

Comparison of January 2010 UK Customer Satisfaction Scores. Rounded to whole number and ranked by score, irrespective of sector

	Company	Jan 2010 Customer Satisfaction
1	John Lewis	88
2	Local Dry Cleaner	88
3	Waitrose	87
4	Local Hairdresser	86
5	Local Electrician	86
6	Marks & Spencer Food	86
7	Toby Carvery	86
8	Local Fish & Chip Shop	85
9	Marks & Spencer	85
10	Virgin Holidays	84
11	RAC	84
12	First Direct	84
13	Marriott Hotels	83
14	Virgin Atlantic	83
15	Co-op Bank	83
16	SAGA Insurance	83
17	Boots	83
18	AA	83
19	SAGA Holidays	83
20	Local Plumber	83
21	Mercedes Benz	83
22	Local Travel Agent	82
23	Dorothy Perkins/Top Shop	82
24	British Airways	82
25	P&O Ferries	82
26	BMW/Mini	82
27	Local Shoe Repairer	82
28	Local Ambulance Service	82
29	Premier Inn	82
30	P&O Cruises	81
31	Center Parcs	81
32	BUPA	81
33	Harvester	81
34	Local Restaurant	81
35	Hilton Hotels	81
36	Honda	81
37	ASDA	81
38	Eurotunnel	80
39	Sainsbury	80
40	Toyota	80
41	Iceland	80
42	Churchill	80
43	Audi	80
44	New Look	80
45	Autoglass	80
46	Admiral Insurance	79
47	Matalan	79
48	Thomas Cook	79
49	Pizza Express	79
50	Local Pub	79

51	Argos	79
52	HMV	79
53	Tesco	79
54	Volvo	79
55	IKEA	79
56	LIDL	79
57	Citroen	79
58	Greggs/Bakers Oven	79
59	Wilkinson	79
60	O2	79
61	Esure	78
62	AA Insurance	78
63	AXA	78
64	Pizza Hut	78
65	Morrisons	78
66	GP Surgery	78
67	Dominos Pizza	77
68	Thomson	77
69	Starbucks	77
70	Aldi	77
71	Vodafone	77
72	Direct Line	77
73	Passport Office	77
74	DHL	77
75	Travelodge	76
76	Scottish & Southern	76
77	Nissan	76
78	Vauxhall	76
79	Natwest	76
80	Alliance & Leicester	76
81	Hastings	76
82	RBS	76
83	T-Mobile	76
84	Nationwide	76
85	Lloyds TSB	76
86	VW	76
87	Co-op	75
88	Barclays	74
89	More Than	74
90	HSBC	74
91	Easyjet	74
92	Virgin Trains	74
93	Orange	74
94	Post Office	74
95	Halifax	73
96	DVLA	73
97	NHS	72
98	EDF	72
99	Virgin Media	72
100	Scotrail	71
101	National Express	70
102	Talk Talk/C'phone W'house	69
103	Stagecoach	69
104	3	68

105	British Gas	68
106	E.On	67
107	Scottish Power	66
108	Arriva	66
109	Royal Mail	66
110	Northern Ireland Electricity	65
111	BT	64
112	Inland Revenue	64
113	Local Police	63
114	Npower	63
115	Thames Water	62
116	Local Council	57
117	JobCentre Plus	56