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## **Booking.com's First Customer Call Centre Officially Opens in Toronto**

*Global Digital Travel Leader Aims to Recruit More than 200 New Jobs Locally in the First Full Year*

TORONTO, April 19, 2017 /CNW/ -- [Booking.com](http://www.booking.com), the global leader in connecting travelers with the widest selection of awesome places to stay, announced today the official opening of their first customer call centre in Canada located in Toronto. The newest call centre aims to recruit 200+ people in 2017, with a goal of hiring up to 600 people within the next four to five years.

Booking.com's Toronto call centre is the company's fourth in North America and sixteenth globally. The Toronto customer service team will support Booking.com's award-winning 24/7 service to guests and accommodation partners through a variety of channels, including incoming calls, e-mails and messaging. Booking.com has 7000+ customer service agents globally through its local entities.

The open positions include operational management roles, as well as front-line customer service executive positions to work with our customers around the world, providing service in a variety of languages including English, French, Arabic, Mandarin, Brazilian Portuguese and Russian. Applicants are invited to apply directly to [www.workingatbooking.com](http://www.workingatbooking.com).

"Toronto is gaining worldwide recognition for its emerging technology scene, vibrant culture and educated, multicultural talent pool," said Toronto Mayor John Tory. "I'm thrilled that Booking.com will call Toronto home, create hundreds of jobs for our talented residents and contribute to our reputation as a global centre for diversity, innovation and economic growth."

"Toronto is one of the world's largest and most diverse cities, truly embodying the multinational culture that exists at Booking.com," said Todd Dunlap, Managing Director, Americas at Booking.com. "There is an immense talent pool in Toronto, and we are looking forward to continuing to expand our employee base throughout Canada."

To select the right location for the new customer call centre. Booking.com teamed up with Toronto Global, a team of experienced business advisors assisting global businesses to expand into Toronto.

"Toronto Global was delighted to work with Booking.com throughout the process of choosing the Toronto Region for its new customer service centre, and we welcome this truly global company to our business community," said Toby Lennox, CEO of Toronto Global. "Choosing a location for a major investment is not an easy decision; and we are excited that Booking.com recognized the benefits of locating in the Toronto Region - the main benefit being access to our talented workforce. We are the most multicultural region in North America, with over fifty percent of our population having been born outside of Canada and speaking nearly 140 languages."

The 53,355-square-foot customer service facility at 70 University Avenue covers almost three floors and is the first of its kind in Canada for the world leader in providing accommodation online. The office theme, created by Gensler, a global architecture, design, and planning firm is "Downtown/Out of Town." The facility features attractive amenities such as a kitchen with large prep space, cafe/canteen with a mini market, games room, bicycle storage and employee lounge areas with a variety of seating options.

### **About Booking.com:**

Booking.com is the world leader in booking hotel and other accommodations online. It guarantees the best prices for any type of property - from small independents to five-star luxury. Guests can access the Booking.com website anytime, anywhere from their desktops, mobile phones and tablet devices, and they don't pay booking fees - ever. The Booking.com website is available in 43 languages, offers over one million hotels and accommodations including more than 625,000 vacation rental properties and covers over 109,000 destinations in 224 countries and territories worldwide. It features over 116M reviews written by guests after their stay, and attracts online visitors from both leisure and business markets around the globe. With over 20 years of experience and a team of over 15,000 dedicated employees in 187 offices worldwide, Booking.com operates its own in-house customer service team, which is available 24/7 to assist guests in their native languages and ensure an exceptional customer experience. Established in 1996, Booking.com B.V. owns and operates Booking.com™, and is part of The Priceline Group (NASDAQ: PCLN). Follow us on Twitter, Google+ and Pinterest, like us on Facebook, or learn more at <http://www.booking.com>.

**About Toronto Global:**

Toronto Global is an arms-length organization representing municipalities in the Toronto Region. We actively seek global companies interested in expanding to the Toronto Region and connect investors with the right opportunities that will facilitate the successful growth of their business. Toronto Global is dedicated to understanding our clients' business needs and delivering tailored, innovative solutions that will set the stage for their success in the Toronto Region.

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