

# 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 included questions about the respondent's experience with the company's customer service, including the quality of the service, the speed of the service, and the ease of doing business with the company. The survey results were analyzed using a proprietary algorithm that takes into account the respondent's overall satisfaction with the company's customer service, as well as the respondent's likelihood to recommend the company to others. The top 50 companies are ranked based on their overall customer service score, which is a combination of the respondent's overall satisfaction and their likelihood to recommend the company to others. The survey was conducted in English and included respondents from all 50 states and the District of Columbia. The survey was conducted using Qualtrics XM Research's proprietary survey methodology, which includes a random sampling of respondents and a proprietary algorithm for analyzing the survey results. The survey was conducted in English and included respondents from all 50 states and the District of Columbia. The survey was conducted using Qualtrics XM Research's proprietary survey methodology, which includes a random sampling of respondents and a proprietary algorithm for analyzing the survey results.

### American Customer Satisfaction Index 2023

The American Customer Satisfaction Index (ACSI) is a widely recognized measure of customer satisfaction. It is based on a survey of 100,000 U.S. consumers, which is a representative cross-section of the U.S. population. The survey asks respondents to rate their satisfaction with the company's customer service on a scale of 1 to 100. The ACSI score is calculated as the average of all the individual scores. The ACSI score is a key indicator of a company's customer service performance and is used by many companies to benchmark their performance against their competitors. The ACSI score is also used by investors and analysts to evaluate a company's overall performance and to make investment decisions. The ACSI score is a reliable and valid measure of customer satisfaction and is widely used by companies and organizations around the world.

### American Customer Satisfaction Index 2023-2024

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### Qualtrics XM Customer Service Score 2024

The Qualtrics XM Customer Service Score is a proprietary measure of customer service performance. It is based on a survey of 100,000 U.S. consumers, which is a representative cross-section of the U.S. population. The survey asks respondents to rate their satisfaction with the company's customer service on a scale of 1 to 100. The Qualtrics XM Customer Service Score is calculated as the average of all the individual scores. The Qualtrics XM Customer Service Score is a key indicator of a company's customer service performance and is used by many companies to benchmark their performance against their competitors. The Qualtrics XM Customer Service Score is also used by investors and analysts to evaluate a company's overall performance and to make investment decisions. The Qualtrics XM Customer Service Score is a reliable and valid measure of customer service performance and is widely used by companies and organizations around 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	ACSI Score	Qualtrics XM Customer Service Score	Overall Score
1	Chick-fil-ee	Quick, Fast-Casual	92.76	85	99.7
2	Publix	Supercenters	92.91	85	98
3	USAA	Insurance	90.13	85	99
4	TRADER JOE'S	Supercenters	91.15	84	98.7
5	Wegmans	Supercenters	91.95	82	92.3
6	THE UPS STORE	Service Centers	86.72	78	100
7	amazon	E-Commerce	86.2	83	90
8	ACE Hardware	Home Improvement	86.64	82	89.3
9	Home Depot	Home Improvement	88.53	82	85
10	PET SUPPLIES PLUS	Supercenters	87.3	82	85.7
11	COSTCO	Supercenters	88.86	85	77.7
12	State Farm	Insurance	86.35	80.6	84
13	Alaska	Travel Booking Sites	83.3	81	86
14	NORDSTROM	Department Stores	86.85	80	83
15	Apple	E-Commerce	92.91	82	74.3
16	DELTA	Airlines	84.92	76	87.3
17	Chewy	E-Commerce	91.76	84	71
18	LONGHORNS	Quick, Fast-Casual	89.11	82	67
19	Wendy's	Quick, Fast-Casual	90.12	79	65.7
20	McDonald's	Quick, Fast-Casual	84.63	79	70.3
21	Southwest	Airlines	86.56	78	63
22	CVS	Pharmacies	84.88	82	60.7
23	SEPHORA	Retail	86.02	80	58
24	REGIONS	Banks	90.65	79	52.3
25	sam's club	Supercenters	85.94	83	52
26	ULTA	Retail	88.14	80	49.3
27	MARRIOTT	Hotels	90.52	80	45.7
28	Fidelity	Investment Services	89.33	79.5	46.3
29	Walmart	Supercenters	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	Service Centers	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	Supercenters	84.76	79	4.3
50	Verizon FIOS	Cable & Internet Providers	78.08	74.5	9.7

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**West Point Association of Graduates  
(Organization)**



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*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. McAlaney, 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

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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 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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