

## Press Release

Wednesday, 07 October 2020

# WebBeds announced as a finalist in three categories of the European Contact Centre & Customer Service Awards 2020 (ECCCSA)

Global B2B bedbank WebBeds' Customer Services team have been named as a finalist in three major categories of the 2020 European Call Centre and Customer Service Awards (ECCCSA), the largest and longest awards programme in the contact centre industry. The awards, open to all industries, features 26 award categories and being named a finalist positions WebBeds Customer Service in the top 6-8 companies in the 3 categories, alongside other highly regarded global organisations.

Visit: <https://www.ecccsa.com/ecccsa-2020-finalists-announced/>

The awards recognise organisations across Europe (either International organisations with presence in Europe or European organisations), that are leading the way in delivering exceptional service to customers. Now in their 20th year the ECCCSA look to honour companies who value their work force and can show that they constantly innovate and improve their Customer Service offering. Previous winners of these prestigious awards include; Vodaphone, Orange, Sykes, Eurostar VW, Teleperformance & Microsoft with companies from 26 European countries entering. This year the finalists include; HSBC, AXA, Microsoft, Shell Energy Retail, TTEC & VW, Telefonica and WebBeds.

The three categories where WebBeds are nominated as 'Finalists' are **Best Pan-European Contact Centre**, **Contact Centre of the Year (Small)** and **Responding in a Crisis – Supporting Colleagues (Services)**.

WebBeds Managing Director, John Gusic, said "I am incredibly proud of our Global Customer Service team. Their tremendous contribution and commitment to deliver the group vision of customer service excellence is worth celebrating, and even more so in light of the challenging circumstances all companies have been facing for the last 8 months. Being named as a Finalist for these prestigious awards is a fantastic milestone, recognising the strong service we are providing to our valued clients and supply partners."

The winners will be announced on the 16th March 2021 at a gala evening held at Evolution in Battersea Park, London.

## About WebBeds

Launched in 2013, WebBeds is the world's fastest growing bedbank. A B2B business, WebBeds supplies accommodation and services to the travel industry, providing global coverage through three regions – Europe, Asia Pacific and AMEA (America, Middle East and Africa) with over 1,600 travel professionals working in 50 offices worldwide.

WebBeds provides a global distribution network of travel trade partners with the choice of more than 368,000 hotels around the world, comprising 30,000+ direct contracts, 70+ integrated third-party providers and 60+ major hotel chain groups. WebBeds sells to over 200 destination countries through clients in more than 145 source markets worldwide.

Clients can access this huge choice of inventory, (ranging from affordable guesthouses to luxury hotels and including international chain hotels, city-centre and resort properties) via market-leading, trade-only websites or simple and seamless platform to platform API connectivity. Clients can also book over 5,500 transfer services in 1,200 destinations along with thousands of guided excursions and tickets for attractions.

WebBeds also provides tailor-made travel arrangements for groups of all sizes covering corporate and leisure, special interest, education and MICE via its dedicated and award-winning DMC division, and operates specialist travel brand Umrah Holidays International, a genuine pioneer in providing online pilgrimage travel services to travel agencies worldwide.

Find out more about the WebBeds business at [www.webbeds.com](http://www.webbeds.com)

WebBeds is a division of Webjet Limited (ASX: WEB).

## About Webjet Limited

Webjet Limited (ASX: WEB) is an ASX 200 listed company operating a digital travel business spanning both wholesale markets (through B2B) and consumer (through B2C).

The B2B travel business, WebBeds, is the world's second largest and fastest growing accommodation supplier in the wholesale travel market. It operates global coverage through three regional divisions - Europe, Asia Pacific and AMEA (America, Middle East and Africa). The B2C travel business operates Webjet, the market leading OTA brand in Australia and New Zealand, and Online Republic, which specialises in the provision of online car and motorhome bookings.

Find out more about Webjet Limited at: [www.webjetlimited.com](http://www.webjetlimited.com)