

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 a weighted average of these factors, with the most important factors being the speed of service and the quality of the service. The CSI is a powerful tool for companies to benchmark their customer service performance against their competitors and to identify areas for improvement.

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 companies looking to improve their customer service performance and for consumers looking for the best customer service experience.

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 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 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 companies looking to improve their customer service performance and for consumers looking for the best customer service 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	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	Cyberpunk	Electronics	84.88	82	60.7	227.55	
23	SEPHORA	Beauty	86.02	80	58	224.02	
24	REGIONS	Banking	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	Banking	89.14	77	26	192.14	
41	CHASE	Banking	88.47	81	22.7	192.14	
42	SAMSUNG	Electronics	91.42	83	12.3	186.75	
43	Bank of America	Banking	86.03	81	17.3	184.36	
44	TD Bank	Banking	92.61	79	12.7	184.28	
45	BJ's	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	

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Tobias Bleicker



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Imaging Education Gene I. Maeroff, 1998 This collection of essays by outstanding educators and policy makers looks closely at the influence of each facet of the media from reporting in newspapers to findings in public opinion polls to television sit coms and documentaries to feature films to college rankings in popular magazines

Higher Education in the United States James J. F. Forest, Kevin Kinser, 2002-06-21 Surveys the changing landscape of American higher education from academic freedom to virtual universities from campus crime to Pell Grants from the Student Privacy Act to student diversity In the years following World War II college and university enrollment doubled students revolted faculty unionized and community colleges evolved Tuition and technology soared as did the number of first generation minority and women students These changes radically transformed the American system of postsecondary education Today that system is in trouble Its aging professoriate prepares for retirement but low academic salaries can no longer attract the best minds to replace them A flood of corporate dollars funds commercial research but money for basic research the seedbed of American scientific preeminence has dried up Colleges and universities also face heated competition with for profit education providers for students faculty and external financial support along with the costs of providing remedial education to growing numbers of students who are unprepared for postsecondary education *Higher Education in the United States* provides a comprehensive analysis of these issues and others that scholars and practitioners of higher education study discuss and grapple with on a daily basis

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Lisa Guernsey,2005-09 *Global Medical Education in Normal and Challenging Times* Shabih H. Zaidi,Shahid Hassan,Shoaleh Bigdeli,Tabassum Zehra,2024-05-29 This book is written by several medical educators from developed as well as developing countries based on decades of experience in teaching The unique experience gained during the COVID 19 pandemic has added new dimensions to the traditional pedagogy andragogy and heutagogy documented here The salient topics include distance learning virtual classrooms virtual workshops on OSCEs open book exams micro learning micro credentialing blended or digitalized curriculum delivery academic leadership communication skills professionalism telemedicine bioethics cyber clinics artificial intelligence etc This book is used as a text or reference book by physicians teachers scholars students and medical universities for teachers training capacity building and guidance on fundamental pillars of cognitive domains of knowledge skills and attitude as well as factual conceptual procedural and metacognitive skills It is also a source of guidance in faculty enhancement and toward continued quality improvement in medical education

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