TEAM CHAPMAN

HELPING RESTAURANT OWNERS WITH SENTIMENT ANALYSIS

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MISSION

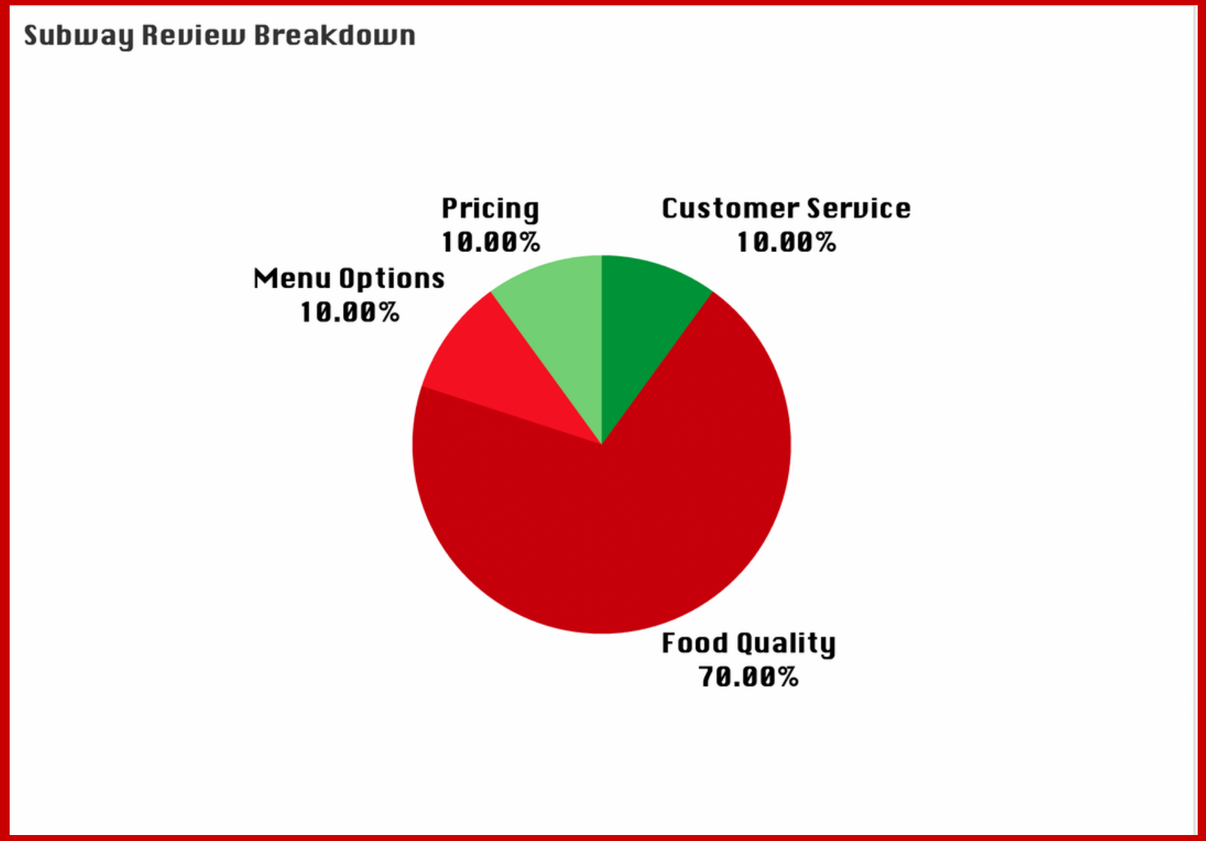
1 **ASSIST RESTAURAUNT OWNERS**

Finding specific complaints should be easier than it currently is. With this system in place, managers can fix the most pressing issues.

2 **IMPROVE YELP'S ALGORITHM**

Users will be able to search for reviews that tailor to their specific needs. (more specific than the current system)

SUBWAY REVIEW BREAK DOWN



MOST COMMON COMPLAINTS

- DELIVERY
- PICKUP
- MENU OPTIONS
- PRICING

- CUSTOMER SERVICE
- WAIT TIME
- FOOD QUALITY
- ATMOSPHERE