CSISG
Customer Satisfaction Index of Singapore

2022 Q3 SCORES
FOOD & BEVERAGE AND TOURISM

74.1 Tourism

74.1 Attractions
75.2 Singapore Zoo
75.1 Gardens By The Bay
73.7 Universal Studios
73.4 Sentosa
73.9 Other attractions

71.5 Food & Beverage

71.9 Fast Food Restaurants
73.8 McDonald's
72.3 Burger King
69.9 KFC
69.5 Subway
72.2 Other fast food restaurants

71.6 Restaurants
76.5 Din Tai Fung*
73.3 Sakae Sushi
71.4 Pizza Hut
71.2 Crystal Jade Kitchen
70.4 Swensen's
71.2 Other restaurants

70.6 Cafes & Coffee Houses
71.9 Coffee Bean & Tea Leaf
71.4 Starbucks
71.1 Toast Box
71.0 Ya Kun

This chart summarises the results of the CSISG 2022 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 at 90% confidence.

* Sub-sectors indicated with an asterisk(*) are sub-sectors that have performed significantly above their sector average at 90% confidence.

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 2021 to 2022

statistically significant decrease in customer satisfaction from 2021 to 2022

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

Entities shown in this scorecard have samples of N≥50.