

Ranking the Posts on Open Rice Based on the Quality of Comment

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Introduction

Nowadays, people often surf the Internet to find a good place to eat. Therefore, Openrice.com has become a very popular website in Hong Kong for people to find good information about dining venues.



However, not every review is good of equal quality, and it can take a lot of time to read through all of a restaurant's reviews to get a good idea of what it's like.



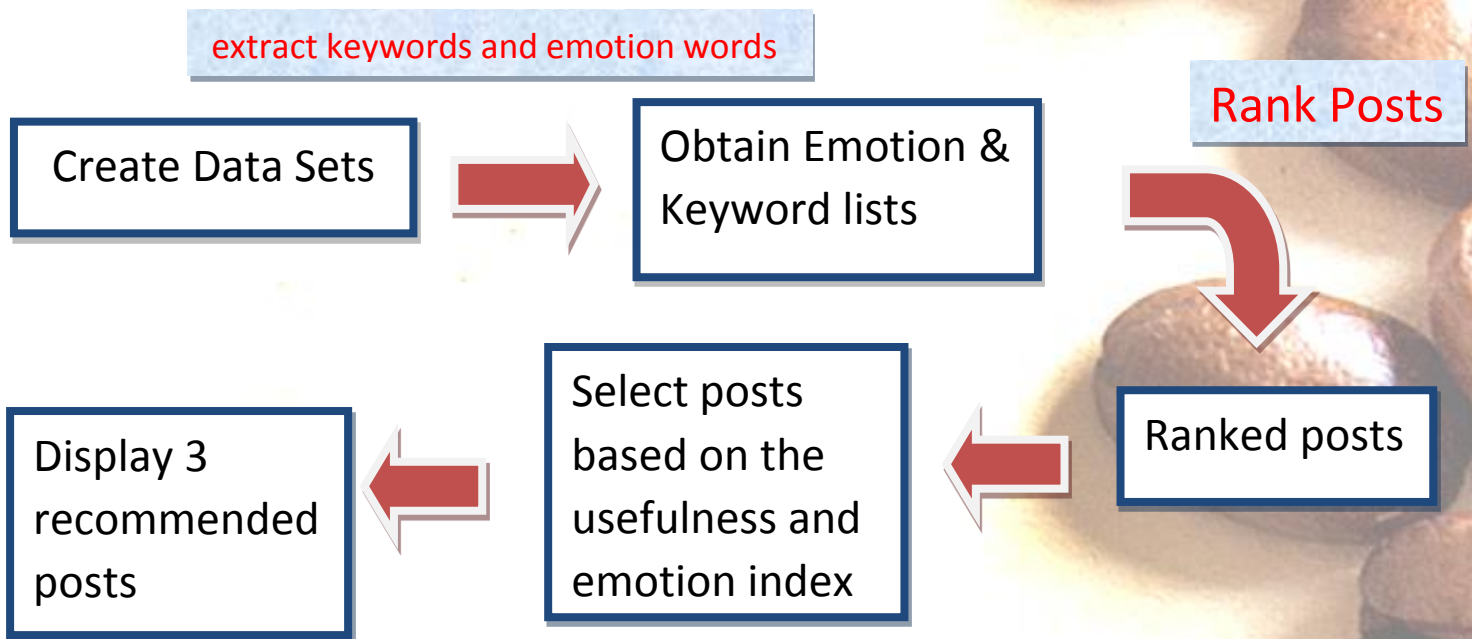
It takes time to look through all 1052 reviews

Thus, in this project, we devised a way to find the best three reviews for each restaurant based on each review's usefulness and emotion level.

Objectives

- (1) To select up to 3 reviews such that users use them as a reference to decide a restaurant is worth visiting or not
- (2) Provide a numerical rating for each restaurant such that users can compare the quality between 2 restaurants.

Basic idea of our Project



Methodology

(1) Extract keywords and emotion words:

For keywords, we used words that appear the most after removing some useless word.

For emotion words, we had identified the emotion by hand. Then, we used the same idea as above to look for some emotion words.

(2) Rank posts

We calculated an emotion index and usefulness index for each post. Both of them were calculated by comparing a posts with the keyword list as well as the emotion word lists. Both indexes are numerical results so that we can compare between different restaurants easily.

(3) Select posts

We selected up to 3 posts based on the one with highest total score, one with the best emotion and one with the worst emotion.

Result

Here is the result of our project

Usefulness	Very Unuseful	Unuseful	Neutral	Useful	Very Useful
Color					
Emotion	Very Bad	Bad	Neutral	Good	Very Good

a

紅樹林|Mangrove Bar & Restaurant **b**

晚上八點幾,同女友無事做四圍逛到上環,隨便走入去一間餐廳食飯,見到個 set dinner 加10蚊有多份,好抵食,但女友對 set 一向無乜興趣,就散嗌,
頭盤:
煙三文魚沙律, <-- 沙律囉
主菜:
1. Lamp Chop (7成) <-- 超水準, 配個汁好好味, 唔駛\$100食到呢個水準, 掂!!
2. 鴨胸天使麵 <-- 天使面油太多,唔合格
甜品:
心太軟+雪糕 <-- 由於太飽,但都想試埋,切開個心,唔識流朱古力出黎,外層焗得脆,唔會太硬,中間軟軟的,我同女友都覺得合格.不過睇下閣下對心太軟要求啦....
因為散嗌,雖然貴左d,但食好個美味羊扒,值回票價
Selected due to best rating to the restaurant.

d

Keyword	1240
Emotion Word	40
Total Word	191
Meaningful Word	471
Emotion Index	100
Useful Index	1942

e

紅樹林|Mang **c**

成日都經過呢間西餐廳,都未有機會入去試下,星期六個日剛好有時間去食左個晚餐~入去個時都7點幾,坐左8成滿人,我地都不用等位~
叫左幾個牛扒餐,羊扒餐同焗飯,豬排~~~一行4大1細去食~
上菜都快,因為系餐所以有湯同餐包,味道都好普通~
到上主菜,發現配菜跟扒都只能夠說是暖暖地,吾夠熱~
呢樣系最不滿~其他服務都尚算可以~
只能講食左一次都未必會再去~~
Selected due to lowest rating to the restaurant.

Keyword	880
Emotion Word	20
Total Word	150
Meaningful Word	342
Emotion Index	-50
Useful Index	1392

今天和媽媽、姑姐來這裏吃飯。這樣的組合和配搭一直是很少的。
我們都很喜歡這個環境,燈光柔柔的,可能是因為時間還很早的關係,食客不太多。而餐廳裏播放的都是英立的經典歌曲,很有懷舊氣息。上位很齊整,讓我們坐得很舒服。

Keyword	1360
Emotion	60

- (a) Usefulness and emotion index colors
- (b) Name of the selected restaurant
- (c) Drop down list to select a restaurant
- (d) Original contents of a review (due to database insufficient, we were unable to show pictures in the original posts)
- (e) Different scores and usefulness and emotion indexes for that post