

PRESS RELEASE

Top place in industry ranking

Klüh Catering confirmed as quality leader in customer service

Düsseldorf, 08.11.2022 – Whenever catering companies in Germany are put to the test, Klüh Catering leads the field. The market research institute ServiceValue and the daily newspaper Die Welt have now assessed contract caterers under the aspect of customer service - the family business Klüh ranks an excellent second in the nationwide comparison. Only last May, the leading trade magazine gvpraxis named the catering division of the multiservice provider Klüh the number one contract caterer - for the ninth time in a row.

With its consistent focus on quality, Klüh Catering already won first place in the German Customer Award 2021/22 of the Deutsche Gesellschaft für Verbraucherstudien mbH (German association for consumer studies) in the area of "customer satisfaction" in company restaurants in September last year. Shortly before that, the dfv media group awarded Klüh Catering the "Frankfurter Preis - Großer Preis der deutschen Gemeinschaftsgastronomie" (Frankfurt prize - grand prize of the German communal catering industry), which is regarded as the Oscar of the industry.

Thorsten Greth, Managing Director of Klüh Catering: "I am delighted that our high quality aspiration is recognised and honoured. We are continuing this course with constant optimisation, a high degree of creativity and the dedicated commitment of our entire team."

For the current competition, the Munich-based institute ServiceValue collected and analysed more than 1.9 million customer assessments nationwide. They serve as the basis for the evaluation of the ranking. The rule is: the higher the score, the more satisfied the customers are. In the current ServiceValue ranking, with 65.2 points, Klüh Catering positioned itself ahead of competitors such as Aramark, Dussmann and Sodexo and was only 2 points below the test winner apetito.

About Klüh:

With over 30 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 area of care catering (study gvpraxis 05/2022).

Klüh Catering is part of Klüh Service Management GmbH, an internationally operating multi-service provider from Düsseldorf which celebrates its 111th company anniversary this year. 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 814 million Euros (2021). For further information see www.klueh.de.

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