



Case Study: GO! for top-class service.

Exceptional requirements call for exceptional services. GO! Express & Logistics and Die Goldenen Schlüssel have a long-standing partnership based on trust.

Logistics expertise and outstanding service for challenging demands in the hotel industry around the world. Although the workplaces could hardly be more different, the challenges faced by Die Goldenen Schlüssel and GO! Express & Logistics are the same: to make people happy in every way possible.

Die Goldenen Schlüssel Deutschland e.V. (www.lesclefsdor.org) is a member of the international association 'Les Clefs d'Or', officially registered as 'Union Internationale des Concierges d'Hôtels' (UICH). This is an international network of hotel concierges who share the same interests and goals.

The concierges strive to meet the needs of every guest, insofar as these are morally, legally and humanly possible. The association also calls upon its extensive network of partners, acquaintances, friends and colleagues from all over the world. GO! is one of these partners and also strives to keep everything moving for its customers in the hotel industry and to support the concierge in all of their activities.

One of the cornerstones of the successful partnership between Die Goldenen Schlüssel and GO! is personal customer contact. By having established points of contact at GO!, exclusive, exceptional transport solutions that are vital in

the hotel industry can be put in place. Individuality and reliability are what matters when it comes to making guests happy. This often involves local services that concierges can avail of around the clock. The team at GO! works with the customer to find the best solution for every delivery, however challenging it may be.



For example, a singer on a concert tour may need a new stage outfit that she picked out the day before from her trusted designer and which needed some alterations. As she is in rehearsals throughout the day, she is unable to pick it up in person and needs it by 4 p.m. at the latest. The concierge entrusts GO! to pick up the outfit from the studio and deliver it to the

hotel on time. This is carried out in the quickest way possible via the most appropriate mode of transport.

However, GO! supports Die Goldenen Schlüssel not just locally, but also throughout the country. GO! delivers wherever something is needed – and also offers pick-up service, of course.



Thanks to its reliable couriers, pick-up and delivery at the desired location are guaranteed with

ease. For example, if a business traveller has left his travel documents at his office and needs them urgently for his next trip on the following day, with GO! Same Day, the documents will be delivered as soon as possible, with the use of air and rail connections if necessary. The courier will pick up the package at the desired location via personal notification, and it will arrive at the guest's home on the same day, if required.

If important packages such as this cannot leave the courier's hands, the courier will even take the item with them in their hand luggage as part of the GO! On-Board Courier service. As there is a specially assigned courier in charge of the delivery, there will be clear communication and the package will be in familiar hands at all times. This will not only speed up handling, but also make it possible to immediately respond to any issues that arise. If there is no suitable connection available for urgent, high-value consignments or the goods being transported are subject to special shipping requirements, GO! will charter a direct flight exclusively tailored to the customer's requirements as part of its GO! Air Charter service.

A wide range of value-added services can be added to these transport solutions, tailored to any requirement, just as individual as the hotel guests.

About Die Goldenen Schlüssel Deutschland e. V.

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Following the motto 'In Service through Friendship', they assist national and international travellers throughout the world and make guests' stays special. The organisation is also committed to the supporting the profession of hotel concierge, its future development and continued existence. To achieve these goals, 'Les Clefs d'Or' supports the next generation of hotel professionals, arranges networking, maintains friendly communication with one another and regularly attends further training courses.

About GO! Express & Logistics

GO! Express & Logistics is Europe's largest independent express and courier service provider. The global partner network was founded in 1984 and currently comprises over 100 GO! stations in Europe. Approximately 1,400 employees and 1,700 drivers and couriers work hard every day to transport over 9.2 million shipments per year (2021).



Under the motto "beyond limits", GO! offers a comprehensive portfolio of logistics solutions ranging from regional courier transportation and global express shipping of goods, documents and extremely time-critical consignments to sensitive shipments or complex customer requirements. Its services also include tailored supply chain solutions and extensive value-added services 365 days a year and around the clock.

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