



2019 Q3 SCORES  
FOOD & BEVERAGE AND TOURISM

**76.9 Food & Beverage**

- 78.3 Restaurants\***
- 82.3** Sakae Sushi\*
- 82.0** Tung Lok Signatures\*
- 79.5** Crystal Jade la Mian Xiao Long Bao
- 78.5** Sushi Tei
- 78.4** Seoul Garden
- 78.3** Swensen's
- 78.1** Ajisen Ramen
- 77.9** Jack's Place
- 77.2** Astons
- 77.0** Crystal Jade Kitchen
- 77.0** Nando's
- 76.7** Thai Express
- 76.7** Manhattan Fish Market
- 76.6** Soup Restaurant
- 76.6** Pizza Hut
- 76.4** Din Tai Fung
- 76.0** Boon Tong Kee
- 75.7** Dian Xiao Er
- 75.1** Fish & Co
- 80.2** Other restaurants
- 75.9 Snack Bars & Food Kiosks**
- 74.7** Old Chang Kee
- 73.7** Jollibean
- 76.3** Other snack bars & food kiosks

- 74.8 Cafes & Coffee Houses**
- 76.4** Starbucks
- 73.1** Toast Box
- 72.7** Ya Kun
- 75.1** Other cafes & coffee houses
- 74.6 Fast Food Restaurants**
- 76.2** McDonald's
- 75.0** Burger King
- 74.1** Mos Burger
- 73.7** Subway
- 73.6** KFC
- 72.3** Other fast food restaurants

**75.8 Tourism**

- 75.9 Hotels**
- Luxury & Upscale Hotels**
- 77.5** Marina Bay Sands
- 77.1** The Ritz-Carlton
- 76.8** Grand Hyatt
- 76.7** Shangri-La
- 75.5** Pan Pacific Singapore
- 74.9** Hotel Michael
- 74.0** Marina Mandarin
- 73.7** Mandarin Orchard
- Economy Hotels**
- 71.7** Fragrance Hotel
- 71.3** Hotel 81
- 76.5** Other hotels
- 75.1 Attractions**
- 76.5** Sentosa
- 75.7** Singapore Zoo
- 75.4** Gardens By The Bay
- 74.9** S.E.A. Aquarium
- 74.9** Jurong Bird Park
- 74.8** Singapore Flyer
- 74.7** River Safari
- 74.5** Universal Studios
- 73.9** Night Safari
- 73.7** Adventure Cove
- 72.0** Singapore Discovery Centre
- 73.2** Other attractions

This chart summarises the results of the CSiSG 2019 satisfaction scores in the Food & Beverage, and Tourism sectors at the sector, sub-sector and company levels.

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 2018 to 2019
- statistically significant decrease in customer satisfaction from 2018 to 2019
- no significant year-on-year change in customer satisfaction score

CSISG Quarter 3

2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2018-2019 Year-on-Year Change / % Change	SECTOR / Sub-sector / Company Measured
65.1	67.5	67.7	70.3	65.8	67.1	70.1	71.7	74.2	76.9	+2.69 (+3.6%)	FOOD & BEVERAGE (Sector)
Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	69.8	71.5	74.4	78.3	+3.87 (+5.2%)	Restaurants (Sub-sector)
NM	NM	NM	NM	NM	NM	69.8	71.2	74.5	82.3	+7.75 (+10.4%)	Sakae Sushi
NM	NM	NM	NM	NM	NM	71.1	72.0	76.9	82.0	+5.10 (+6.6%)	TungLok Signatures
NM	NM	NM	NM	NM	NM	69.7	70.6	73.6	79.5	+5.88 (+8.0%)	Crystal Jade La Mian Xiao Long Bao
NM	NM	NM	NM	NM	Note 1	71.2	72.7	73.8	78.5	+4.62 (+6.3%)	Sushi Tei
NM	NM	NM	NM	NM	NM	69.6	71.4	73.8	78.4	+4.61 (+6.3%)	Seoul Garden
NM	NM	NM	NM	NM	NM	70.2	72.0	74.5	78.3	+3.86 (+5.2%)	Swensen's
NM	NM	NM	NM	NM	NM	70.0	72.3	74.1	78.1	+4.01 (+5.4%)	Ajisen Ramen
NM	NM	NM	NM	NM	NM	70.1	72.6	74.2	77.9	+3.74 (+5.0%)	Jack's Place
NM	NM	NM	NM	NM	NM	70.1	73.4	74.2	77.2	+2.96 (+4.0%)	Astons
NM	NM	NM	NM	NM	NM	70.9	72.6	75.2	77.0	+1.76 (+2.3%)	Crystal Jade Kitchen
NM	NM	NM	NM	NM	NM	70.0	72.3	72.7	77.0	+4.30 (+5.9%)	Nando's
NM	NM	NM	NM	NM	NM	70.4	73.5	74.6	76.7	+2.11 (+2.8%)	Thai Express
NM	NM	NM	NM	NM	NM	70.1	70.6	74.0	76.7	+2.66 (+3.6%)	Manhattan Fish Market
NM	NM	NM	NM	NM	NM	NM	NM	74.9	76.6	+1.70 (+2.3%)	Soup Restaurant
NM	NM	NM	NM	NM	NM	70.6	71.1	72.0	76.6	+4.56 (+6.3%)	Pizza Hut
NM	NM	NM	NM	NM	NM	71.3	73.0	74.5	76.4	+1.90 (+2.5%)	Din Tai Fung
NM	NM	NM	NM	NM	NM	71.4	73.5	74.6	76.0	+1.32 (+1.8%)	Boon Tong Kee
NM	NM	NM	NM	NM	NM	70.8	69.9	73.0	75.7	+2.69 (+3.7%)	Dian Xiao Er
NM	NM	NM	NM	NM	NM	71.7	71.1	74.7	75.1	+0.47 (+0.6%)	Fish & Co
Note 1	Note 1	Note 1	Note 1	Note 1	Note 1	68.0	70.9	75.2	80.2	+4.99 (+6.6%)	Other restaurants
62.4	67.6	68.2	67.9	69.0	69.4	70.7	71.7	73.6	74.6	+0.94 (+1.3%)	Fast Food Restaurants (Sub-sector)
63.4	65.9	68.9	67.6	71.6	72.2	72.3	72.7	74.9	76.2	+1.29 (+1.7%)	McDonald's
62.0	70.3	67.5	68.9	69.6	67.6	71.0	72.9	74.2	75.0	+0.78 (+1.0%)	Burger King
NM	NM	NM	NM	NM	NM	69.5	71.6	71.9	74.1	+2.18 (+3.0%)	Mos Burger
NM	NM	NM	NM	NM	NM	68.8	70.7	71.9	73.7	+1.85 (+2.6%)	Subway
61.1	68.2	68.2	66.8	67.9	67.5	70.4	70.4	72.7	73.6	+0.95 (+1.3%)	KFC
61.1	70.4	66.1	69.6	62.6	64.3	67.9	70.3	72.1	72.3	+0.23 (+0.3%)	Other fast food restaurants
NM	NM	NM	NM	NM	NM	NM	71.9	73.9	74.8	+0.94 (+1.3%)	Cafes & Coffee Houses (Sub-sector)
64.3	68.0	68.8	73.4	69.1	70.1	72.7	73.2	75.6	76.4	+0.83 (+1.1%)	Starbucks
NM	NM	NM	NM	NM	NM	69.6	70.3	71.4	73.1	+1.72 (+2.4%)	Toast Box
NM	NM	NM	NM	NM	NM	70.1	70.2	72.3	72.7	+0.39 (+0.5%)	Ya Kun
NM	NM	NM	NM	NM	NM	NM	72.2	74.2	75.1	+0.94 (+1.3%)	Other cafes & coffee houses
NM	NM	NM	NM	NM	NM	NM	73.6	75.3	75.9	+0.64 (+0.9%)	Snack Bars & Food Kiosks (Sub-sector)
NM	NM	NM	NM	NM	NM	NM	72.6	74.5	74.7	+0.20 (+0.3%)	Old Chang Kee
NM	NM	NM	NM	NM	NM	NM	71.0	71.7	73.7	+1.95 (+2.7%)	Jollibean
NM	NM	NM	NM	NM	NM	NM	74.2	75.8	76.3	+0.50 (+0.7%)	Other snack bars & food kiosks
69.3	73.5	70.0	74.5	69.1	69.4	71.1	74.2	75.1	75.8	+0.71 (+0.9%)	TOURISM (Sector)
70.3	75.3	72.6	79.8	72.6	70.3	72.8	73.3	74.1	75.1	+1.03 (+1.4%)	Attractions (Sub-sector)
70.3	74.5	73.1	78.1	71.6	71.6	74.3	74.9	75.6	76.5	+0.94 (+1.3%)	Sentosa
NM	76.6	70.8	78.7	70.8	71.6	73.3	74.5	74.7	75.7	+1.00 (+1.3%)	Singapore Zoo
NM	NM	NM	NM	NM	NM	72.1	73.2	74.4	75.4	+1.02 (+1.4%)	Gardens By The Bay
NM	NM	NM	NM	NM	NM	72.1	72.8	73.4	74.9	+1.30 (+1.8%)	S.E.A. Aquarium
NM	72.6	70.1	76.2	70.1	70.7	72.6	73.9	74.2	74.9	+0.78 (+1.0%)	Jurong Bird Park
NM	NM	NM	NM	NM	NM	NM	73.2	73.9	74.8	+0.92 (+1.2%)	Singapore Flyer
NM	NM	NM	NM	NM	NM	71.4	72.3	72.8	73.9	+0.88 (+1.2%)	River Safari
NM	75.7	74.9	81.6	73.2	71.0	73.1	71.9	73.1	74.5	+1.39 (+1.9%)	Universal Studios
NM	73.2	71.7	76.1	70.7	70.7	72.2	71.1	72.8	73.9	+1.12 (+1.5%)	Night Safari
NM	NM	NM	NM	NM	NM	69.9	71.1	71.8	72.8	+0.93 (+1.3%)	Adventure Cove
NM	NM	NM	NM	NM	NM	70.1	70.4	70.9	72.0	+1.14 (+1.6%)	Singapore Discovery Centre
70.8	75.8	71.5	79.3	69.1	68.7	70.5	71.2	72.0	73.2	+1.21 (+1.7%)	Other attractions
Note 2	Note 2	Note 2	Note 2	Note 2	Note 2	72.5	74.4	75.3	75.9	+0.64 (+0.9%)	Hotels (Sub-sector)
NM	NM	Note 2	Note 2	Note 2	Note 2	77.2	74.6	75.5	77.5	+2.03 (+2.7%)	Marina Bay Sands
Note 2	Note 2	Note 2	Note 2	Note 2	Note 2	74.9	75.1	75.7	77.1	+1.39 (+1.8%)	The Ritz-Carlton
Note 2	Note 2	Note 2	Note 2	Note 2	Note 2	73.0	74.2	74.9	76.8	+1.88 (+2.5%)	Grand Hyatt
Note 2	Note 2	Note 2	Note 2	Note 2	Note 2	75.6	72.8	74.4	76.7	+2.32 (+3.1%)	Shangri-La
NM	NM	NM	NM	NM	NM	73.9	73.5	74.7	75.5	+0.77 (+1.0%)	Pan Pacific Singapore
NM	NM	NM	NM	NM	NM	NM	73.7	74.0	74.9	+0.88 (+1.2%)	Hotel Michael
NM	NM	NM	NM	NM	NM	73.9	72.1	73.2	74.0	+0.78 (+1.1%)	Marina Mandarin
Note 2	Note 2	Note 2	Note 2	Note 2	Note 2	73.3	72.2	73.1	73.7	+0.60 (+0.8%)	Mandarin Orchard
NM	NM	NM	NM	NM	NM	66.8	70.6	71.3	71.7	+0.35 (+0.5%)	Fragrance Hotel
NM	NM	NM	NM	NM	NM	67.8	69.5	70.6	71.3	+0.70 (+1.0%)	Hotel 81
Note 2	Note 2	Note 2	Note 2	Note 2	Note 2	72.5	74.9	75.8	76.5	+0.70 (+0.9%)	Other hotels

Not Measured  
Not Applicable

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

Note 1 Restaurants were previously measured at holding-level. Since 2016, brand-level entities were measured instead.

Note 2 Hotels previously surveyed both locals and tourists. Since 2016, only tourists were surveyed.

Note 3 Cafes & Coffee Houses and Snack Bars & Food Kiosks were previously measured as 1 sub-sector. Since 2017, they were measured separately.