



Weekly Business Review Analysis Report

Report Period: December 8, 2024 - December 15, 2024
Generated: December 15, 2024 at 10:45 AM



Executive Summary

Metric	Value	Trend
Total Reviews	47	+15%
Average Rating	4.2/5.0	
Response Rate	100%	
Positive Sentiment	72.3%	

Key Highlights

- Strong week with 72.3% positive sentiment
- Service quality praised by 68% of reviewers
- Wi-Fi connectivity remains the top complaint (8 mentions)
- Average rating maintained at 4.2 stars



Sentiment Analysis

Distribution Overview

Positive:		34 reviews (72.3%)
Neutral:		6 reviews (12.8%)
Negative:		7 reviews (14.9%)

Sentiment Insights

- Positive feedback** dominated this week, with customers particularly praising staff friendliness and food quality
- Negative reviews** primarily focused on technical issues (Wi-Fi) and wait times during peak hours
- Neutral reviews** generally acknowledged good service but suggested room for improvement

💬 Common Themes

👍 Most Praised Aspects

Aspect	Mentions	Impact
Service	32	High 🔥
Food Quality	28	High 🔥
Atmosphere	19	Medium ✨
Location	12	Medium ✨
Value	8	Low 📉

👎 Areas for Improvement

Issue	Mentions	Priority
Wi-Fi	8	High 🚨
Wait Time	6	Medium ⚠️
Parking	4	Low 📌
Noise Level	3	Low 📌

★ Rating Breakdown

Rating	Count	Percentage	Visual
★★★★★	22	46.8%	<div><div></div></div>
★★★★☆	12	25.5%	<div><div></div></div>
★★★☆☆	6	12.8%	<div><div></div></div>
★★☆☆☆	5	10.6%	<div><div></div></div>

Rating	Count	Percentage	Visual
★☆☆☆☆	2	4.3%	<div><div></div></div>

Notable Reviews This Week

★ Best Review

Sarah Johnson (5 stars) - 3 days ago

"Absolutely fantastic experience! The staff went above and beyond to accommodate our large group. The food was delicious, fresh, and beautifully presented. The ambiance was perfect for our celebration. Will definitely be returning!"

⚠ Most Critical Review

Mike Chen (2 stars) - 5 days ago

"Disappointed with my visit. The Wi-Fi wasn't working, which was problematic as I needed to work. Additionally, we waited 45 minutes for our food despite the restaurant being only half full. The food was good when it arrived, but the service issues need attention."

Sample Response Templates

Response 1 (Positive Review - Sarah Johnson)

English Response:

Dear Sarah Johnson, we're delighted to receive your 5-star review! It's wonderful to know that our staff's service exceeded your expectations and that you enjoyed the food and ambiance. We truly appreciate your kind words and can't wait to welcome you back!

Nepali Response:

प्रिय Sarah Johnson, तपाईंको ५-तारे समीक्षाको लागि धन्यवाद! तपाईंलाई हाम्रो सेवा र खाना मन परेकोमा हामी खुसी छौं। तपाईंलाई फेरि स्वागत गर्न पाउँदा खुसी हुनेछौं!

Response 2 (Negative Review - Mike Chen)

English Response:

Dear Mike Chen, we sincerely apologize for your disappointing experience. Your feedback about the Wi-Fi connectivity issues and wait time is very

concerning to us. We take this seriously and are already working on improvements. Please contact us directly at [email] so we can make things right. We value your feedback and hope to serve you better next time.

Nepali Response:

प्रिय Mike Chen, तपाईंको निराशाजनक अनुभवको लागि हामी साँच्चै माफी चाहन्छौं। Wi-Fi कनेक्टिविटी समस्या र प्रतीक्षा समय बारे तपाईंको प्रतिक्रिया हाम्रो लागि चिन्ताको विषय हो। कृपया हामीलाई सम्पर्क गर्नुहोस् ताकि हामी यसलाई सुधार्न सकौं।

Historical Comparison

Metric	This Week	Last Week	Change
Total Reviews	47	41	+14.6%
Average Rating	4.2	4.3	-2.3%
Positive %	72.3%	75.6%	-3.3%
Response Rate	100%	100%	0%

Trend Analysis

- Review volume increased by 14.6%, indicating growing customer engagement
- Slight decrease in average rating (-0.1) primarily due to Wi-Fi issues
- Maintaining 100% response rate to all customer feedback

Recommended Actions

- High Priority:** Address Wi-Fi connectivity issues immediately (8 complaints)
- Medium Priority:** Review kitchen workflows to reduce wait times during peak hours
- Quick Win:** Add parking information to website/social media to address concerns
- Customer Service:** Continue personalized responses to all reviews
- Quality Control:** Schedule staff meeting to maintain high service standards

17 Next Week's Focus

- Monitor Wi-Fi performance after technical upgrades
- Track wait time improvements during lunch rush (12-2 PM)

- Collect feedback on new parking signage
- Maintain positive sentiment above 70%

Report generated by Business Review Analysis System
For questions or customization requests, contact analytics@business.com