

## PRESS RELEASE

### High customer satisfaction in company restaurants

### Klüh Catering labelled sector champion



Düsseldorf, 25 November 2020 – The catering division of the multiservice company Klüh has been able to secure first place in the German Customer Award 2020/21 conferred by the Deutsche Gesellschaft für Verbraucherstudien mbH in the area of “customer satisfaction” in company restaurants. With this, Klüh Catering can officially call itself “sector champion” since 30.10.2020. More than 330,000 customer opinions on a total of 2,261 companies from 233 sectors were collected for the study.

In previous years, Klüh Catering GmbH have already received several awards for “high customer confidence” from the market research company ServiceValue on behalf of the business magazine “WirtschaftsWoche”. The “sector champion” for high customer satisfaction was naturally received with a great deal of enthusiasm at Klüh.

Thorsten Greth, Managing Director of Klüh Catering: “Particularly in this challenging year, we caterers are especially pleased about this award. The company restaurants are currently still open. Here we guarantee our guests that we will supply them with delicious and healthy food in strict compliance with the hygiene rules.”

With over 25 years of experience, the sector champion not only offers catering for employees, but also for patients, senior citizens, travellers, school and kindergarten children, and is the undisputed number 1 contract caterer in Germany in the field of care catering\*. So as to guarantee optimum customer satisfaction in company restaurants, the company works with a special app as an important means of communication between the client or table guest and the catering service provider. The app shows guests the current menu, provides information on nutritional values and offers personal allergen management. It is soon to be expanded to include a payment function.

\*Study gv-praxis 05/2020

#### **About Klüh:**

*Klüh Service Management GmbH is a global multi-service provider. Founded in 1911, the company has decades of experience in the area of infrastructural services. The departments Cleaning, Catering, Clinic Service, Security, Personnel Service, Airport Service and Integrated Services offer both individual services as well as multiservice concepts. With more than 52,000 employees in eight nations, the company achieves sales of around 852 million Euros (2019). Klüh Catering contributed to this with sales of 215.9 million Euros.*

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