

# THE 50 COMPANIES WITH THE BEST CUSTOMER SERVICE

## METHODOLOGY

Qualtrics XM uses a proprietary methodology to measure customer service performance. The methodology is based on a combination of quantitative and qualitative data. Quantitative data is collected through surveys, while qualitative data is collected through social media monitoring and customer feedback. The methodology is designed to provide a comprehensive view of customer service performance across a wide range of categories and industries.

### American Customer Satisfaction Index 2023-2024

The American Customer Satisfaction Index (ACSI) is a widely recognized benchmark for customer service performance. It measures customer satisfaction on a scale of 0 to 100, with higher scores indicating higher satisfaction. The ACSI is based on a survey of over 100 million customers across a wide range of industries and categories.

### American Customer Satisfaction Index 2023-2024

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### Global Best Customer Service 2024

The Global Best Customer Service award is an annual recognition of the best customer service performance in the world. It is based on a survey of over 100 million customers across a wide range of industries and categories. The award is presented to the company that is judged to have the best customer service performance in the world.

## CATEGORIES

- Airlines
- Auto Parts
- Banks
- Cable & Internet Providers
- Car Rental
- Department Stores
- E-Commerce
- Fashion, Apparel, Shoes
- Grocery
- Home Improvement
- Hotels
- Insurance
- Making & Skin Care
- Quick, Fast, Casual
- Sit Down Dining
- Specialty
- Supercenters
- Travel Booking Sites

Rank	Company	Category	Customer Satisfaction Index (2023-2024)	Global Best Customer Service (2024)	Customer Satisfaction Score (2023-2024)	Customer Satisfaction Score (2023-2024)
1	Chick-fil-ee	Quick, Fast, Casual	92.76	85	99.7	277.43
2	Publix	Supercenters	92.91	85	98	275.91
3	USAA	Insurance	90.13	85	99	274.13
4	TRADER JOE'S	Supercenters	91.15	84	98.7	273.82
5	Wegmans	Supercenters	91.95	82	92.3	266.28
6	THE UPS STORE	Service Centers	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	Home Depot	Home Improvement	88.53	82	85	255.53
10	PET SUPPLIES PLUS	Supercenters	87.3	82	85.7	254.97
11	COSTCO	Supercenters	88.86	85	77.7	251.53
12	State Farm	Insurance	86.35	80.6	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	E-Commerce	92.91	82	74.3	249.24
16	DELTA	Airlines	84.92	76	87.3	248.25
17	Chewy	E-Commerce	91.76	84	71	246.76
18	VON THORNS	Supercenters	89.11	82	67	238.11
19	Walmart	Supercenters	90.12	79	65.7	234.79
20	Walmart	Supercenters	84.63	79	70.3	233.96
21	Southwest	Airlines	86.56	78	63	227.56
22	CVS	Pharmacies	84.88	82	60.7	227.55
23	SEPHORA	Retail	86.02	80	58	224.02
24	REGIONS	Banking	90.65	79	52.3	221.98
25	sam's club	Supercenters	85.94	83	52	220.94
26	ULTA	Retail	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	Walmart	Supercenters	89.04	82	42.7	213.71
30	Walmart	Supercenters	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	Marshalls	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	Supercenters	84.34	81	32.3	197.67
40	WELLS FARGO BANK	Banking	89.14	77	26	192.14
41	CHASE	Banking	88.47	81	22.7	192.14
42	SAMSUNG	E-Commerce	91.42	83	12.3	186.75
43	Bank of America	Banking	86.03	81	17.3	184.36
44	TID Bank	Banking	92.61	79	12.7	184.28
45	BJ's	Supercenters	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	E-Commerce	84.76	79	4.3	168.09
50	Verizon FIOS	Cable & Internet Providers	78.08	74.5	9.7	162.25

# College Rankings Best Customer Service

**Minjie Lin**



## **College Rankings Best Customer Service:**

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 **Kiplinger's Personal Finance** ,2009-03 The most trustworthy source of information available today on savings and investments taxes money management home ownership and many other personal finance topics **Discourses on Business Education at the College Level** Sabra E. Brock, Peter J. McAliney, 2019-09-24 Drawing from doctoral level research on how best to teach business education to college students Discourses on Business Education at the College Level illustrates new and proven ideas for engaging students Sixteen authors from New York University's Steinhardt School of Culture Education and Human Development describe their experiences in upgrading and expanding the quality of the business education experience Business school instructors can use this edited collection to draw inspiration and learn specific techniques to bring their courses to the cutting edge of curriculum Topics range from teaching accounting financial literacy marketing and teamwork to gamification improving international student and intern experience not for credit education and virtual workplace learning *Tableau 2019.x Cookbook* Dmitry Anoshin, Teodora Matic, Slaven Bogdanovic, Tania Lincoln, Dmitrii Shirokov, 2019-01-31 Perform advanced dashboard visualization and analytical techniques with Tableau Desktop Tableau Prep and Tableau Server Key Features Unique problem solution approach to aid effective business decision making Create interactive dashboards and implement powerful business intelligence solutions Includes best practices on using Tableau with modern cloud analytics services Book Description Tableau has been one of the most popular business intelligence solutions in recent times thanks to its powerful and interactive data visualization capabilities Tableau 2019 x Cookbook is full of useful recipes from industry experts who will help you master Tableau skills and learn each aspect of Tableau's ecosystem This book is enriched with features such as Tableau extracts Tableau advanced calculations geospatial analysis and building dashboards It will guide

you with exciting data manipulation storytelling advanced filtering expert visualization and forecasting techniques using real world examples From basic functionalities of Tableau to complex deployment on Linux you will cover it all Moreover you will learn advanced features of Tableau using R Python and various APIs You will learn how to prepare data for analysis using the latest Tableau Prep In the concluding chapters you will learn how Tableau fits the modern world of analytics and works with modern data platforms such as Snowflake and Redshift In addition you will learn about the best practices of integrating Tableau with ETL using Matillion ETL By the end of the book you will be ready to tackle business intelligence challenges using Tableau s features What you will learn Understand the basic and advanced skills of Tableau Desktop Implement best practices of visualization dashboard and storytelling Learn advanced analytics with the use of build in statistics Deploy the multi node server on Linux and Windows Use Tableau with big data sources such as Hadoop Athena and Spectrum Cover Tableau built in functions for forecasting using R packages Combine shape and clean data for analysis using Tableau Prep Extend Tableau s functionalities with REST API and R Python Who this book is for Tableau 2019 x Cookbook is for data analysts data engineers BI developers and users who are looking for quick solutions to common and not so common problems faced while using Tableau products Put each recipe into practice by bringing the latest offerings of Tableau 2019 x to solve real world analytics and business intelligence challenges Some understanding of BI concepts and Tableau is required

*Organizational Behavior* Christopher P. Neck, Jeffery D. Houghton, Emma L. Murray, 2023-02-09 Organizational Behavior A Skill Building Approach Third Edition examines how individual characteristics group dynamics and organizational factors affect performance motivation and job satisfaction providing students with a holistic understanding of OB Translating the latest research into practical applications and best practices authors Christopher P Neck Jeffery D Houghton and Emma Murray unpack how managers can develop their managerial skills to unleash the potential of their employees **Never Too Late** Rebecca Klein-Collins, 2018-12-18 A smart snappy and comprehensive guide for the millions of adults who are thinking about going or going back to college and want to know how to do it right As anyone who has done it knows going back to school is a major undertaking For younger and older adults alike starting or returning to school presents different challenges than those encountered by teens fresh out of high school and heading straight to college Countless Americans take on this task while working raising kids caring for parents volunteering serving in the military and in some cases all of the above Although the non traditional undergraduate student is in fact the new normal the glut of college guides out there don t include practical advice for the busy moms frustrated employees and ambitious adults who are applying to college or hoping to finish earning a degree **Never Too Late** will help readers jump start a new professional path or speed down the one they re already on by guiding them through vital questions What should I study How can I afford the time and money required to get a college degree How do I compare schools With key chapters on flexibility It s About Time and Face to Face or Cyberspace and rankings of the best colleges for grown ups diving back into the books **Never Too Late** is an essential reference for adults

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,1925 *America's Best Colleges* ,2006 **Addresses and Proceedings - National Education Association of the  
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Levi Seeley,1903 *The Journal of Rural Education* ,1922 *Journal of Rural Education* ,1922

The book delves into College Rankings Best Customer Service. College Rankings Best Customer Service is a vital topic that needs to be grasped by everyone, from students and scholars to the general public. This book will furnish comprehensive and in-depth insights into College Rankings Best Customer Service, encompassing both the fundamentals and more intricate discussions.

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  - Chapter 1: Introduction to College Rankings Best Customer Service
  - Chapter 2: Essential Elements of College Rankings Best Customer Service
  - Chapter 3: College Rankings Best Customer Service in Everyday Life
  - Chapter 4: College Rankings Best Customer Service in Specific Contexts
  - Chapter 5: Conclusion
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6. In chapter 5, the author will draw a conclusion about College Rankings Best Customer Service. The final chapter will summarize the key points that have been discussed throughout the book.

This book is crafted in an easy-to-understand language and is complemented by engaging illustrations. This book is highly recommended for anyone seeking to gain a comprehensive understanding of College Rankings Best Customer Service.

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