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Top grade for ehotel® from Focus-Money

In an ongoing study, the leading analysis institute, ServiceValue, in cooperation with Focus-Money, sought the most popular online portals on the net. 48,000 judgments to 322 providers from 35 industries were evaluated. In the category “hotel booking portals,” ehotel® received the top rating and is therefore far above the average among the companies that achieved top ratings. To determine the customer’s overall satisfaction the following categories were analyzed: Opinions on the price-performance ratio, the services offered, the clarity, and payment options.

The study shows that customer satisfaction should not be underestimated, because only those who feel that they are in good hands at an online platform will come back. The field of providers is too narrow and the change is too easy. At ehotel®, customer service has been one of the company's top priorities right from the start, and that is luckily still paying off today. "We will continue on the path and certainly not rest on our achievements," explains Fritz Zerweck, CEO of ehotel®: "Our customers are always our top priority, that's why we do everything we can to reliably support them even in the coronavirus crisis – with the best service, comprehensive information and transparency." The study was published in the Focus Money issue 31/2020.

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.ehotelag.com