

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 by averaging the scores for each company across all of the factors. The top 50 companies are ranked based on their overall CSI 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 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 updated annually.

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 were asked to rate their satisfaction with the company's products and services on a scale of 1 to 10. The ACSI is calculated by averaging the scores for each company across all of the factors. The top 50 companies are ranked based on their overall ACSI score.

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 updated annually.

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	Overall 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	28	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	34	250.85
13	Alaska	Quick, Fast, Casual	83.3	81	86	19	250.3
14	NORDSTROM	Department Stores	86.85	80	83	25	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	82	234.79
20	Walmart	E-Commerce	84.63	79	70.3	39	233.96
21	Southwest	Airlines	86.56	78	63	85	227.56
22	Cyrus	Quick, Fast, Casual	84.88	82	60.7	90	227.55
23	SEPHORA	Beauty	86.02	80	58	95	224.02
24	REGIONS	Banks	90.65	79	52.3	100	221.98
25	sam's club	Supermarkets	85.94	83	52	105	220.94
26	ULTA	Beauty	88.14	80	49.3	110	217.47
27	MARRIOTT	Hotels	90.52	80	45.7	115	216.19
28	Fidelity	Investment Services	89.33	79.5	46.3	112	215.16
29	Wendy's	Quick, Fast, Casual	89.04	82	42.7	120	213.71
30	Kroger	Supermarkets	84.96	78	48	125	210.96
31	KOHLE'S	Department Stores	82.27	79	47.7	128	208.94
32	TJ-maxx	Department Stores	78.97	79	50.3	130	208.3
33	jetBlue	Airlines	86.02	76	45.3	135	207.35
34	Bath & Body Works	Retail	90.78	80	36.3	145	207.11
35	[Hilton]	Hotels	87.61	79	37.7	148	204.28
36	Marshall's	Department Stores	78.48	79	45	150	202.48
37	HYATT	Hotels	89.66	80	29.7	155	199.33
38	Amazon	E-Commerce	85.44	79	34.7	160	199.11
39	TARGET	Department Stores	84.34	81	32.3	165	197.67
40	FIFTH THIRD BANK	Banks	89.14	77	26	170	192.14
41	CHASE	Banks	88.47	81	22.7	175	192.14
42	SAMSUNG	Electronics	91.42	83	12.3	180	186.75
43	Bank of America	Banks	86.03	81	17.3	185	184.36
44	TD Bank	Banks	92.61	79	12.7	190	184.28
45	BJ's	Department Stores	85.71	82	8.3	195	176.04
46	Alamo	Car Rental	85	83	5.3	200	173.33
47	Booking.com	Travel Booking Sites	85.16	78	10	205	173.16
48	HOME DEPOT	Home Improvement	83.82	73	15.3	210	172.15
49	petco	Pet Supplies	84.76	79	4.3	215	168.09
50	Verizon FIOS	Cable & Internet Providers	78.08	74.5	9.7	220	162.25

Newsweek and ACSI ranked the top 50 companies in the United States, based on their customer service performance. The list is updated annually.

College Rankings Best Customer Service

LL Leslie

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