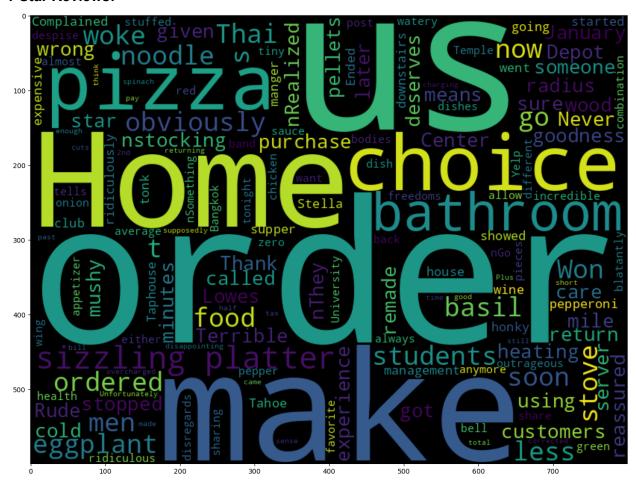
**METHOD:** I will personally read and highlight each review to identify words used regarding food quality and overall service/experience

**LIMITATIONS:** Some of these reviews are for other businesses that are not restaurants. I will disregard those reviews during my analysis.

# 1-Star Reviews:



Review 1: I got the chicken rollers and fish taco. It made me sick with food poisoning. Very disappointed

Review 2: They don't even deserve 1 star! I brought my sister in as she was experiencing horrible abdominal pain and vomiting. She was screaming and crying for help and the guy up front constantly rolled his eyes at me when I asked how much longer we have to wait or if they could give her any medicine to help with her pain. He pretty much told me I would have to sit there and wait all day and that her vitals were ok so she will be fine. We left and went to Urgent Care and they said her blood pressure was really low and that she was dehydrated. You're better off sitting at home if you're in pain than going to Mercy! HORRIBLE staff!!

Review 3: Strangest shopping experience ever. New to Nashville and my best friend came to visit and we scoped out this shop. We found several pieces that we loved and were super impressed when the sales clerk even shared some hidden pieces of lingerie behind the counter. Next thing I know the girl tells me she talked to the owner and the owner said she could only sell me one maybe two items. What?!! I was shocked and asked why she would turn down a \$500 sale and she said that's just how we work. We want to save things so everyone can enjoy a little. Strangest business concept I have ever run into. Isn't vintage about the hunt and find? If a vintage store owner isn't willing to go hunt and find to keep their shop stocked so a customer can free-will shop what's the point? I walked away from several things they would sell me (I think...) because I don't believe there should be a cap on any sale. This experience and business model is bizarre to say the least. Bad vibes from Hip Zipper.

Review 4: BEWARE....!!!!!

This place is not doing COVID requirement as far as health and safety. NONE of their employees wear MASK!!! The drivers,cooks,managers or front register people had a mask on!!! I was in SHOCK!! They could have at least put one on when people came in but NOPE!! I had to leave my food and walk out!! I was also pissed because I asked about mask and the young lady in the front said we don't wear mask here. I found that to be incredibly disrespectful to not take the pandemic seriously or follow the guidelines. People who only order delivery have no idea that this place is not using proper sanitizing procedures and their chose of exposure had been taken away. SHAME on you Marathon.

By the way there was at least 12 employees in this small pizza place.

Review 5: Very disappointed in this owners business practice. I showed up to my appointment and noticed that there was sign stating that there would be a \$2 PPE Surcharge due to a PPE shortage. I can definitely understand why they would charge this when there was a shortage but that is no longer the case when it comes to masks and disinfectants which is what they stated on their sign. Please see the FDA website for a list of PPE shortages. When I asked the owner about it he said that they would continue to charge it until they were told that they didn't have to. I asked him who will advise you and he stated corporate. I asked if this notice was on the EWC website and he stated no, that it was up to his discretion to do it since he was the owner. This is about principle not \$2. He is running a seam here.

Review 6: Writing this on behalf of my dad, who I had to intervene to make sure he was treated right.

We were staying next door to Shake Shack for a wedding and on night one my dad got chicken nuggets, and upon taking them back to the hotel found a hair embedded in the breading, and the hair was cooked right into the nugget. Gross.

I asked the manager to take care of my dad when he went back for a chicken sandwich.... And once dad brought his order back to the hotel he found they had given him a burger instead.

Had to go back once again and talk to the manager to get a refund and the correct order.

I've been to Shake Shack in NYC and Atlanta (both when they had just opened) and enjoyed the experience. I would not go back to this location in Franklin as it seems the team is not operating on their A Game.

Also, I feel like I should mention I saw (right after closing) Shake Shack team members whipping through the parking lot of our hotel literally hanging off the back of a pick up truck back fender, and a team member nearly fell off and nearly break his back... until someone pulled him into the bed of the truck.

Review 7: Our power company sent us a letter stating that they hired Asplundh to do the "trimming" of the large oak on the corner of our yard. Knowing what damage Asplundh has done to other trees in our vicinity we hired our own landscaping company to trim branches around the power lines and thank goodness we did. The tree looks beautiful, still retains its full shape and looking at it, you can't even tell that branches were cut.

That being said, I agree with the other one star reviews, Asplundh does a real hack job on the trees in Philadelphia and just all around here in Pennsylvania. They remove the whole insides out of the trees' canopies and by the time they finish the trees look like a capital letter "Y".

Review 8: Went there for a let's bite. My son enjoyed the very generous fish and chips; my wife had a burger which she liked. I asked for the grouper sandwich, you'd think that foe \$19 they'll give you a nice portion of grouper. I got a skimpy portion of fish which did not taste like grouper, it was pretty bad. Furthermore, I had asked for the chaudah as an appetizer, which only came after a reminded the waitress about it once everything else had been serve. I simply will not come back to this place

Review 9: Only one star because I can't give less. I've been to this location more than a half dozen times since it's opened and after tonight we won't be back. The abysmal customer service here far outweighs the food.

As I write this (7:20pm), I'm currently sitting in the drive thru line and have been here since 7pm. We sat at the window for four minutes before we even saw an employee. When she finally graced us with her presence, she didn't greet us, didn't know our order and then walked away from the window again with no explanation. Came back to take our money and then slammed the window shut before we could speak to her.

7:25pm: still at the window, the employee is still missing. Where is my food, an explanation, or an apology?

7:28pm: get my food, tried to talk to the employee behind the window and she promptly closed the door in my face. I decide on going to report her, but: big surprise! No receipt given, no idea what her name is. Decide to go inside.

7:31: Asked for the manager. Someone with no name tag came out, didn't introduce himself and just looked at me expectantly. I asked him for the name of the employee working the drive thru. "I think it's Alexis" [So either 1) he's not the manager or 2) he actually doesn't know his employee's name]

I proceeded to tell him about our experience, and he pulled up his pants and said "okay".

This restaurant is a joke. The number for corporate is (502) 489-3737.

Review 10: Horrible customer service. Don't waste your time, super rude & condescending. Went there for some help, left angry & wondering how this place is still in business.

# 2-Star Reviews:



Review 1: This was recommended by the rental car desk person. And was the number 1 place for tacos on yelp. So I drove 30 min one way to get there and was very disappointed. I got the fish taco which tasted very fishy. Also had the al pastor and the pork was very dried out. Some of the worst tacos I have had. The atmosphere and the vibe is chipotle-like. I got the chips which are free if you spend at least 5\$ which were sitting in this heater and were not fresh. The salsa was generic and the salsa bar had not been cleaned for quite a while.

Review 2: It's been over year since I've eaten at this place. We specifically asked for well done wings... What do you think... they came out as they normally do. Not well done.

The food seems to always be mediocre and they don't quite get it when we ask for something it needs to be completed as requested

The only reason I gave it to was the waitress was nicer than last time.

The location is close to work and home but we just don't enjoy going here.

Review 3: Food are mostly blend. Service is VERY slow. The plates and tables are sticky and no clean. I found grease on the plates and food scraps on the clean plates. If you had KBBQ elsewhere before, you will be disappointed. I won't come back

Review 4: I ordered enchiladas verde and had chips and guac too, really poorly seasoned. Everything was bland, super disappointing.

Review 5: Only reason I liked it here was because of the "extended hours" Compared to other places . But I just arrived BEFORE 9:30 and they told me they stop taking people at 9. They should change their time to 9:00 pm close. I know other places, many places who still take you in even 5 min before closing time. Plan accordingly. Their work is just like any other tbh except the packages that include alcohol but I could go without that

Review 6: Please get out of the line and we'll bring your pizza to you. One minute later pizza tracker shows my order is ready. 10 minutes later I'm still waiting for my pizza. I hate your inability to use a tracker correctly.

Review 7: Not sure I understand no prices on the menu Have seen it upscale restaurants but was a little surprised to see it here

Review 8: I've tried this place twice and I won't go for a third. My appointment yesterday was with a young girl who's parents either own or work in the shop.

She was more interested in watching TV, chatting with her friends, and antagonizing the other nail techs. She was the epitome of unprofessional and could truly care less about making money. Prior to her finishing, she excused herself and someone else finished my toes.

Next I was handed off to a man who did my gel manicure. I had already been there an hour for a basic pedi, so I was aggravated. Throughout the manicure the techs were laughing, talking about clients, etc. I was super disappointed and wanted to get out. At the end he realized my thumb was wet due to the half assed light set up he used, so he had to redo it. I was annoyed to have spent 2 hours and 15 minutes there for a crap job. The only reason I'm giving it 2 stars is for the girl with pony tail who took care of me before. She was fast, good, and sweet.

Review 9: We came here in part due to the great reviews, but were disappointed in the quality of food and service.

The Sea Bass Gnocchi was the worst of the two dished. The fish was overcooked and the gnocchi were like hard, dry little potatoes. Like no Gnocchi I've ever had. The flavor of the sauce was good, but could not make up for the poor preparation. The filet was good, but not cooked to order.

Service was, unfortunately, also lacking. Our order was taken promptly, but the food was delivered and no one ever checked back on the food (to correct the filet, or refill drinks. Server only returned to deliver the check.

The building is very cool, however it does make for a loud environment.

Review 10: It just didn't work for me. Everything I asked for the either didn't have, couldn't cook, or whatever. (Menu Items)

Apparently they stop cooking pizzas earlier than the kitchen closes. I tried ordering two menu food items but they couldn't do either.

They have a "Whisky Room" but they don't have some of the most common Whisky Bourbons. Rather disappointing.

To top that, \$4 to play one round of Air Hockey.

And their Basketball Arcade game is broken.

It was a bust... or in this case I guess it would be a gutter ball.

#### 3-Star Reviews:



Review 1: This family restaurant is pretty good, the food was pretty good. The staff are very friendly, the only thing I wasn't to excited about was the chips and salsa. The chips tasted as if they were stale. But everything else was decent. Definitely planning to come back to give them another try

Review 2: Good food at a good price. Local spot that fulfills the craving for Thai food. The order was ready when expected.

Review 3: Cute playground in a nice area. Beware the park closes at dusk. I was locked inside the gates. No warnings whatsoever. I had to jump the fence. Thank goodness this guy walking by wheeled over a big trash can and I still had to jump to land on it.

Review 4: We've been to the Tin Roof in other cities and this one was basically like all of the others. It's a decent place with decent food. We went on a Thursday afternoon and the place was dead, which is to be expected. Domestic pitchers were on happy hour special so we got a pitcher of Coors light. We were about halfway through our first pint when we both commented on the flatness and warmth of the beer. Turns out, it was the end of the keg that was put into a pitcher and set aside PRIOR to us entering/ordering. I wish we had known that before we

started drinking it. BUT it was \$5 so we just finished it and moved to cans after that. We ordered the fried pickles and pork rinds because appetizers were 1/2 price for happy hour. The pickles were good but WAY TOO salty (we couldn't finish them) and my husband said the pork rinds were pretty good. Bottom line - this place is familiar to us so we'll stop in for a drink or two. It's nothing great but it's certainly not terrible.

Review 5: Flamingo A-Go-Go is a very hip place to come drink and socialize. Brunch specials, mimosas and rose on Saturdays and just the list goes on. Service was ok, a little slow for being empty, the lady sat us on a table directly underneath the sun when there was free tables all over the patio. We also got our order after taking an order from a group that came in way after us. Also the bottomless are a little slow, we had to wave the girl many times and they would still take their time.

The place is large and can easily fit big groups. The food was good but not great. Nothing that really stands out. I think I like this place more just for their drink specials and well I love flamingos. They have some cool areas to do photo ops with friends.

We had the havarti planks which were ok. Maybe too much breading with simple marinara. Then the Parmesan chicken bites which were pretty tasty. The smoke Gouda corn grits and Salmon and the guacamole toast with fried egg which probably was the easiest plate and tasted pretty good.

I will try again, hopefully to get better service and maybe a plate that makes an impact on my taste buds.

Review 6: Ambiance was good.

Food was 2.5/5.0 the reason was simple. Cauliflower Kungpao was too sweet. Service was too slow.

Over all it is just an ok restaurant and will I go next time ... there are better ones in town.

Review 7: Decent ambience and good service. It's the only restaurant to eat in that village so it could be worse. The food ranges from subpar to average.

Review 8: This location is always hit or miss. Sometimes my order is great and sometimes my order is wrong. I counted once and figured out they had messed up my order more than 12 times out of maybe 20. And when I say messed up my order I mean either forgetting something, completing giving me the wrong item, messing up a drink order, or something else. It became an ongoing joke anytime I went there. The staff was usually helpful when I reported the mistakes but it just shouldn't happen that often to begin with.

Review 9: I was in Tampa for work and stopped her for dinner because the ambiance looked amazing- and it was! Very nicely decorated establishment. The food is over priced and I didn't like the French fries. Our service was great! One good thing is they have a lot of fans outside so it wasn't hot although it's 95 degrees out!

Review 10: Lines out the door at all hours. But worth the wait. Went in day 1 and they had run out of ribs. OMG... but it was 9pm. I had the smoked wings and they were very good and meaty. Day 2 went earlier and finally got the ribs. Very good, I cant say outstanding - but very good. I sat at the bar, very good service. Good live music.

### 4-Star Reviews:



Review 1: I'm a sucker for a good hotdog so when I saw this place was open I had to try it. I went with the Brisket Dawg, my wife tried the Chili Dawg and our kids played with the regular Dawg. Overall good food and appropriate portions; my only wish was that the fries were fresh and hot from the fryer. Will be back!

Review 2: This place was really impressive, especially for a chain! The menu was thoughtful and pretty extensive, the food was delicious, and the view of the lakeshore sunset can't be beat. Will definitely be back!

Review 3: well coming from Chicago and reading the reviews in Florida I was doing a favor for a friend of washing his car from our long road trip from Chicago since he has a place of his own down here and I wanted to go for a vacation on the second time so just being nice I would

recommend this car wash the owner was very friendly and prices were pretty decent if you get if you drive an SUV midsize you'll pay about 20 to \$24 for the number to full service wash it's just cleaning windows and vacuumed if you want the popular works you're spending about 28 because they have to use armor-all and shine your dash and your tires about the same in Chicago price wise since I'm from there

Review 4: Great food and good service!

Just a little pricey on there sushi but still excellent

Review 5: As two first time dog owners me and my bf are happy with them. They offered us several discounts and coupons for various things and were generally very nice and patient with explaining to us what all the various tests were for.

The receptionists was very welcoming and willing to answer any questions. It also seemed very clean so idk what the other reviewers are talking about with that one.

We will continue to go here for our vet needs in the future!!!:)

Review 6: So I feel slightly awkward saying that KELP has it going on - but it's true!

We opted for a Monday night sushi dinner because the usual COVID rotation needed a change up. My preferred food delivery service was clutch and made our selections a reality in about an hour.

We noshed two specialty rolls and a smattering of 'classic' rolls. Everything was well portioned, well crafted and very high quality. The rice was perfectly cooked and each bite was downright umami!

Tempura shrimp? Crispy (not soggy). Tuna? Great texture. Avocado? Ripe and flavorful. The colors and textures were all very complimentary and we know we got a great value for the money.

Review 7: The waitress was awesome, my feta cheese omelette was over cooked and the owner yelled and screamed continuously for no apparent reason. The waitress gets an A+. Not too sure I would return to this location.

Review 8: We are very pleased with this new restaurant in the neighborhood so far.

We did dinner take out a few weeks ago and the food was ready within 15 minutes. The Cuban sandwich and fried green tomatoes scored high marks.

We dined in for lunch today, and LOVE the new interior of the building. It is bright and clean and comfortable. The fried green tomatoes were excellent again, and are probably my go to small meal from now on. The jerk hogfish sandwich was "ok", but the bun was soggy and the

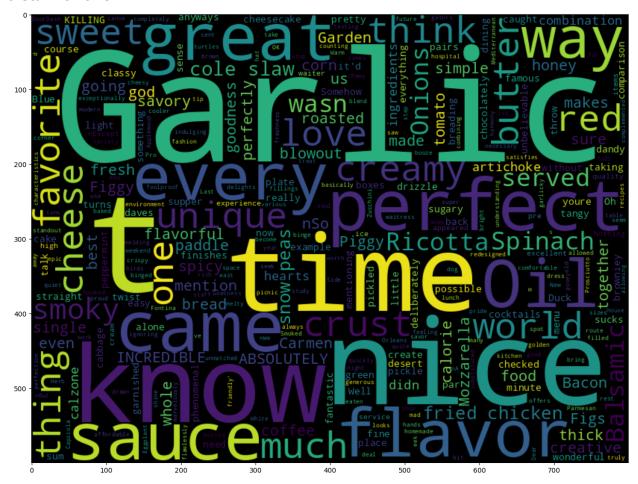
pineapple garnish reduced the jerk too much. The brisket sliders were the right size and tasted good, but not unique. There was a delay getting the sandwiches, but the server was excellent and attentive so we can give that a pass for now.

Highly recommend, and looking forward to more fried green tomatoes soon!

Review 9: We went for lunch. It was a cold day and we were greeted warmly. It's a steep climb upstairs so if you have mobility issues, ask to sit downstairs. The gumbo was good. The oyster poboy was great and the oysters were crispy. The bowl of chicken and dumplings was ok - I was excited about "grilled" carrots but I feel like they should have been a little more done. It was like almost raw carrots in my chicken and dumplings. Now for the best part - dessert! The cinnamon roll bread pudding was sublime.

Review 10: The place is beautiful it's part of an upScale hotel , the prices are moderate for how nice it is , I ordered the steak salad and it was perfect (like my meat raw) . With that being said my husband ordered the chefs special tacos and they were small not much meat and super dry no sauce . Service was great no complaints.

### 5-Star Reviews:



Review 1: I have been going to these Doctors since 2011....and even though the business has gone through changes...the quality of adjustments has never gone down. I have pretty consistent SI issues...and an adjustment gets me up and going again. THANK YOU! I am going to get the 4 adjustments package again...really a great deal. 79 dollars for 4 adjustments within 30 days. No appointment needed...just stop by when you need an adjustment! Please give this place a try for hassle free, skilled, earing, adjustments.

Review 2: I was searching for a bottomless brunch spot while my friends were in town and the Hadley did not disappoint! From the moment we walked in, we were impressed by the amazing interior. Probably one of the nicest places I've ever been to for brunch. There was also outdoor seating available.

We ended up each ordering a meal (hang over sandwich for my and my friend and bacon burrito for my other friend) and an eggs and bacon breakfast pizza to share. Everything was AMAZING! I typically am a chicken and waffles person for brunch, but I was so glad I chose to venture out. The sandwich was so amazing and filling. I was so full by the first half, but it was way too good to stop.

When they say bottomless here, they truly mean bottomless. Our waitress was kind and really attentive. She knew what we were here for and more than delivered on the drinks. I'm already looking forward to when I can come back!

Review 3: Napolese is such a treat when in the Keystone area. I recently sat at the counter overlooking the pizza and salad station and though it was first out of convenience (no wait!) it may very well become a new habit. Watching these skilled cooks create beautiful food masterfully in that massive oven was a fun activity and made me appreciate their food even more! Wine list is excellent as well.

Review 4: I really liked this place. It's a bit less tiki than most tiki bars I have been to, but we sat indoors and Im told the outside area has more of the tiki cheesiness that I love.

Come here for the food.

We got the big appetizer plate - the mondo pupu. Wow! Everything on that thing was tasty. For entrees we got a filet mignon, the duke burger, Jamaican Jerk chicken, and the mahi tacos. I tried some of everything. The Jamaican Jerk chicken is awesome. Yummmm. The tacos were super tasty and the duke burger was delicious. The filet was cooked perfectly and was as tasty as a filet can be.

Great beers on tap and a nice crowd at happy hour. Good food. Good times.

Reef is great. Eat here.

Review 5: Tara was amazing! I've tried this location now three times. It is consistently delicious. A healthy alternative to fast food. You won't be disappointed.

Review 6: I live right by here and never tried it until recently. I was super impressed. The food was dynamite. I had steak and lobster hibachi. They service was good. Drinks were good. I would eat here any time.

Review 7: Had an excellent job done on a broken Rolex I brought them to fix ... it took a while but when you get perfection it's well worth the wait! My movement got water in it from vacation and It rusted the inside .. when I got it back it was like brand new condition! I have had now about a year with no issues .. I am very happy! Thanks guys!

Review 8: The DJI Spark took a crash from a few hundred feet up, seemed ok, but hasnt flew right since, even with firmware updates, propeller changes, etc. While visiting Tampa yesterday I called and Tim answered on the second ring. A couple hours later the drone was in his hands and he tried to fly it, admitted that he hadn't seen this exact issue before but would figure it out and get us back in the air. By 11pm same day, got a text saying it was good as new and ready to go. We picked it up and took a test flight I and experienced no issues. He did say that as a secondary "issue" there was a small slice in one of the propellers so he replaced them proactively.

One of the most important things I found with Tim is the way he looked you in the eyes and seemed like he really cared about what I was telling him...and his shop was IMMACULATE! If you are considering a place to repair your prized possession, I wouldn't think twice about using him.

Review 9: Ron's is wonderful all around ... EXCELLENT service (so friendly!), tasty food and great adult beverage options:) ... oh and a large kid menu - which was fun for the kids to have more than 3 options like most places we go. Pork sandwich was amazing too! We sat outside in the heated tent and felt very safe and distanced ... we'll be back again and again!

Review 10: I felt welcomed from the moment I entered, and the care was amazing! I can't thank Jessica and Vincent enough for my well over due transformation! Jessica was such a sweetheart and made sure all my needs were met! Vincent was brilliant with my coloring and ensuring my vision came to life! He nailed the color spot on! I feel like such a new person! Thank you, Whole Aveda team.