

# Sentiment Analysis for Smart Miami Reviews



## Inconsistent Reviews

Online reviews often show a mismatch between written feedback and star ratings, misleading consumers



## Stakeholder Needs

Addressing the needs of tourists exploring the city, local restaurant owners, and review platform providers.



## Intelligent Sentiment Analysis

Developing an NLP-driven system to analyze reviews across 4 key aspects



## Measurable Success

Accurately classifying sentiment and identifying review inconsistencies

**The proposed system will enhance transparency and trustworthiness of online restaurant reviews, benefiting all key stakeholders.**