

# THE 50 COMPANIES WITH THE BEST CUSTOMER SERVICE

## METHODOLOGY

Qualtrics' Customer Service Index (CSI) is a comprehensive, data-driven metric that measures customer service performance across a wide range of industries. The CSI is based on a proprietary survey methodology that asks customers to rate their experience with a company's customer service on a scale of 1 to 10. The survey covers a variety of factors, including the speed of service, the quality of the service, the ease of getting help, and the overall satisfaction with the experience. The CSI is then calculated as the average of all the scores, with a higher score indicating better customer service performance.

## Newsweek's America's Best Customer Service 2024

Newsweek's America's Best Customer Service 2024 is a list of the top 50 companies in the United States, ranked by their customer service performance. The list is based on a survey of over 100,000 customers, who were asked to rate their experience with the company's customer service on a scale of 1 to 10. The survey covers a variety of factors, including the speed of service, the quality of the service, the ease of getting help, and the overall satisfaction with the experience.

## American Customer Satisfaction Index 2023-2024

The American Customer Satisfaction Index (ACSI) is a widely recognized benchmark for customer service performance. It is a composite index that measures customer satisfaction across a variety of industries, including retail, services, and government. The ACSI is based on a survey of over 100,000 customers, who were asked to rate their satisfaction with the company's customer service on a scale of 1 to 10. The ACSI is then calculated as the average of all the scores, with a higher score indicating better customer service performance.

## Forbes' Best Customer Service 2024

Forbes' Best Customer Service 2024 is a list of the top 50 companies in the United States, ranked by their customer service performance. The list is based on a survey of over 100,000 customers, who were asked to rate their experience with the company's customer service on a scale of 1 to 10. The survey covers a variety of factors, including the speed of service, the quality of the service, the ease of getting help, and the overall satisfaction with the experience.

## CATEGORIES

- Airlines
- Auto Parts
- Banks
- Credit Cards & Wealth Management
- Cable & Internet Providers
- Car Rental
- Department Stores
- E-Commerce
- Electronics
- Fashion, Apparel, Shoes
- Grocery
- Home Improvement
- Hotels
- Insurance
- Makeup & Skin Care
- Quick, Fast, Casual
- Sit Down Dining
- Specialty
- Supermarkets
- Travel Booking Sites

| Rank | Company           | Category                   | Newsweek Score | ACSI Score | Forbes Score | Forbes Rank | Qualtrics Score |
|------|-------------------|----------------------------|----------------|------------|--------------|-------------|-----------------|
| 1    | Chick-fil-A       | Quick, Fast, Casual        | 92.76          | 85         | 99.7         | 2           | 277.43          |
| 2    | Publix            | Supermarkets               | 92.91          | 85         | 98           | 7           | 275.91          |
| 3    | USAA              | Auto Parts                 | 90.13          | 85         | 99           | 1           | 274.13          |
| 4    | TRADER JOE'S      | Supermarkets               | 91.15          | 84         | 98.7         | 2           | 273.82          |
| 5    | Wegmans           | Supermarkets               | 91.95          | 82         | 92.3         | 23          | 266.28          |
| 6    | THE UPS STORE     | Electronics                | 86.72          | 78         | 100          | 1           | 264.72          |
| 7    | amazon            | E-Commerce                 | 86.2           | 83         | 90           | 13          | 259.2           |
| 8    | ACE Hardware      | Home Improvement           | 86.64          | 82         | 89.3         | 63          | 257.97          |
| 9    | Costco            | Supermarkets               | 88.53          | 82         | 85           | 43          | 255.53          |
| 10   | PET SUPPLIES PLUS | Electronics                | 87.3           | 82         | 85.7         | 44          | 254.97          |
| 11   | Costco            | Supermarkets               | 88.86          | 85         | 77.7         | 69          | 251.53          |
| 12   | State Farm        | Insurance                  | 86.35          | 80.5       | 84           | 49          | 250.85          |
| 13   | Alaska            | Hotels                     | 83.3           | 81         | 86           | 45          | 250.3           |
| 14   | NORDSTROM         | Department Stores          | 86.85          | 80         | 83           | 65          | 249.85          |
| 15   | Apple             | Electronics                | 92.91          | 82         | 74.3         | 78          | 249.24          |
| 16   | DELTA             | Airlines                   | 84.92          | 76         | 87.3         | 39          | 248.25          |
| 17   | Chewy             | E-Commerce                 | 91.76          | 84         | 71           | 89          | 246.76          |
| 18   | LONGHORN          | Quick, Fast, Casual        | 89.11          | 82         | 67           | 99          | 238.11          |
| 19   | Wendy's           | Quick, Fast, Casual        | 90.12          | 79         | 65.7         | 100         | 234.79          |
| 20   | Walmart           | Supermarkets               | 84.63          | 79         | 70.3         | 93          | 233.96          |
| 21   | Southwest         | Airlines                   | 86.56          | 78         | 63           | 100         | 227.56          |
| 22   | Cyrus             | Electronics                | 84.88          | 82         | 60.7         | 100         | 227.55          |
| 23   | SEPHORA           | Electronics                | 86.02          | 80         | 58           | 100         | 224.02          |
| 24   | REGIONS           | Banks                      | 90.65          | 79         | 52.3         | 100         | 221.98          |
| 25   | sam's club        | Supermarkets               | 85.94          | 83         | 52           | 100         | 220.94          |
| 26   | ULTA              | Electronics                | 88.14          | 80         | 49.3         | 100         | 217.47          |
| 27   | MARRIOTT          | Hotels                     | 90.52          | 80         | 45.7         | 100         | 216.19          |
| 28   | Fidelity          | Electronics                | 89.33          | 79.5       | 46.3         | 100         | 215.16          |
| 29   | Wendy's           | Quick, Fast, Casual        | 89.04          | 82         | 42.7         | 100         | 213.71          |
| 30   | Kroger            | Supermarkets               | 84.96          | 78         | 48           | 100         | 210.96          |
| 31   | KOHLE'S           | Electronics                | 82.27          | 79         | 47.7         | 100         | 208.94          |
| 32   | TJ-maxx           | Electronics                | 78.97          | 79         | 50.3         | 100         | 208.3           |
| 33   | jetBlue           | Airlines                   | 86.02          | 76         | 45.3         | 100         | 207.35          |
| 34   | Bath & Body Works | Electronics                | 90.78          | 80         | 36.3         | 100         | 207.11          |
| 35   | [Hilton]          | Hotels                     | 87.61          | 79         | 37.7         | 100         | 204.28          |
| 36   | Marshall's        | Electronics                | 78.48          | 79         | 45           | 100         | 202.48          |
| 37   | HYATT             | Hotels                     | 89.66          | 80         | 29.7         | 100         | 199.33          |
| 38   | Amazon            | E-Commerce                 | 85.44          | 79         | 34.7         | 100         | 199.11          |
| 39   | TARGET            | Supermarkets               | 84.34          | 81         | 32.3         | 100         | 197.67          |
| 40   | FIFTH THIRD BANK  | Banks                      | 89.14          | 77         | 26           | 100         | 192.14          |
| 41   | CHASE             | Banks                      | 88.47          | 81         | 22.7         | 100         | 192.14          |
| 42   | SAMSUNG           | Electronics                | 91.42          | 83         | 12.3         | 100         | 186.75          |
| 43   | Bank of America   | Banks                      | 86.03          | 81         | 17.3         | 100         | 184.36          |
| 44   | TID Bank          | Banks                      | 92.61          | 79         | 12.7         | 100         | 184.28          |
| 45   | BK                | Electronics                | 85.71          | 82         | 8.3          | 100         | 176.04          |
| 46   | Alamo             | Car Rental                 | 85             | 83         | 5.3          | 100         | 173.33          |
| 47   | Booking.com       | E-Commerce                 | 85.16          | 78         | 10           | 100         | 173.16          |
| 48   | HOME DEPOT        | Home Improvement           | 83.82          | 73         | 15.3         | 100         | 172.15          |
| 49   | petco             | Electronics                | 84.76          | 79         | 4.3          | 100         | 168.09          |
| 50   | Verizon FIOS      | Cable & Internet Providers | 78.08          | 74.5       | 9.7          | 100         | 162.25          |

# College Rankings Best Customer Service

**R Sandford**



## **College Rankings Best Customer Service:**

## Decoding **College Rankings Best Customer Service**: Revealing the Captivating Potential of Verbal Expression

In an era characterized by interconnectedness and an insatiable thirst for knowledge, the captivating potential of verbal expression has emerged as a formidable force. Its capability to evoke sentiments, stimulate introspection, and incite profound transformations is genuinely awe-inspiring. Within the pages of "**College Rankings Best Customer Service**," a mesmerizing literary creation penned by a celebrated wordsmith, readers embark on an enlightening odyssey, unraveling the intricate significance of language and its enduring effect on our lives. In this appraisal, we shall explore the book's central themes, evaluate its distinctive writing style, and gauge its pervasive influence on the hearts and minds of its readership.

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