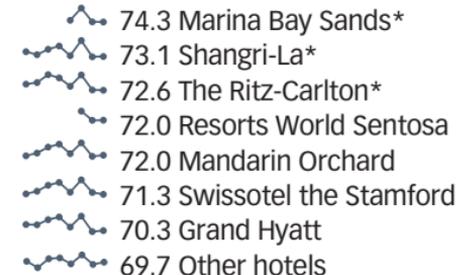


CSISG Q3 2015 scorecard

Food & Beverage and Tourism

69.4 Tourism

70.8 Hotels*



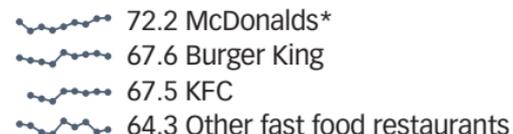
70.3 Attractions*



66.4 Travel & Tour Services

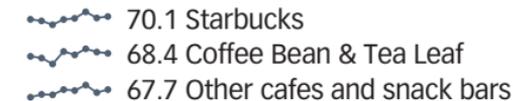
67.1 Food & Beverage

69.4 Fast Food Restaurants*



69.0 Bars & Pubs*

68.1 Cafes & Snack Bars



66.5 Food Courts



66.2 Restaurants



Note:

Sector scores are weighted averages of their sub-sectors' scores, and sub-sector scores are weighted averages of individual company scores.

green line – statistically significant improvement from 2014 to 2015

red line – statistically significant decline from 2014 to 2015

blue line – no significant year-on-year change in customer satisfaction score

* 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.