For purposes of Forage Virtual Work Experience program



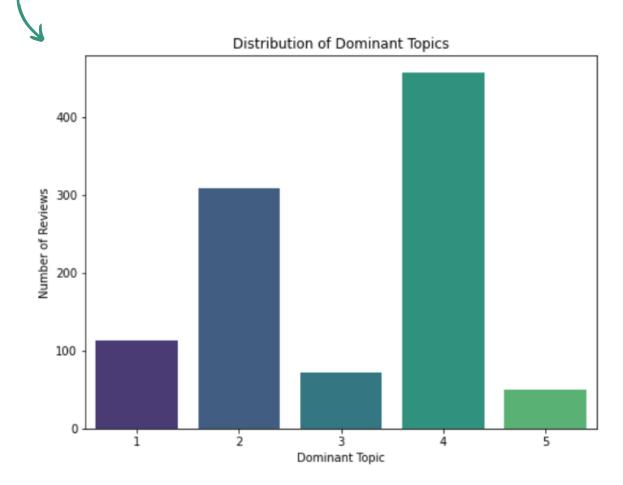
Forage - Task 1: Web scraping to gain insights from customer reviews

43.4%

of the reviews are of a negative sentiment, and **30.4%** are positive.

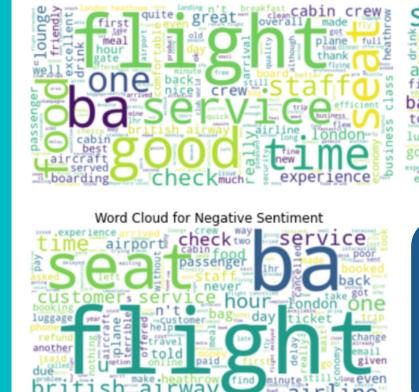
45.7%

of the reviews are about **topic 4**.



INSIGHTS FROM WORDCLOUDS

Frequent mentions of the words "service" and "time" in reviews of all 3 sentiments types indicates a focus on the airline's customer service and timeliness.



Word Cloud for Positive Sentiment



Common words like "flight," "ba"

(British Airways), "seat", "service" and

"time" are expected to appear

frequently because they are common

to all topics of flight reviews.

SENTIMENT DISTRIBUTION WITHIN TOPICS

- Reviews about topic 4
 (the most common topic)
 are majorly positive.
- A vast majority (**70.9%**) of the reviews about topic 2 are negative.
- A majority of reviews
 about topics 3 and 5 are
 negative, too.

