

**PREDICTION MODEL FOR CUSTOMER
SATISFACTION FOR RESTAURANTS BUSSINESS
DEVELOPMENT AND REVENUE**

A PROJECT REPORT

Submitted by

**MOHIT RATNESH [Reg No: 1201310056]
SOURABH AGARWAL [Reg No: 1201310057]**

Under the guidance of

MRS. UMA. M

(Assistant Professor (Sr.G), Department of Software
Engineering)

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BONAFIDE CERTIFICATE

Certified that this project report titled “**PREDICTION MODEL FOR CUSTOMER SATISFACTION FOR RESTAURANTS BUSINESS DEVELOPMENT AND REVENUE**” is the bonafide work of “**MOHIT RATNESH** [Reg No: 1201310056], **SOURABH AGARWAL** [Reg No: 1201310057]”, who carried out the project work under my supervision. Certified further, that to the best of my knowledge the work reported herein does not form any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

SIGNATURE

MRS. UMA. M
GUIDE
Assistant Professor (Sr.G)
Dept. of Software Engineering

Signature of the Internal Examiner

SIGNATURE

Dr. C Lakshmi
HEAD OF THE DEPARTMENT
Dept. of Software Engineering

Signature of the External Examiner

ABSTRACT

Customer Satisfaction is the main objective of any business to grow and develop in any positive way. Customer satisfaction is not the easy thing to achieve, it requires a lot of hard work and prediction to reach the ultimate decision that will make customer happy. In the era of technology, the customers are more complex and requires more services to satisfy them. Manual prediction are more intense that is not possible for single minds to keep track off. Therefore this application is created in such manner that it will help the business owners to predict the requirements of the customer and meet their demands. To do we have collected different data sets and feedback from different restaurant websites. To develop the business revenue, we have identified the two kind of customers (happy & sad) from the dataset and providing different level of offers according to customers. Hence it increases business development. J48 classifier used to increase the accuracy of prediction of the customer retention for restaurants.

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