

# 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 (CSI) 2023

The American Customer Satisfaction Index (CSI) is a widely recognized benchmark for customer service performance. It measures customer satisfaction across a variety of industries and services. The CSI score is calculated based on a survey of customers, who are asked to rate their satisfaction with the company's service on a scale of 1 to 10. The CSI score is then compared to the scores of other companies in the same industry to determine the company's relative performance.

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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	Customer Satisfaction Index (CSI) 2023	Customer Satisfaction Index (CSI) 2022	Customer Satisfaction Index (CSI) 2024	Customer Satisfaction Index (CSI) 2023	Customer Satisfaction Index (CSI) 2022	Customer Satisfaction Index (CSI) 2024
1	Chick-fil-ee	Quick, Fast-Casual	92.76	85	99.7	277.43	275.91	274.13
2	Publix	Supercenters	92.91	85	98	273.82	266.28	264.72
3	USAA	Auto Parts	90.13	85	99	259.2	257.97	255.53
4	TRADER JOE'S	Supercenters	91.15	84	98.7	254.97	251.53	250.85
5	Wegmans	Supercenters	91.95	82	92.3	250.3	249.85	249.24
6	THE UPS STORE	Service	86.72	78	100	248.25	246.76	238.11
7	amazon	E-Commerce	86.2	83	90	234.79	233.96	227.56
8	ACE Hardware	Home Improvement	86.64	82	89.3	227.55	224.02	221.98
9	Home Depot	Home Improvement	88.53	82	85	217.47	216.19	215.16
10	PET SUPPLIES PLUS	Supercenters	87.3	82	85.7	213.71	210.96	208.94
11	COSTCO	Supercenters	88.86	85	77.7	208.3	207.35	207.11
12	State Farm	Insurance	86.35	80.6	84	204.28	202.48	199.33
13	Alaska	Travel Booking Sites	83.3	81	86	199.11	197.67	192.14
14	NORDSTROM	Department Stores	86.85	80	83	192.14	186.75	184.36
15	Apple	E-Commerce	92.91	82	74.3	184.28	182.15	178.09
16	DELTA	Airlines	84.92	76	87.3	173.33	172.16	168.09
17	Chewy	E-Commerce	91.76	84	71	162.25	162.25	162.25
18	LONGHORNS	Quick, Fast-Casual	89.11	82	67	162.25	162.25	162.25
19	Walmart	Supercenters	90.12	79	65.7	162.25	162.25	162.25
20	Walmart	Supercenters	84.63	79	70.3	162.25	162.25	162.25
21	Southwest	Airlines	86.56	78	63	162.25	162.25	162.25
22	CVS	Pharmacy	84.88	82	60.7	162.25	162.25	162.25
23	SEPHORA	Retail	86.02	80	58	162.25	162.25	162.25
24	REGIONS	Banks	90.65	79	52.3	162.25	162.25	162.25
25	sams club	Supercenters	85.94	83	52	162.25	162.25	162.25
26	ULTA	Retail	88.14	80	49.3	162.25	162.25	162.25
27	MARRIOTT	Hotels	90.52	80	45.7	162.25	162.25	162.25
28	Fidelity	Investment	89.33	79.5	46.3	162.25	162.25	162.25
29	Wendy's	Quick, Fast-Casual	89.04	82	42.7	162.25	162.25	162.25
30	Kroger	Supercenters	84.96	78	48	162.25	162.25	162.25
31	KOHL'S	Department Stores	82.27	79	47.7	162.25	162.25	162.25
32	TJ-maxx	Department Stores	78.97	79	50.3	162.25	162.25	162.25
33	jetBlue	Airlines	86.02	76	45.3	162.25	162.25	162.25
34	Bath & Body Works	Retail	90.78	80	36.3	162.25	162.25	162.25
35	[Hilton]	Hotels	87.61	79	37.7	162.25	162.25	162.25
36	Marshalls	Department Stores	78.48	79	45	162.25	162.25	162.25
37	HYATT	Hotels	89.66	80	29.7	162.25	162.25	162.25
38	Amazon	E-Commerce	85.44	79	34.7	162.25	162.25	162.25
39	TARGET	Supercenters	84.34	81	32.3	162.25	162.25	162.25
40	53	Service	89.14	77	26	162.25	162.25	162.25
41	CHASE	Banks	88.47	81	22.7	162.25	162.25	162.25
42	SAMSUNG	E-Commerce	91.42	83	12.3	162.25	162.25	162.25
43	Bank of America	Banks	86.03	81	17.3	162.25	162.25	162.25
44	TD Bank	Banks	92.61	79	12.7	162.25	162.25	162.25
45	BJ's	Supercenters	85.71	82	8.3	162.25	162.25	162.25
46	Alamo	Car Rental	85	83	5.3	162.25	162.25	162.25
47	Booking.com	Travel Booking Sites	85.16	78	10	162.25	162.25	162.25
48	HOME DEPOT	Home Improvement	83.82	73	15.3	162.25	162.25	162.25
49	petco	Supercenters	84.76	79	4.3	162.25	162.25	162.25
50	Verizon FIOS	Cable & Internet Providers	78.08	74.5	9.7	162.25	162.25	162.25

# College Rankings This Month Customer Service

**Patrick Vollmar**



## **College Rankings This Month Customer Service:**

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**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 *Educational Rankings Annual 2006* Westney,Lynn C. Hattendorf Westney,2005-09 Educational Rankings Annual is useful for students parents and school faculty Also administrators of libraries and educational institutions use rankings to defend budgets justify new positions obtain government funding and attract philanthropic support The annually updated resource presents more than 4 000 national regional and international lists and rankings compiled from hundreds of respected sources The entries in Rankings include a description of the ranking background information on criteria for establishing the hierarchy additional remarks about the ranking the complete or partial if extensive ranking and source citations if necessary **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 The Washington Post Index ,2000

Educational Rankings Annual 2005 Gale Group,2004-09 This up to date resource presents more than 4 000 national

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**College & Research Libraries News** ,1999    **Diverse Issues in Higher Education** ,2008    U.S. News & World Report ,2007    Trusteeship ,2002    **Customer Chemistry** Mary Naylor,Susan Greco,2002 Using real life examples Customer Chemistry presents a systematic blueprint for identifying top line value added customers and then focusing marketing efforts on them increasing incremental profits while decreasing the time and money wasted on marginal customers

**Directory of Industry Data Sources** William A. Benjamin,William B. Benjamin,1981    *Ohio State University Monthly* Ohio State University. Alumni Association,1924    *The Boston Globe Index* ,2002    Resources in Education ,1999    **Black Newspapers Index** ,2009    **Business Statistics** Ken Black,2016-11-16 Business Statistics For Contemporary Decision Making 9th Edition continues the tradition of presenting and explaining the wonders of business statistics through the use of clear complete student friendly pedagogy Ken Black s text equips readers with the quantitative decision making skills and analysis techniques they need to make smart decisions based on real world data    *Directory of Industry Data Sources* ,1981    *Recruitment and Retention in Higher Education* ,1997

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In a global defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their ability to kindle emotions, provoke contemplation, and ignite transformative change is truly awe-inspiring. Enter the realm of "**College Rankings This Month Customer Service**," a mesmerizing literary masterpiece penned by a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve in to the book is central themes, examine its distinctive writing style, and assess its profound effect on the souls of its readers.

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