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## **ehotel® is promoted to the "Club of the Best for Verified Customer Service"**

Customer service is one of ehotel®'s strengths – and that is not a claim, but something that has been tested and confirmed by the analysis and consulting firm Service Value in collaboration with the newspaper Die Welt and the Goethe University in Frankfurt am Main. In Germany's largest service ranking, ehotel® occupies one of the top spots and is also included in the "Club of the Best".

In order to make it into this top group, Service Value first determines the "Service Experience Score", which is calculated in a complex and comprehensive process as part of a points system. Customer opinions are included in the evaluation, but so too is the service focus of the company in general: from ideas to implementation to actual customer contact. Only those who achieve an above-average score here are nominated as operators of Best Practice for the "Club of the Best".

The companies that are eligible for the highest honour can voluntarily submit to another quality review that takes a closer look at their service management. The hotel search portal ehotel® subjected itself to this test and successfully passed. Service Value is now listing us with immediate effect as a member of the "Club of the Best for Verified Customer Service 2020". Further information on the service ranking and ehotel®'s specific result will be published on Service Value's website in April 2020. <http://www.servicevalue.de/wettbewerbe/branchenuebergreifend/club-der-besten/>.

**The ehotel® hotel booking platform** bundles the accommodation offerings of all providers worldwide on one platform through META-SEARCH technology. The Berlin-based company is focusing its business on holistic support of hotel bookings and the associated services for business customers. By integrating tools and services into the systems of the companies in question and through specially developed payment and billing solutions, ehotel® ensures optimised processes, end-to-end expenditure control, compliance and cost savings for the customer. The booking platform has been repeatedly recognised for its quality of service by the German Institute for Service Quality and the market research institute ServiceValue among others. [www.ehotel.de](http://www.ehotel.de)