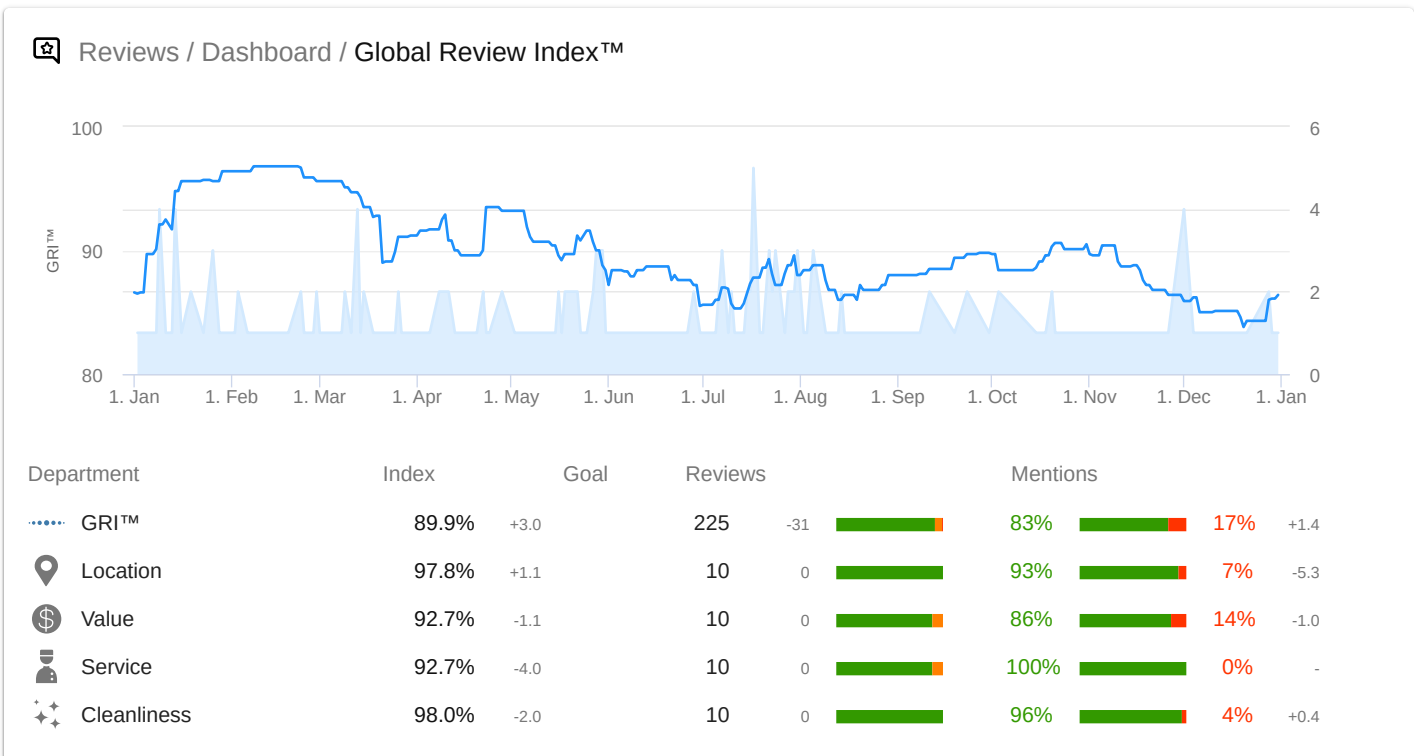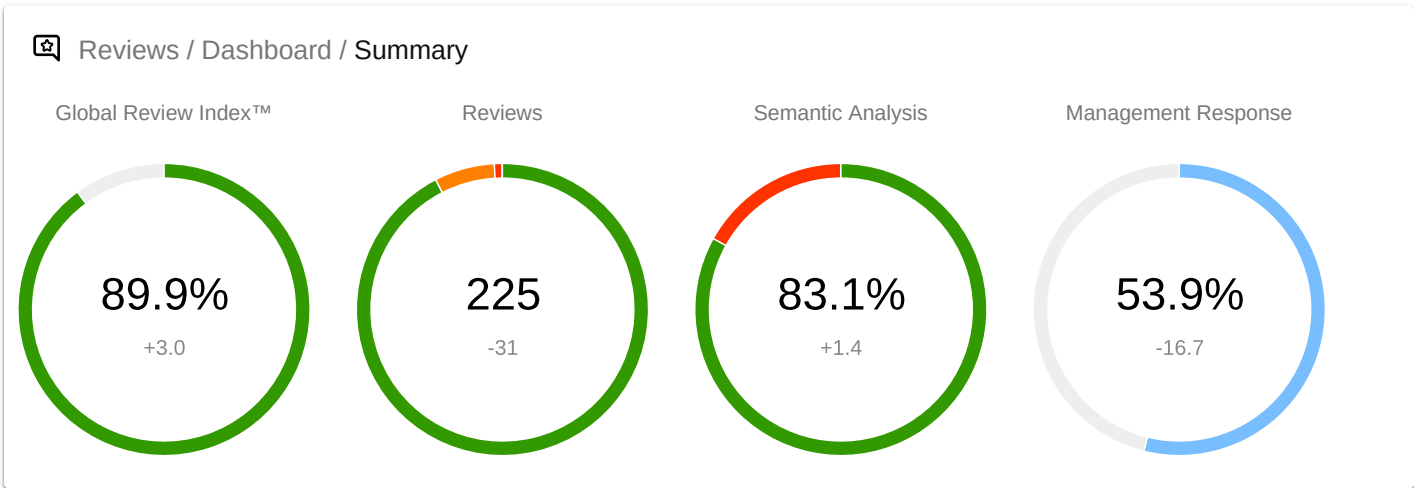# Hostel Suomenlinna

Executive Summary

1 Jan 2023 - 31 Dec 2023

Compared with 1 Jan 2022- 31 Dec 2022

Reviews / Dashboard / Summary

Global Review Index™	Reviews	Semantic Analysis	Management Response
89.9%	225	83.1%	53.9%
+3.0	-31	+1.4	-16.7

Reviews / Dashboard / Global Review Index™

Department	Index		Goal	Reviews		Mentions				
···· GRI™	89.9%	+3.0		225	-31		83%		17%	+1.4
📍 Location	97.8%	+1.1		10	0		93%		7%	-5.3
💲 Value	92.7%	-1.1		10	0		86%		14%	-1.0
💂 Service	92.7%	-4.0		10	0		100%		0%	-
✨ Cleanliness	98.0%	-2.0		10	0		96%		4%	+0.4

Reviews / Results / Sources

Sources	Index		Reviews		Mentions				
B. Booking.com	90.0%	+3.4	188	-37		78%		22%	+0.2
G Google	81.8%	+11.7	19	+9		89%		11%	-10.6
H Hostelworld	92.5%	-2.6	10	0		97%		3%	+2.2
↗ Expedia	0%	-	5	+1		100%		0%	+100.0
🔴 Hotels.com	0%	-	2	-2		-		-	-

Reviews / Results / Source Profile Information

* Snapshot from last available date

Sources		Source Score *	↑↓	Ranking *	↑↓	Average Score	↑↓	↑ Reviews	↑↓
B.	Booking.com	8.8 / 10	-	21 of 82	-24	9.0 / 10	+0.3	188	-37
G	Google	4.2 / 5	-	-	-	4.5 / 5	+0.4	19	+9
H	Hostelworld	9.4 / 10	-	-	-	9.1 / 10	-0.4	10	0
↗	Expedia	8.8 / 10	+4.4	-	-	8.4 / 10	-0.6	5	+1
◨	Hotels.com	8.8 / 10	-	-	-	9.0 / 10	-	2	-2

🗨 Reviews / Management Response / Management Response

Sources		Responded	Respondable	Management Response		Avg. Time	
B.	Booking.com	59	101	58.4%	-17.8	-	-
G	Google	7	11	63.6%	-19.7	14 d	+13.3 d
H	Hostelworld	0	10	0%	-20.0	-	-
↗	Expedia	1	4	25.0%	-75.0	0.5 d	-0.3 d
◉	Tripadvisor	1	1	100%	-	265 d	+265.0 d

🗨 Reviews / Results / Languages

Languages	Index		Reviews			Mentions			
English	91.8%	+1.9	61	+15		83%		17%	-0.3
Finnish	85.7%	+0.4	52	-4		-		-	-
French	0%	-	5	+4		77%		23%	+76.9
German	78.4%	-	2	-7		80%		20%	+5.0
Russian	0%	-	2	-4		100%		0%	+11.1

🗨 Reviews / Results / Countries/Areas

Countries/Areas	Index		Reviews			Mentions			
Finland	90.5%	+5.5	118	+9		68%		32%	+2.4
Germany	86.7%	+2.7	10	-14		94%		6%	+17.2
United Kingdom	86.0%	+1.6	8	-1		94%		6%	+7.0
France	88.0%	+5.9	6	-3		77%		23%	+36.9
Sweden	0%	-	5	0		90%		10%	-10.0

Reviews / Results / Trip Type

Largest Group	Reviews
59.7% +4.1 Solo	108 -12
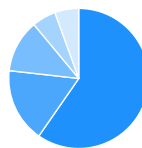
		Solo	**59.7%**
		Couple	**17.1%**
		Family	**12.2%**

Group	Index		Reviews		% Responses		
👤 Solo	91.0%	+4.1	108	-12	59.7%		+4.1
❤️ Couple	87.6%	+3.3	31	+9	17.1%		+6.9
👪 Family	86.4%	+3.4	22	-26	12.2%		-10.1
💼 Business	88.6%	+10.5	10	-1	5.5%		+0.4
👥 Group	89.2%	-0.7	10	-5	5.5%		-1.4

Reviews / Dashboard / Competition

There is no data available for this date range

Reviews / Competition / Group Ranking

Group	Ranking	Avg. GRI™	Reviews

Categories Negatively Affecting your GRI™

Categories	Neg.M.	↑↓	↓ GRI™ Impact	↑↓	Top Concept
📍 Location	3	+2	-0.6	-0.5	location
📱 Technology	2	+2	-0.5	-0.5	telephone
👤 Reception	4	+3	-0.3	-0.3	welcome
🔲 Facilities	1	-5	-0.2	+0.4	equipment
🖼 Ambience	9	+2	-0.2		noise

Categories Positively Affecting your GRI™

Categories	Pos.M.	↑↓	↓ GRI™ Impact	↑↓	Top Concept
👍 Experience	34	+17	+0.9	+0.9	stay
🛏 Room	24	+15	+0.7	+0.7	room
🏛 Establishment	37	+15	+0.7	+0.9	hostel
📍 Location	38	-10	+0.7	+1	transportation

Categories	Pos.M.	↕	↓ GRI™ Impact	↕	Top Concept
🖼 Ambience	24	+9	+0.6 ▬▬▬	+0.8	quiet

Top Concept Trends

↑ ↑	Trending Up	Mentions	↕	↓ ↑	Trending Down	Mentions	↕
+0.8	shower	5	+4	-0.6	location	39	-5
+0.7	toilet	3	+1	-0.6	everything	18	+11
+0.7	bathroom	3	+1	-0.6	price	13	+4
+0.6	hostel	31	+10	-0.5	breakfast	6	+2
+0.6	noise	12	+7	-0.5	bed	8	

Glossary

Overview

The Executive Summary report for Individual establishments is a powerful, printable report that gives you a concise overview of the most relevant indicators and analysis for your establishment.

Terminology found in this report

Color classifications

ReviewPro normalizes the quantitative review scores and then classifies the review in the following classifications:

Positive (100% to 80%)

Neutral (79% to 60%)

Negative (59% and below)

Not Rated (Reviews without score)

Report Summary

- **Group Ranking defined by "Your establishment":**

    Create custom groups and see how your establishment ranks within your organization.

- **Group Ranking defined by ReviewPro:**

    Rank your performance against other establishments within your city with the same star category.

Review

A summary of your establishment's overall reviews

- **Review Sources:**

    Based on the total number of reviews, this is a consolidated list of your results across the top review channels.

- **Review by Language:**

    Track review results by language to gain insight into different cultural perceptions.

Departments Indexes & Semantic Analysis

This is a summary of your establishment's overall performance across the various areas of the establishment, compared against the results from the previous period

- **Review Index by Department:**

    Track performance across key departments to identify areas for improvement.

- **Semantic Analysis:**

    Track the positive and negative sentiments related to consumers' opinions in key concepts.

Competition

Competitive benchmark of your establishment's Global Review IndexTM, volume of reviews and overall ranking within your establishment's direct competitor set.

About ReviewPro

ReviewPro is a reputation management tool for establishments to analyze online sentiment, and help managers turn guest feedback into improvements at their properties.

For more information visit www.reviewpro.com