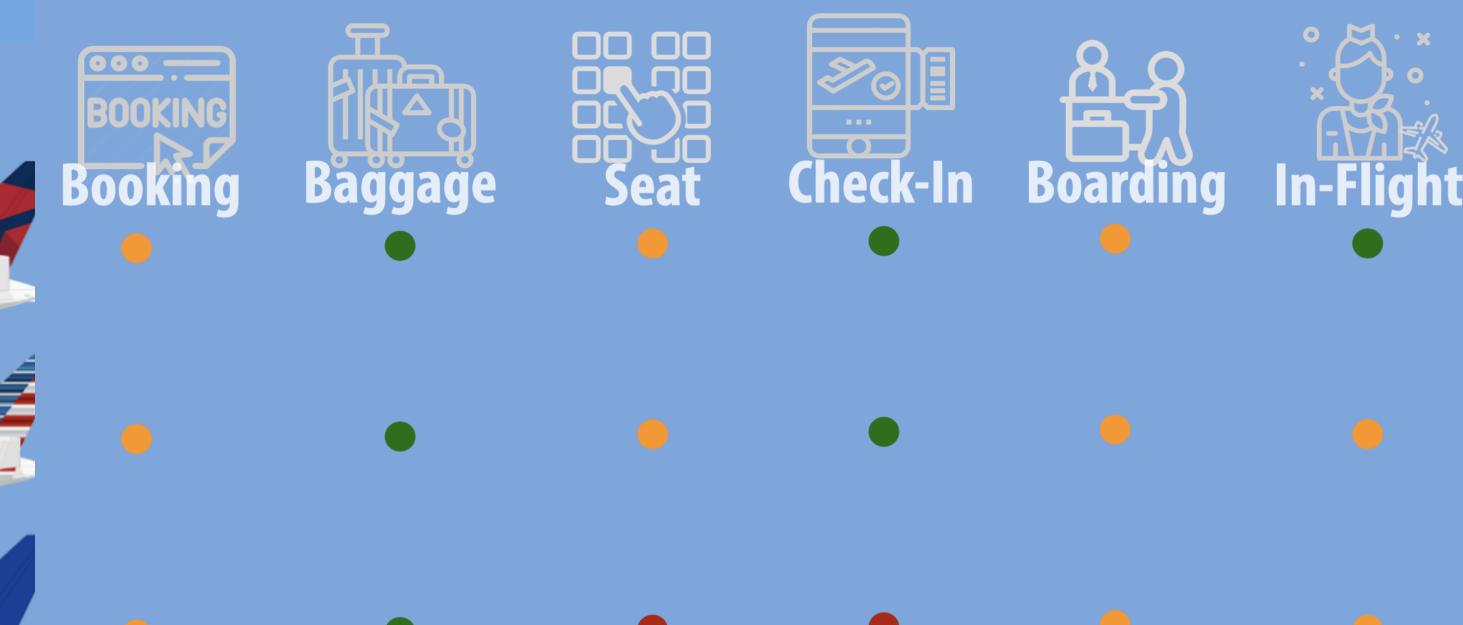
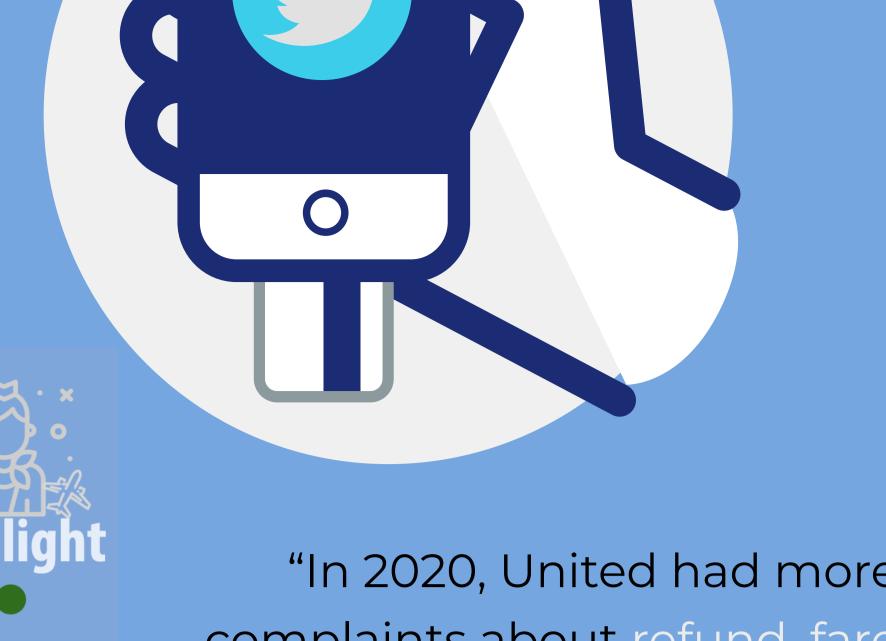
## What do people Tweet about United Airlines?

A Sentimental Analysis on airline satisfaction



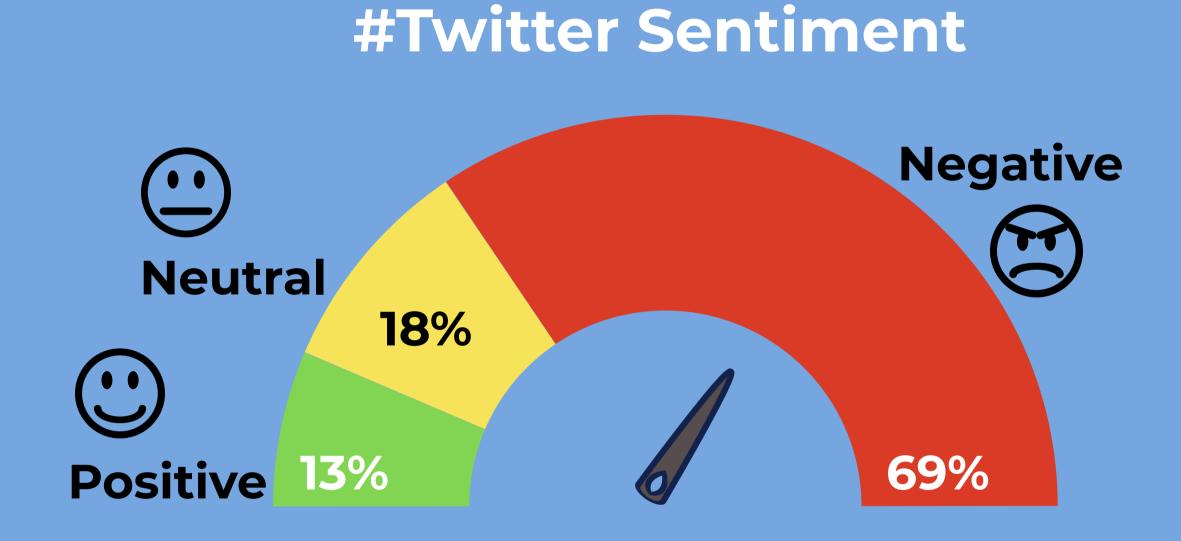


"In 2020, United had more complaints about refund, fare and reservation issues than Delta, American and Southwest combined."

source: Transportation Department







## TOP 3 NEGATIVE REASONS



Customer Service Issue (#5)







Late Flight (#7)



19.9%



Lost Luggage (#7) 10.2%

**HIGHLIGHTS** 

United Airline receives the largest amount of negative tweets of 2633 among all the other airlines in one week.



Analytics Team

Let's turn unhappy customers into loyalists and recommenders

