

# 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.

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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 Index (2023-2024)	Global Best Customer Service (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 Airlines	Airlines	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	LONGHORNS	Quick, Fast, Casual	89.11	82	67	238.11
19	Wendy's	Quick, Fast, Casual	90.12	79	65.7	234.79
20	McDonald's	Quick, Fast, Casual	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	Banks	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	Kroger	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	53	Service Centers	89.14	77	26	192.14
41	CHASE	Banks	88.47	81	22.7	192.14
42	SAMSUNG	E-Commerce	91.42	83	12.3	186.75
43	Bank of America	Banks	86.03	81	17.3	184.36
44	TID Bank	Banks	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	Supercenters	84.76	79	4.3	168.09
50	Verizon FIOS	Cable & Internet Providers	78.08	74.5	9.7	162.25

# College Rankings How To Customer Service

**VM Jensen**



## **College Rankings How To Customer Service:**

Customer Service in Academic Libraries Stephen Mossop,2015-10-06 The term customer service is not new to the academic library community Academic libraries exist to serve the needs of their community and hence customer service is essential However the term can be applied in a variety of ways from a thin veneer of politeness to an all encompassing ethic focussing organisational and individual attention on understanding and meeting the needs of the customer For customers the library s Front Line team is the human face of the library How well they do their job can have a massive impact on the quality of the learning experience for many students and can directly impact upon their success The importance of their role and the quality of the services they offer should not be underestimated but in an increasingly digital world and with potentially several thousand individuals visiting every day whether in person or online each with their own agendas and requirements how can the library s Front Line team deliver the personal service that each of these individuals need Customer Service in Academic Libraries contributes to what academic libraries as a community do really well the sharing of best practice It brings together in one place examples of how Front Line teams from libraries across a wide geographical area Hong Kong Australia Turkey and the United Kingdom work to get it right for their customers Between them they cover a range of institutions including research intensive mixed HE FE private establishments and shared campuses All have their own tales to tell their own emphases their own ways of doing things and all bring their own examples of best practice which it is hoped readers will find useful in their own context Discusses customer service in a library setting Translates management theory into useful practice information Examines building relationships meeting customer needs and marketing and communication Provides examples of practical experience grounded in recent transferable experience **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 **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 Departments of Labor, Health and Human Services, Education, and Related Agencies Appropriations for 2015 United States. Congress. House. Committee on Appropriations. Subcommittee on the Departments of Labor, Health and Human Services, Education, and Related Agencies,2014

**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 College Education Version 2.0 Lisa Guernsey,1998-06 College edu leads users to the most reliable useful and up to date Internet sites on college financial aid and admission Operations and Supply Chain Management Roberta S. Russell,Bernard W. Taylor,2023-05-03 Help your students develop the skills needed to make informed business decisions Appropriate for all business students Operations and Supply Chain Management 11th Edition provides a foundational understanding of operations management processes while ensuring the quantitative topics and mathematical applications are easy for students to understand Teach your students how to analyze processes ensure quality manage the flow of information and products create value along the supply chain in a global environment and more **College.edu** Lisa Guernsey,2007 *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

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extensive ranking and a complete source citation for locating additional information if necessary     College and University  
,2002     **Bank Management** ,1991     **Auditing and Assurance Services** David N. Ricchiute,2003 Auditing and  
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understanding that client strategies affect engagement risk and 3 A transition away from first person delivery by classroom  
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,1999

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