



Black Box Intelligence Honors 2025 Best Practices Award Winners for Excellence in Workforce and Guest Experience

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DALLAS, TX, UNITED STATES, May 13, 2025 /EINPresswire.com/ -- [Black Box Intelligence](#) is proud to announce the winners of the 2025 Best Practices Awards (BPAs), recognizing restaurant brands that have demonstrated exceptional performance in workforce management and guest experience.

These prestigious awards are determined by actual performance data, underscoring the significance of objective, measurable success in driving industry excellence. The BPAs are built on a history of honoring top-tier brands that have not only excelled in operational metrics but have also fostered environments that prioritize employee satisfaction and customer delight.

[“The Best Practices Awards](#) are rooted in actual performance data, which means that these winners are not only the best at what they do but are also making real, measurable progress that leads to tangible outcomes,” said Victor Fernandez, Chief Insights Officer at Black Box Intelligence. “The BPAs celebrate those restaurant brands that are leading the industry by driving continuous improvement, and this year’s winners represent the very best in people management, guest experience, and operational excellence.”

Employer of Choice Award Winners

The Employer of Choice Award acknowledges brands that have achieved outstanding results in employee retention, engagement, and overall workforce satisfaction, as determined by performance metrics derived directly from Black Box Intelligence's data-driven insights. The 2025 winners are:

Quick Service: Bagel Brands

Fast Casual: Panda Express

Family Dining: Eat’n Park

Casual Dining: LongHorn Steakhouse

Upscale Casual: The Cheesecake Factory

Fine Dining: The Capital Grille

These brands have demonstrated exemplary performance in managing turnover rates, fostering inclusive workplace cultures, and implementing best-in-class people practices. The winners have continually raised the bar for the industry by embracing data-driven insights that lead to improved employee satisfaction and operational success.

“Years of Black Box Intelligence data show that brands who excel in employee retention and engagement experience higher guest traffic and increased sales performance.” said Victor Fernandez, Chief Insights Officer at Black Box Intelligence. “The Employer of Choice Award recognizes the very best performers when it comes to staff retention.”

Voice of the Customer Award Winners

The Voice of the Customer Award recognizes brands that have achieved the highest guest satisfaction scores, as measured by average star ratings across major online review platforms. This award, determined solely by customer feedback, reflects the deep commitment these brands have to delivering exceptional dining experiences.

The 2025 winners are:

Limited Service: Torchy's Tacos

Full Service: Twin Peaks

International: Coco Bambu

These brands have excelled in delivering exceptional guest experiences, as reflected in their guests' feedback and sentiment. Their high guest satisfaction scores are a testament to their commitment to quality, service, and overall experience.

“The Voice of the Customer Award celebrates brands that have truly mastered the art of guest experience,” said Victor Fernandez, Chief Insights Officer at Black Box Intelligence. “Brands that consistently score high in guest sentiment see a direct impact on their bottom line, with Black Box Intelligence data proving that higher ratings lead to higher traffic and sales. This year's winners exemplify the power of listening to and acting on customer feedback, resulting in measurable success.”

Congratulations to the BPA Winners

“We are incredibly proud to recognize the achievements of this year's winners,” said Amy Valentine, Director of Customer Success at Black Box Intelligence.

“The Best Practices Awards have a long-standing tradition of honoring operational excellence in the restaurant industry. To be able to highlight these brands' success through the BPAs is a true privilege. These brands are setting the bar in our industry, and we're thrilled to celebrate their achievements.”

About the Best Practices Awards

The Best Practices Awards, established in 1998, recognize restaurant brands that consistently

deliver exceptional results across the entire restaurant experience. These awards honor the top performers within their respective segments, showcasing excellence in the industry. The BPAs have evolved over the years to reflect the best-in-class practices of today's restaurant leaders, continuing to set the standard for excellence in the industry.

Employer of Choice nominees are selected based on management, non-management, and general manager turnover rates—key metrics statistically linked to stronger financial performance. Voice of the Customer nominees achieve top guest sentiment scores, measured by average star ratings across major online review platforms.

For more information on the Best Practices Awards and to view the full list of nominees, please visit <https://blackboxintelligence.com/best-practices-awards/>.

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