

THE 50 COMPANIES
CUSTOMER SERVICE

METHODOLOGY

Newsweek's America's Best Customer Service 2024

Month-long survey of 30,000+ U.S. customers who provided 200,000+ suggestions on companies across 166 categories of goods and services on the likelihood of recommendation (NPS), quality of communication, professional competence, range of services, value for money and service accessibility. The top 3-5 brands in each category were ranked as having the best customer service in

American Customer Satisfaction Index 2023-2024

Annual survey of 170,000+ U.S. customers who evaluated their recent experiences and satisfaction with the products and services provided by American Express is completed. The CSI survey is in 12 categories. The CSI is an online-based tool that allows customers to rate their satisfaction with the company, and which reports results on the company's performance, including or excluding those results.

Forbes' Best Customer Service 2024

Year-long online survey of 201,000 people in the U.S. who provided 12 million ratings on over 100,000 products. Only the top 500 made the list. The survey ranked companies on the basis of customer service, value for money, product quality, product variety, product selection, product price, and product availability.

CATEGORIES

- Airlines
- Auto Parts
- Banks
- Brokerage & Wealth Management
- Cable & Internet Providers

- Car Rental
- Department Stores
- E-Commerce
- Electronics
- Fashion, Apparel, Shoes

- Grocery
- Home Improvement
- Hotels
- Insurance
- Makeup & Skin Care

- Quick, Fast, Casual
- Sit Down Dining
- Specialty
- Superstores
- Travel Booking Sites

Rank	Company	Customer Satisfaction	Newsweek Score	ACSI Score	Service Score	Value Score	Overall Score
1	Chick-fil-A	92.76	85	99.7	277.43		
2	Publix	92.91	85	98	275.91		
3	USAA	90.13	85	99	274.13		
4	TRADER JOE'S	91.15	84	98.7	273.82		
5	Wegmans	91.95	82	92.3	266.28		
6	THE UPS STORE	86.72	78	100	264.72		
7	amazon	86.2	83	90	259.2		
8	ACE Hardware	86.64	82	89.3	257.97		
9	PET SUPPLIES PLUS	88.53	82	85	255.53		
10	COSTCO	87.3	82	85.7	254.97		
11	State Farm	88.86	85	77.7	251.53		
12	State Farm	86.35	80.5	84	250.85		
13	Alaska	83.3	81	86	250.3		
14	NORDSTROM	86.85	80	83	249.85		
15	Apple	92.91	82	74.3	249.24		
16	DELTA	84.92	76	87.3	248.25		
17	chewy	91.76	84	71	246.76		
18	VEONHORN	89.11	82	67	238.11		
19	ACORP	90.12	79	65.7	234.79		
20	ACORP	84.63	79	70.3	233.96		
21	Southwest	86.56	78	63	227.56		
22	ORFOLV	84.88	82	60.7	227.55		
23	SEPHORA	86.02	80	58	224.02		
24	REGIONS	90.65	79	52.3	221.98		
25	sam's club	85.94	83	52	220.94		
26	ULTA	88.14	80	49.3	217.47		
27	MARRIOTT	90.52	80	45.7	216.19		
28	Fidelity	89.33	79.5	46.3	215.16		
29	Autodesk	89.04	82	42.7	213.71		
30	Kohl's	84.96	78	48	210.96		
31	Kohl's	82.27	79	47.7	208.94		
32	TJ-MAXX	78.97	79	50.3	208.3		
33	jetBlue	86.02	76	45.3	207.35		
34	Bath & Body Works	90.78	80	36.3	207.11		
35	[Hilton]	87.61	79	37.7	204.28		
36	Marshalls	78.48	79	45	202.48		
37	HYATT	89.66	80	29.7	199.33		
38	Airbnb	85.44	79	34.7	199.11		
39	TARGET	84.34	81	32.3	197.67		
40	FIFTH THIRD BANK	89.14	77	26	192.14		
41	CHASE	88.47	81	22.7	192.14		
42	SAMSUNG	91.42	83	12.3	186.75		
43	Bank of America	86.03	81	17.3	184.36		
44	TD Bank	92.61	79	12.7	184.28		
45	Bank of America	85.71	82	8.3	176.04		
46	Alamo	85	83	5.3	173.33		
47	Booking.com	85.16	78	10	173.16		
48	Home Depot	83.82	73	15.3	172.15		
49	petco	84.76	79	4.3	168.09		
50	Verizon FIOS	78.08	74.5	9.7	162.25		

College Rankings How To Customer Service

Gale Group



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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

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United States. Congress. House. Committee on Appropriations. Subcommittee on the Departments of Labor, Health and Human Services, Education, and Related Agencies,2014 **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

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Selected Orders of the Public Service Commission of Wisconsin Public Service Commission of Wisconsin,1988

Diverse Issues in Higher Education ,2008-10 *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 **Customer Service Excellence** ,1994 *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 *Bank Management* ,1991 *Auditing and Assurance Services* David N. Ricchiute,2003 Auditing and assurance service education has undergone dramatic change in at least three ways 1 An awakening that practitioners have a comparative advantage in offering professional services that transcend the boundaries of financial statements 2 An understanding that client strategies affect engagement risk and 3 A transition away from first person delivery by classroom instructors only and toward third person discovery by students both within and outside of the classroom Each has influenced the seventh edition To transcend the boundaries of financial statements *Auditing and Assurance Services* exposes students both to the demand for and the supply of the profession s flagship service financial statement audits and to the nature of the value added assurance services decision makers demand in the information age **College & Research Libraries News** ,1997

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