

Chick-fil-A Dethroned: New Restaurant Chain Named America's Favorite

For years, Chick-fil-A has been the undisputed king of customer satisfaction in the fast-food industry. Known for its friendly service, quality food and loyal customer base, the chicken chain consistently topped national rankings. But according to a new survey, a different restaurant has now claimed the crown.

According to a WANE-TV report citing the 2026 American Customer Satisfaction Index Restaurant and Food Delivery Study, Jersey Mike's Subs has overtaken Chick-fil-A as America's highest-rated quick-service restaurant chain.

The ACSI study found Jersey Mike's earned a customer satisfaction score of 84, narrowly edging out Chick-fil-A's score of 83. Jimmy John's was another highly ranked chain, which received a score of 81.

The rankings are based on customer feedback collected from thousands of consumers between April 2025 and March 2026. The survey evaluated factors such as food quality, service, convenience, digital ordering experiences and overall customer satisfaction.



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The rise of Jersey Mike's reflects a broader trend within the restaurant industry. Consumers are increasingly rewarding businesses that provide a strong customer experience while maintaining product consistency. The sandwich chain, which began in New Jersey in 1956, has expanded rapidly in recent years and now operates more than 4,000 locations across North

America.

In a culture often driven by speed, convenience and short-term gains, companies that prioritize serving people well continue to stand out. Whether in business, ministry or everyday life, faithfulness in the small things often produces long-term fruit.

Scripture repeatedly emphasizes the value of serving others with diligence and integrity. Colossians 3:23 instructs believers, "Whatever you do, work at it with all your heart, as working for the Lord, not for human masters."

The success of brands like Jersey Mike's and Chick-fil-A demonstrates that customers recognize and appreciate organizations that consistently deliver quality and care. While menu items and customer preferences may change over time, the principle remains the same: people are drawn to excellence.

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