

Our World-Class Net Promoter Score

On a 0-10 rating scale: "How likely is it that you would recommend our company to a friend or colleague?"



NPS = 83

LOFFLER

World Class = 70



NORDSTROM

Scores range from
-100 to +100

60



Average score = 15

50



MailChimp



WESTIN
HOTELS & RESORTS

40

