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Travelzoo Wins 2018 People’s Choice Award as ‘Favorite Provider of Customer Service’

NEW YORK, February 26, 2018 — Travelzoo® (NASDAQ: TZOO), a global publisher of exclusive offers and experiences for members, has taken home four top honors at this year’s Stevie Awards® for Sales and Customer Service. Travelzoo won the 2018 People’s Choice Award as ‘Favorite Provider of Customer Service’ in the Leisure and Tourism category. Travelzoo also won gold as the ‘Front Line Customer Service Team of the Year.’ Travelzoo won silver in two more categories, ‘Customer Service Management Team of the Year’ and ‘Customer Service Department of the Year.’

The awards were presented on Friday night at a ceremony in Las Vegas. More than 2,300 nominations from organizations of all sizes and in virtually every industry were evaluated in this year’s competition. Finalists were determined by a panel of more than 150 senior customer service professionals worldwide. For the People’s Choice Award, more than 124,000 public votes were cast over two weeks.

Travelzoo’s innovative customer service program wants to make Travelzoo members “100% happy, 100% of the time.” Travelzoo members currently rate satisfaction with customer service at 94, and its Net Promoter Score is 83, compared with an industry average of 45, as reported by 235 companies across the travel and tourism sector (data: CustomerGauge, January 2018).

“We are thrilled with our quadruple win for customer service,” says Lisa Oswald, Travelzoo’s Head of Customer Service. “Making members happy is at the heart of everything we do at Travelzoo, and we are always ready to put our members first.”

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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