

Customer Review Analysis British Airways

About?

- **In-flight Experience:** Customers praise food quality, seating comfort, and service.
- **Customer Service:** Positive feedback for timely assistance and professionalism.
- **Business Class:** Amenities and dining options in business class are commended.
- **Seating Comfort:** Appreciation for comfort in both economy and business class.
- **Ground Services:** Efficient boarding and quality ground services enhance the customer experience.

Sentiment?

63% Positive

36% Positive

1% Neutral

