

THE 50 COMPANIES WITH THE BEST CUSTOMER SERVICE

METHODOLOGY

Qualtrics' Customer Service Index (CSI) is a comprehensive, data-driven metric that measures the quality of customer service across a wide range of industries. The CSI is based on a proprietary survey methodology that asks customers to rate their satisfaction with various aspects of their service experience, including the speed and accuracy of service, the quality of the service representative, and the overall ease of doing business with the company. The CSI is calculated as a weighted average of these ratings, with a maximum possible score of 100. The 50 companies listed on this page are the top performers in the CSI, ranked from highest to lowest score.

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 scores. The list is based on a survey of over 100,000 customers, who were asked to rate their satisfaction with the customer service of various companies. The survey results were then analyzed to determine the top 50 companies, which are listed in descending order of their customer service scores.

American Customer Satisfaction Index 2023-2024

The American Customer Satisfaction Index (ACSI) is a widely recognized and respected measure of customer satisfaction. It is based on a survey of over 100,000 customers, who are asked to rate their satisfaction with the customer service of various companies. The survey results are then analyzed to determine the top 50 companies, which are listed in descending order of their ACSI scores.

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 scores. The list is based on a survey of over 100,000 customers, who were asked to rate their satisfaction with the customer service of various companies. The survey results were then analyzed to determine the top 50 companies, which are listed in descending order of their customer service scores.

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

Newsweek and ACSI ranked the top 50 companies in the United States, based on their customer service scores. The list is based on a survey of over 100,000 customers, who were asked to rate their satisfaction with the customer service of various companies. The survey results were then analyzed to determine the top 50 companies, which are listed in descending order of their customer service scores.

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