

Essen, September 25, 2019

Best in class among German trade fair companies

Messe Essen once again awarded for best service quality

For its outstanding customer service, Messe Essen once again receives the award "Top Service Quality 2019/20" jointly presented by the magazine TESTBILD and the statistics portal Statista and thus defends its leadership in the category of trade fair organisers.

Accessibility, customer orientation, communication, professional competence, scope of service and high customers' willingness to recommend: these are the dimensions in which the testers from TESTBILD and Statista evaluated the service quality of ten German trade fair companies.

For the second time in a row, Messe Essen achieved top marks, especially in the dimensions of customer orientation, professional competence and customers' willingness to recommend. The award's initiators underlined that Messe Essen's account managers stood out because of their solution-oriented attitude, accessibility and individual response to customers' requests. In addition, the testers attested to Messe Essen's high level of expertise and professional knowledge.

"We are very pleased about the award and are proud to have defended the leading position in the German trade fair industry with our service claim", says Oliver P. Kuhrt, Managing Director of Messe Essen. "Service quality beyond the standard is the prerequisite for customer acquisition and retention."

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