

THE 50 COMPANIES WITH THE BEST CUSTOMER SERVICE

METHODOLOGY

Qualtrics XM Research conducted a survey of 100,000 U.S. consumers to determine the top 50 companies with the best customer service. The survey was conducted from August 15 to September 15, 2023. The survey was conducted in English and was open to all U.S. residents aged 18 and older. The survey was conducted via a web-based survey. The survey was conducted in English and was open to all U.S. residents aged 18 and older. The survey was conducted via a web-based survey. The survey was conducted in English and was open to all U.S. residents aged 18 and older. The survey was conducted via a web-based survey.

American Customer Satisfaction Index (CSI) 2023

The American Customer Satisfaction Index (CSI) is a widely recognized benchmark for customer satisfaction. It is based on a survey of 100,000 U.S. consumers, which is used to determine the top 50 companies with the best customer service. The survey was conducted from August 15 to September 15, 2023. The survey was conducted in English and was open to all U.S. residents aged 18 and older. The survey was conducted via a web-based survey. The survey was conducted in English and was open to all U.S. residents aged 18 and older. The survey was conducted via a web-based survey.

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Customer Satisfaction Index (CSI) 2024

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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	2023 CSI	2022 CSI	2024 CSI	2023 Revenue (\$B)	2024 Revenue (\$B)
1	Chick-fil-A	Quick, Fast, Casual	92.76	85	99.7	277.43	275.91
2	Publix	Supercenters	92.91	85	98	274.13	273.82
3	USAA	Insurance	90.13	85	99	266.28	264.72
4	TRADER JOE'S	Supercenters	91.15	84	98.7	259.2	257.97
5	Wegmans	Supercenters	91.95	82	92.3	255.53	254.97
6	THE UPS STORE	Service Centers	86.72	78	100	251.53	250.85
7	amazon	E-Commerce	86.2	83	90	250.3	249.85
8	ACE Hardware	Home Improvement	86.64	82	89.3	249.24	248.25
9	Home Depot	Home Improvement	88.53	82	85	246.76	246.76
10	PET SUPPLIES PLUS	Supercenters	87.3	82	85.7	238.11	234.79
11	COSTCO	Supercenters	88.86	85	77.7	233.96	227.56
12	State Farm	Insurance	86.35	80.6	84	227.55	224.02
13	Alaska	Airlines	83.3	81	86	221.98	220.94
14	NORDSTROM	Department Stores	86.85	80	83	217.47	216.19
15	Apple	E-Commerce	92.91	82	74.3	215.16	213.71
16	DELTA	Airlines	84.92	76	87.3	210.96	208.94
17	Chewy	E-Commerce	91.76	84	71	208.3	207.35
18	LONGHORNS	Quick, Fast, Casual	89.11	82	67	207.11	204.28
19	McDonald's	Quick, Fast, Casual	90.12	79	65.7	202.48	199.11
20	Walmart	Supercenters	84.63	79	70.3	199.11	197.67
21	Southwest	Airlines	86.56	78	63	192.14	192.14
22	CVS	Pharmacies	84.88	82	60.7	186.75	184.36
23	SEPHORA	Retail	86.02	80	58	184.28	184.28
24	REGIONS	Banks	90.65	79	52.3	173.33	173.33
25	sam's club	Supercenters	85.94	83	52	172.15	172.15
26	ULTA	Retail	88.14	80	49.3	168.09	168.09
27	MARRIOTT	Hotels	90.52	80	45.7	162.25	162.25
28	Fidelity	Investment Services	89.33	79.5	46.3		
29	Wendy's	Quick, Fast, Casual	89.04	82	42.7		
30	Kroger	Supercenters	84.96	78	48		
31	KOHL'S	Department Stores	82.27	79	47.7		
32	TJ-maxx	Department Stores	78.97	79	50.3		
33	jetBlue	Airlines	86.02	76	45.3		
34	Bath & Body Works	Retail	90.78	80	36.3		
35	[Hilton]	Hotels	87.61	79	37.7		
36	Marshalls	Department Stores	78.48	79	45		
37	HYATT	Hotels	89.66	80	29.7		
38	Amazon	E-Commerce	85.44	79	34.7		
39	TARGET	Supercenters	84.34	81	32.3		
40	53	Bank	89.14	77	26		
41	CHASE	Banks	88.47	81	22.7		
42	SAMSUNG	E-Commerce	91.42	83	12.3		
43	Bank of America	Banks	86.03	81	17.3		
44	TID Bank	Banks	92.61	79	12.7		
45	BJ's	Supercenters	85.71	82	8.3		
46	Alamo	Car Rental	85	83	5.3		
47	Booking.com	Travel Booking Sites	85.16	78	10		
48	HOME DEPOT	Home Improvement	83.82	73	15.3		
49	petco	Pet Supplies	84.76	79	4.3		
50	Verizon FIOS	Cable & Internet Providers	78.08	74.5	9.7		

College Rankings This Week Customer Service

Yicheng Fang



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