

DOSSIER

# Restaurants in the U.S.

Restaurants in the U.S.

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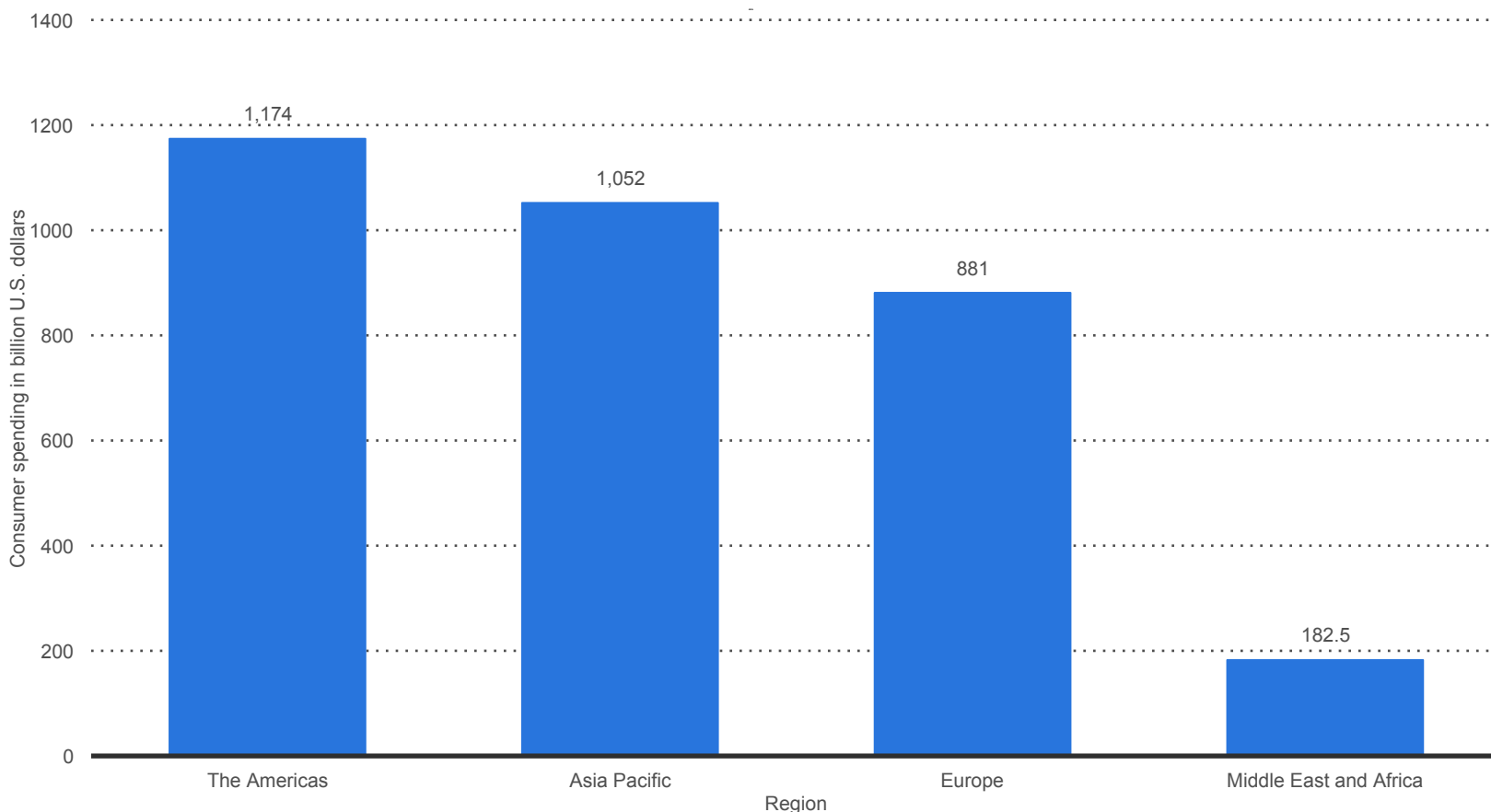
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Restaurants in the U.S.

## **Industry overview**

Consumer spending on eating out worldwide 2016, by region

## Consumer spending on eating out worldwide in 2016, by region (in billion U.S. dollars)\*



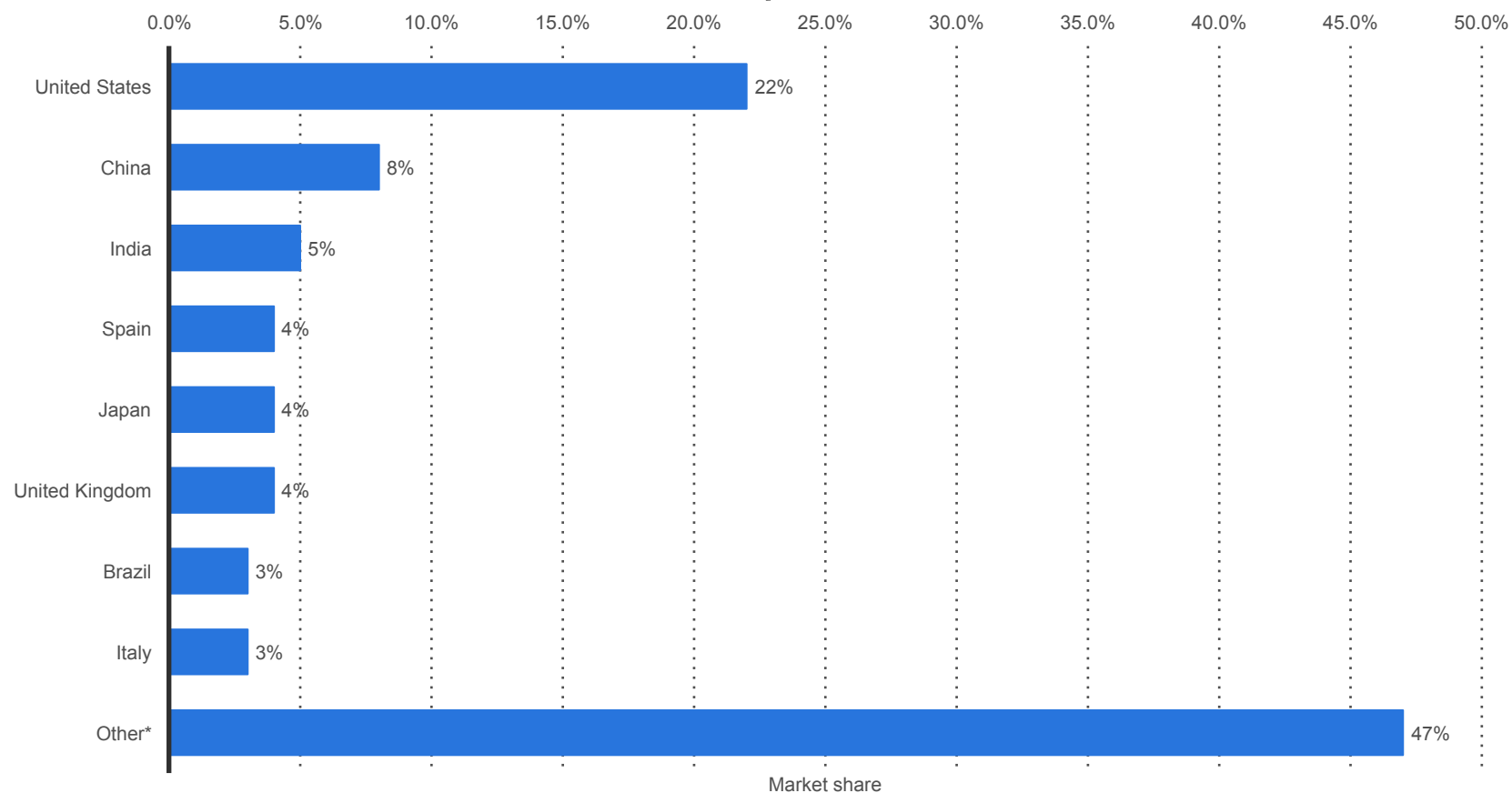
Note: Worldwide; 2016

Further information regarding this statistic can be found on [page 35](#).

Source: Cushman & Wakefield; Oxford Economics [ID 731484](#)

Leading countries for consumer restaurant spending 2016

## Leading countries for consumer restaurant spending in 2016



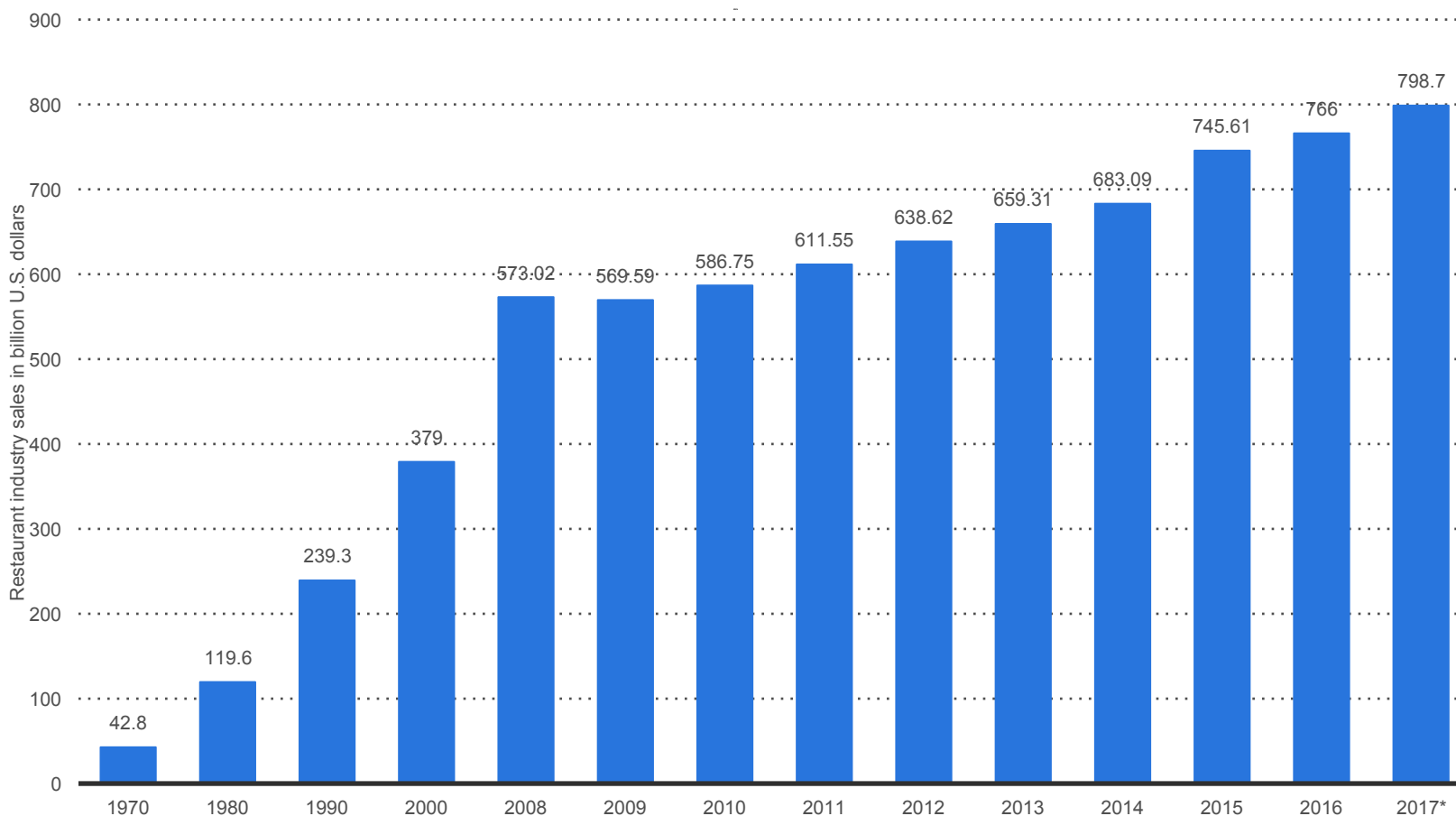
Note: Worldwide; 2016

Further information regarding this statistic can be found on [page 36](#).

Source: Cushman & Wakefield; Oxford Economics [ID 731307](#)

Restaurant industry food and drink sales in the U.S. 1970-2017

## Restaurant industry food and drink sales in the United States from 1970 to 2017 (in billion U.S. dollars)



Note: United States; 1970 to 2016

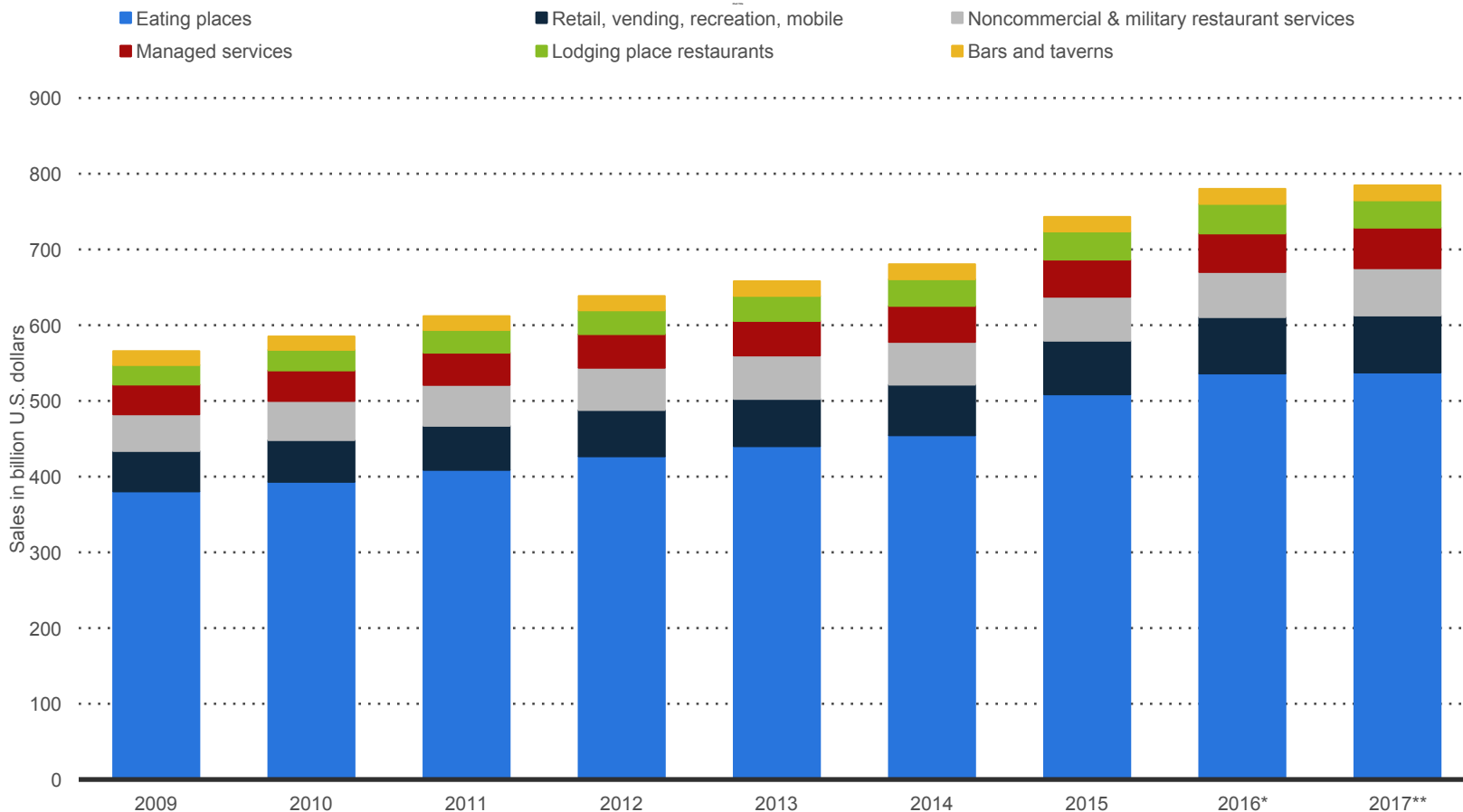
Further information regarding this statistic can be found on [page 37](#).

Source: National Restaurant Association [ID 203358](#)



Restaurant industry food and drinks sales in the U.S. 2009-2017, by venue type

## Restaurant industry food and drinks sales in the United States from 2009 to 2017, by venue category (in billion U.S. dollars)



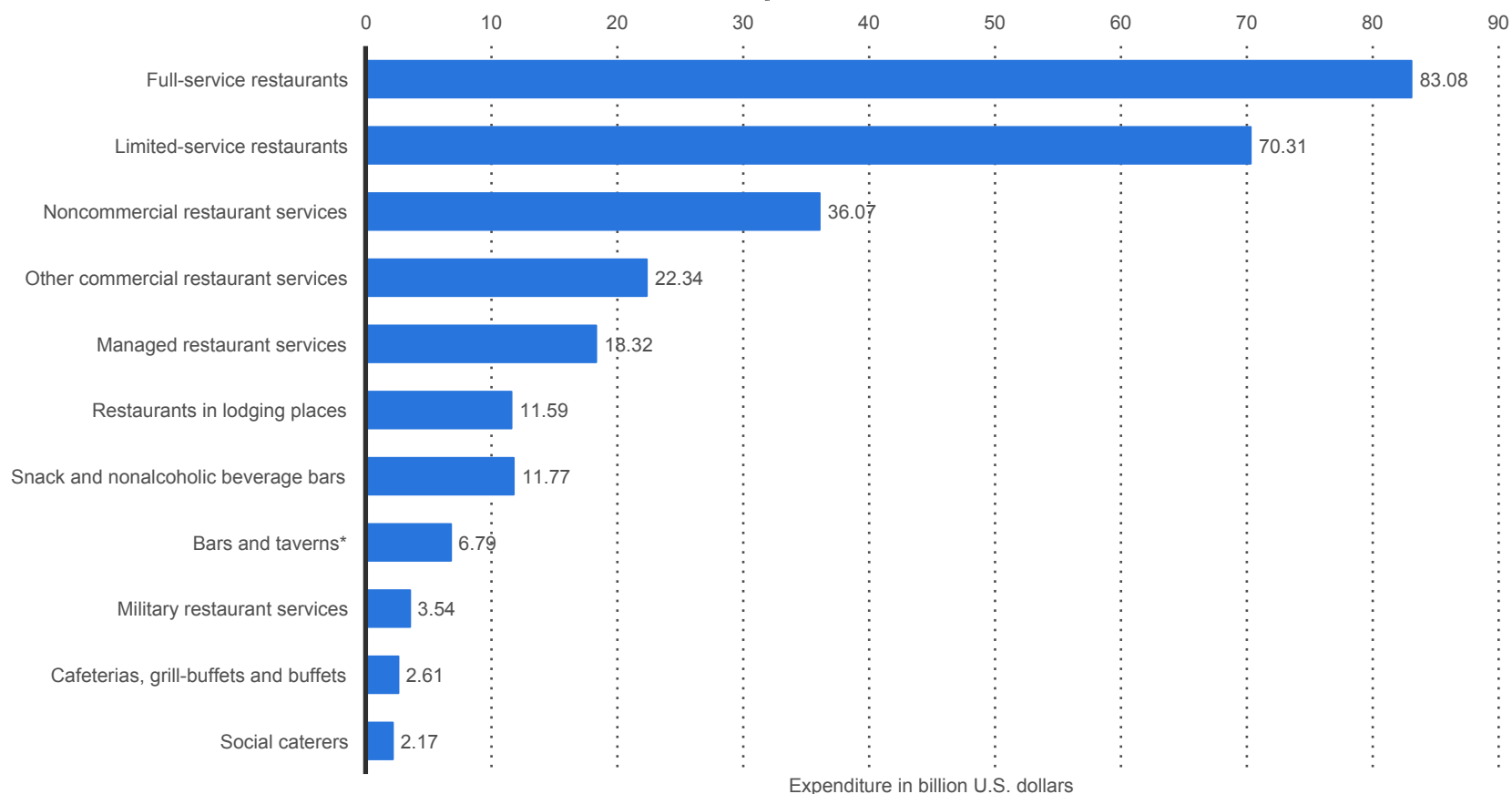
Note: United States; 2009 to 2016

Further information regarding this statistic can be found on [page 38](#).

Source: National Restaurant Association; RKMA [ID 203363](#)

Expenditure on food and drink by the restaurant industry in the U.S. 2016, by venue

## Projected expenditure on food and drink purchases by the restaurant industry in the United States in 2016, by venue category (in billion U.S. dollars)



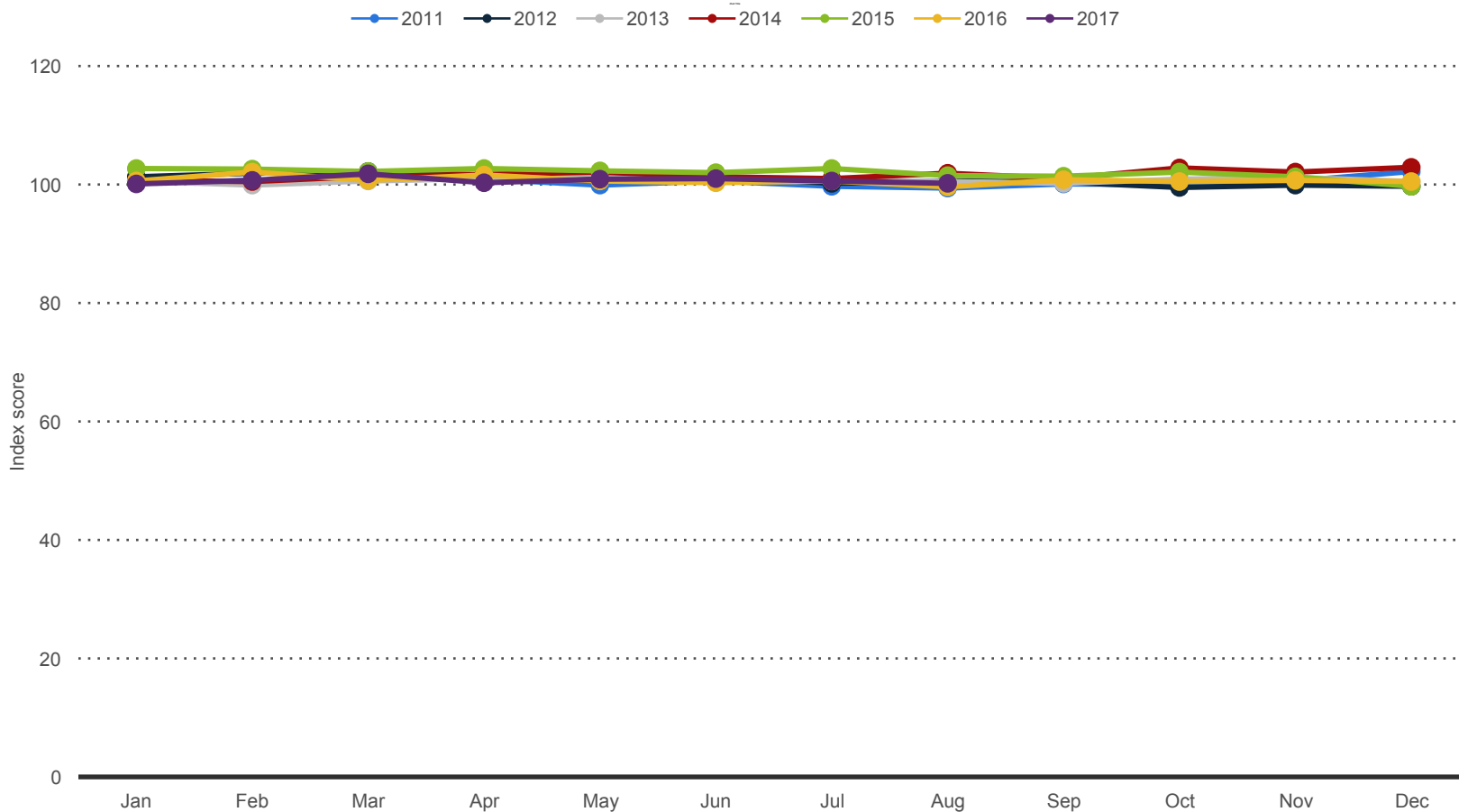
Note: United States; 2015

Further information regarding this statistic can be found on [page 39](#).

Source: National Restaurant Association [ID 218989](#)

Restaurant industry performance index in the U.S. 2011-2017, by month

## Restaurant industry performance index in the United States from 2011 to 2017, by month



Note: United States; 2011 to 2017

Further information regarding this statistic can be found on [page 40](#).

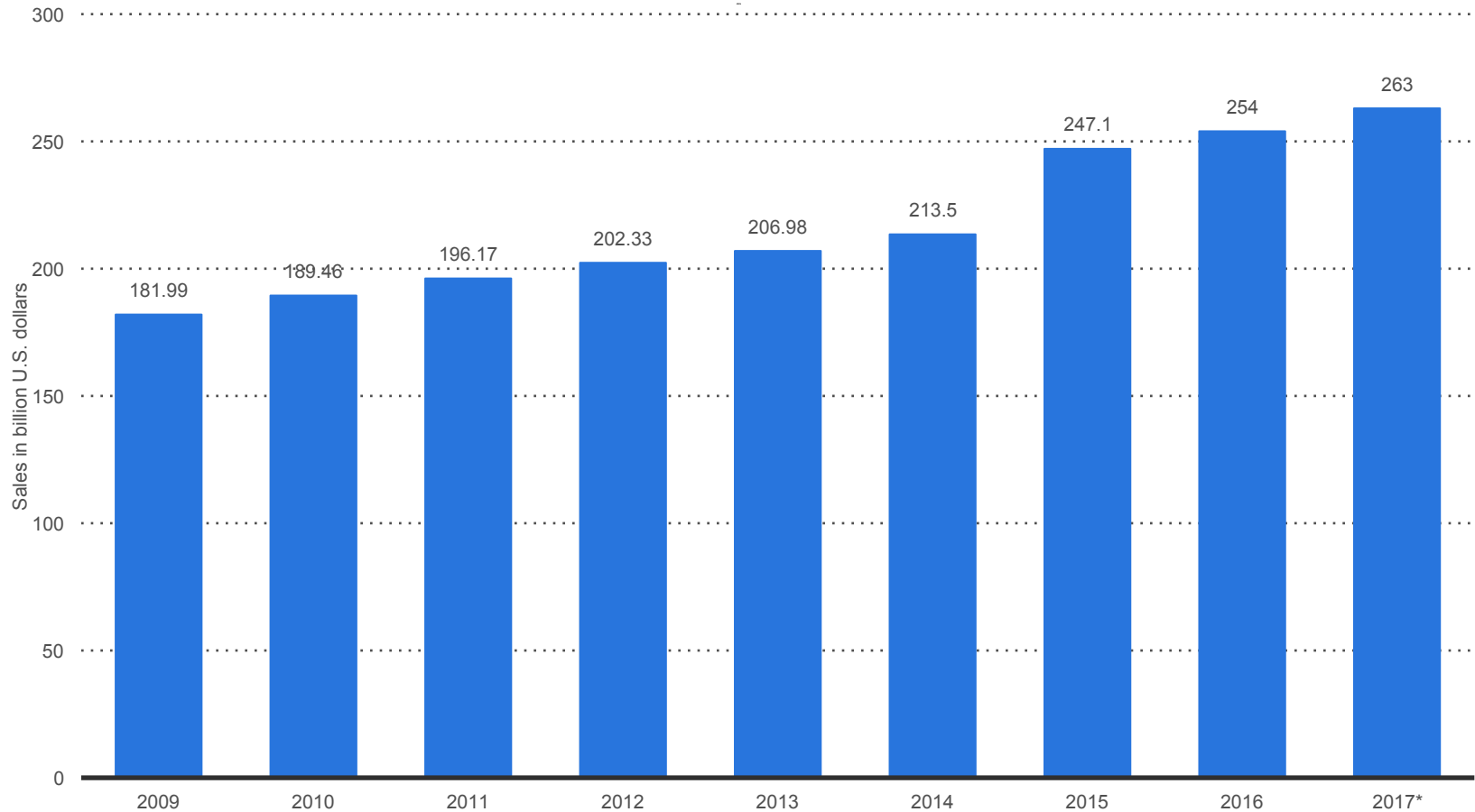
Source: National Restaurant Association [ID 214747](#)

Restaurants in the U.S.

## Sales

Food and drinks sales of full-service restaurants in the U.S. 2009-2017

## Food and drinks sales of full-service restaurants in the United States from 2009 to 2017 (in billion U.S. dollars)



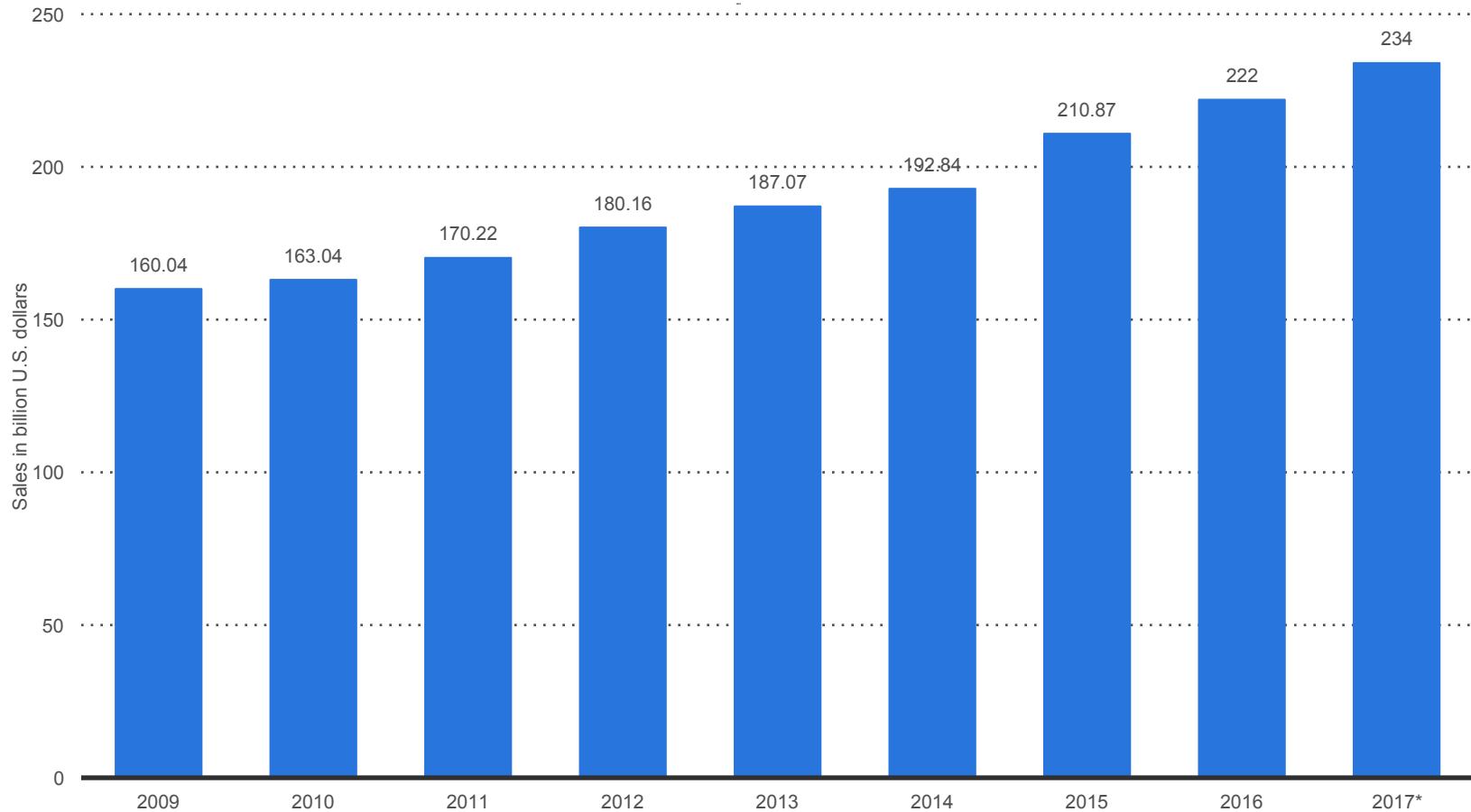
Note: United States; 2009 to 2016

Further information regarding this statistic can be found on [page 41](#).

Source: National Restaurant Association [ID 218829](#)

Food and drink sales of limited-service restaurants in the U.S. 2009-2017

## Food and drink sales of limited-service restaurants in the United States from 2009 to 2017 (in billion U.S. dollars)



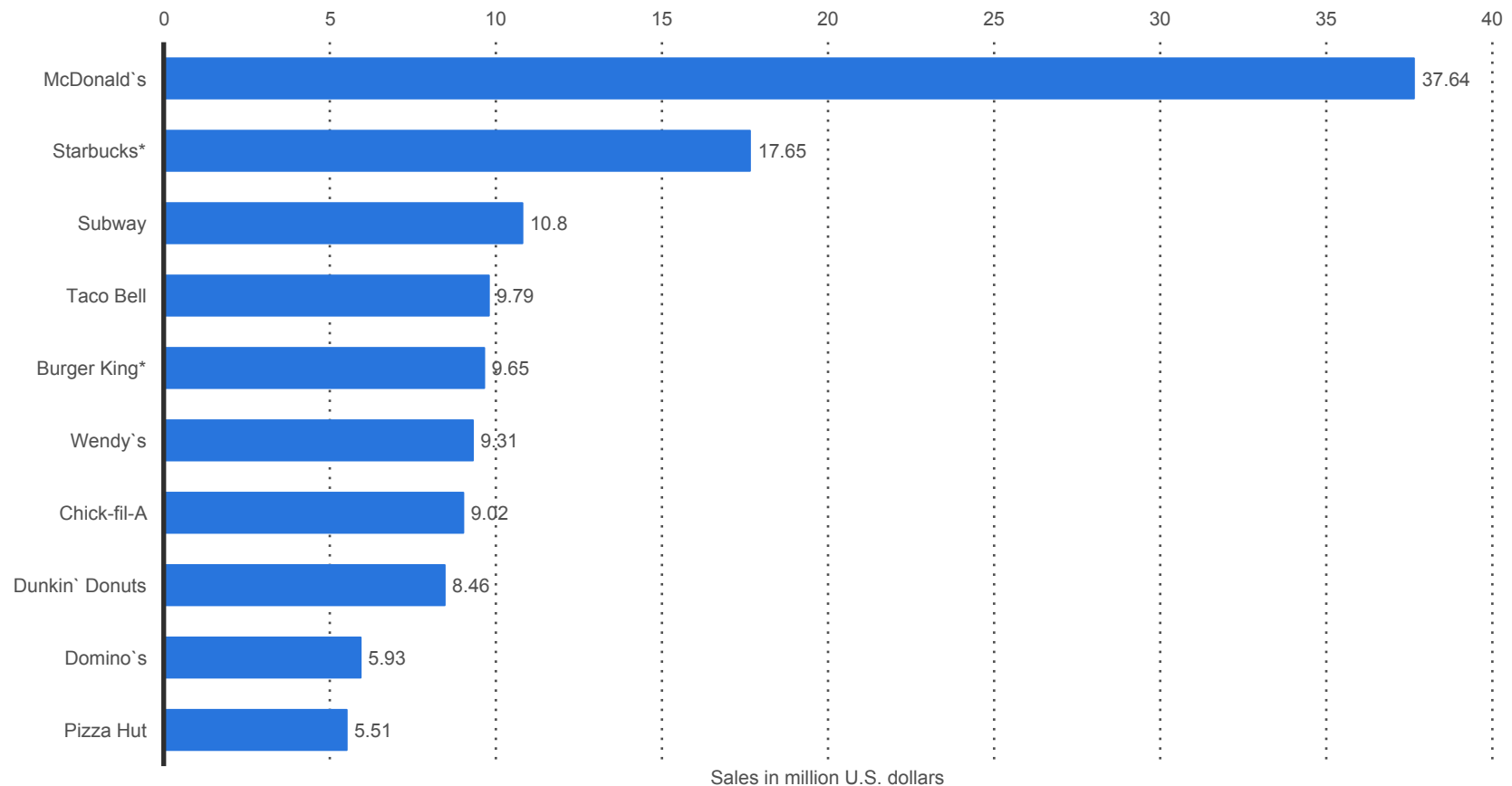
Note: United States; 2009 to 2016

Further information regarding this statistic can be found on [page 42](#).

Source: National Restaurant Association [ID 218836](#)

Sales of the leading chain restaurants in the U.S. in 2017

## Sales of the leading chain restaurants in the United States in 2017 (in million U.S. dollars)



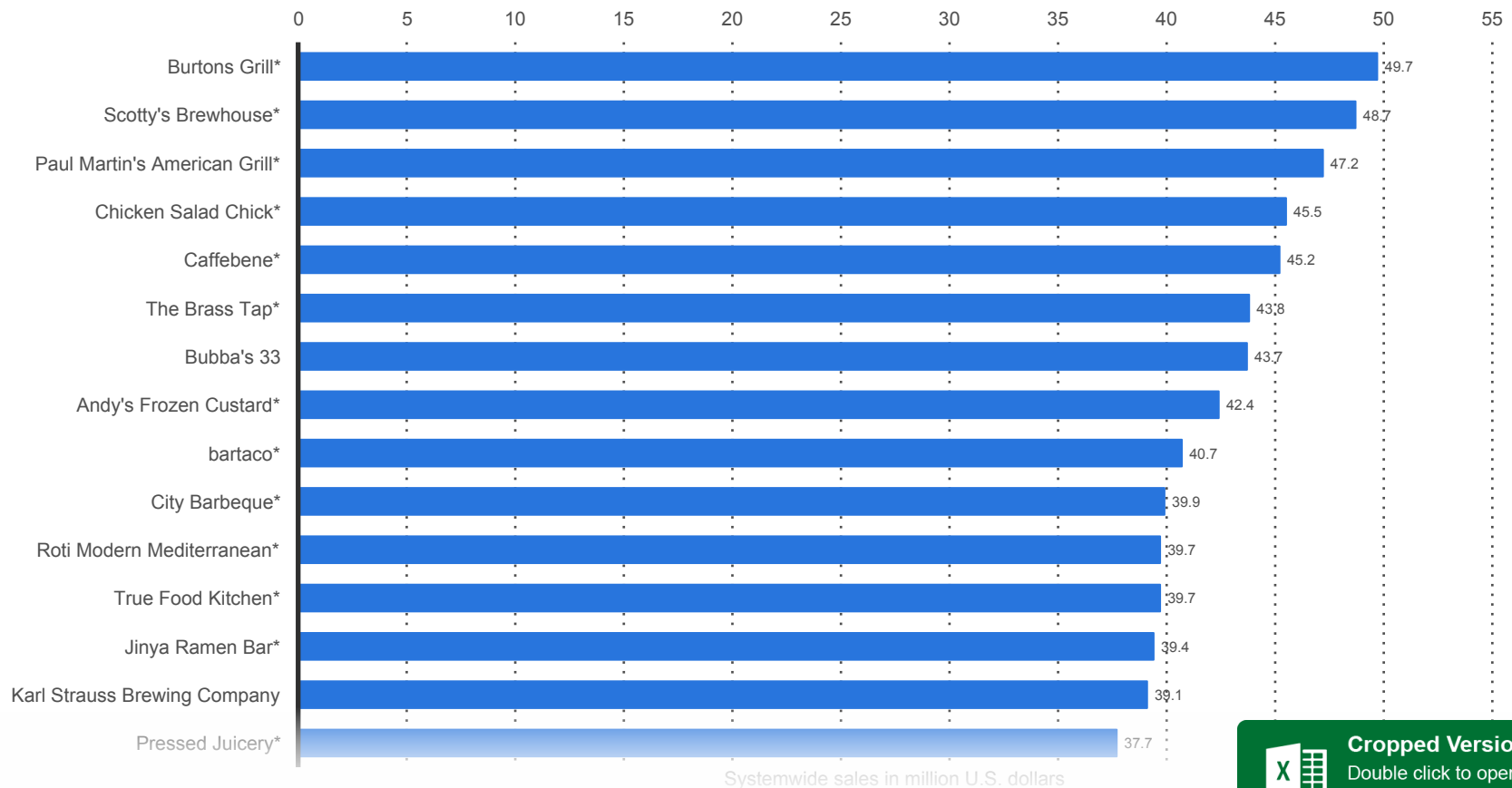
Note: United States; 2017

Further information regarding this statistic can be found on [page 43](#).

Source: Technomic; Restaurant Business [ID 298191](#)

Fastest-growing small restaurant chains in the U.S. in 2016, by sales

## Fastest-growing small restaurant chains in the United States in 2016, by systemwide sales (in million U.S. dollars)



**Cropped Version**

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Note: United States; 2016

Further information regarding this statistic can be found on [page 44](#).

Source: Technomic; Website (restaurantbusinessonline.com) [JD 312815](#)

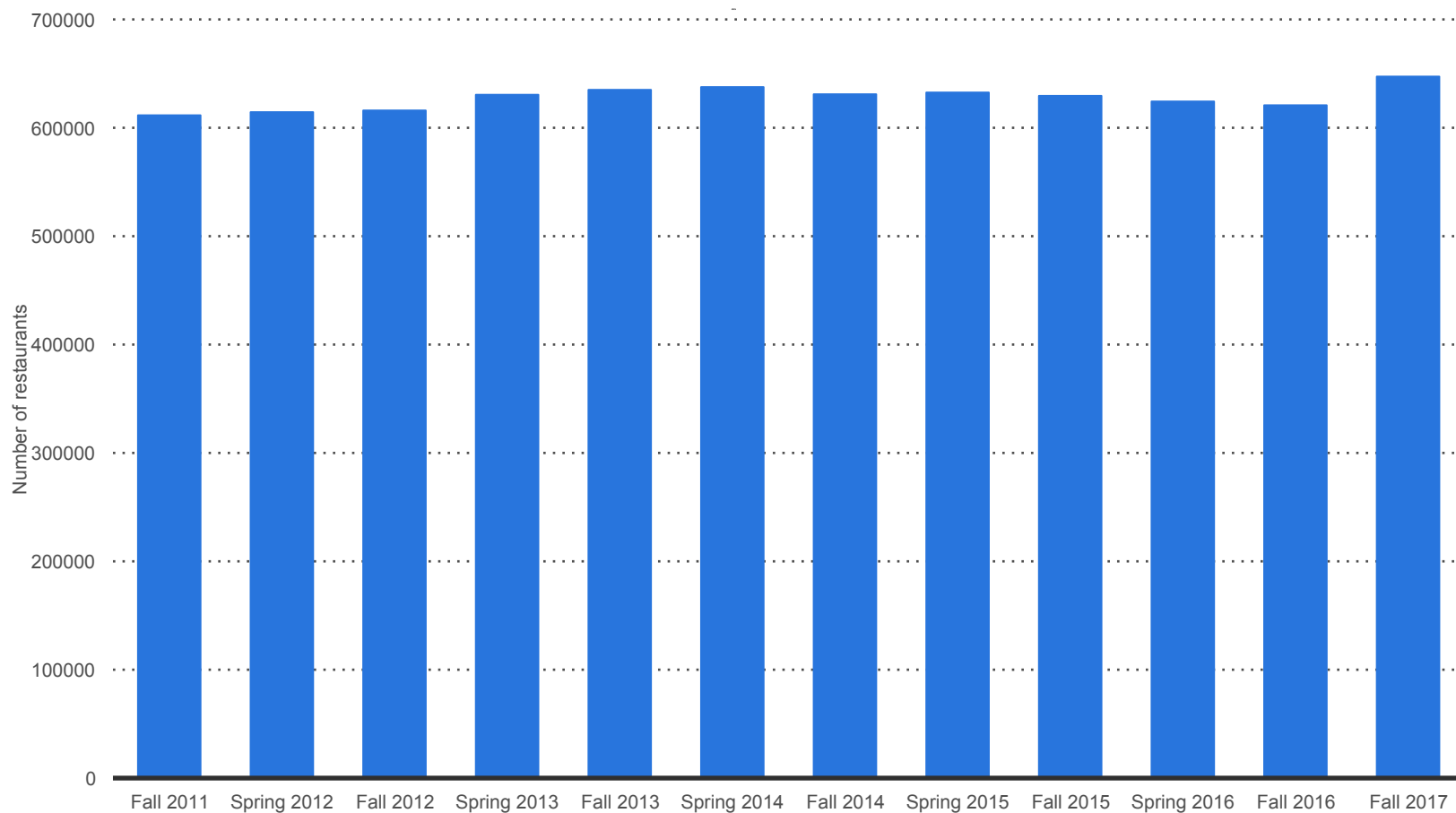


Restaurants in the U.S.

## **Restaurant numbers**

Number of restaurants in the U.S. 2011-2017

## Number of restaurants in the United States from 2011 to 2017\*



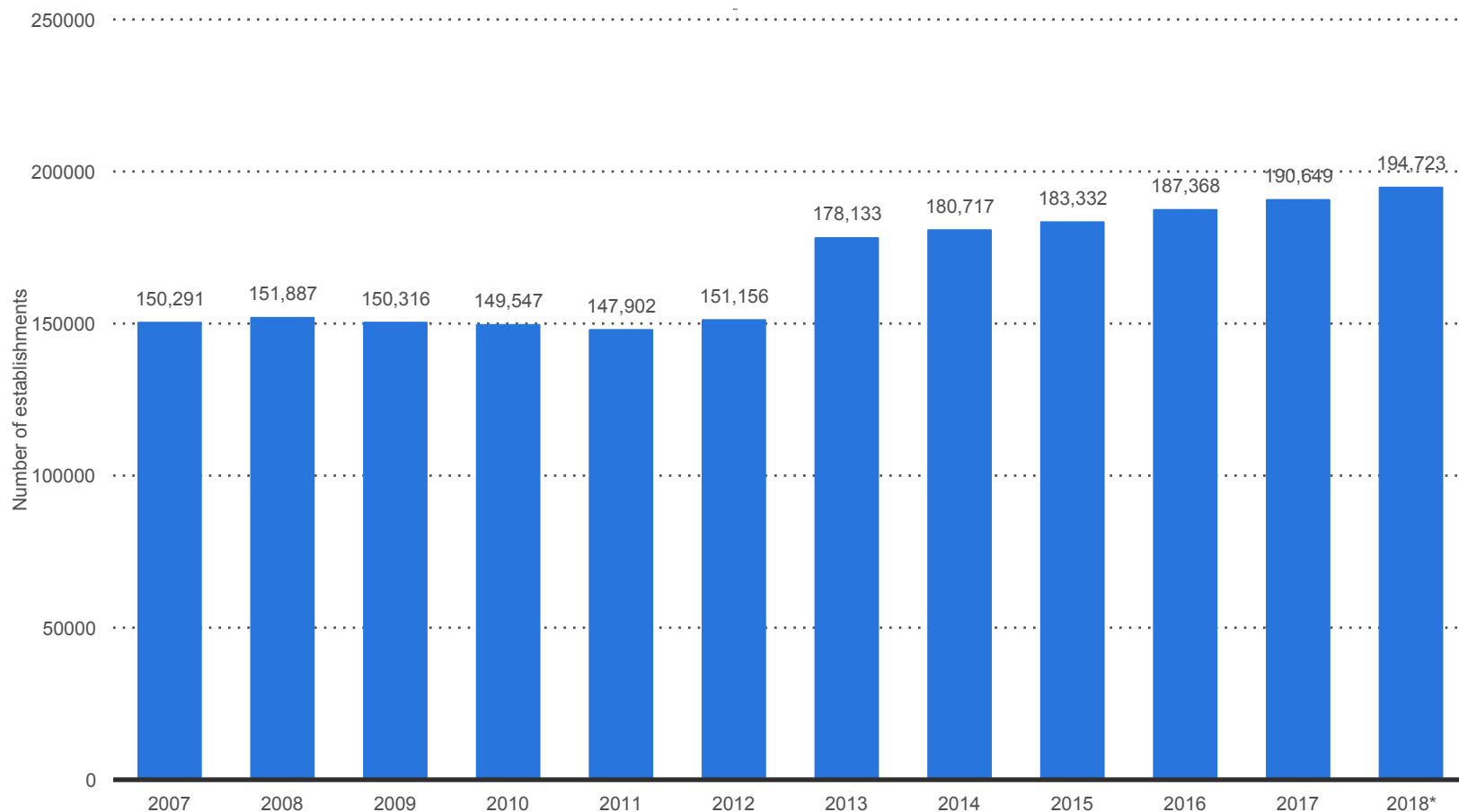
Note: United States; 2011 to 2017

Further information regarding this statistic can be found on [page 45](#).

Source: NPD Group [ID 244616](#)

Number of quick service restaurant franchise establishments in the U.S. 2007-2018

## Number of quick service restaurant (QSR) franchise establishments in the United States from 2007 to 2018



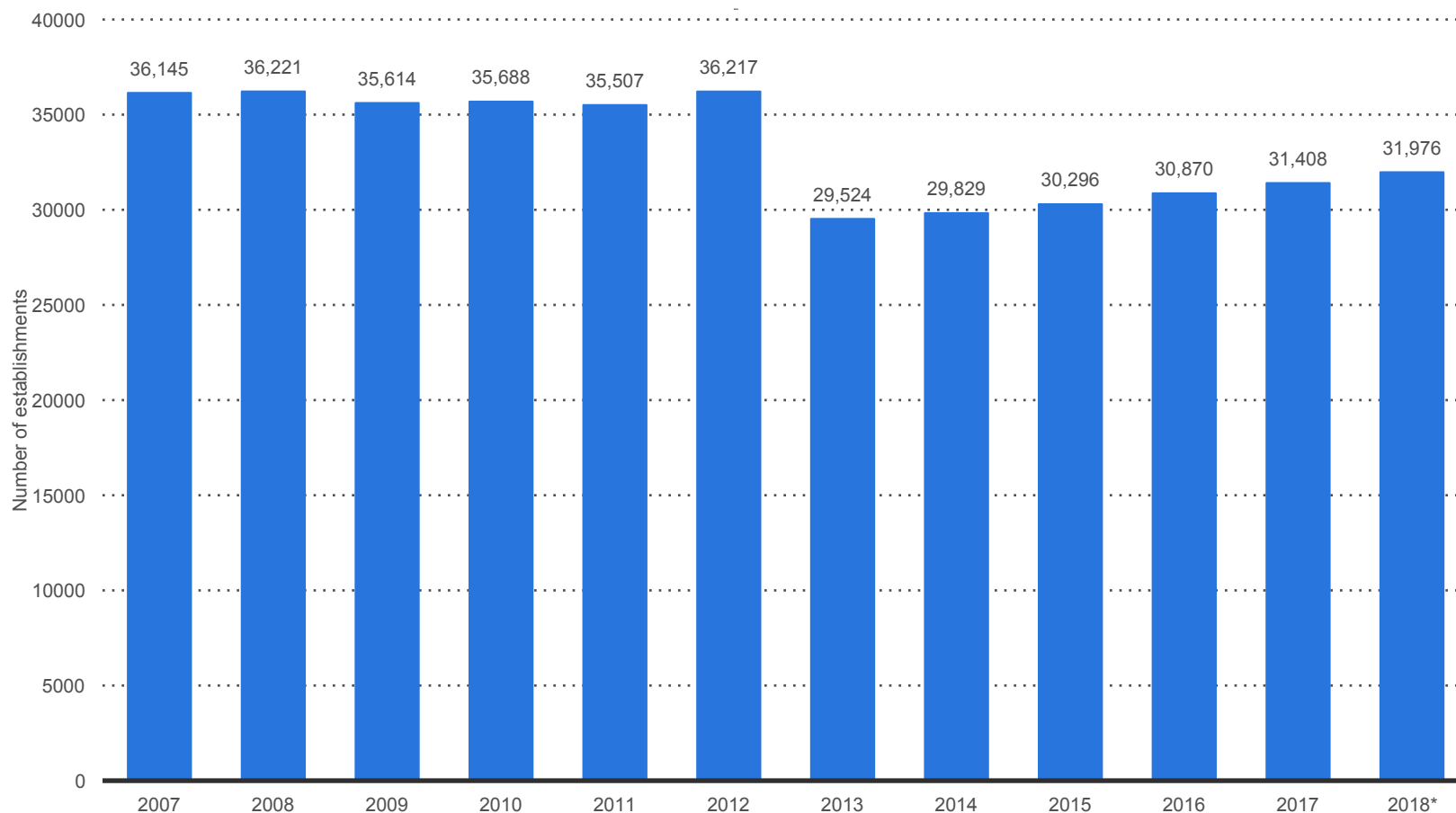
Note: United States; 2007 to 2018

Further information regarding this statistic can be found on [page 46](#).

Source: International Franchise Association; IHS Markit [ID 217561](#)

Number of full service restaurant franchise establishments in the U.S. 2007-2018

## Number of full service restaurant (FSR) franchise establishments in the United States from 2007 to 2018



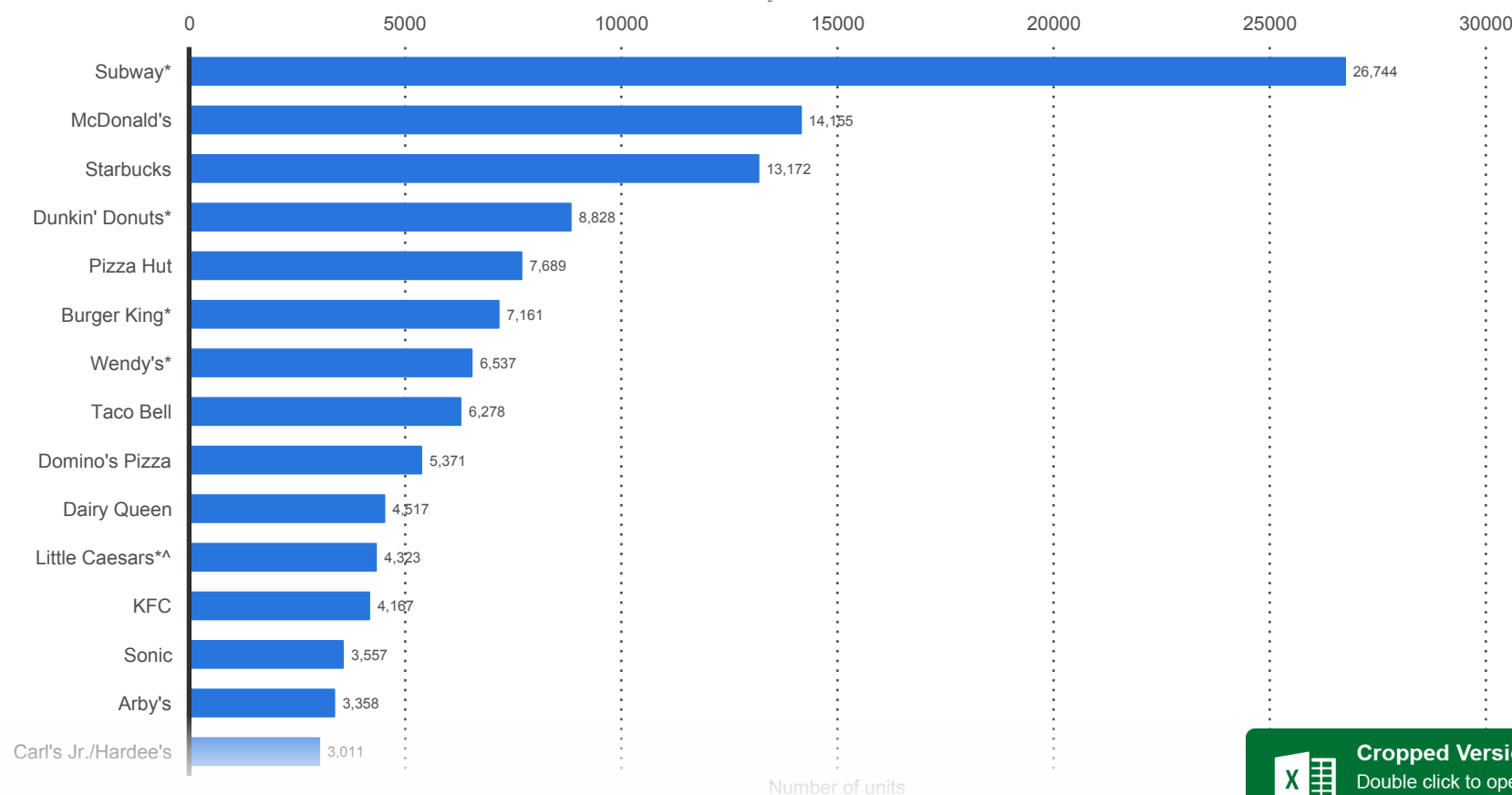
Note: United States; 2007 to 2018

Further information regarding this statistic can be found on [page 47](#).

Source: International Franchise Association; IHS Markit [ID 217579](#)

Leading quick service restaurant chains in the U.S. in 2016, by number of units

## Leading quick service restaurant (QSR) chains in the United States in 2016, by number of units



**Cropped Version**

Double click to open excel file with complete data

**Note:** United States; 2016

Further information regarding this statistic can be found on [page 48](#).

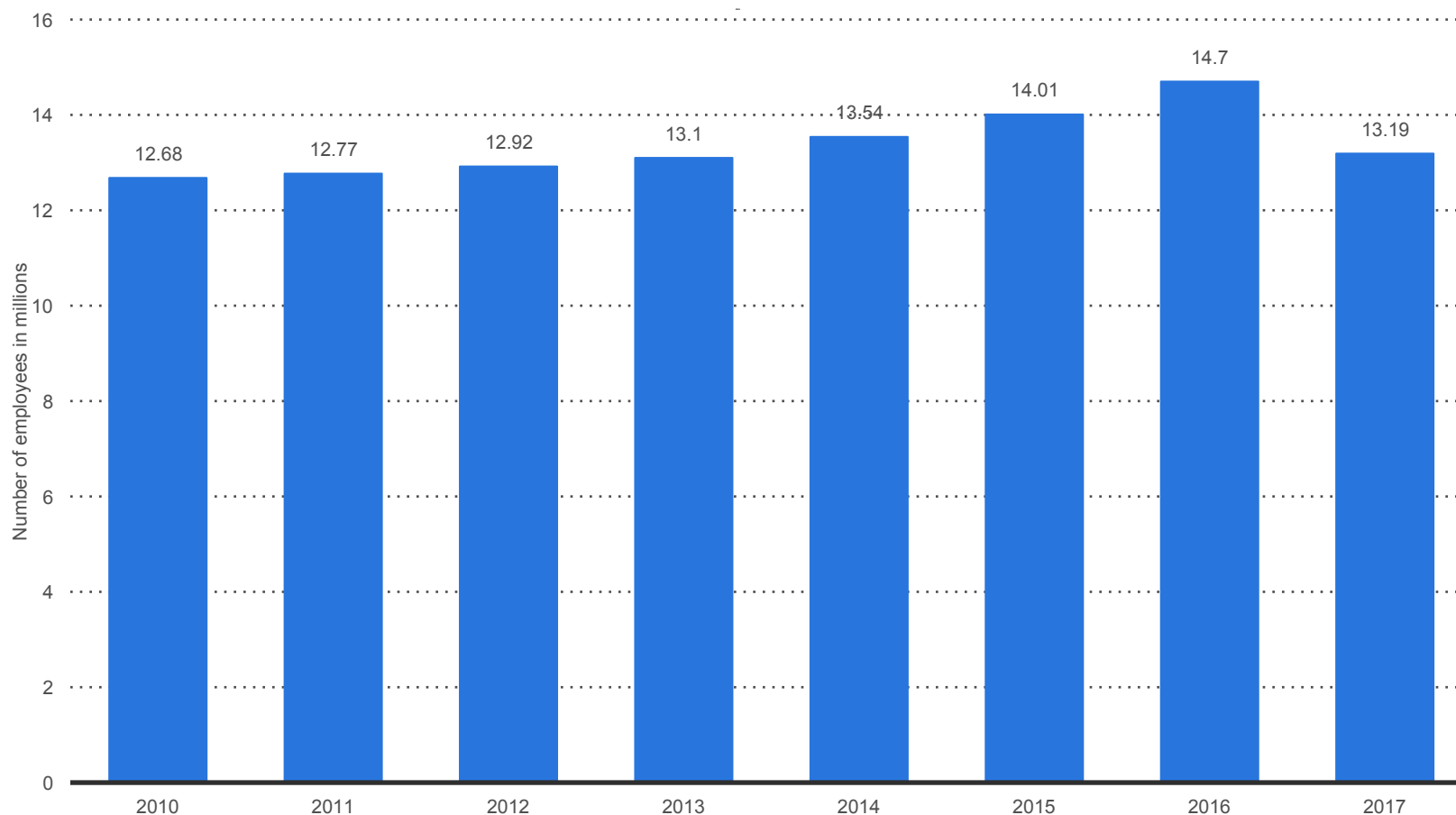
**Source:** QSR magazine [ID 242883](#)

Restaurants in the U.S.

## **The employee**

Number of employees in the restaurant industry in the U.S. 2010-2017

## Number of employees in the restaurant industry in the United States from 2010 to 2017 (in millions)



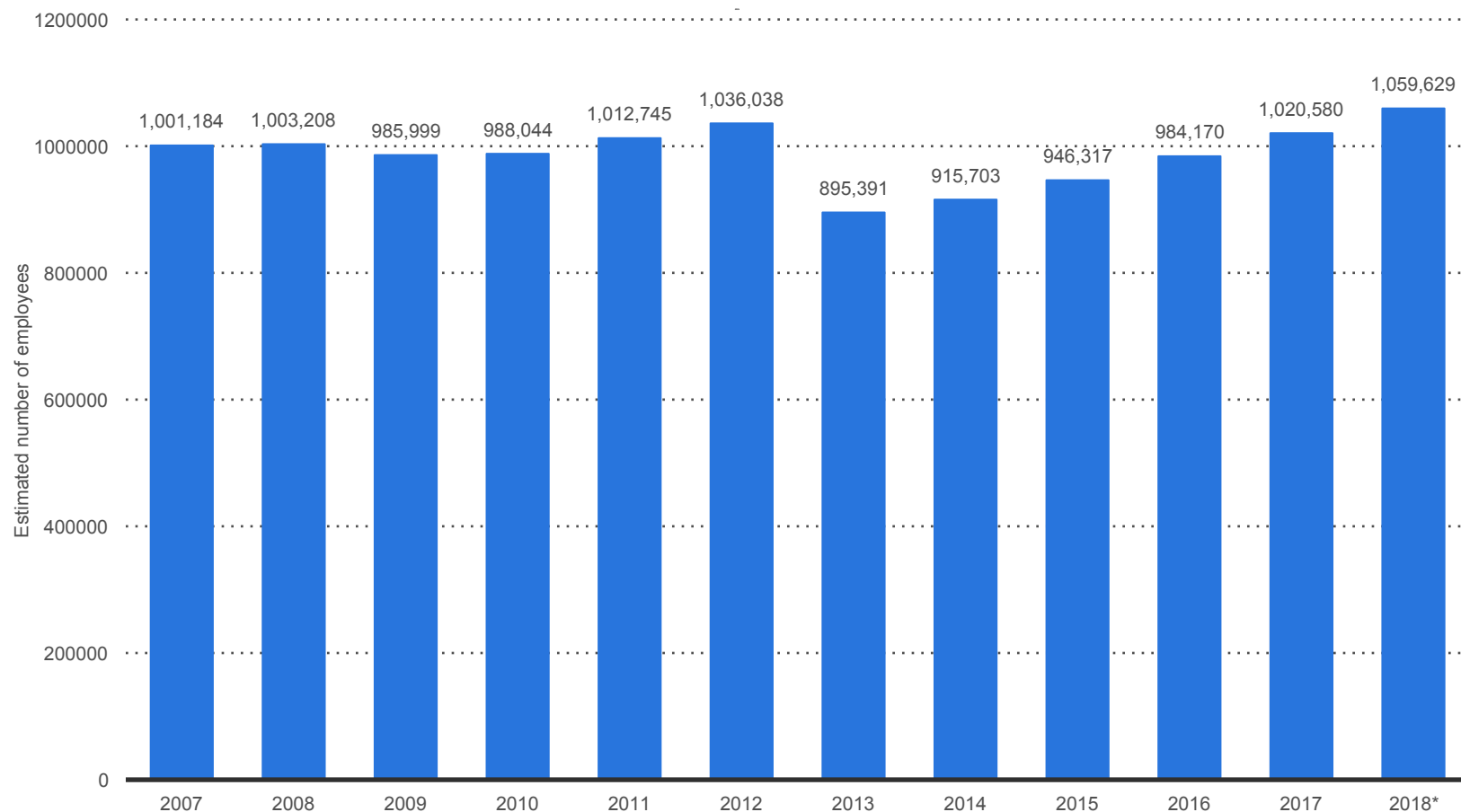
Note: United States; 2010 to 2017

Further information regarding this statistic can be found on [page 49](#).

Source: Bureau of Labor Statistics [ID 203365](#)

Employment in the full service restaurants franchise industry in the U.S. 2007-2018

## Employment in the full service restaurants (FSR) franchise industry in the United States from 2007 to 2018



Note: United States; 2007 to 2018

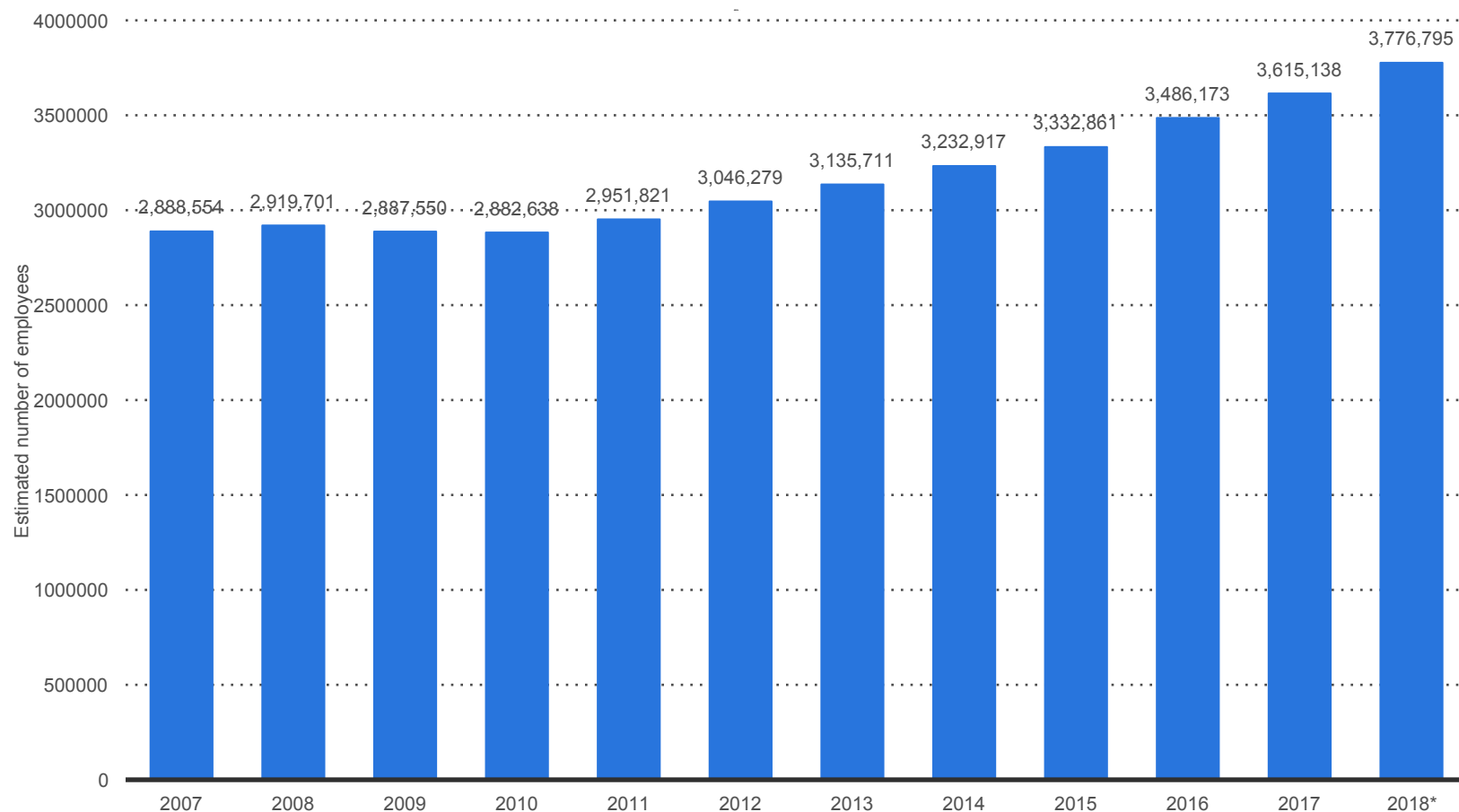
Further information regarding this statistic can be found on [page 50](#).

Source: International Franchise Association; IHS Markit [ID 252277](#)



Employment in the quick service restaurant franchise industry in the U.S. 2007-2018

## Employment in the quick service restaurant (QSR) franchise industry in the United States from 2007 to 2018



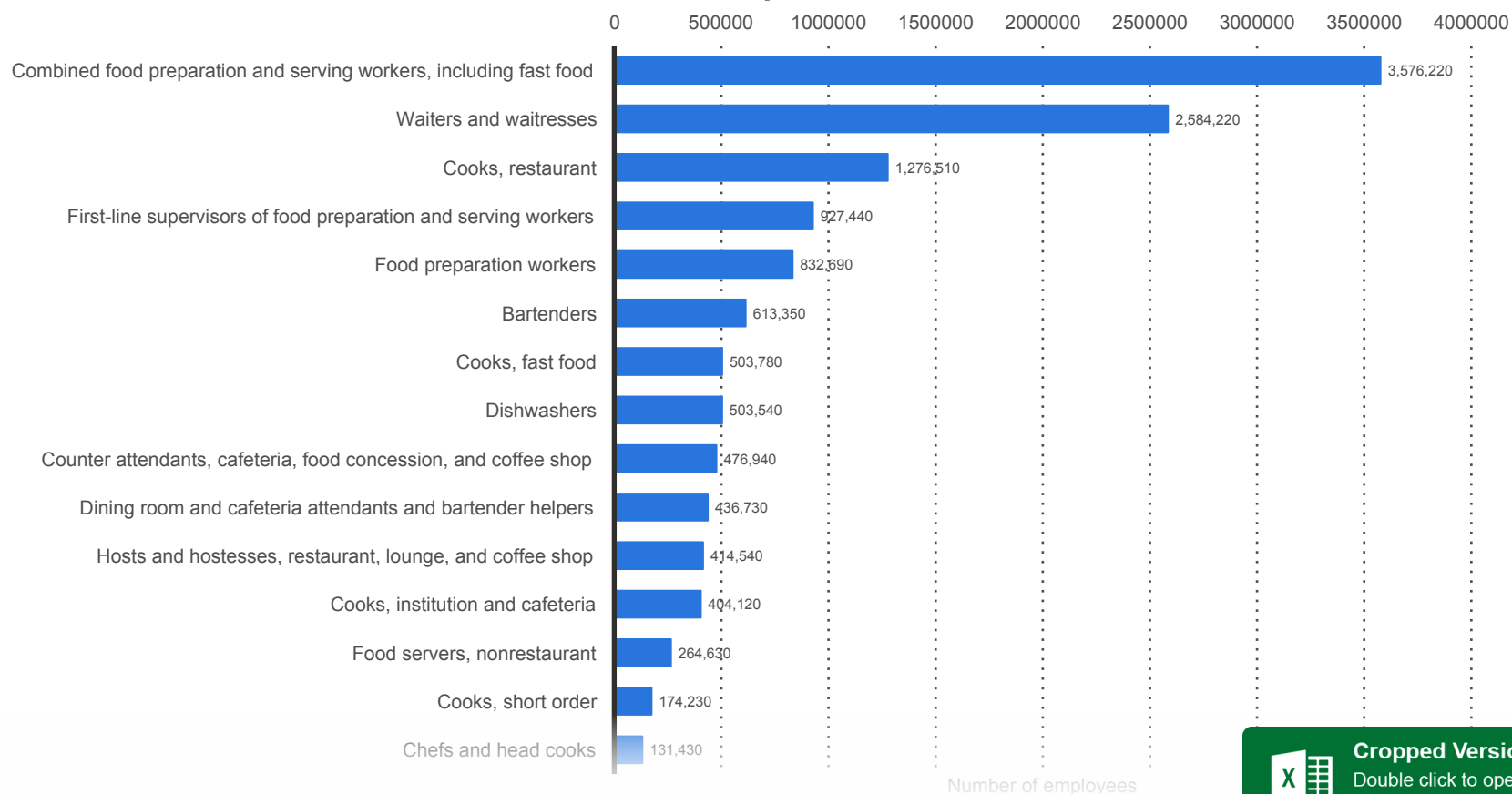
Note: United States; 2007 to 2018

Further information regarding this statistic can be found on [page 51](#).

Source: International Franchise Association; IHS Markit [ID 252290](#)

Number of foodservice employees in the U.S. 2017, by occupation

## Number of foodservice employees in the United States as of May 2017, by occupation



**Cropped Version**

Double click to open excel file with complete data

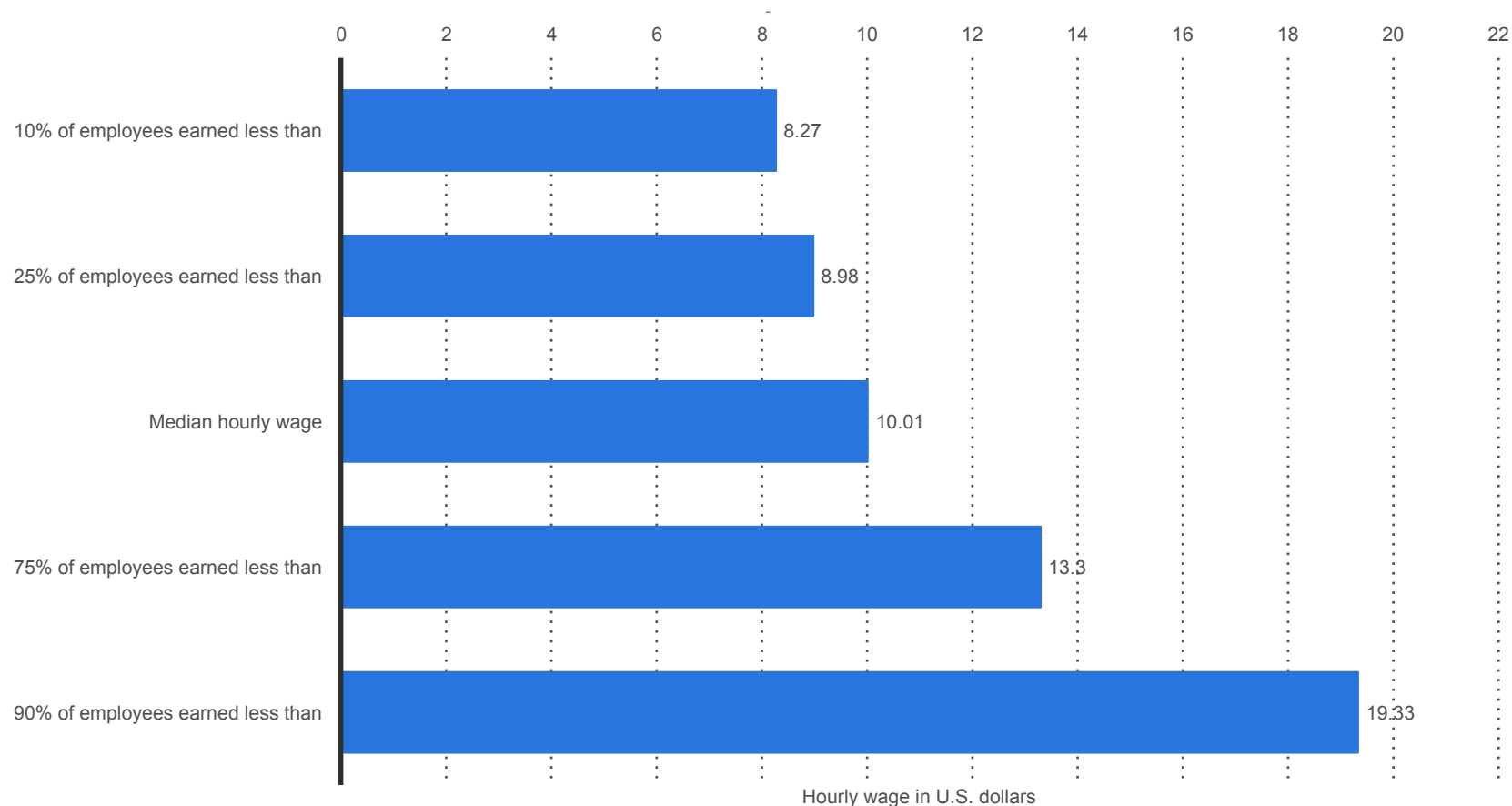
Note: United States; May 2017

Further information regarding this statistic can be found on [page 52](#).

Source: Bureau of Labor Statistics [ID 198533](#)

Hourly wages of waiters and waitresses in the U.S. 2017, by percentile distribution

## Hourly wage estimates of waiters and waitresses in the U.S. as of May 2017, by percentile distribution (in U.S. dollars)\*



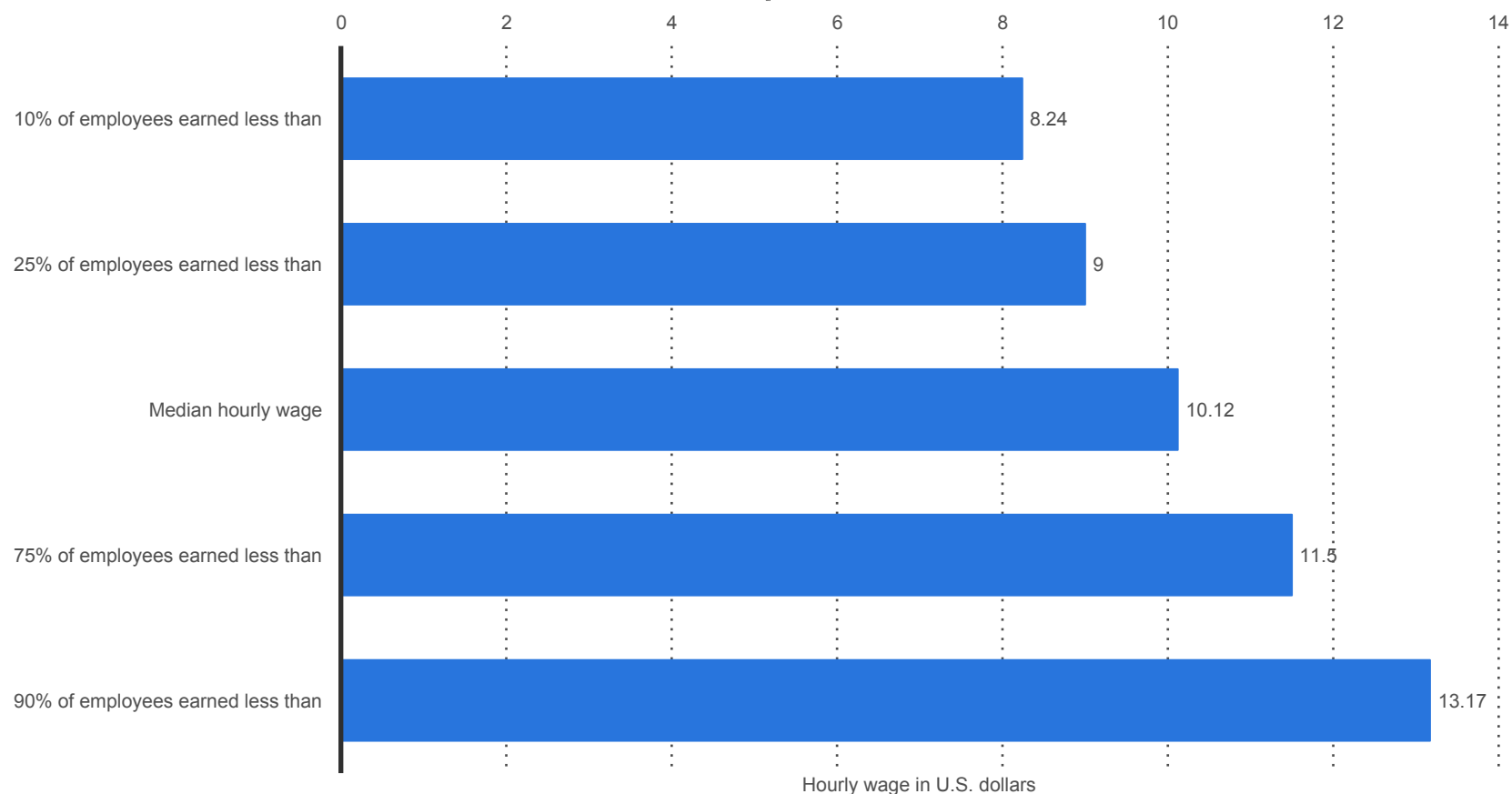
Note: United States; as of May 2017

Further information regarding this statistic can be found on [page 53](#).

Source: Bureau of Labor Statistics [ID 198519](#)

Hourly wages of fast food cooks in the U.S. 2017, by percentile distribution

## Hourly wage estimates of fast food cooks in the U.S. as of May 2017, by percentile distribution (in U.S. dollars)\*



**Note:** United States; as of May 2017

Further information regarding this statistic can be found on [page 54](#).

**Source:** Bureau of Labor Statistics [ID 198491](#)

Restaurants in the U.S.

## **The customer**

American customer satisfaction index: limited-service restaurants U.S. 2006-2018

## American customer satisfaction index scores for limited-service restaurant chains in the United States from 2006 to 2018\*

|      | Mc<br>Do<br>nal<br>d's | KF<br>C | Bu<br>rge<br>r<br>Kin<br>g | Ta<br>co<br>Bel<br>l | Do<br>mi<br>no<br>s<br>Piz<br>za | We<br>nd<br>y's | All<br>limi<br>ted<br>-<br>ser<br>vic<br>e<br>res<br>tau<br>ran<br>ts | Pa<br>pa<br>Jo<br>hn's | Litt<br>le<br>Ca<br>es<br>ars | Sta<br>rbu<br>cks | Piz<br>za<br>Hut | Du<br>nki<br>n'<br>do<br>nut<br>s | Chi<br>ck-<br>fil-<br>A | Chi<br>pot<br>le<br>Mex<br>ican<br>Gri<br>ll | Pa<br>ner<br>a<br>Brea<br>d | Su<br>bw<br>ay | Ar<br>by's | Ja<br>ck<br>in<br>the<br>Bo<br>x |
|------|------------------------|---------|----------------------------|----------------------|----------------------------------|-----------------|---|------------------------|-------------------------------|-------------------|------------------|-----------------------------------|-------------------------|--|-----------------------------|----------------|------------|----------------------------------|
| 2018 | 69                     | 77      | 76                         | 74                   | 79                               | 77              | 80  | 80                     | 77                            | 78                | 80               | 78                                | 87                      | 79   | 81                          | 80             | 79         | 74                               |
| 2017 | 69                     | 78      | 77                         | 76                   | 78                               | 76              | 79  | 82                     | 78                            | 77                | 76               | 79                                | 87                      | 79   | 82                          | 81             | 80         | 75                               |
| 2016 | 69                     | 78      | 76                         | 75                   | 78                               | 76              | 79  | 82                     | 81                            | 75                | 77               | 80                                | 87                      | 78   | 81                          | 80             | 80         | 74                               |
| 2015 | 67                     | 73      | 72                         | 72                   | 75                               | 73              | 77  | 78                     | 74                            | 74                | 78               | 78                                | 86                      | 83   | 80                          | 77             | 74         | 72                               |
| 2014 | 71                     | 74      | 76                         | 72                   | 80                               | 78              | 80  | 82                     | 80                            | 76                | 82               | 75                                | -                       | -  | -                           | 78             | -          | -                                |
| 2013 | 73                     | 81      | 76                         | 74                   | 81                               | 79              | 80  | 82                     | 82                            | 80                | 80               | 80                                | -                       | -  | -                           | 83             | -          | -                                |
| 2012 | 73                     | 75      | 75                         | 77                   | 77                               | 78              | 80  | 83                     | 82                            | 76                | 78               | 79                                | -                       | -  | -                           | 82             | -          | -                                |
| 2011 | 72                     | 75      | 75                         | 76                   | 77                               | 77              | 79  | 79                     | 80                            | 80                | 81               | -                                 | -                       | -  | -                           | -              | -          | -                                |
| 2010 | 67                     | 75      | 74                         | 74                   | 77                               | 77              | 75  | 80                     | 78                            | 78                | 78               | -                                 | -                       | -  | -                           | -              | -          | -                                |
| 2009 | 70                     | 69      | 69                         | 73                   | 77                               | 76              | 78  | 75                     | 75                            | 76                | 74               | -                                 | -                       | -  | -                           | -              | -          | -                                |
| 2008 | 69                     | 70      | 71                         | 70                   | 75                               | 73              | 78  | 76                     | 75                            | 77                | 76               | -                                 | -                       | -  | -                           | -              | -          | -                                |
| 2007 | 64                     | 71      | 69                         | 69                   | 75                               | 78              | 77  | 77                     | 75                            | 78                | 72               | -                                 | -                       | -  | -                           | -              | -          | -                                |



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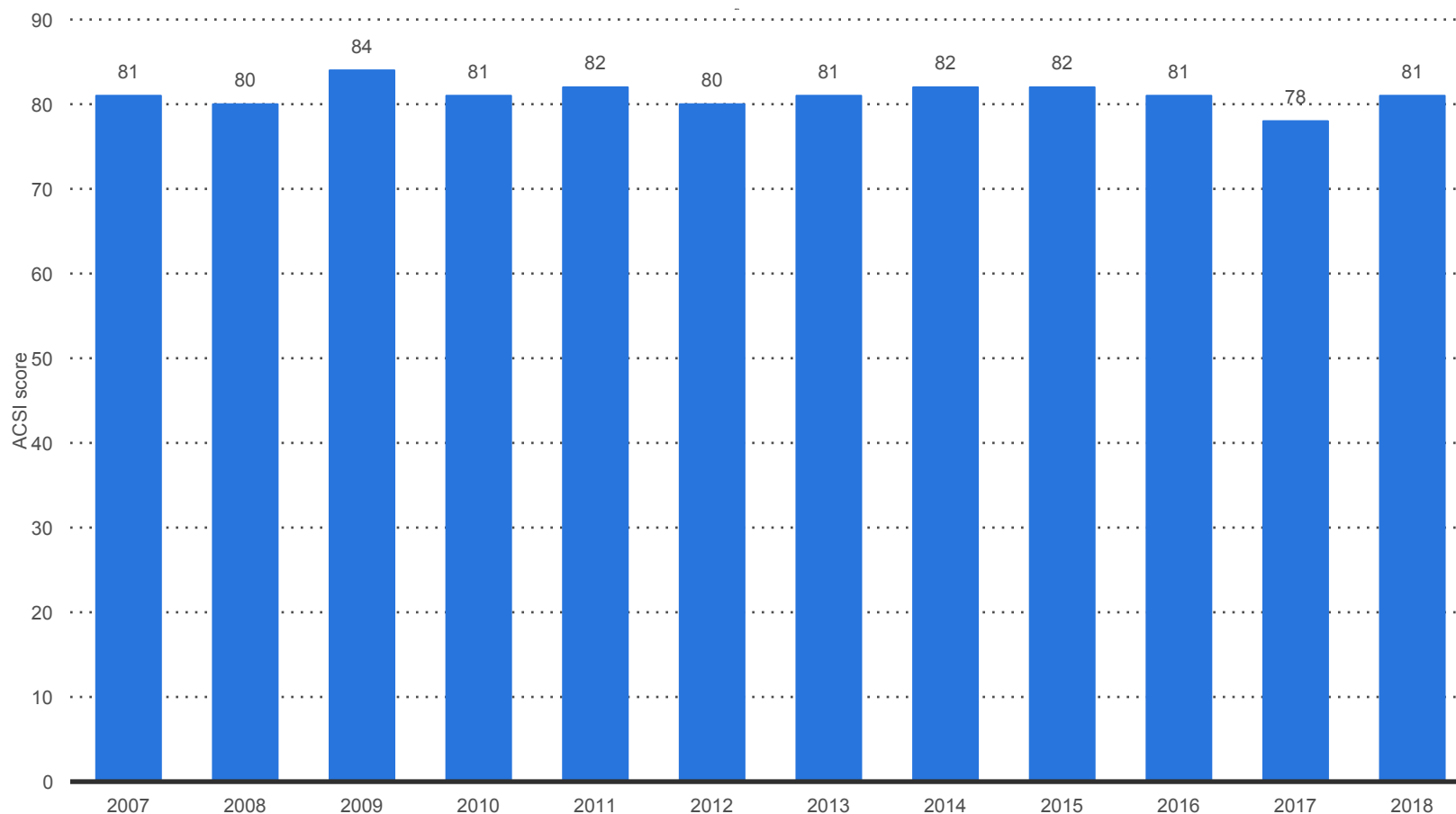
Note: United States; 2006 to 2018

Further information regarding this statistic can be found on [page 55](#).

Source: ACSI [ID 194988](#)

American customer satisfaction index: full-service restaurants in the U.S. 2007-2018

## American customer satisfaction index scores for full-service restaurants in the United States from 2007 to 2018\*



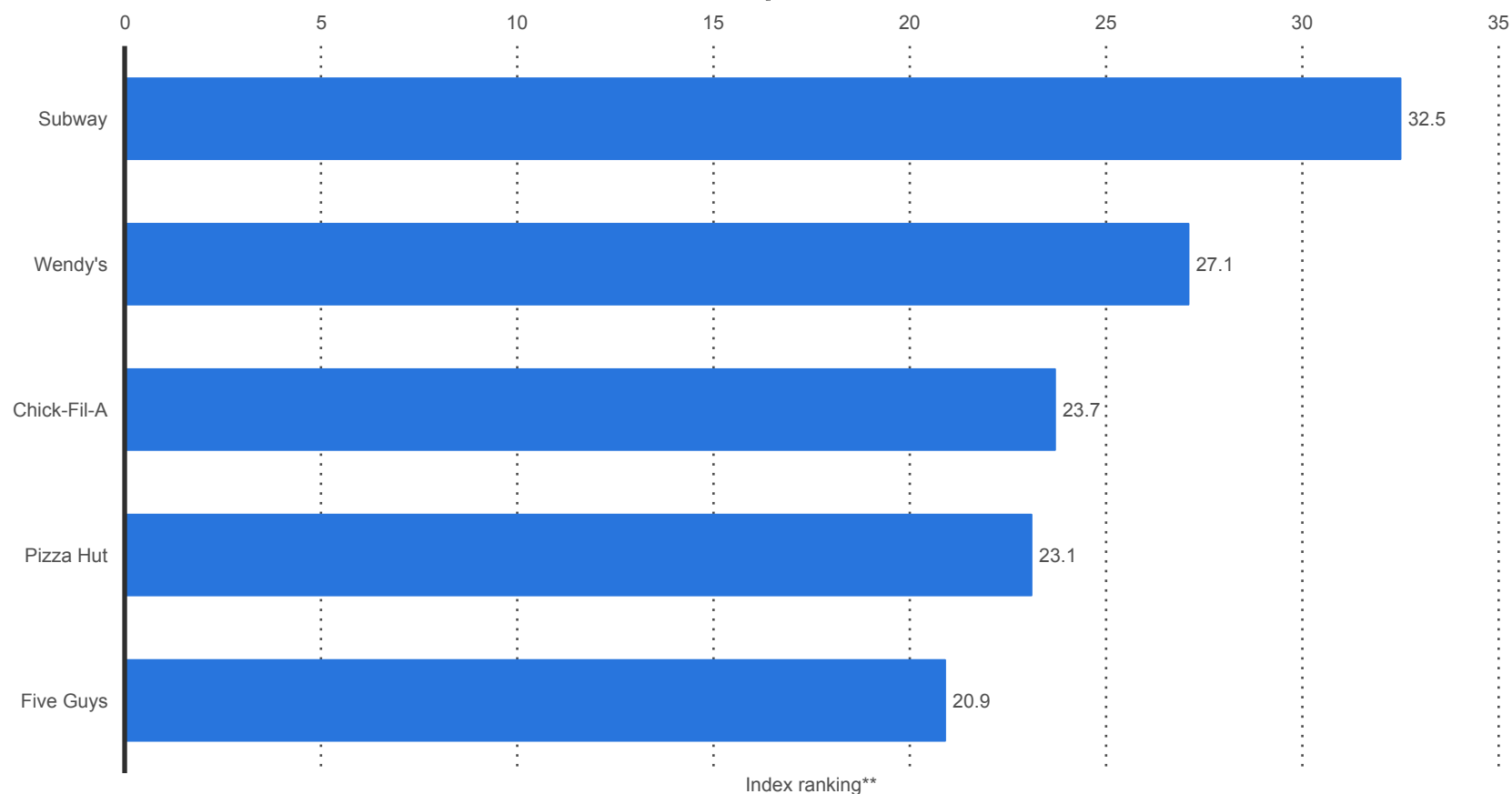
Note: United States; 2007 to 2018

Further information regarding this statistic can be found on [page 56](#).

Source: ACSI [ID 194632](#)

Leading quick service restaurants in the U.S. ranked by index ranking 2017

## Leading quick service restaurant (QSR) brands ranked by index ranking in the United States in 2017\*



Note: United States; 2017

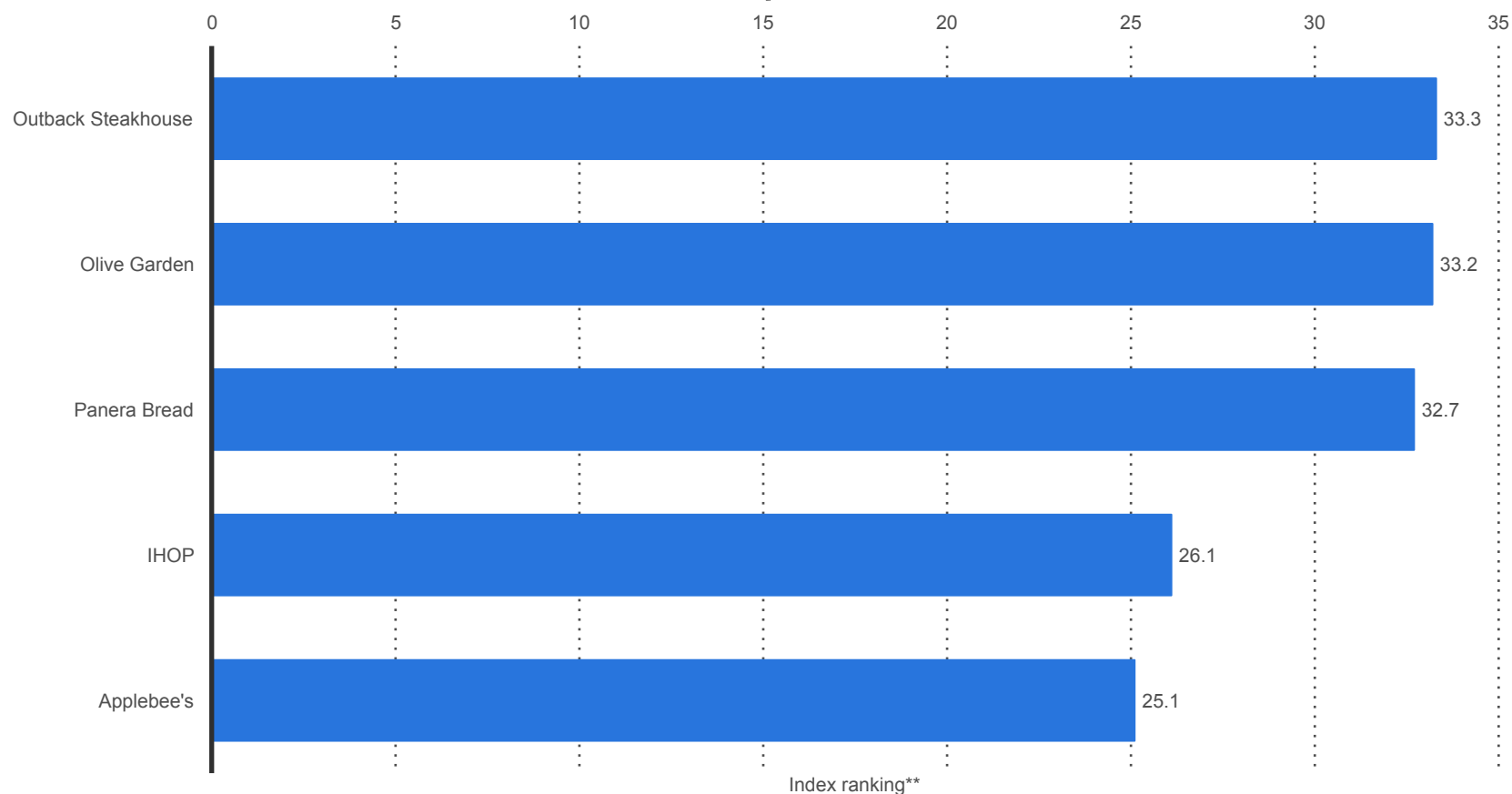
Further information regarding this statistic can be found on [page 57](#).

Source: YouGov [ID 469210](#)



Leading casual dining restaurants in the U.S. ranked by index ranking 2017

## Leading casual dining restaurant chains in the United States in 2017, ranked by index ranking\*



Note: United States; 2017

Further information regarding this statistic can be found on [page 58](#).

Source: YouGov [ID 469273](#)

Restaurants in the U.S.

## **References**

Consumer spending on eating out worldwide 2016, by region

# Consumer spending on eating out worldwide in 2016, by region (in billion U.S. dollars)\*

## Source and methodology information

Source Cushman & Wakefield; Oxford Economics

Conducted by Cushman & Wakefield; Oxford Economics

Survey period 2016

Region Worldwide

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by Cushman & Wakefield

Publication date July 2017

Original source The Global Food and Beverage Market Report 2017, pages 20, 24, 28, 32

Website URL [visit the website](#)

## Notes:

\*Figures are based on the PPP. PPP means Purchasing Power Parity.

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Leading countries for consumer restaurant spending 2016

# Leading countries for consumer restaurant spending in 2016

## Source and methodology information

Source Cushman & Wakefield; Oxford Economics

Conducted by Cushman & Wakefield; Oxford Economics

Survey period 2016

Region Worldwide

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by Cushman & Wakefield

Publication date July 2017

Original source The Global Food and Beverage Market Report 2017, page 15

Website URL [visit the website](#)

## Notes:

\* Consists of 151 countries.

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Restaurant industry food and drink sales in the U.S. 1970-2017

# Restaurant industry food and drink sales in the United States from 1970 to 2017 (in billion U.S. dollars)

## Source and methodology information

Source National Restaurant Association

Conducted by National Restaurant Association

Survey period 1970 to 2016

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by Restaurant Informer

Publication date April 2017

Original source Restaurant Informer April 2017, Vol 6, Issue 7, page 6

Website URL [visit the website](#)

## Notes:

\* Forecast Figures have been rounded.

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Restaurant industry food and drinks sales in the U.S. 2009-2017, by venue type

## Restaurant industry food and drinks sales in the United States from 2009 to 2017, by venue category (in billion U.S. dollars)

### Source and methodology information

|                         |  |
|-------------------------|--|
| Source                  | National Restaurant Association; RKMA  |
| Conducted by            | National Restaurant Association  |
| Survey period           | 2009 to 2016   |
| Region                  | United States  |
| Number of respondents   | <i>n.a.</i>  |
| Age group               | <i>n.a.</i>  |
| Special characteristics | <i>n.a.</i>  |
| Published by            | RKMA   |
| Publication date        | October 2017   |
| Original source         | Restaurant, Food & Beverage Market Research Handbook 2018-2019, page 28 and 29 |
| Website URL             | <a href="#">visit the website</a>  |

### Notes:

\* Estimated. \*\* Projected. According to the source Eating places include full-service restaurants, limited-service (quick-service) restaurants, cafeterias, grill -buffets and buffets, snack and nonalcoholic beverage bars and social caterers. Retail, vending, recreation, mobile includes retail-host restaurants, recreation and sports, mobile caterers and vending and non-store retailers. Noncommercial restaurant services are business educational, governmental or institutional organizations that operate their own restaurant services in venues such as employee restaurant services, public and parochial elementary, secondary schools, colleges and universities, transportation, hospitals, nursing homes, homes for the aged, blind, orphans, and the mentally and physically disabled, clubs, sporting and recreational camps and community centers. Military restaurant services are officers' and NCO clubs and military exchanges (continental United States only). Managed services are onsite food-service and food contractors in manufacturing and industrial plants, commercial and office buildings, hospitals and nursing homes, colleges and universities, primary and secondary schools, in-transit restaurant services (airlines) and recreation and sports centers.

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Expenditure on food and drink by the restaurant industry in the U.S. 2016, by venue

# Projected expenditure on food and drink purchases by the restaurant industry in the United States in 2016, by venue category (in billion U.S. dollars)

## Source and methodology information

## Notes:

\* Food purchases only Figures have been rounded.

Source National Restaurant Association

Conducted by National Restaurant Association

Survey period 2015

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by National Restaurant Association

Publication date February 2016

Original source 2016 Restaurant Industry Forecast, page 20

Website URL [visit the website](#)

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Restaurant industry performance index in the U.S. 2011-2017, by month

# Restaurant industry performance index in the United States from 2011 to 2017, by month

## Source and methodology information

Source National Restaurant Association

Conducted by National Restaurant Association

Survey period 2011 to 2017

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by National Restaurant Association

Publication date September 2017

Original source Restaurant Performance Index August 2017, page 3

Website URL [visit the website](#)

## Notes:

A value above 100 signals a period of expansion while a value below 100 signals a period of contraction.

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Food and drinks sales of full-service restaurants in the U.S. 2009-2017

## Food and drinks sales of full-service restaurants in the United States from 2009 to 2017 (in billion U.S. dollars)

### Source and methodology information

Source National Restaurant Association

Conducted by National Restaurant Association

Survey period 2009 to 2016

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by National Restaurant Association

Publication date May 2017

Original source Restaurant Industry 2017 and Beyond, page 10

Website URL [visit the website](#)

### Notes:

\* Forecast Figures have been rounded.

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Food and drink sales of limited-service restaurants in the U.S. 2009-2017

# Food and drink sales of limited-service restaurants in the United States from 2009 to 2017 (in billion U.S. dollars)

## Source and methodology information

|                         |  |
|-------------------------|--|
| Source                  | National Restaurant Association              |
| Conducted by            | National Restaurant Association              |
| Survey period           | 2009 to 2016                                 |
| Region                  | United States                                |
| Number of respondents   | <i>n.a.</i>                                  |
| Age group               | <i>n.a.</i>                                  |
| Special characteristics | <i>n.a.</i>                                  |
| Published by            | National Restaurant Association              |
| Publication date        | May 2017                                     |
| Original source         | Restaurant Industry 2017 and Beyond, page 12 |
| Website URL             | <a href="#">visit the website</a>            |

## Notes:

\* Forecast Figures have been rounded.

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Sales of the leading chain restaurants in the U.S. in 2017

## Sales of the leading chain restaurants in the United States in 2017 (in million U.S. dollars)

### Source and methodology information

Source Technomic; Restaurant Business

Conducted by Technomic; Restaurant Business

Survey period 2017

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by Restaurant Business

Publication date June 2018

Original source Restaurant Business: The Top 500 Issue, June 2018, page 33

Website URL [visit the website](#)

### Notes:

\* Technmic estimate. Figures have been rounded.

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Fastest-growing small restaurant chains in the U.S. in 2016, by sales

## Fastest-growing small restaurant chains in the United States in 2016, by systemwide sales (in million U.S. dollars)

### Source and methodology information

Source Technomic; Website (restaurantbusinessonline.com)

Conducted by Technomic

Survey period 2016

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by Website (restaurantbusinessonline.com)

Publication date July 2017

Original source restaurantbusinessonline.com

Website URL [visit the website](#)

### Notes:

\* Estimate. Only chains with annual sales between 25 and 50 million U.S. dollars and unit growth of at least ten percent in 2016 are included in this ranking.

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Number of restaurants in the U.S. 2011-2017

## Number of restaurants in the United States from 2011 to 2017\*

### Source and methodology information

Source NPD Group

Conducted by NPD Group

Survey period 2011 to 2017

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by NPD Group

Publication date February 2018

Original source npd.com

Website URL [visit the website](#)

### Notes:

\* Includes chain and independent restaurants; quick-service and full-service restaurants.

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Number of quick service restaurant franchise establishments in the U.S. 2007-2018

## Number of quick service restaurant (QSR) franchise establishments in the United States from 2007 to 2018

### Source and methodology information

Source International Franchise Association; IHS Markit

Conducted by IHS Markit

Survey period 2007 to 2018

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by International Franchise Association

Publication date January 2018

Original source Franchise Business Economic Outlook for 2018, page 17

Website URL [visit the website](#)

### Notes:

\* Forecast. Figures are estimates.

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Number of full service restaurant franchise establishments in the U.S. 2007-2018

## Number of full service restaurant (FSR) franchise establishments in the United States from 2007 to 2018

### Source and methodology information

Source International Franchise Association; IHS Markit

Conducted by IHS Markit

Survey period 2007 to 2018

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by International Franchise Association

Publication date January 2018

Original source Franchise Business Economic Outlook for 2018, page 17

Website URL [visit the website](#)

### Notes:

\* Forecast. All figures are estimates.

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Leading quick service restaurant chains in the U.S. in 2016, by number of units

# Leading quick service restaurant (QSR) chains in the United States in 2016, by number of units

## Source and methodology information

## Notes:

\* Includes figures estimated by Technomic. ^ Numbers are based on projected by QSR based on past performance. Leading QSR restaurants in terms of systemwide sales.

Source QSR magazine

Conducted by QSR magazine

Survey period 2016

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by QSR magazine

Publication date August 2017

Original source qsrmagazine.com

Website URL [visit the website](#)

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Number of employees in the restaurant industry in the U.S. 2010-2017

## Number of employees in the restaurant industry in the United States from 2010 to 2017 (in millions)

### Source and methodology information

Source Bureau of Labor Statistics

Conducted by Bureau of Labor Statistics

Survey period 2010 to 2017

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics as of May 2017

Published by Bureau of Labor Statistics

Publication date May 2017

Original source bls.gov

Website URL [visit the website](#)

### Notes:

2017 data is specified as number of employees from 'food preparation and serving related occupations'.

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Employment in the full service restaurants franchise industry in the U.S. 2007-2018

# Employment in the full service restaurants (FSR) franchise industry in the United States from 2007 to 2018

## Source and methodology information

Source International Franchise Association; IHS Markit

Conducted by IHS Markit

Survey period 2007 to 2018

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by International Franchise Association

Publication date January 2018

Original source Franchise Business Economic Outlook for 2018, page 18

Website URL [visit the website](#)

## Notes:

\* Forecast All figures are estimates.

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Employment in the quick service restaurant franchise industry in the U.S. 2007-2018

# Employment in the quick service restaurant (QSR) franchise industry in the United States from 2007 to 2018

## Source and methodology information

Source International Franchise Association; IHS Markit

Conducted by IHS Markit

Survey period 2007 to 2018

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by International Franchise Association

Publication date January 2018

Original source Franchise Business Economic Outlook for 2018, page 19

Website URL [visit the website](#)

## Notes:

\* Forecast All figures are estimates.

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Number of foodservice employees in the U.S. 2017, by occupation

# Number of foodservice employees in the United States as of May 2017, by occupation

## Source and methodology information

## Notes:

n.a.

Source Bureau of Labor Statistics

Conducted by Bureau of Labor Statistics

Survey period May 2017

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by Bureau of Labor Statistics

Publication date March 2018

Original source Occupational Employment and Wages - May 2017, page 18-19

Website URL [visit the website](#)

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Hourly wages of waiters and waitresses in the U.S. 2017, by percentile distribution

## Hourly wage estimates of waiters and waitresses in the U.S. as of May 2017, by percentile distribution (in U.S. dollars)\*

### Source and methodology information

Source Bureau of Labor Statistics

Conducted by Bureau of Labor Statistics

Survey period as of May 2017

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by Bureau of Labor Statistics

Publication date March 2018

Original source bls.gov

Website URL [visit the website](#)

### Notes:

\* A percentile wage shows the percentage of workers in an occupation that earn less than a given wage and the percentage that earn more. The median wage is the 50th percentile wage estimate - 50 percent of workers earn less than the median and 50 percent of workers earn more than the median. Waiters and waitresses take orders and serve food and beverages to patrons at tables in dining establishments. Excludes "Counter Attendants, Cafeteria, Food Concession, and Coffee Shop." The data used is based on the Occupational Employment Statistics (OES) survey which measures occupational employment and wage rates for wage and salary workers in nonfarm establishments, by industry. Employees are all part-time and full-time workers who are paid a wage or salary.

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Hourly wages of fast food cooks in the U.S. 2017, by percentile distribution

## Hourly wage estimates of fast food cooks in the U.S. as of May 2017, by percentile distribution (in U.S. dollars)\*

### Source and methodology information

Source Bureau of Labor Statistics

Conducted by Bureau of Labor Statistics

Survey period as of May 2017

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by Bureau of Labor Statistics

Publication date March 2018

Original source bls.gov

Website URL [visit the website](#)

### Notes:

\* A percentile wage shows the percentage of workers in an occupation that earn less than a given wage and the percentage that earn more. The median wage is the 50th percentile wage estimate - 50 percent of workers earn less than the median and 50 percent of workers earn more than the median. Fast food cooks prepare and cook in a fast food restaurant with a limited menu. Duties of the cooks are limited to preparation of a few basic items and normally involve operating large-volume single-purpose cooking equipment. The data used is based on the Occupational Employment Statistics (OES) survey which measures occupational employment and wage rates for wage and salary workers in nonfarm establishments, by industry. Employees are all part-time and full-time workers who are paid a wage or salary.

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American customer satisfaction index: limited-service restaurants U.S. 2006-2018

## American customer satisfaction index scores for limited-service restaurant chains in the United States from 2006 to 2018\*

### Source and methodology information

|               |              |
|---------------|--------------|
| Source        | ACSI         |
| Conducted by  | ACSI         |
| Survey period | 2006 to 2018 |

|                       |               |
|-----------------------|---------------|
| Region                | United States |
| Number of respondents | <i>n.a.</i>   |

|                         |             |
|-------------------------|-------------|
| Age group               | <i>n.a.</i> |
| Special characteristics | <i>n.a.</i> |

|                  |           |
|------------------|-----------|
| Published by     | ACSI      |
| Publication date | July 2018 |

|                 |             |
|-----------------|-------------|
| Original source | theacsi.org |
|-----------------|-------------|

|             |                                   |
|-------------|-----------------------------------|
| Website URL | <a href="#">visit the website</a> |
|-------------|-----------------------------------|

### Notes:

\* The American Customer Satisfaction Index (ACSI) scores on a 0-100 scale at the national level with 100 being the highest and best possible score. The ACSI is an economic indicator based on modeling of customer evaluations of the quality of goods and services purchased in the United States and produced by both domestic and foreign firms with substantial U.S. market shares. Subjects of investigation are 10 economic sectors, 47 industries (including e-commerce and e-business), more than 225 companies, and over 200 federal or local government services.

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American customer satisfaction index: full-service restaurants in the U.S. 2007-2018

## American customer satisfaction index scores for full-service restaurants in the United States from 2007 to 2018\*

### Source and methodology information

|               |              |
|---------------|--------------|
| Source        | ACSI         |
| Conducted by  | ACSI         |
| Survey period | 2007 to 2018 |

|                       |               |
|-----------------------|---------------|
| Region                | United States |
| Number of respondents | <i>n.a.</i>   |

|                         |             |
|-------------------------|-------------|
| Age group               | <i>n.a.</i> |
| Special characteristics | <i>n.a.</i> |

|                  |           |
|------------------|-----------|
| Published by     | ACSI      |
| Publication date | July 2018 |

|                 |             |
|-----------------|-------------|
| Original source | theacsi.org |
|-----------------|-------------|

|             |                                   |
|-------------|-----------------------------------|
| Website URL | <a href="#">visit the website</a> |
|-------------|-----------------------------------|

### Notes:

\* The American Customer Satisfaction Index (ACSI) scores on a 0-100 scale at the national level with 100 being the highest and best possible score. The ACSI is an economic indicator based on modeling of customer evaluations of the quality of goods and services purchased in the United States and produced by both domestic and foreign firms with substantial U.S. market shares. Subjects of investigation are 10 economic sectors, 47 industries (including e-commerce and e-business), more than 225 companies, and over 200 federal or local government services.

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Leading quick service restaurants in the U.S. ranked by index ranking 2017

## Leading quick service restaurant (QSR) brands ranked by index ranking in the United States in 2017\*

### Source and methodology information

Source YouGov

Conducted by YouGov

Survey period 2017

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by YouGov

Publication date July 2017

Original source brandindex.com

Website URL [visit the website](#)

### Notes:

\* YouGov BrandIndex's Index score is a measure of overall brand health which takes into account consumers' perceptions of a brand's quality, value, impression, satisfaction, reputation and whether they would recommend the brand to others. The Index Rankings list shows the brands with the highest average Index scores between July 1, 2016 and June 30, 2017. \*\* Index scores can range from 100 to -100 and are compiled by subtracting negative feedback from positive. A zero score means equal positive and negative feedback. All Index scores listed have been rounded to a single decimal place, however, we have used additional precision to assign ranks where the scores are tied.

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Leading casual dining restaurants in the U.S. ranked by index ranking 2017

## Leading casual dining restaurant chains in the United States in 2017, ranked by index ranking\*

### Source and methodology information

Source YouGov

Conducted by YouGov

Survey period 2017

Region United States

Number of respondents *n.a.*

Age group *n.a.*

Special characteristics *n.a.*

Published by YouGov

Publication date July 2017

Original source brandindex.com

Website URL [visit the website](#)

### Notes:

\* YouGov BrandIndex's Index score is a measure of overall brand health which takes into account consumers' perceptions of a brand's quality, value, impression, satisfaction, reputation and whether they would recommend the brand to others. The Index Rankings list shows the brands with the highest average Index scores between July 1, 2016 and June 30, 2017. \*\* Index scores can range from 100 to -100 and are compiled by subtracting negative feedback from positive. A zero score means equal positive and negative feedback. All Index scores listed have been rounded to a single decimal place, however, we have used additional precision to assign ranks where the scores are tied.

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