

Consumer Reports surveys 48,000 diners' favorite sit-down restaurant chains

By [Tom Johnston](#) on 7/5/2012

Biaggi's Ristorante Italiano, Black Angus Steakhouse and Bob Evans were among restaurants that consumers give high marks, according to a new Consumer Reports survey of nearly 48,000 diners seeking to help find the best meals and deals at 102 of America's largest sit-down chains.

"Americans spend about \$1.7 billion per day at restaurants. That's close to the amount they spend each year on indigestion remedies. Clearly, diners deserve a sure thing: a clean place that provides tasty food, good value, and solicitous service" senior projects editor Tod Marks.

The Consumer Reports [survey](#), which was based on more than 110,500 restaurant visits, weighed taste, value, service, mood, menu variety, cleanliness, and noise level. Bravo Cucina Italiana, First Watch, J. Alexander's, Le Peep, Elmer's and Fatz Eat & Drinkz also received high marks.

Among the lower-rated chains were two family restaurants were Friendly's and Waffle House. Both drew low marks for cleanliness and mood; Friendly's was also criticized for lackluster service. The pub-style Buffalo Wild Wings Grill & Bar was another laggard, criticized for value and noise. Complete restaurant ratings on all 102 popular chains survey results are available in Consumer Reports August issue or online at www.ConsumerReports.org.