



















- [11] U. Gretzel, K. H. Yoo, and M. Purifoy. Online travel review study: Role and impact of online travel reviews. 2007.
- [12] I. Guy. Searching by talking: Analysis of voice queries on mobile web search. In *Proc. of SIGIR*, pages 35–44, 2016.
- [13] A. Heydari, M. ali Tavakoli, N. Salim, and Z. Heydari. Detection of review spam: A survey. *Expert Systems with Applications*, 42(7):3634 – 3642, 2015.
- [14] M. Hu and B. Liu. Mining and summarizing customer reviews. In *Proc. of KDD*, pages 168–177, 2004.
- [15] S. Kim, P. Pantel, T. Chklovski, and M. Pennacchiotti. Automatically assessing review helpfulness. In *Proc. of EMNLP*, pages 423–430, 2006.
- [16] D. P. Kingma and J. Ba. Adam: A method for stochastic optimization. *CoRR*, abs/1412.6980, 2014.
- [17] D. Klein and C. D. Manning. Accurate unlexicalized parsing. In *Proc. of ACL*, pages 423–430, 2003.
- [18] S. Kozawa, M. Okamoto, S. Nagano, K. Cho, and S. Matsubara. Advice extraction from web for providing prior information concerning outdoor activities. In *Intelligent Interactive Multimedia Systems and Services*, pages 251–260. Springer, 2011.
- [19] T. Lappas, M. Crovella, and E. Terzi. Selecting a characteristic set of reviews. In *Proc. of KDD*, pages 832–840, 2012.
- [20] T. Lappas and D. Gunopulos. Efficient confident search in large review corpora. In *Proc. of ECML PKDD*, pages 195–210, 2010.
- [21] S. Lappin and H. J. Leass. An algorithm for pronominal anaphora resolution. *Comput. Linguist.*, 20(4):535–561, Dec. 1994.
- [22] Y. Li, Z. Bandar, D. McLean, and J. O’Shea. A method for measuring sentence similarity and its application to conversational agents. In *Proc. of FLAIRS*, pages 820–825, 2004.
- [23] Y. Lu, P. Tsaparas, A. Ntoulas, and L. Polanyi. Exploiting social context for review quality prediction. In *Proc. of WWW*, pages 691–700, 2010.
- [24] M. P. Marcus, M. A. Marcinkiewicz, and B. Santorini. Building a large annotated corpus of english: The penn treebank. *Comput. Linguist.*, 19(2):313–330, 1993.
- [25] T. Mikolov, I. Sutskever, K. Chen, G. S. Corrado, and J. Dean. Distributed representations of words and phrases and their compositionality. In *Advances in Neural Information Processing Systems 26*, pages 3111–3119. 2013.
- [26] H.-J. Min and J. C. Park. Identifying helpful reviews based on customer’s mentions about experiences. *Expert Systems with Applications*, 39(15):11830–11838, 2012.
- [27] K. Nagao, K. Inoue, N. Morita, and S. Matsubara. Automatic extraction of task statements from structured meeting content. In *Proc. of IC3K*, volume 1, pages 307–315. IEEE, 2015.
- [28] Q. Nguyen. *Detecting experience revealing sentences in product reviews*. PhD thesis, University of Amsterdam, 2012.
- [29] T. Nguyen, H. W. Lauw, and P. Tsaparas. Using micro-reviews to select an efficient set of reviews. In *Proc. of CIKM*, pages 1067–1076, 2013.
- [30] P. O’Connor. User-generated content and travel: A case study on tripadvisor.com. In *Proc. of ENTER*, pages 47–58, 2008.
- [31] A. Omari, D. Carmel, O. Rokhlenko, and I. Szpektor. Novelty based ranking of human answers for community questions. In *Proc. of SIGIR*, pages 215–224, 2016.
- [32] P. Paretì, E. Klein, and A. Barker. A semantic web of know-how: Linked data for community-centric tasks. In *Proc. of WWW Companion*, pages 1011–1016, 2014.
- [33] K. C. Park, Y. Jeong, and S. H. Myaeng. Detecting experiences from weblogs. In *Proc. of ACL*, pages 1464–1472, 2010.
- [34] D. R. Radev, H. Jing, M. Sty, and D. Tam. Centroid-based summarization of multiple documents. *Inf. Process. Manage.*, 40(6):919–938, 2004.
- [35] J. Ryu, Y. Jung, and S.-H. Myaeng. Actionable clause detection from non-imperative sentences in howto instructions: A step for actionable information extraction. In *Proc. of TSD*, pages 272–281. Springer, 2012.
- [36] C. S. Sauer and T. Roth-Berghofer. Solution mining for specific contextualised problems: Towards an approach for experience mining. In *Proc. of WWW Companion*, pages 729–738, 2012.
- [37] R. Sipos and T. Joachims. Generating comparative summaries from reviews. In *Proc. of CIKM*, pages 1853–1856, 2013.
- [38] P. Tsaparas, A. Ntoulas, and E. Terzi. Selecting a comprehensive set of reviews. In *Proc. of KDD*, pages 168–176, 2011.
- [39] I. Weber, A. Ukkonen, and A. Gionis. Answers, not links: Extracting tips from yahoo! answers to address how-to web queries. In *Proc. of WSDM*, pages 613–622, 2012.
- [40] A. F. Wicaksono and S.-H. Myaeng. Mining advices from weblogs. In *Proc. of CIKM*, pages 2347–2350, 2012.
- [41] A. F. Wicaksono and S.-H. Myaeng. Toward advice mining: Conditional random fields for extracting advice-revealing text units. In *Proc. of CIKM*, pages 2039–2048, 2013.
- [42] Z. Xiang and U. Gretzel. Role of social media in online travel information search. *Tourism management*, 31(2):179–188, 2010.
- [43] K. Yatani, M. Novati, A. Trusty, and K. N. Truong. Review spotlight: A user interface for summarizing user-generated reviews using adjective-noun word pairs. In *Proc. of CHI*, pages 1541–1550, 2011.
- [44] Q. Ye, R. Law, and B. Gu. The impact of online user reviews on hotel room sales. *International Journal of Hospitality Management*, 28(1):180–182, 2009.
- [45] Q. Ye, R. Law, B. Gu, and W. Chen. The influence of user-generated content on traveler behavior: An empirical investigation on the effects of e-word-of-mouth to hotel online bookings. *Comput. Hum. Behav.*, 27(2):634–639, Mar. 2011.