

## Moritz Klussmann

### About Customer Alliance

Founded in 2009 in Berlin, Customer Alliance is the European leader in guest experience and online reputation management solutions for the hospitality industry. Thousands of independent and chain hotels worldwide work with Customer Alliance to manage their digital guest experience and brand reputation throughout their guest journey. Within one industry-leading solution, hotels can individually communicate the right message, at the right time to all guests to ensure satisfaction is not left to chance, whilst collecting, distributing, and analyzing their guest reviews from across the web, giving them a competitive insight into their hotel's performance. Hotels can now better understand their guests and boost their revenue.

### Contact data

**Moritz Klussmann**  
CEO & Co-Founder  
Customer Alliance



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## Event

### [Best Cases & Panel „Guest Communication“](#)

Thursday, March 7, 2019, 14.10 - 15.00

Hall 7.1b, eTravel Lab

Official Partner Country ITB Berlin 2019



Co-Host ITB Berlin Convention 2019



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Kurzfristige Änderungen vorbehalten.



## ITB Berlin Convention / ITB Berlin Kongress

### ITB CityCube

#### Hall A

- ITB CSR Day
- ITB Deep Dive Sessions
- ITB Destination Day 1
- ITB Destination Day 2
- ITB Experts Forum Wellness
- ITB Future Day
- ITB Marketing & Distribution Day
- ITB Tourism for Sustainable Development Day

- 6.1** – eTravel World: eTravel Stage, eTravel Start-Up Day

- 7.1a** – Home of Business Travel Forum by ITB & VDR  
 - ITB Business Travel Forum  
 - ITB MICE Forum  
 - ITB MICE Hub

- 7.1b** – eTravel World:  
 eTravel Lab, TTA Forum,  
 ITB Hospitality Tech Forum

- 11.1** – ITB Young Professionals Day

- Palais** – ITB Convention Awards

## Contact

Please contact us for concerns or questions:

### Convention Organisation

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