



**INFORMATICS
INSTITUTE OF
TECHNOLOGY**

INFORMATICS INSTITUTE OF TECHNOLOGY

In Collaboration with

UNIVERSITY OF WESTMINSTER

**Restaurant reviews Classifier and Analyzer using Machine
Learning and Natural Language Processing**

A dissertation by

Mr. Murugathas Velon
(2017112 | W1715736)

Supervised by

Miss. Sapna Kumarapathirage

Submitted in partial fulfilment of the requirements for the
BEng (Hons) in Software Engineering degree at the University of Westminster.

Date: 19th July 2022

Abstract

Restaurants are one of the most prominent industry in the market. Due to the rapid growth of the Social Medias the ‘culinary tourism’ has gained immense popularity around the world. As the customers are pursuing to gain a memorable dining experience, every restaurant are trying their best to build their restaurant brand by promising them with the dine-in experience and customer service. Customer reviews posted online provides a great opportunity for the restaurant management to enhance their service, thus increasing their profits. However, the task of manually reading each and every review and analyzing them could be painstaking and requires too much time. Therefore, automating this tedious task can help the restaurant owners to be up to date with their customer’s opinions and try to bridge the gap between restaurant owners and their customer.

Keywords: Natural Language Process (NLP), Restaurant reviews