

# •\*••• 71.1 Tourism

### >>> 72.8 Attractions\*

- 74.3 Sentosa
- ••• 73.3 Singapore Zoo
- ✓ 73.1 Universal Studios
- •• **72.8** S.E.A. Aquarium
- >>> 72.6 Jurong Bird Park
- •• 72.3 River Safari
- 72.2 Night Safari • 72.1 Gardens By The Bay

  - 71.2 MBS Skypark •• 71.1 Adventure Cove
- 70.1 Singapore Discovery Centre **70.5** Other attractions

## • 72.5 Hotels\*

- 77.2 Marina Bay Sands\*
- 75.6 Shangri-La\*
- 74.9 The Ritz-Carlton\*
- 73.9 Marina Mandarin
- **73.9** Pan Pacific Singapore
- 73.6 Swissotel the Stamford
- 73.3 Mandarin Orchard
- 73.0 Grand Hyatt
- 67.8 Hotel 81
- 66.8 Fragrance Hotel
- 72.5 Other hotels

#### ••••• 68.7 Travel & Tour Services

• 67.7 Online Travel Agencies

- 70.1 Food & Beverage
- ••••• 72.7 Bars & Pubs\*

#### ••••• 70.7 Fast Food Restaurants

- ••••• 72.3 McDonalds
- ••••• 71.0 Burger King
- ••••• 70.4 KFC
- 67.9 Other fast food restaurants

#### ----- 70.7 Cafes & Snack Bars

- **72.7** Starbucks
- 72.2 Delifrance
- •••• 70.2 Coffee Bean & Tea Leaf • 70.1 Ya Kun
  - 69.6 Toast Box
- ----- 68.6 Other cafes and snack bars

## • 69.8 Restaurants

- 71.7 Fish & Co
- 71.4 Boon Tong Kee
- 71.3 Din Tai Fung
- 71.2 Sushi Tei
- 71.1 Tung Lok Signatures
- 70.9 Crystal Jade Kitchen
- 70.8 Dian Xiao Er
- 70.6 Pizza Hut
- 70.4 Thai Express
- 70.2 Swensen's
- 70.1 Manhattan Fish Market
- 70.1 Jack's Place
- 70.1 Astons
- 70.0 Nando's
- 70.0 Ajisen Ramen
- 69.8 Sakae Sushi
- 69.7 Crystal Jade La Mian Xiao Long Bao
- 69.6 Seoul Garden
- 69.3 Xin Wang Hong Kong Cafe
- 68.3 Imperial Treasure Noodle & Congee
- 68.0 Other restaurants

# 69.2 Food Courts

- 70.6 Food Republic
- 70.5 Food Junction
- 70.0 NTUC Foodfare
- 68.7 Kopitiam
- •••• 67.9 Koufu
- 66.4 Other food courts

This chart summarises the results of the CSISG 2016 satisfaction scores in the Food & Beverage, and Tourism sectors at the sector, sub-sector and company levels. Tracking of scores for Restaurants and Hotels sub-sectors will start from 2016 due to revision of survey methodology.

The sector scores (in gold) represents a weighted average of their respective sub-sector scores (in blue). Satisfaction scores for subsectors with individual company scores are weighted averages of these individual company scores.

All scores displayed are accurate to one-decimal place. Entities are presented in decreasing levels of satisfaction.

- \* Companies indicated with an asterisk(\*) are companies that have performed significantly above their sub-sector average.
- \* Sub-sectors indicated with an asterisk(\*) are sub-sectors that have performed significantly above their sector average.

The sparklines indicate the satisfaction score of their respective sectors, sub-sectors and companies over the past few years.

- •••• statistically significant increase in customer satisfaction from 2015 to 2016
- statistically significant decrease in customer satisfaction from 2015 to 2016
- no significant year-on-year change in customer satisfaction score

# • 69.5 Mos Burger • 68.8 Subway