























2017 Q3 SCORES FOOD & BEVERAGE AND TOURISM

74.2 Tourism

-  **74.4 Hotels**
 - Luxury & Upscale Hotels**
 -  **75.1** The Ritz-Carlton
 -  **74.6** Marina Bay Sands
 -  **74.2** Grand Hyatt
 -  **73.7** Hotel Michael
 -  **73.5** Pan Pacific Singapore
 -  **72.8** Shangri-La
 -  **72.2** Mandarin Orchard
 -  **72.1** Marina Mandarin
 - Economy Hotels**
 -  **70.6** Fragrance Hotel
 -  **69.5** Hotel 81
-  **74.9** Other hotels
-  **73.3 Attractions**
 -  **74.9** Sentosa
 -  **74.5** Singapore Zoo
 -  **73.9** Jurong Bird Park
 -  **73.4** S.E.A. Aquarium
 -  **73.2** Singapore Flyer
 -  **73.2** Gardens By The Bay
 -  **72.8** River Safari
 -  **71.9** Universal Studios
 -  **71.8** Adventure Cove
 -  **71.1** Night Safari
 -  **70.4** Singapore Discovery Centre
 -  **71.2** Other attractions

71.7 Food & Beverage

-  **73.6 Snack Bars & Food Kiosks***
 -  **72.6** Old Chang Kee
 -  **71.0** Jollibean
 -  **74.2** Other snack bars & food kiosks
-  **71.9 Cafes & Coffee Houses**
 -  **73.2** Starbucks
 -  **70.3** Toast Box
 -  **70.2** Ya Kun
 -  **72.2** Other cafes & coffee houses
-  **71.7 Fast Food Restaurants**
 -  **72.9** Burger King
 -  **72.7** McDonalds
 -  **71.6** Mos Burger
 -  **70.7** Subway
 -  **70.4** KFC
 -  **70.3** Other fast food restaurants

71.5 Restaurants

-  **73.5** Thai Express
-  **73.5** Boon Tong Kee
-  **73.4** Astons
-  **73.0** Din Tai Fung
-  **72.7** Sushi Tei
-  **72.6** Jack's Place
-  **72.6** Crystal Jade Kitchen
-  **72.3** Ajisen Ramen
-  **72.3** Nando's
-  **72.0** TungLok Signatures
-  **72.0** Swensen's
-  **71.4** Imperial Treasure Noodle & Congee
-  **71.4** Seoul Garden
-  **71.2** Sakae Sushi
-  **71.1** Fish & Co
-  **71.1** Pizza Hut
-  **70.6** Crystal Jade La Mian Xiao Long Bao
-  **70.6** Manhattan Fish Market
-  **69.9** Dian Xiao Er
-  **69.6** Xin Wang Hong Kong Cafe
-  **70.9** Other restaurants

This chart summarises the results of the CSiSG 2017 satisfaction scores in the Food & Beverage, and Tourism sectors at the sector, sub-sector and company levels. 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 sector scores (in gold) represents a weighted average of their respective sub-sector scores (in blue). Satisfaction scores for sub-sectors 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 2016 to 2017

 statistically significant decrease in customer satisfaction from 2016 to 2017

 no significant year-on-year change in customer satisfaction score