

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 February 15 to March 15, 2024. 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 getting help. The survey also included questions about the respondent's overall satisfaction with the company and their likelihood to recommend the company to others. The survey results were analyzed using a proprietary algorithm that takes into account the respondent's experience with the company's customer service, the respondent's overall satisfaction with the company, and the respondent's likelihood to recommend the company to others. The top 50 companies are ranked based on their overall score, which is a combination of these three factors. The top 50 companies are listed in the table below, along with their overall score, their score for customer service, and their score for overall satisfaction.

American Customer Satisfaction Index 2023-2024

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American Customer Satisfaction Index 2023-2024

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Customer Satisfaction Index 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	Customer Service Score	Overall Satisfaction Score	Recommendation Score
1	Chick-fil-ee	92.76	85	99.7
2	Publix	92.91	85	98
3	USAA	90.13	85	99
4	TRADER JOE'S	91.15	84	98.7
5	Wegmans	91.95	82	92.3
6	THE UPS STORE	86.72	78	100
7	amazon	86.2	83	90
8	ACE Hardware	86.64	82	89.3
9	Home Depot	88.53	82	85
10	PET SUPPLIES PLUS	87.3	82	85.7
11	COSTCO	88.86	85	77.7
12	State Farm	86.35	80.6	84
13	Alaska	83.3	81	86
14	NORDSTROM	86.85	80	83
15	Apple	92.91	82	74.3
16	DELTA	84.92	76	87.3
17	Chewy	91.76	84	71
18	LONGHORNS	89.11	82	67
19	Walmart	90.12	79	65.7
20	McMurry	84.63	79	70.3
21	Southwest	86.56	78	63
22	CVS	84.88	82	60.7
23	SEPHORA	86.02	80	58
24	REGIONS	90.65	79	52.3
25	sam's club	85.94	83	52
26	ULTA	88.14	80	49.3
27	MARRIOTT	90.52	80	45.7
28	Fidelity	89.33	79.5	46.3
29	Wendy's	89.04	82	42.7
30	Kroger	84.96	78	48
31	KOHL'S	82.27	79	47.7
32	TJ-maxx	78.97	79	50.3
33	jetBlue	86.02	76	45.3
34	Bath & Body Works	90.78	80	36.3
35	[Hilton]	87.61	79	37.7
36	Marshalls	78.48	79	45
37	HYATT	89.66	80	29.7
38	Amazon	85.44	79	34.7
39	TARGET	84.34	81	32.3
40	53	89.14	77	26
41	CHASE	88.47	81	22.7
42	SAMSUNG	91.42	83	12.3
43	Bank of America	86.03	81	17.3
44	TID Bank	92.61	79	12.7
45	BJ's	85.71	82	8.3
46	Alamo	85	83	5.3
47	Booking.com	85.16	78	10
48	HOME DEPOT	83.82	73	15.3
49	petco	84.76	79	4.3
50	Verizon FIOS	78.08	74.5	9.7

College Rankings This Month Customer Service

Lei Huang



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