Supplementary Materials

Annotation guidelines

The goal of this annotation task is to **identify** opinions expressed within restaurant reviews towards various entities. These entities can be the restaurant, staff, food, a place, or anything considered a subset of them (e.g. furniture, weather, etc.).

Your task is to label two things: aspect category and sentiment polarity. These correspond to the selected aspect category via a link to the annotation website, which will be sent in due course.

1. **Aspect categories**

- We have four aspect categories: food, environment, price, and service. You can learn how to choose an aspect to annotate each review by identifying the relationship between the review and the topics describing the aspects as follows.
- **Food:** Food taste, food temperature, serving size, the diversity of dishes on the menu, and dish appearance.
- **Service:** Speed of service, employee discipline, respect for customers, hospitality of visitors, how staff deal with unexpected situations, and opening times.
- **Environment:** How visitors feel about the weather, attractive decor, comfortable seats and tables, parking availability, and congestion level.
- **Price:** Customer satisfaction with price level, how prices have changed from the previous visit, and availability of payment methods.
- **If you come across any review that is not related to our goal of annotating opinions in restaurants reviews, PLEASE DO NOT CHOOSE ANY ASPECT CATEGORY.**

2. **Sentiment Polarity**

Each identified category must be assigned one of the following polarity labels: positive, negative, neutral, or conflict.

- Positive: when an opinion expresses clear good feelings toward an entity.
- Negative: when an opinion expresses clear bad feelings toward an entity.

- Neutral: when an opinion does not express clear good or bad feelings toward an entity.
- Conflict: when a dominant sentiment is not clear, or where an opinion expresses clear good feelings toward an entity, but a bad feeling for another entity that falls into the same aspect category.

More examples for each sentiment polarity in all aspects are in the table below.

Category	Sentiment	Example	Translation
Food	Positive	• جيد جدا من ناحيه جوده الطعام • بصراحه الاكل خرافي • بوفيه رائع • تنوع الاكل جيد	• Very good in terms of food quality • Honestly, the food is superstitious • Great buffet • Good variety of food
	Negative	• الكميات قليله • البيتزا سيئه • ناقص الملح كثير • الاكل بارد واضح عليه مسخن	• Quantities are small • Bad pizza • Very little salt • The food is cold clearly it is heated
	Neutral	• الطعم عادي • تجربتي مع الاكل لاباس بها • الاكل بشكل عام عادي • الاكل متوسط	• The taste is normal • My experience with food is okay • The food in general is normal • The food is average
	Conflict	• الاكل لذيذ الاصناف في المنيو قليله • المكرونة لذيذه لكن السلطه فيها طعم غريب • البرياني طعمه مره حلو لكن بارد • الاطباق شكلها جذاب لكن طعمها مش ولابد	• The food is delicious, the items in the menu are few • The pasta is delicious, but the salad has a strange taste

			• Biryani tasted delicious, but it was cold • The dishes look attractive, but the taste is not good
Environment	Positive	▪ الديكور جميل جدا • المكان نظيف • المكان هادي ورايق • جلساتهم مريحه	• The decor is very nice • The place is clean • The place is calm and elegant • Comfortable chairs
	Negative	• للأسف لايصلح للعوائل مافيه خصوصيه ابد • الأثاث قديم جدا مهترئ • المواقف قليله ودايم زحمه • الجو حار مره ماتقدر تتحمل	• Unfortunately, it is not suitable for families, as there is no privacy at all • The furniture is very old and worn out • The positions are few and always crowded • The weather is so hot that you can't bear it
	Neutral	• الجلسات الداخليه والخارجيه عاديه • المكان والديكور لاباس به • المكان هادي نوعا ما • الانتظار وسط مو مره زحمه	• Indoor and outdoor chairs are medium • The location and decoration are okay • The place is rather quiet • Waiting is average, not crowded

	Conflict	• المكان راقي صوت الاغاني مزعج • الجلسات الداخليه سيئه الخارجيه حلوه ومرتبه • ديكور المكان جميل لكن ياليت ينتبهون لنظافة دورات المياه • الجلسات الداخليه حلوه ومريحه بس الخارجيه مره حر مافيه تكييف	• The place is classy, the loud music is annoying • The internal chairs are bad, the external ones are nice and tidy • The decor of the place is beautiful, but I wish they would pay attention to the cleanliness of the toilets • The indoor seating is nice and comfortable, but the outdoor seating is hot and there is no air conditioning
Price	Positive	• اسعارهم رخيصه مقارنه بالمطاعم المنافسه له • اسعارهم حلوه مره للعوايل الكبيره • السعر جيد جدا • اسعارهم ليست عاليه	• Their prices are cheap compared to competing restaurants • Their prices are good for large families • The price is very good • Their prices are not high
	Negative	• ماعندهم دفع شبكه • الأسعار ارفعت كثير عن قبل • ما انصح فيه اسعارهم نار • السعر مرتفع نسبيا	• They don't have a network payment • Prices are much higher than before • I do not recommend it because their prices are high • The price is relatively high

	Neutral	• الاسعار مناسبه • البيتزا سعرها متوسط • سعر البرجر معقول • يســوون عروض كثير الاســعار لاباس بها	• Prices are appropriate • Pizza price is average • The price of the burger is reasonable • They settle many offers for good prices
	Conflict	• الاكل ســعره مقبول لكن المشـروبات ليه كذا غاليه • المويه ســـعرها غالي مره الاطباق حلوه أسعارها	• Food is reasonably priced, but why are drinks so expensive? • Water is expensive, but the dishes are good
Service	Positive	• خدمه ممتازه • العاملين بشـوشـين اول ما تدخل يرحبون بك • سريعين في الخدمه • وصلت قبل مايفتح لكن العامل استقبلنا	• Excellent service • The employees are friendly, as soon as you enter, they welcome you • The service is fast • I arrived before it opened, but the worker greeted us
	Negative	• العاملين غير محترمين ابدا • الويتر ما جاء يســتلم طلباتنا الا بعد ربع ساعه • جلســـنـا ننتظر نص ســـاعـه ومـافتح المطعم • منعنا العامل من الدخول مع اننا حاجزين لان معنا اطفال	• The employees are disrespectful • The waiter did not come to receive our orders until after a quarter of an hour • We sat waiting for half an hour and the restaurant did not open • The worker prevented us from entering even though we were

			detained because we had children with us
	Neutral	• الويترز مثل أي مطعم مافيه شي مميز • الخدمه عاديه	• Waiters is like any other restaurant, nothing special • The service is normal
	Conflict	• العاملين متعاونين بس فرق اللغه يصعب الامور • الخدمه سريعه لكن ياليت يفعلون الطلب بالهاتف او الموقع • الويترز مره مجترمين لكن عددهم قليل • الخدمه سريعه لكن فيه معامله سيئه من بعض الموظفين	• The workers are cooperative, but the language difference makes things difficult • The service is fast, but I wish I could order by phone or website • The waiters are very respectful, but their number is small • The service is fast, but there is bad treatment from some employees