

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 doing business with the company, and the overall customer experience. The CSI is calculated as the average of all customer ratings, weighted by the number of responses for each company. The CSI is a powerful tool for companies to benchmark their customer service performance against their competitors and to identify areas for improvement. The CSI is also a valuable resource for consumers to make informed decisions about which 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 service, the quality of the service, the ease of doing business with the company, and the overall customer experience. The list is a valuable resource for consumers to make informed decisions about which companies to do business with.

American Customer Satisfaction Index 2023-2024

The American Customer Satisfaction Index (ACSI) is a widely recognized benchmark for customer satisfaction. It is a composite index that measures customer satisfaction across a wide range of industries. The ACSI is based on a survey of over 100,000 customers, who were asked to rate their satisfaction with the company's products and services on a scale of 1 to 10. The ACSI is a valuable tool for companies to benchmark their customer satisfaction performance against their competitors and to identify areas for improvement.

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 doing business with the company, and the overall customer experience. The list is a valuable resource for consumers to make informed decisions about which companies to do business with.

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	Quick, Fast, Casual	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	Pet Supplies	91.76	84	71	59	246.76
18	Longhorn	Quick, Fast, Casual	89.11	82	67	70	238.11
19	Wendy's	Quick, Fast, Casual	90.12	79	65.7	80	234.79
20	Walmart	E-Commerce	84.63	79	70.3	39	233.96
21	Southwest	Airlines	86.56	78	63	83	227.56
22	Cyrus	Quick, Fast, Casual	84.88	82	60.7	89	227.55
23	SEPHORA	Beauty	86.02	80	58	92	224.02
24	Regions	Banks	90.65	79	52.3	100	221.98
25	sam's club	Supermarkets	85.94	83	52	101	220.94
26	ULTA	Beauty	88.14	80	49.3	103	217.47
27	MARRIOTT	Hotels	90.52	80	45.7	105	216.19
28	Fidelity	Investment Services	89.33	79.5	46.3	104	215.16
29	Wendy's	Quick, Fast, Casual	89.04	82	42.7	107	213.71
30	Kroger	Supermarkets	84.96	78	48	95	210.96
31	KOHLE'S	Department Stores	82.27	79	47.7	96	208.94
32	TJ-maxx	Department Stores	78.97	79	50.3	93	208.3
33	jetBlue	Airlines	86.02	76	45.3	102	207.35
34	Bath & Body Works	Retail	90.78	80	36.3	110	207.11
35	[Hilton]	Hotels	87.61	79	37.7	108	204.28
36	Marshall's	Department Stores	78.48	79	45	97	202.48
37	HYATT	Hotels	89.66	80	29.7	115	199.33
38	Amazon	E-Commerce	85.44	79	34.7	109	199.11
39	TARGET	Department Stores	84.34	81	32.3	112	197.67
40	FIFTH THIRD BANK	Banks	89.14	77	26	118	192.14
41	CHASE	Banks	88.47	81	22.7	120	192.14
42	SAMSUNG	Electronics	91.42	83	12.3	125	186.75
43	Bank of America	Banks	86.03	81	17.3	122	184.36
44	TD Bank	Banks	92.61	79	12.7	127	184.28
45	BJ's	Department Stores	85.71	82	8.3	129	176.04
46	Alamo	Car Rental	85	83	5.3	130	173.33
47	Booking.com	Travel Booking Sites	85.16	78	10	131	173.16
48	HOME DEPOT	Home Improvement	83.82	73	15.3	124	172.15
49	petco	Pet Supplies	84.76	79	4.3	132	168.09
50	Verizon FIOS	Cable & Internet Providers	78.08	74.5	9.7	133	162.25

Qualtrics 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 service, the quality of the service, the ease of doing business with the company, and the overall customer experience. The list is a valuable resource for consumers to make informed decisions about which companies to do business with.

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Camilla Rothe



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