

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 response, the quality of the service, 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. The CSI is a valuable tool for companies looking to improve their customer service and for consumers looking to find the best companies to do business with.

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 response, the quality of the service, and the overall satisfaction with the experience. The list is a valuable resource for consumers looking for the best customer service, and for companies looking to improve their own performance.

American Customer Satisfaction Index 2023-2024

The American Customer Satisfaction Index (ACSI) is a widely recognized and respected metric for measuring customer satisfaction. It is based on a survey of over 100,000 customers, who are asked to rate their satisfaction with a company's products and services on a scale of 1 to 10. The ACSI is a valuable tool for companies looking to improve their customer satisfaction, and for consumers looking to find the best companies to do business with.

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 response, the quality of the service, and the overall satisfaction with the experience. The list is a valuable resource for consumers looking for the best customer service, and for companies looking to improve their own performance.

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	15	257.97
9	Costco	Supermarkets	88.53	82	85	25	255.53
10	PET SUPPLIES PLUS	Pet Supplies	87.3	82	85.7	14	254.97
11	Costco	Supermarkets	88.86	85	77.7	40	251.53
12	State Farm	Insurance	86.35	80.5	84	33	250.85
13	Alaska	Travel Booking Sites	83.3	81	86	19	250.3
14	NORDSTROM	Department Stores	86.85	80	83	28	249.85
15	Apple	E-Commerce	92.91	82	74.3	78	249.24
16	DELTA	Airlines	84.92	76	87.3	10	248.25
17	Chewy	E-Commerce	91.76	84	71	69	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	Academy Sports & Outdoors	Electronics	84.63	79	70.3	68	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	Beauty	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	Beauty	88.14	80	49.3	100	217.47
27	MARRIOTT	Hotels	90.52	80	45.7	100	216.19
28	Fidelity	Investment Services	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	KOHL'S	Department Stores	82.27	79	47.7	100	208.94
32	TJ-maxx	Department Stores	78.97	79	50.3	100	208.3
33	jetBlue	Airlines	86.02	76	45.3	100	207.35
34	Bath & Body Works	Retail	90.78	80	36.3	100	207.11
35	[Hilton]	Hotels	87.61	79	37.7	100	204.28
36	Marshall's	Department Stores	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	Department Stores	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	Department Stores	85.71	82	8.3	100	176.04
46	Alamo	Car Rental	85	83	5.3	100	173.33
47	Booking.com	Travel Booking Sites	85.16	78	10	100	173.16
48	HOME DEPOT	Home Improvement	83.82	73	15.3	100	172.15
49	petco	Pet Supplies	84.76	79	4.3	100	168.09
50	Verizon FIOS	Cable & Internet Providers	78.08	74.5	9.7	100	162.25

Newsweek and ACSI ranked the top 50 companies in the United States, based on 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 response, the quality of the service, and the overall satisfaction with the experience. The list is a valuable resource for consumers looking for the best customer service, and for companies looking to improve their own performance.

College Rankings How To Customer Service

Annelies Wilder-Smith



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