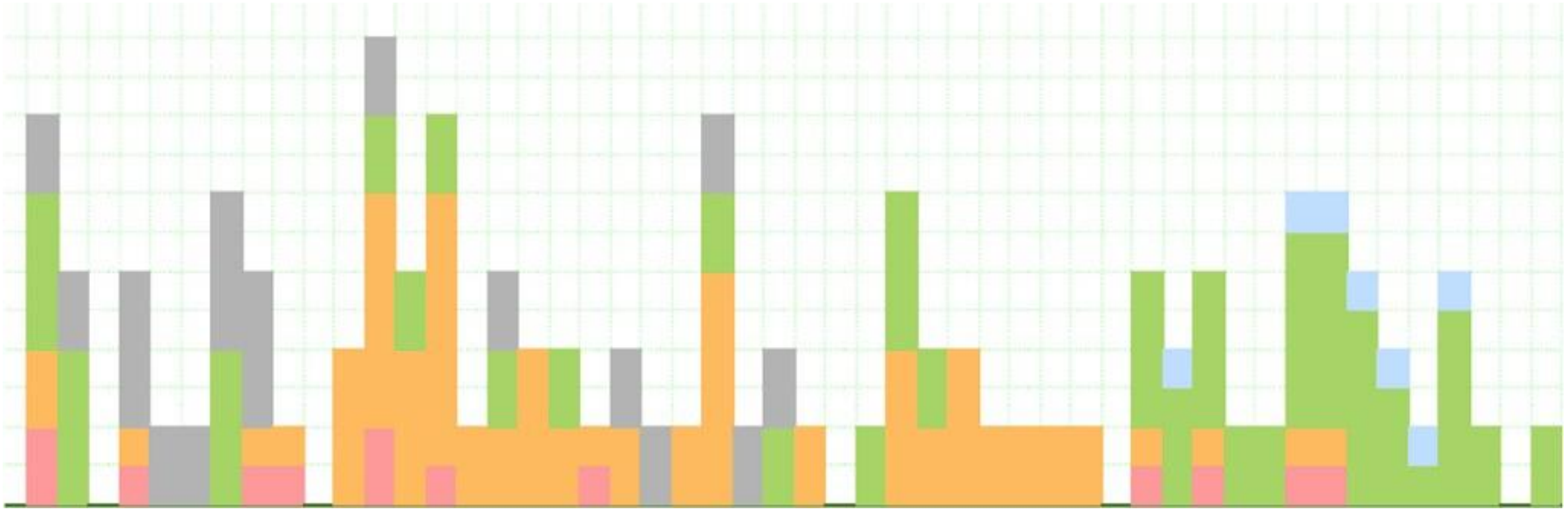
Were you offered a feedback survey to let them know how they did? To add to that did you take the survey and wonder if they even look at that information?

Does your feedback even matter?

Is your voice being heard? Can our experiences and feedback make things better for future interactions? We are going to take a look into the data of several popular airlines and see how

- Virgin America
- United
- Delta
- Southwest
- US Airways
- American

- **Main Event**
- **https://data.world/crowdflower/airline-twitter-sentiment/workspace/file?filename=Airline-Sentiment-2-w-AA.csv**



Seeing that the data is logged and taken into account makes me want to give valid and accurate feedback to make sure that the next trip is better than the last for myself and others.