

THE AMERICAN GUEST

Travel Habits

American tourists travel either alone or in groups. They book via travel agents, airlines and well-known reservation systems or via the internet.

Americans are used to securing their bookings with a credit card.

Generally American guests are considered to be very polite, disciplined and patient. When arriving in a restaurant they will wait to be seated.

Hotel Choices

Guests usually stay in international hotels of three stars and up, but also enjoy staying in traditionally run, historical hotels that are centrally located.

Room Furnishings

Americans prefer spacious rooms at a comfortable temperature and large bathrooms. Rooms with airconditioning are a must in hot climates. They also like high beds and curtains with black-out lining that darken the bedroom completely.

Internet access somewhere within the hotel, if not available in the rooms, is a must. Americans use the internet on a daily basis and therefore prefer hotels with wireless LAN.

Breakfast

A typical American breakfast consists of bacon, eggs, sausage, toast and fruit juices.

Meals

Steak and chicken, accompanied by vegetables, chips, baked potato and lots of salad are popular. XXL portions are the norm.

Beverages

Every meal including breakfast is accompanied by a jug of iced water. It is for the establishment to decide whether the iced water is complimentary at breakfast only or also during other meals. Cold drinks should be available at all times, as well as ice. Should ice not be available the guests will request this from the bar. Coke, dry wines such as Chardonnay and large amounts of black coffee are top of the list.

An aperitif is usually taken in the bar before a meal.

Special points

In America restaurant bills exclude taxes and the service charge. Because of this tips paid are usually quite generous. Most Americans pay their bills directly and together or sign them off to the room.

Americans love personalised service and recommendations, especially those concerning tips for sightseeing etc.

Provided as part of the benefits of membership of Cape Town Tourism. For more information visit www.capetown.travel/industry, call +27 (0)21 487 6800 or email membership@capetown.travel