

CSISG Quarter 3

2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2015-2016 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	+2.98	(+4.4%)	FOOD & BEVERAGE (Sector)
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.8	NA	NA	Restaurants (Sub-sector)
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.2	NA	NA	Swensen's
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.1	NA	NA	Tung Lok Signatures
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.8	NA	NA	Sakae Sushi
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.8	NA	NA	Dian Xiao Er
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	NA	NA	Jack's Place
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.6	NA	NA	Seoul Garden
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.3	NA	NA	Imperial Treasure Noodle & Congee
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.9	NA	NA	Crystal Jade Kitchen
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.7	NA	NA	Crystal Jade La Mian Xiao Long Bao
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.0	NA	NA	Nando's
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.4	NA	NA	Boon Tong Kee
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.2	NA	NA	Sushi Tei
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.3	NA	NA	Din Tai Fung
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.7	NA	NA	Fish & Co
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.0	NA	NA	Ajisen Ramen
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	NA	NA	Manhattan Fish Market
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	NA	NA	Astons
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.4	NA	NA	Thai Express
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.3	NA	NA	Xin Wang Hong Kong Cafe
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.6	NA	NA	Pizza Hut
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.0	NA	NA	Other restaurants
68.4	64.4	64.2	62.4	67.6	68.2	67.9	69.0	69.4	70.7	+1.36	(+2.0%)	Fast Food Restaurants (Sub-sector)
69.4	62.9	65.8	63.4	65.9	68.9	67.6	71.6	72.2	72.3	+0.17	(+0.2%)	McDonalds
NM	65.3	62.9	61.1	68.2	68.2	66.8	67.9	67.5	70.4	+2.87	(+4.2%)	KFC
66.5	64.7	63.6	62.0	70.3	67.5	68.9	69.6	67.6	71.0	+3.41	(+5.0%)	Burger King
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.5	NA	NA	Mos Burger
NM	NM	NM	NM	NM	NM	NM	NM	NM	68.8	NA	NA	Subway
68.2	67.1	62.3	61.1	70.4	66.1	69.6	62.6	64.3	67.9	+3.56	(+5.5%)	Other fast food restaurants
67.3	62.7	64.4	63.9	67.8	67.2	71.1	66.2	68.1	70.7	+2.64	(+3.9%)	Cafes & Snack Bars (Sub-sector)
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.2	NA	NA	Delifrance
NM	66.3	65.1	60.9	69.7	67.3	71.6	69.3	68.4	70.2	+1.78	(+2.6%)	The Coffee Bean & Tea Leaf
NM	68.1	67.0	64.3	68.0	68.8	73.4	69.1	70.1	72.7	+2.64	(+3.8%)	Starbucks
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	NA	NA	Ya Kun
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.6	NA	NA	Toast Box
NM	62.3	64.3	64.0	67.7	67.0	70.9	65.6	67.7	68.6	+0.90	(+1.3%)	Other cafes & snack bars
68.2	68.4	65.0	64.8	66.9	69.4	70.6	70.0	69.0	72.7	+3.75	(+5.4%)	Bars & Pubs (Sub-sector)
NM	NM	NM	59.2	62.6	64.8	65.5	66.1	66.5	69.2	+2.74	(+4.1%)	Food Courts (Sub-sector)
NM	NM	NM	NM	NM	63.6	63.7	66.0	65.9	68.7	+2.78	(+4.2%)	Kopitiam
NM	NM	NM	NM	NM	62.2	65.1	66.7	67.0	67.9	+0.95	(+1.4%)	Koufu
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.5	NA	NA	Food Junction
NM	NM	NM	NM	NM	60.0	65.9	67.7	67.7	70.6	+2.93	(+4.3%)	Food Republic
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.0	+1.02	(+1.5%)	NTUC Foodfare
NM	NM	NM	NM	NM	65.0	66.0	65.1	66.2	66.4	+0.23	(+0.4%)	Other food courts
71.0	68.6	67.1	69.3	73.5	70.0	74.5	69.1	69.4	71.1	+1.70	(+2.4%)	TOURISM (Sector)
71.5	71.0	67.9	70.3	75.3	72.6	79.8	72.6	70.3	72.8	+2.53	(+3.6%)	Attractions (Sub-sector)
72.3	70.4	67.5	70.3	74.5	73.1	78.1	71.6	71.6	74.3	+2.76	(+3.9%)	Sentosa
NM	NM	NM	NM	72.6	70.1	76.2	70.1	70.7	72.6	+1.88	(+2.7%)	Jurong Bird Park
NM	NM	NM	NM	76.6	70.8	78.7	70.8	71.6	73.3	+1.76	(+2.5%)	Singapore Zoo
NM	NM	NM	NM	73.2	71.7	76.1	70.7	70.7	72.2	+1.50	(+2.1%)	Night Safari
NM	NM	NM	NM	NM	NM	NM	NM	71.4	72.3	+0.90	(+1.3%)	River Safari
NM	NM	NM	NM	75.7	74.9	81.6	73.2	71.0	73.1	+2.12	(+3.0%)	Universal Studios
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	NA	NA	Singapore Discovery Centre
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.9	+1.27	(+1.8%)	Adventure Cove
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.2	NA	NA	MBS Skypark
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.1	NA	NA	Gardens By The Bay
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.1	+0.63	(+0.9%)	S.E.A. Aquarium
70.7	70.8	67.9	70.8	75.8	71.5	79.3	69.1	68.7	70.5	+1.77	(+2.6%)	Other attractions
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.5	NA	NA	Hotels (Sub-sector)
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.0	NA	NA	Grand Hyatt
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.9	NA	NA	Marina Mandarin
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.3	NA	NA	Mandarin Orchard
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.9	NA	NA	Pan Pacific Singapore
NM	NM	NM	NM	NM	NM	NM	NM	NM	75.6	NA	NA	Shangri-La
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.6	NA	NA	Swissotel the Stamford
NM	NM	NM	NM	NM	NM	NM	NM	NM	74.9	NA	NA	The Ritz-Carlton
NM	NM	NM	NM	NM	NM	NM	NM	NM	66.8	NA	NA	Fragrance Hotel
NM	NM	NM	NM	NM	NM	NM	NM	NM	67.8	NA	NA	Hotel 81
NM	NM	NM	NM	NM	NM	NM	NM	NM	77.2	NA	NA	Marina Bay Sands
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.5	NA	NA	Other hotels
66.4	64.7	64.8	64.8	71.5	68.5	68.7	67.4	66.4	68.7	+2.28	(+3.4%)	Travel & Tour Services (Sub-sector)
NM	NM	NM	NM	NM	NM	NM	NM	NM	67.7	NA	NA	Online Travel Agencies (Sub-sector)

NM Not Measured  
NA Not Applicable

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