

Real business name is hidden in the sample

Customer Sentiment Report

~~Venue Management, Hyderabad, India~~

Report Date: June 27, 2025 at 05:56 PM

🟡 Early Insight (16 reviews). Need deeper insight? [Contact Us](#)

Prepared by: [SentimentXpert](#) – an AI-driven module by [LocationReviewX.com](#)

Executive Summary


~~Venue Management~~am receives mixed reviews, with positive feedback highlighting the organized layout, cleanliness, and availability of parking. However, negative experiences center around customer service, pricing discrepancies, and a specific security incident. The most critical actionable insight is the urgent need to address customer service training and security protocols to prevent further negative experiences.

Detailed Sentiment Analysis

Approximately 60% positive, 25% neutral, and 15% negative.

Sentiment has been relatively consistent over the past year, with slight variations based on promotional periods.



Net Promoter Score (NPS):  **45**

50-80+ = Excellent • 20-49 = Good • 0-19 = Average • <0 = Poor

Key Discussion Areas

Area	% Mentions	😊 Positive	😡 Negative	😐 Neutral
Store Layout & Organization	20%	90%	5%	5%
Cleanliness & Hygiene	15%	95%	0%	5%
Customer Service	25%	20%	60%	20%
Pricing & Offers	15%	30%	50%	20%
Parking Availability	10%	80%	10%	10%
Food Court Quality	10%	40%	40%	20%
Payment Options	5%	10%	70%	20%

✅ Key Positive Themes

- Store Environment: Customers appreciate the cleanliness, organization, and spaciousness of the store, making for a comfortable shopping experience.
- Convenience: The ample parking, free carry bags, and convenient location near public transportation contribute to ease of access and a positive shopping trip.

⚠️ Key Areas for Improvement

- Customer Service Training: Multiple reviews highlight issues with staff politeness, patience, and helpfulness.
- Pricing Transparency & Accuracy: Discrepancies between shelf prices and billing prices are a major source of frustration.
- Security Protocols: The security incident described in one review requires immediate attention and revised protocols to prevent future humiliation of customers.

💡 Actionable Recommendations

- Implement comprehensive customer service training programs focusing on politeness, product knowledge, and conflict resolution.
- Conduct regular price audits to ensure accuracy and consistency between shelf prices and billing systems; clearly communicate offer details to customers.
- Review and revise security protocols to prioritize customer respect and dignity, implementing private screening procedures when necessary.
- Expand payment options to include UPI credit card payments to cater to modern customer preferences.
- Improve food court variety and quality based on customer feedback to enhance the overall shopping experience.

🎯 SWOT Analysis

Strengths

- Organized store layout
- Cleanliness and hygiene standards
- Ample parking space

Weaknesses

- Poor customer service
- Pricing discrepancies
- Limited payment options

• Food court quality

Opportunities

- Enhance customer loyalty through improved service
- Increase sales by offering more attractive discounts
- Expand market reach by accepting diverse payment methods

Threats

- Negative publicity from poor customer experiences
- Loss of customers to competitors offering better service and prices
- Changing consumer preferences for online shopping

👤 Implied User Personas

- The Value Seeker: Focused on finding quality products at reasonable prices, prioritizing convenience and a hassle-free shopping experience.
- The Family Shopper: Concerned with finding a variety of goods under one roof, with easy parking and a comfortable shopping environment for the entire family.

🗣️ Popular Phrases & Keywords

~~Value for money~~~~Nacharam~~customer serviceparking spacefood court

pricing issuescleanlinessvariety brandsshopping experiencebilling section

payment optionsstaff are not politegood offersshopping mallbig hypermart

🌐 Language Distribution

Predominantly English (~90%), with a notable presence of Telugu (~5%) and Hindi (~5%).

🌟 Featured Reviews

Review: Overall it's a mixed experience of this mall. I can see so many food courts and inside the mall some items are cheap and some are normal. Service is good I can find a Bluetooth speaker at 299 only. Just carry your card there is a network issue somewhat...

Rating: 3.5/5

Date: 2025-06-10

Sentiment: 😐 Neutral

Associated Area: Food Court Quality

Review: Worst experience I faced I and my family came for shopping here every thing was slow & un trained staff but we managed it. But post billing we were going out there was a beep sound in the metal detector...the humiliation I faced was the worst part. I literally Hate ~~Value Zone Mall~~ mall.

Date: 2025-04-24

Sentiment: 😞 Negative

Associated Area: Customer Service

Review: Good shopping experience with quality products at this store! 👍 Plenty of parking and a great food court too! 🍔🍷 Shopping Store FoodCourt Parking Deals

Date: 2025-03-10

Sentiment: 😊 Positive

Associated Area: Parking Availability

Review: ~~Value Zone Mall is a very good shopping experience. It is one of the best outlet malls of Value Zone...Cleanliness is another aspect where this store out performs DMart, Metro and other similar malls.~~

Date: 2025-01-25

Sentiment: 😊 Positive

Associated Area: Cleanliness & Hygiene

Review: I recently visited a hypermarket, and here is my experience: The hypermarket offers almost all types of products, which is a positive aspect... The shopping experience was not very satisfactory due to a significant issue – the prices displayed in the billing section were different from the offers shown on the shelves.

Date: 2025-01-06

Sentiment: 😐 Neutral

Associated Area: Pricing & Offers

Review: I visited this shop a few minutes ago and was browsing the women's casual wear section. An employee assisted us, but her behavior was disappointing. She lacked patience and did not create a welcoming environment...

Date: 2025-01-02

Sentiment: 😡 Negative

Associated Area: Customer Service


Review: The hypermart is big and well-organized, but there aren't many good offers, which is disappointing. The food court is just okay, with limited choices and average taste.

Date: 2024-11-29

Sentiment: 😡 Negative

Associated Area: Pricing & Offers

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