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Travelzoo Wins 2017 Service-Champion Award in Germany

BERLIN, November 28, 2017—Travelzoo® (NASDAQ: TZOO), a global publisher of exclusive offers and experiences for members, has been named “2017 Service-Champion” and best provider of travel deals by Germany’s largest service ranking consumer survey: the Service-Champions.

The Service-Champions initiative is organised by ServiceValue GmbH, Goethe-University Frankfurt and national newspaper DIE WELT. The ranking uses a Service Experience Score (SES) calculated by a customer survey about service experience. Over 1.5 million opinions from consumers in Germany are considered.

Prof. Dr. Rolf van Dick from the Institute of Psychology at Goethe-University Frankfurt explains: “The Service Experience Score is a reliable and straightforward tool in measuring customer service experience.” Likewise, the score offers a robust means of measuring customer loyalty, as it incorporates important factors such as customers’ emotional connection with a brand, as well as the chance of recommending the brand to others.

Christian Smart, General Manager of Travelzoo in Germany, said: “Our deal experts all over the world rigorously research proposed offers and only publish the most outstanding travel and entertainment deals. The team in our Test Booking Center™ vets and checks all deals, including availability, accuracy of information and ease of booking.”

The winners of the 2017 Service-Champion Award in other sectors include ADAC, Allianz, Amazon, Borussia Dortmund, Decathlon, Lufthansa, Häagen-Dasz, HP, Samsung, Santander, and Starbucks.

About Travelzoo

Travelzoo® provides our 28 million members insider deals and one-of-a-kind experiences personally reviewed by one of our deal experts around the globe. With more than 25 offices worldwide, we have our finger on the pulse of outstanding travel, entertainment and lifestyle experiences. For over 15 years we have worked in partnership with more than 2,000 top travel suppliers—our long-standing relationships allow us access to the very best deals.

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