

Tourists vs locals

What they look for in restaurants

IMPORTANT TO LOCALS	RATING	
	2013	2014
1 Quality of food	7.3 ▲	7.6
2 Staff responsiveness	7.1 ▲	7.6
3 Order process	7.2 ▲	7.5
4 Time taken to receive food	7.0 ▲	7.6
5 Waiting time to be seated	6.9 ▲	7.6
6 Ease of reservation	7.1 ▲	7.9
7 Bill timeliness and accuracy	7.7 ■	7.8
- Cleanliness	7.5 ■	7.5
- Time taken to receive menu	7.3 ▲	7.6

IMPORTANT TO TOURISTS	RATING	
	2013	2014
1 Bill timeliness and accuracy	8.8 ▼	7.6
2 Cleanliness	8.8 ▼	7.8
3 Quality of food	8.8 ▼	7.3
4 Ease of reservation	8.5 ▼	7.6
5 Time taken to receive food	8.5 ▼	7.5
- Waiting time to be seated	8.5 ▼	7.6
- Staff responsiveness	8.6 ▼	7.6
- Order process	8.5 ▼	7.5
- Time taken to receive menu	8.5 ▼	7.5