

ABSTRACT

This study develops a café recommendation system based on *Conversational Case-Based Reasoning* (CCBR) integrated with sentiment analysis from user reviews to improve the relevance of recommendations. The system is designed to progressively interact with users, eliciting their preferences regarding ambiance aspects and providing recommendations based on similar past cases. Sentiment analysis is conducted using a *lexicon-based* approach to identify opinions on café aspects such as ambiance, service, price, and taste. User testing results show that 87% of respondents were satisfied with the accuracy of the recommendations provided. This indicates that the integration of CCBR and aspect-based sentiment analysis can deliver relevant recommendations from the first attempt while offering a flexible and adaptive interaction experience. In addition, the system supports dynamic refinement of preferences and stores search history as a knowledge base for future recommendations.

Keywords: Recommendation System, *Conversational Case-Based Reasoning*, Sentiment Analysis, *Lexicon-Based*, User Reviews, Preferences, Café.