

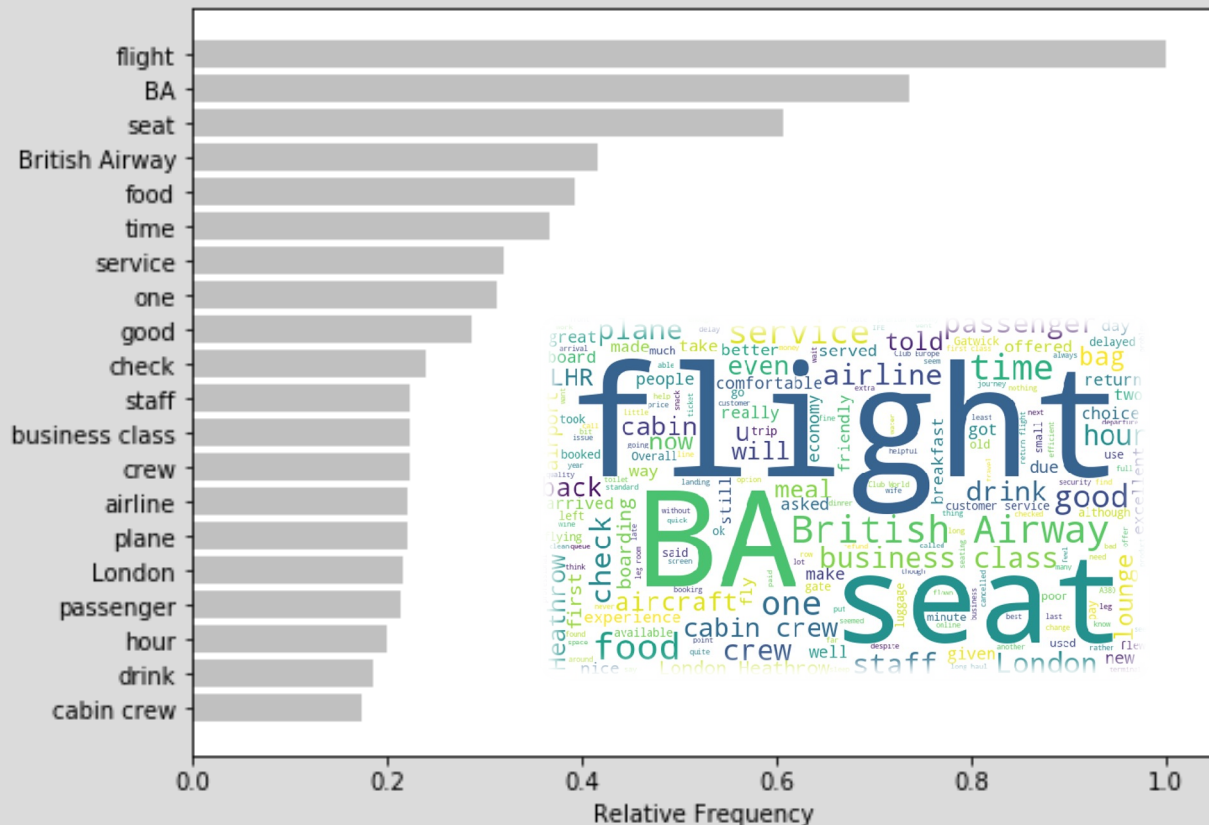
British Airways Review Analysis

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Zhe Wang

Key Topics

- The frequency chart shows that the key topics include “flight”, “seat”, “food”, “time”, “service”, etc., which are highly relevant to the customer services.



Sentiment Analysis

- **42%** of the reviews **recommended** BA, **58%** **did not recommend**.
- The bar chart shows that there are more negative reviews than positive ones.

