

CSISG Quarter 3

2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2016-2017 Year-on-Year Change / % Change	SECTOR / Sub-sector / Company Measured
67.7	65.4	65.0	65.1	67.5	67.7	70.3	65.8	67.1	70.1	71.7	+1.68 (+2.4%)	FOOD & BEVERAGE (Sector)
67.5	67.4	65.8	66.5	68.4	68.2	71.7	64.1	66.2	69.8	71.5	+1.76 (+2.5%)	<i>Restaurants (Sub-sector)</i>
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.2	72.0	+1.72 (+2.5%)	Swensen's
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.1	72.0	+0.88 (+1.2%)	Tung Lok Signatures
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.8	71.2	+1.40 (+2.0%)	Sakae Sushi
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.8	69.9	-0.83 (-1.2%)	Dian Xiao Er
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	72.6	+2.54 (+3.6%)	Jack's Place
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.6	71.4	+1.85 (+2.7%)	Seoul Garden
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.3	71.4	+3.16 (+4.6%)	Imperial Treasure Noodle & Congee
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.9	72.6	+1.66 (+2.3%)	Crystal Jade Kitchen
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.7	70.6	+0.85 (+1.2%)	Crystal Jade La Mian Xiao Long Bao
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.0	72.3	+2.34 (+3.3%)	Nando's
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.4	73.5	+2.06 (+2.9%)	Boon Tong Kee
NM	NM	NM	NM	NM	NM	NM	NM	70.0	71.2	72.7	+1.53 (+2.1%)	Sushi Tei
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.3	73.0	+1.70 (+2.4%)	Din Tai Fung
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.7	71.1	-0.62 (-0.9%)	Fish & Co
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.0	72.3	+2.36 (+3.4%)	Ajisen Ramen
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	70.6	+0.48 (+0.7%)	Manhattan Fish Market
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	73.4	+3.38 (+4.8%)	Astons
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.4	73.5	+3.08 (+4.4%)	Thai Express
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.3	69.6	+0.26 (+0.4%)	Xin Wang Hong Kong Cafe
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.6	71.1	+0.51 (+0.7%)	Pizza Hut
NM	67.9	65.7	66.8	68.1	68.0	71.8	63.4	67.8	68.0	70.9	+2.92 (+4.3%)	Other restaurants
68.4	64.4	64.2	62.4	67.6	68.2	67.9	69.0	69.4	70.7	71.7	+0.92 (+1.3%)	<i>Fast Food Restaurants (Sub-sector)</i>
69.4	62.9	65.8	63.4	65.9	68.9	67.6	71.6	72.2	72.3	72.7	+0.35 (+0.5%)	McDonalds
NM	65.3	62.9	61.1	68.2	68.2	66.8	67.9	67.5	70.4	70.4	+0.09 (+0.1%)	KFC
66.5	64.7	63.6	62.0	70.3	67.5	68.9	69.6	67.6	71.0	72.9	+1.88 (+2.6%)	Burger King
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.5	71.6	+2.09 (+3.0%)	Mos Burger
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.8	70.7	+1.92 (+2.8%)	Subway
68.2	67.1	62.3	61.1	70.4	66.1	69.6	62.6	64.3	67.9	70.3	+2.37 (+3.5%)	Other fast food restaurants
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	71.9	NA NA	<i>Cafes & Coffee Houses (Sub-sector)</i>
NM	68.1	67.0	64.3	68.0	68.8	73.4	69.1	70.1	72.7	73.2	+0.53 (+0.7%)	Starbucks
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.6	70.3	+0.68 (+1.0%)	Toast Box
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	70.2	+0.05 (+0.1%)	Ya Kun
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	72.2	NA NA	Other cafes & coffee houses
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	73.6	NA NA	<i>Snack Bars & Food Kiosks (Sub-sector)</i>
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	72.6	NA NA	Old Chang Kee
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	71.0	NA NA	Jollibean
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	74.2	NA NA	Other snack bars & food kiosks
71.0	68.6	67.1	69.3	73.5	70.0	74.5	69.1	69.4	71.1	74.2	+3.14 (+4.4%)	TOURISM (Sector)
71.5	71.0	67.9	70.3	75.3	72.6	79.8	72.6	70.3	72.8	73.3	+0.43 (+0.6%)	<i>Attractions (Sub-sector)</i>
72.3	70.4	67.5	70.3	74.5	73.1	78.1	71.6	71.6	74.3	74.9	+0.59 (+0.8%)	Sentosa
NM	NM	NM	NM	72.6	70.1	76.2	70.1	70.7	72.6	73.9	+1.30 (+1.8%)	Jurong Bird Park
NM	NM	NM	NM	76.6	70.8	78.7	70.8	71.6	73.3	74.5	+1.17 (+1.6%)	Singapore Zoo
NM	NM	NM	NM	73.2	71.7	76.1	70.7	70.7	72.2	71.1	-1.11 (-1.5%)	Night Safari
NM	NM	NM	NM	NM	NM	NM	NM	71.4	72.3	72.8	+0.44 (+0.6%)	River Safari
NM	NM	NM	NM	75.7	74.9	81.6	73.2	71.0	73.1	71.9	-1.20 (-1.6%)	Universal Studios
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	70.4	+0.32 (+0.5%)	Singapore Discovery Centre
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.9	71.1	+0.61 (+0.9%)	Adventure Cove
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	73.2	NA NA	Singapore Flyer
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.1	73.2	+1.03 (+1.4%)	Gardens By The Bay
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.1	72.8	+0.61 (+0.8%)	S.E.A. Aquarium
70.7	70.8	67.9	70.8	75.8	71.5	79.3	69.1	68.7	70.5	71.2	+0.73 (+1.0%)	Other attractions
73.5	71.4	68.9	74.1	74.5	70.1	77.5	69.4	70.8	72.5	74.4	+1.88 (+2.6%)	<i>Hotels (Sub-sector)</i>
NM	74.6	74.4	78.0	79.9	72.8	80.5	69.6	70.3	73.0	74.2	+1.17 (+1.6%)	Grand Hyatt
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.9	72.1	-1.85 (-2.5%)	Marina Mandarin
NM	71.6	73.5	77.7	79.8	73.1	80.7	71.2	72.0	73.3	72.2	-1.12 (-1.5%)	Mandarin Orchard
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.9	73.5	-0.34 (-0.5%)	Pan Pacific Singapore
NM	76.5	74.4	78.2	80.5	73.7	84.4	72.9	73.1	75.6	72.8	-2.79 (-3.7%)	Shangri-La
NM	NM	NM	NM	NM	NM	NM	NM	NM	NM	73.7	NA NA	Hotel Michael
NM	76.9	78.0	83.6	81.3	75.4	83.4	72.8	72.6	74.9	75.1	+0.27 (+0.4%)	The Ritz-Carlton
NM	NM	NM	NM	NM	NM	NM	NM	NM	66.8	70.6	+3.77 (+5.6%)	Fragrance Hotel
NM	NM	NM	NM	NM	NM	NM	NM	NM	67.8	69.5	+1.65 (+2.4%)	Hotel 81
NM	NM	NM	NM	NM	75.5	84.1	74.4	74.3	77.2	74.6	-2.65 (-3.4%)	Marina Bay Sands
NM	70.3	65.8	72.1	72.7	68.5	74.8	68.1	69.7	72.5	74.9	+2.38 (+3.3%)	Other hotels

NM Not Measured
NA Not Applicable

Customer Satisfaction scores are based on a 0 to 100 scale.

2017 was the first year of measure for the Cafes & Coffee Houses and Snack Bars & Food Kiosks Sub-sectors. Previously, they were measured as one sub-sector (i.e., the Cafes, Coffee Houses, & Snack Bars Sub-sector).

The following sectors were removed from CSISG measurement in 2017: Bars & Pubs, Food Courts, Travel & Tour Services, and Online Travel Agencies.