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## **The German Customer Award 2019 goes to ehotel®**

At ehotel®, customers always come first and this does not go unnoticed: The German Association for Consumer Studies (DtGV) has confirmed this with the German Customer Award 2019 for "outstanding customer service" that has been given to the dedicated hotel booking portal – which, incidentally, the customers decided on in a representative survey. In the travel & tourism sector, ehotel® was ahead of the competition and took first place among all hotel booking portals.

For the large, nationwide survey, more than 370,000 customer opinions on 2,396 companies from 239 industries were collected. In the online survey, a cross-section of the population was able to report on its experience with the individual companies during the last three years. The companies considered here are among the largest and most important providers in their sector. As one of the most successful hotel booking portals in the country, ehotel® is, in every sense, honoured by being selected and by receiving the award. Its customer service is of course constantly adjusting to new techniques, challenges and customer requirements in order to ensure huge satisfaction in the coming years.

**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)