



# SANDELMAN

Restaurant Market Intelligence

Contact: Clay Raymer  
Phone: (888) 897-7881, ext. 2  
E-Mail: [clay@sandelman.com](mailto:clay@sandelman.com)

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## Sandelman's Awards of Excellence recognize top chains of 2018

SAN CLEMENTE, CALIF. - A variety of long-time favorites and new winners are included in Sandelman's highly coveted Awards of Excellence this year. Chick-fil-A and In-N-Out enjoy the top spots for the second straight year with the highest overall excellent ratings culled from more than 3.7 million attribute ratings.

### Top Ten Quick-Service Restaurant Chains

(Ranked by Percent Rating Their Overall Experience "Excellent")

1	Chick-fil-A	60%
2	In-N-Out Burger	59%
3	Torchy's Tacos	56%
4	la Madeleine	55%
5 (tied)	Raising Cane's & Portillo's	54%
7	Whataburger	52%
8	Jason's Deli	51%
9 (tied)	Habit & P. Terry's	50%

Only the pizza and coffee segments are not represented in the top 10 overall chains above. Mod Pizza and Starbucks won the honors in those segments, with 47% and 45%, respectively.

Starbucks and McDonald's emerged as co-leaders on convenience, which means something quite a bit different to consumers than it did a decade ago. Technology has played a big role in evolving our category in 2018 with the increased availability of mobile apps, online ordering, loyalty program tie-ins, and delivery all being factors affecting what convenience means to consumers.

Sandelman's Quick-Track study monitors over 200 quick service restaurants on 20 aspects for food, service, worth, facilities, and affinity. Follow Sandelman on Twitter @SandelmanInc and #AwardsofExcellence to see the winners for attributes like value for the money, speed of service, friendliness and others.

For more information, please contact Clay Raymer at [clay@sandelman.com](mailto:clay@sandelman.com) or (888) 897-7881, ext. 2.