

Essen, October 13, 2017

Excellent Customer Service

## MESSE ESSEN RECEIVES SEAL FOR BEST SERVICE QUALITY

For its outstanding customer service, Messe Essen has received the "Best Service Quality 2017/18" mark of distinction jointly awarded by the TESTBILD magazine and the Statista statistics portal and has occupied third place in the Trade Fair Organiser category.

Accessibility, customer orientation, communication, professional competence, scope of service and willingness to recommend are the dimensions in which the testers from TESTBILD and Statista have assessed the service quality of ten German trade fair companies.

Messe Essen achieved top marks, in particular, in the dimensions relating to customer orientation, professional competence and recommendation and was thus able to score points because the test candidates have accommodated wishes in an individual and solution-oriented way. Furthermore, the testers affirmed that Messe Essen has great expertise and knowledge.

"We are very pleased about the mark of distinction and are proud to once more occupy a leading position amongst the trade fairs in Germany with our service demands," according to Oliver P. Kuhrt, CEO of Messe Essen. "Service quality beyond the standard is the prerequisite for winning over and binding customers."

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