

Business Travelers Welcome Work Trips

TripAdvisor Surveys Reveals Majority of Respondents Enjoy Traveling for Work

Marriott Favorite Hotel Chain for Business Travelers for Second Straight Year

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TripAdvisor(R), the world's largest travel community, today announced the results of its annual business travel survey of more than 1,500 travelers worldwide, revealing that most enjoy it. Sixty-two percent of respondents said they "often" enjoy business travel and 18 percent said they "always" enjoy it. The best part about traveling for work is "seeing new places," according to 34 percent. Business travelers' favorite luxuries are deluxe bedding and high-end bath products.

Business or Pleasure?

Almost half of respondents (49 percent) said they often tie leisure time to business trips to take advantage of the company-expensed travel. This is particularly popular among Americans, as 53 percent often tie leisure time into business travel, compared to 28 percent from the U.K.

Some Less, Some More

Twenty-two percent of business travelers plan to take fewer business trips this year than last, while 18 percent intend to take more.

Fly Trap

With 88 percent flying for business, flight delays and cancellations are, for the second year in a row, the biggest irritant, according to 53 percent, up from 48 percent last year. Thirty-one percent said the recent airline delays and cancellations will affect their business travel plans. Of those, 15 percent will consider driving more for business travel this year, nine percent will consider taking a train, and seven percent will consider more video conferencing. Thirty-nine percent said they have no option but to fly and 30 percent said they choose to fly regardless of the delays and cancellations.

Hotel Highlights

Marriott was the top choice for business for the second consecutive year. Hilton was the second favorite, also for the second year in a row, followed by Sheraton and the Holiday Inn, which tied for third. The most important hotel features according to 30 percent of respondents are location/proximity to meetings, high-speed internet access (26 percent) and onsite dining and room service (19 percent).

Chain Gang

Fifty-nine percent of business travelers "often" stay at the same hotel chain, while seven percent "always" do. Americans are particularly brand loyal, with 66 percent often staying at the same hotel chain, compared to 61 percent of Europeans. The greatest motivation to stay at the same hotel chain is the hotel rewards program, according to 27 percent of respondents. Location was the next most popular factor (18 percent) followed by comfort of rooms (16 percent), rates (13 percent) and familiarity with the brand (13 percent).

Points Well Taken

Seventy-eight percent of business travelers surveyed are members of a hotel points program. Americans are more interested in points, with 85 percent taking part in a hotel points program, compared to 58 percent of Europeans. Fifty-three percent of all respondents said they are "often" loyal to the hotels with which they have points, 10 percent said they are "always" loyal.

Company Nickel and Dimed

Thirty-four percent of business travelers surveyed spend more on food and drink when it's on the company dime. An additional 36 percent tip more generously than they ordinarily would when it is a business expense.

Big Apple Best for Business

New York City was chosen as the top city for business travelers for the second year in a row, followed by Chicago, London, San Francisco and Washington, D.C.

Other Business Travel Tidbits

- Sixteen percent of business travelers fly into less convenient "secondary" airports to save money
- Twenty-five percent of travelers would pay a five to 20 percent premium for a "business traveler-only" flight
- Twenty-four percent said their business travel is always based on lowest fare
- Six percent of travelers occasionally take longer routes to build up their frequent flyer miles
- Twelve percent admit to having visited a strip club while traveling on business

"It's interesting that so many business travelers attach leisure time to their business trips, and it may help explain why so many enjoy business travel," said Michele Perry, director of communications for TripAdvisor.

Top Five Cities for Business Travelers, According to the Survey

1. New York City
2. Chicago
3. London
4. San Francisco
5. Washington, D.C.

Top Hotel Chains for Business Travelers, According to the Survey

1. Marriott
2. Hilton
3. Holiday Inn and Sheraton (tie)
5. Best Western and Courtyard by Marriott (tie)

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