

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 overall satisfaction with the service. The survey results were analyzed using a proprietary algorithm that takes into account the respondent's experience with the company's customer service, the company's overall reputation, and the company's industry. The top 50 companies are ranked based on their overall score, which is a combination of these three factors. The survey was conducted in English and the results are based on the responses of U.S. consumers.

Customer Service & Support 2023 - Best Customer Service 2024

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American Customer Satisfaction 2023 - 2024

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Global Best Customer Service 2024

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CATEGORIES

- Airlines
- Auto Parts
- Banks
- Cable & TV & Wealth Management
- 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	American Customer Satisfaction 2023	American Customer Satisfaction 2024	Global Best Customer Service 2024	Overall Score
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	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	Travel Booking Sites	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	Pharmacy	84.88	82	60.7	227.55
23	SEPHORA	Retail	86.02	80	58	224.02
24	REGIONS	Bank	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	Hotel	90.52	80	45.7	216.19
28	Fidelity	Investment	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]	Hotel	87.61	79	37.7	204.28
36	Marshalls	Department Stores	78.48	79	45	202.48
37	HYATT	Hotel	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	Bank	89.14	77	26	192.14
41	CHASE	Bank	88.47	81	22.7	192.14
42	SAMSUNG	E-Commerce	91.42	83	12.3	186.75
43	Bank of America	Bank	86.03	81	17.3	184.36
44	TID Bank	Bank	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 This Week Customer Service

Marco Cascella



College Rankings This Week Customer Service:

U.S. News & World Report ,2007 **The Washington Post Index** ,2000 *The Boston Globe Index* ,2002

Educational Rankings Annual 2005 Gale Group,2004-09 This up to date resource presents more than 4 000 national regional local and international lists and rankings compiled from hundreds of respected sources Entries typically 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 a complete source citation for locating additional information if necessary *United States News & World Report* ,1995 *Diverse Issues in Higher Education* ,2008 *Resources in Education* ,1999-10 *American Education Annual* Mary Alampi,Peter M. Comeau,1998-09 This resource features original essays written by experts in the field supplemented with reprinted articles on approximately 60 of the key educational issues research and events of the previous year **The Wall Street Journal** ,2008 *Business Week* ,2000-11 **Recruitment and Retention in Higher Education** ,1997 **Black Newspapers Index** ,2009 **Public Performance & Management Review** ,2003 **The Vocational Guidance Magazine** ,1929 **Chicago Tribune Index** ,2008 *The Guardian Index* ,2003 **Wall Street Journal Index** ,2003 **Against the Grain** ,2007 **Issues and Controversies on File** ,2006 **Fundamentals of Operations Management** Mark M. Davis,2005 Davis Fundamentals of Operations Management fits the one semester course at either the undergrad or MBA market The 1st Canadian edition addresses the increasing trend toward briefer less quantitative and more managerial on issues that confront managers today and does so within a Canadian and global perspective Davis also serves customers in search of a brief conceptual overview to support their own lecture notes additional readings and or case material

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