Glencor Golf Holidays receives Feefo Platinum Trusted Service Award 2020

Wednesday 22 January, 2020

York based golf tour operator Glencor Golf Holidays
has won the Feefo Platinum Trusted Service award, an independent seal of excellence that recognises businesses for delivering exceptional experiences, as rated by real customers.

Created by Feefo, Trusted Service is awarded only to businesses that use Feefo to collect genuine reviews and insights. Businesses meeting the high standard, based on the number of reviews they have collected and their average rating, receive the award. A highly valued badge of approval, this accreditation remains unique, as it is based purely on the interactions with real customers. As all reviews are verified as genuine, the accreditation is a true reflection of a business's commitment to outstanding service.

Feefo have given Platinum Trusted Service awards to businesses who have achieved Gold standard for three consecutive years. The Feefo Gold Trusted Service award recognises those who have collected at least 50 Feefo reviews in a year and have achieved a service rating of at least 4.5.

Corrie Renton, Director at Glencor Golf Holidays commented: "We're very excited to receive this award from Feefo because it's based on the feedback of real customers, who are the most important judges of all. It recognises how hard we work to give all our customers the best possible experience. Everyone at Glencor Golf Holidays is fully committed to the highest quality of service, so it's important for us to listen, understand and respond to all our customers. The beauty of Feefo is that it enables us to consistently improve, so we're looking forward to another successful year."

Congratulating Glencor Golf Holidays on winning this year's award, Steph Heasman, Director of Customer Success at Feefo, commented: "The Trusted Service award has always been about recognising companies that go way beyond the norm in customer experience and generate great feedback from happy customers.

"This year we've been delighted to see so many companies using Feefo to provide outstandingly high levels of all-round service – it's what Feefo is all about. We help our clients give their customers the best experiences possible. I'm confident we'll see more success from businesses partnering with us throughout 2020.

"Feefo is all about powering up customer experience, which is why we have introduced our new Platinum category. Clients told us they want recognition for achieving our demanding Gold award standard over a longer period. Our new Platinum award is earned by companies that achieve a Gold rating in three consecutive years. It's a tough challenge and very-well deserved by those that earn it."

Feefo is a reviews and customer insights technology company that provides businesses with the tools to collect real, purchase-verified reviews and insights. Working with over 3,500 clients, Feefo ensures that all feedback is authentic, by matching it to a legitimate transaction, in order to increase consumer confidence and enable businesses to make smarter business decisions.

About Glencor Golf Holidays

Glencor Golf Holidays was founded in 1995 providing golf holidays across the UK, Spain, Portugal and the rest of the world. Run by a team of golfers, it is this first-hand experience that has helped Glencor Golf put thousands of happy golfers on the fairways for over twenty years. Glencor Golf is a member of ABTA and IAGTO, offers financial protection on all payments, winner of the Customer Service Award for the North East region at the 2018 National Family Business Awards and received 2020 Feefo Platinum Trusted Service Award from independent review site Feefo for customer service.

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