

Review Spotlight: A User Interface for Summarizing Online Reviews



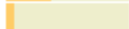
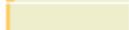
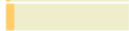
Koji Yatani

Supervisor: Dr. Khai N. Truong

Customer Reviews

Average Customer Rating

★★★★☆ (100 customer reviews)

5 star:  (47)
4 star:  (37)
3 star:  (6)
2 star:  (4)
1 star:  (6)

Most Helpful Customer Reviews

203 of 207 people found the following review helpful

★★★★☆ **Pretty amazing point-and-shoot**

By **KHA** (St. Louis, MO) - [See all my reviews](#)

This review is from: Panasonic Lumix DMC-ZS5 12.1 MP, 28mm, 3x Optical Zoom, 2.7-Inch LCD (Black) (Electronics)

Purchased this to replace my Canon A1000, which I bought in 2004. I was in Rocky Mountain National Park. Had to really struggle to get a good shot of a bighorn sheep. Canon -- I was very aggravated with it (though I finally came up with combinations that worked okay for the low light under the trees). This summer's trip to the beach to try a new camera, with my Canon down to my 12-year-old son -- who's not nearly as patient as I am.

Did a bit of research (which is always overwhelming because of the sheer selection to choose from, and such a diversity of opinions on cameras). And I still wanted a pocket camera for convenience, for float tripping, etc., so the Canon SX20 and Nikon P100 and others were large for my needs. And then I came across well over 100 reviews of the Panasonic ZS3 -- the predecessor of the ZS5/7 models -- and its reviews were also very good on "official" review sites. What impressed me was a review by a couple who guide trips to Yosemite. They experienced SLR users, and had tried the ZS3 as a compact. They loved it for outdoor shots. So I decided to try out the newer ZS5.

All Reviews

[Ease of use](#)

[Feel](#)

[Image quality](#)

[Durability](#)

[See all reviews](#)

3
69

Connie C.
Seattle, WA

★★★★★ 3/31/2011

Came here for an anniversary celebration. The food was excellent! I loved how the chef explained everything between each course. He would explain where the food came from, and how he made it. Then everyone would eat. We were seated at a communal table, with other guests. That made it pretty fun, because we were all conversing throughout the meal, and met some interesting folks.

Some chefs try too hard to make things that are super exotic - he didn't. It was special, and of course wasn't something you could just make at home, but it wasn't totally wacky.

For us, it's definitely somewhere we would only go for special occasions, because it's much more expensive than we're used to. But many of the other guests around us were just there cuz they were foodies.

Was this review ...? [Useful](#) [Funny](#) [Cool](#)

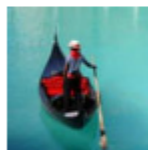
[Bookmark](#) [Send to a Friend](#) [Link to This Review](#)

[Add owner comment](#)

1-10 of 340 reviews

Sort by [\[Date ▼ \]](#) [\[Rating \]](#)

English first



Durango4...

Hillsboro, OH
28 contributions

"Very Clean, Very Friendly, and Very satisfied"

★★★★★

Date of review: Mar 28, 2011 - **New**

Stayed here while attending a conference. It is only two blocks to the convention center and the area was very safe. The rooms were very clean and like all residence inns, a lot nicer for a long stay. They will also exchange your currency for you at the front desk. Also, the morning free breakfast is among the best I...

[more ▼](#)

[Report problem with review](#)

Online reviews are useful.

2661 English reviews for Gary Danko

Review Highlights [What's this?](#)



"Roast Maine Lobster with Potato Purée: B



"If you like cheese (I love cheese) do not m



"The sinfully delicious chocolate souffle is

★★★★☆ 1/20/2010

Crustacean is probably one of those restaurants that was the place to be in its prime. It has a great location next to Rodeo Drive. The decor and staff uniforms border somewhere between elegant and touristy (touristy feeling though may just be from the countless places that have imitated Crustacean). There are probably a lot of dishes that are commonplace today that originated with the An family.

There is actually two dining areas. The front dining area is around the bar and features some simple tables as well as a few half booths enclosed by Asian designed bed canopies. There are also a few tables outdoors.

A glass walkway (complete with koi pond aquarium underneath) leads to the main dining room. I've heard the decor referred to as "French Colonial in Vietnam." I'm not knowledgeable enough with that style to try and elaborate on its qualities and authenticity, but there are photos on Yelp to give you an idea. It is a nice dining room.

large plates)

wontons,
minced meat
The
not too sure
orful broth. I
e had would

chicken and
rice paper
ed

ingredients including chicken, mushrooms, carrots, jicama, and vermicelli noodles. They served the rolls with that tasty, sweet thin sauce that is served at Vietnamese restaurants. Lettuce was served as a garnish. It was a decent dish. Nothing special though and a tad pricey for such a small portion.

Customer Reviews

Average Customer Rating

★★★★☆ (309 customer reviews)

5 star:	<div><div></div></div>	(199)
4 star:	<div><div></div></div>	(64)
3 star:	<div><div></div></div>	(23)
2 star:	<div><div></div></div>	(9)
1 star:	<div><div></div></div>	(14)

[Appearance](#)★★★★☆ (346)

[Convenient size](#)★★★★☆ (346)

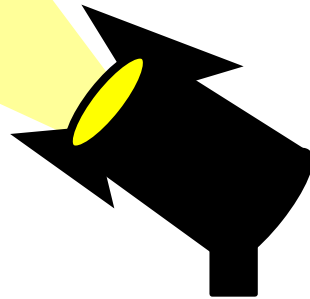
[Picture quality](#)★★★★☆ (343)

[Ergonomics](#)★★★★☆ (340)

➤ [See and rate all 11 attributes.](#)

But sometimes too much...

**Any good way to quickly overview
what people mention frequently?**





Standard Tag Cloud: Not So Great

'09 amazing around baked bar bass best chef delicious eat
elite everything favorite fish food fresh going hamachi
hawaiian hour line love mango minutes mussels name
night nigiri order people prices really restaurant roll
sake salmon sea seated service spicy stars sure sushi
table think tuna wait waitress worth zone

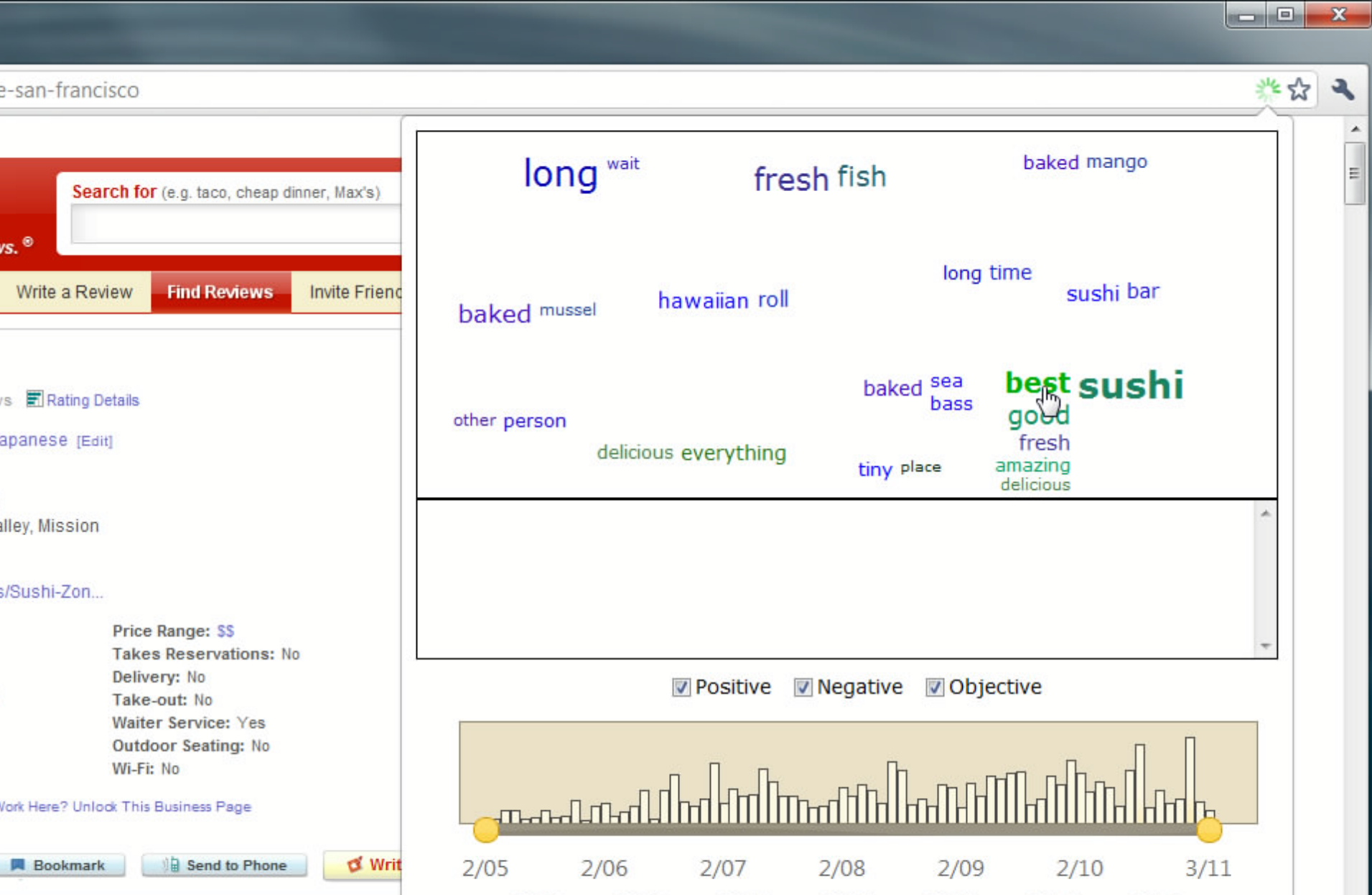
What kind of rolls?

(based on the word frequency without function words)

A word cloud containing various adjective-noun pairs. The words are arranged in a non-uniform, overlapping manner. The colors of the words are: 'best' (green), 'sushi' (teal), 'fresh' (teal), 'good' (green), 'small' (blue), 'long' (blue), 'baked' (purple), 'great' (blue), 'more' (blue), 'other' (blue), 'hawaiian' (blue), 'sea' (blue), 'food' (green), 'time' (blue), 'sure' (blue), 'im' (blue), 'price' (blue), 'chef' (blue), 'bar' (blue), 'service' (blue), 'hour' (blue), 'person' (blue), 'mussel' (blue), 'sf' (blue), 'everything' (blue), 'roll' (blue), 'bass' (blue), 'restaurant' (blue). The pairs include: 'reasonable price', 'sushi chef', 'sushi bar', 'best sushi', 'fresh fish', 'great service', 'more hour', 'good thing', 'baked mango', 'other person', 'long wait', 'hawaiian roll', 'baked mussel', 'best sf', 'fresh everything', 'baked sea bass', 'small place', 'long time', 'good food', 'sure im', and 'sushi restaurant'.

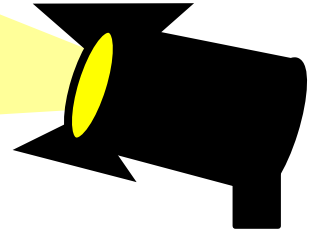
Using adjective-noun word pairs

How about this? Got a better idea?

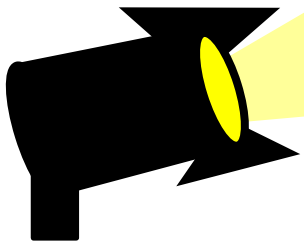


Review Spotlight Interface

***Adjective-noun word pairs
add important details to
tag clouds***



***Review Spotlight doesn't
lose the simplicity of tag
clouds***



Idea is simple, but powerful!

Now in the UK!



Real people. Real reviews.®

Search for (e.g. taco, cheap dinner, Max's)

Welcome About Me Write a Review Find Reviews Invite Friends

Sushi Zone

★★★★☆ 616 reviews Rating Details

Categories: Sushi Bars, Japanese [Edit]

1815 Market St

San Francisco, CA 94103

Neighborhoods: Hayes Valley, Mission

(415) 621-1114

www.facebook.com/page**Hours:**

Mon-Sat 5 pm - 10 pm

Good for Kids: No

Accepts Credit Cards

Parking: Street

Attire: Casual

Good for Groups: 1

[Edit Business Info](#)[Send to Friend](#)

450+ Restaurant

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today!

PerkinsRestaurants

616 reviews

View

baked mussels were soooo yummy I wish I had ordered more." (in 52 reviews)

The spicy hamachi has jalapenos in it to add that extra kick." (in 66 reviews)

Sort by: **Yelp Sort** | Date | Rating | Elites' | Facebook Friends'

long wait

fresh fish

baked mango

baked mussel

hawaiian roll

long time

sushi bar

other person

delicious everything

baked sea bass

best sushi
good
fresh
amazing
delicious

tiny place

Any question?

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<http://yatani.jp>

