

Analysis of Open Answers to Survey Questions through Interactive Clustering and Theme Extraction

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Analyze this

- (1)
- a. The staff were very friendly and helpful.
 - b. The staff was courteous and professional, and they gave the impression that hospitality was something they enjoyed expressing.
 - c. The staff was personable and demonstrated a true thankfulness for your business.
 - d. The breakfast was always fine and we enjoyed a light breakfast every morning of a bowl of fruit together with a choice of a bagel, toast or croissant.
 - e. However the hotel did offer free pastries, muffins, fruit, coffee, and juices every morning.
 - f. There was no restaurant when we were there but they did offer coffee and pastry in the AM.