

# THE 50 COMPANIES WITH THE BEST CUSTOMER SERVICE

## METHODOLOGY

Qualtrics XOM's Customer Service Index (CSI) is a comprehensive, data-driven metric that evaluates a company's customer service performance. The CSI is calculated based on a combination of factors, including customer satisfaction, service quality, and the company's response to customer feedback. The CSI is a score ranging from 0 to 100, with higher scores indicating better customer service performance. The CSI is a key indicator of a company's commitment to customer service and its ability to deliver exceptional customer experiences. The CSI is a valuable tool for companies to benchmark their performance against their peers and to identify areas for improvement. The CSI is a key component of the Qualtrics XOM Customer Service Index, which is a leading authority in the field of customer service research and analysis.

## Newsweek's America's Best Customer Service 2024

Newsweek's America's Best Customer Service 2024 is a comprehensive ranking of the top 50 companies in the United States based on customer service performance. The ranking is based on a combination of factors, including customer satisfaction, service quality, and the company's response to customer feedback. The ranking is a key indicator of a company's commitment to customer service and its ability to deliver exceptional customer experiences. The ranking is a valuable tool for companies to benchmark their performance against their peers and to identify areas for improvement. The ranking is a key component of the Qualtrics XOM Customer Service Index, which is a leading authority in the field of customer service research and analysis.

## American Customer Satisfaction Index 2023-2024

The American Customer Satisfaction Index (ACSI) is a comprehensive, data-driven metric that evaluates a company's customer service performance. The ACSI is calculated based on a combination of factors, including customer satisfaction, service quality, and the company's response to customer feedback. The ACSI is a score ranging from 0 to 100, with higher scores indicating better customer service performance. The ACSI is a key indicator of a company's commitment to customer service and its ability to deliver exceptional customer experiences. The ACSI is a valuable tool for companies to benchmark their performance against their peers and to identify areas for improvement. The ACSI is a key component of the Qualtrics XOM Customer Service Index, which is a leading authority in the field of customer service research and analysis.

## Forbes' Best Customer Service 2024

Forbes' Best Customer Service 2024 is a comprehensive ranking of the top 50 companies in the United States based on customer service performance. The ranking is based on a combination of factors, including customer satisfaction, service quality, and the company's response to customer feedback. The ranking is a key indicator of a company's commitment to customer service and its ability to deliver exceptional customer experiences. The ranking is a valuable tool for companies to benchmark their performance against their peers and to identify areas for improvement. The ranking is a key component of the Qualtrics XOM Customer Service Index, which is a leading authority in the field of customer service research and analysis.

## CATEGORIES

- Airlines
- Auto Parts
- Banks
- Credit Cards & 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
- Supermarkets
- Travel Booking Sites

Rank	Company	Category	Newsweek Score	ACSI Score	Forbes Score	Qualtrics XOM Score
1	Chick-fil-A	Quick, Fast, Casual	92.76	85	99.7	277.43
2	Publix	Supermarkets	92.91	85	98	275.91
3	USAA	Auto Parts	90.13	85	99	274.13
4	TRADER JOE'S	Supermarkets	91.15	84	98.7	273.82
5	Wegmans	Supermarkets	91.95	82	92.3	266.28
6	THE UPS STORE	Electronics	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	PET SUPPLIES PLUS	Pet Supplies	88.53	82	85	255.53
10	COSTCO	Supermarkets	87.3	82	85.7	254.97
11	State Farm	Insurance	88.86	85	77.7	251.53
12	State Farm	Insurance	86.35	80.5	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	Pet Supplies	91.76	84	71	246.76
18	LONGHORN	Quick, Fast, Casual	89.11	82	67	238.11
19	Wendy's	Quick, Fast, Casual	90.12	79	65.7	234.79
20	Wendy's	Quick, Fast, Casual	84.63	79	70.3	233.96
21	Southwest	Airlines	86.56	78	63	227.56
22	CYRILLY	Travel Booking Sites	84.88	82	60.7	227.55
23	SEPHORA	Beauty	86.02	80	58	224.02
24	REGIONS	Banks	90.65	79	52.3	221.98
25	sam's club	Supermarkets	85.94	83	52	220.94
26	ULTA	Beauty	88.14	80	49.3	217.47
27	MARRIOTT	Hotels	90.52	80	45.7	216.19
28	Fidelity	Investment Services	89.33	79.5	46.3	215.16
29	Wendy's	Quick, Fast, Casual	89.04	82	42.7	213.71
30	Kroger	Supermarkets	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]	Hotels	87.61	79	37.7	204.28
36	Marshall's	Department Stores	78.48	79	45	202.48
37	HYATT	Hotels	89.66	80	29.7	199.33
38	Amazon	E-Commerce	85.44	79	34.7	199.11
39	TARGET	Department Stores	84.34	81	32.3	197.67
40	FIFTH THIRD BANK	Banks	89.14	77	26	192.14
41	CHASE	Banks	88.47	81	22.7	192.14
42	SAMSUNG	Electronics	91.42	83	12.3	186.75
43	Bank of America	Banks	86.03	81	17.3	184.36
44	TD Bank	Banks	92.61	79	12.7	184.28
45	BK	Department Stores	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	Pet Supplies	84.76	79	4.3	168.09
50	Verizon FIOS	Cable & Internet Providers	78.08	74.5	9.7	162.25

# College Rankings Top Customer Service

**DJ Losen**



## College Rankings Top Customer Service:

**Real-Resumes for Customer Service Jobs** Anne McKinney, 2005 Getting jobs in the customer service field will be easier with this book which gives nearly a hundred sample resumes along with the cover letters that introduced the resumes to potential employers Those who seek employment in any industry will find valuable advice in this book If you are restructuring or revising your resume you will find the help you need when you discover this book which focuses on the language and employment history of folks in the customer service business The book was created based on the experiences of hundreds of job hunters over a 10 year period Learn how successful people in the customer service field presented themselves to potential employers *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 **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 **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 *Statistical Reference Index* , 1985 *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 seeking a richer life and a meaningful place in our rapidly changing economy and world *Departments of Labor, Health and Human Services, Education, and Related Agencies Appropriations for 2015* United States. Congress. House. Committee on Appropriations. Subcommittee on the Departments of Labor, Health and Human Services, Education, and Related Agencies,2014 *America's Best Colleges* ,2006 **The Christian Science Monitor Index** ,2001 **Kiplinger's Personal Finance Magazine** ,2009 *Journal of Retail Banking* ,1987 *best's review* ,1993 *Global Medical Education in Normal and Challenging Times* Shabih H. Zaidi,Shahid Hassan,Shoaleh Bigdeli,Tabassum Zehra,2024-05-29 This book is written by several medical educators from developed as well as developing countries based on decades of experience in teaching The unique experience gained during the COVID 19 pandemic has added new dimensions to the traditional pedagogy andragogy and heutagogy documented here The salient topics include distance learning virtual classrooms virtual workshops on OSCEs open book exams micro learning micro credentialing blended or digitalized curriculum delivery academic leadership communication skills professionalism telemedicine bioethics cyber clinics artificial intelligence etc This book is used as a text or reference book by physicians teachers scholars students and medical universities for teachers training capacity building and guidance on fundamental pillars of cognitive domains of knowledge skills and attitude as well as factual conceptual procedural and metacognitive skills It is also a source of guidance in faculty enhancement and toward continued quality improvement in medical education *The College Blue Book 2008* ,2002 *Workforce Education Forum* ,2000 **U.S. News & World Report** ,1995-10 **College & Research Libraries News** ,2007 *Data Communications* ,1998-07 *Public Service Management* ,1923 **Journal of the American Veterinary Medical Association** American Veterinary Medical Association,2003 Vols for 1915 49 and 1956 include the Proceedings of the annual meeting of the association

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