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**Headline: Customers happy with F&B, tourist services**

## **Customers happy with F&B, tourist services**

Overall customer satisfaction with the food and beverage (F&B) and tourism sectors has hit record highs this year, with tourists being more satisfied with the service they received from both sectors despite having higher expectations.

This is the conclusion drawn by the Singapore Management University's Institute of Service Excellence from its third-quarter survey on customer satisfaction released yesterday.

The satisfaction score for the F&B sector rose to 70.3 out of 100, from

67.7 last year.

The tourism sector produced a score of 74.5, up from 70 last year. The scores are the highest for both sectors since the customer satisfaction index was introduced in 2007.