

Kuoni Scores Joint Top Place In The Recent Which? Survey



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Kuoni, the luxury travel company, has announced it scored joint top place with a customer satisfaction score of 80% in the recent Which? Top 20 Travel Companies survey.

Which?, the consumer organisation famous for its impartial product reviews and ratings, surveyed nearly 10,000 people who travelled on holiday over the last two years. Trailfinders also scored 80% in the overall rankings making it joint winners with Kuoni.

Customers were asked to rate the holiday companies based on overall organisation, customer service, value for money, accommodation and journey. These scores were then used to calculate the travel company's overall score.

Joanna Edmunds, Kuoni UK MD said, "I am absolutely delighted that Which? readers have voted Kuoni joint first place. Kuoni was liked for 'being reliable and having excellent customer care'. When rating beach holidays specifically our score increased to 84%, again top of the league. I am firmly of the view that it is this willingness to go the extra mile for customers, which will have contributed to our high score."

Kuoni was also voted the best UK travel brand in the TNS 'Most Trusted Travel Brand' list and Kuoni was shortlisted for the Which? awards, in the Best Travel Company category, which took place on 23rd June 2011.

The Which? Top Travel Companies survey and the results can be viewed on the Which? website.

About Kuoni:

Kuoni Travel LTD is ABTA and ATOL protected, giving customers financial protection and ensuring they won't be stranded abroad. Customers are safe in the knowledge that while they are abroad, Kuoni has professional ground agents and English speaking guides to ensure they have an enjoyable stay.

Founded by Alfred Kuoni in 1906, Kuoni Travel has grown into not only the largest travel company in Switzerland, but also one of the leading travel organisations in the world.

Kuoni offers luxury holidays in a number of beautiful locations, with a host of [Dubai holidays](#), [Mauritius holidays](#) and [St Lucia holidays](#). The company's Authentic Experiences enable travellers to do as the locals do or learn from experts in their field.

Quality is an integral part of companies like Kuoni who are aiming at the luxury market, however Kuoni has recently launched its 'smart' holidays - a collection of three to four-star holidays that have been handpicked and designed to give customers more holiday for their money.

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