



EMBASSY SUITES
HOTELS®

Attention Business Travelers!

To: All Business Travelers

From: Embassy Suites Hotels

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Re: Learn from the Pros: Common Business Travel Blunders and Solutions

Anyone who has ever traveled for business has made a mistake, encountered a problem or has had to leap over a hurdle or two – even veteran business travelers. Here, Embassy Suites Hotels arms you with a list of commonly-made mistakes and the know-how to avoid such mishaps on your next trip.

EVEN THE MOST SEASONED BUSINESS TRAVELER HAS SUFFERED THROUGH THE FOLLOWING EMBARRASSING SITUATIONS:

- Spilled food or drink on themselves en route to a client meeting
- Mispronounced a client's name or referred to the client by the wrong name – in front of the client
- Completely blanked during a client presentation
- Tripped and fell during a meeting
- Overslept and missed a meeting or business function
- Had a credit card declined when taking a client out to lunch or dinner
- Gotten lost on the way to an appointment – particularly devastating when your client is in the car with you

HOW CAN YOU LEARN FROM OTHERS' MISTAKES?

- Always pack an extra outfit to solve for a stain.
- Verify the name of a client or the pronunciation of the name prior to your trip – and practice saying it, particularly if the name is uncommon or foreign
- When you know you have to present, practice, practice, practice! Everyone gets nervous, but the more you prepare ahead of time, the better you'll be in the room – and you'll likely be more steady on your feet!
- Set two alarm clocks and/or schedule a wake-up call with the hotel; give yourself more time than you think you need in the morning to get ready, prepare materials and make it to your meeting.
- Check your recent credit card activity before traveling and make sure all recent payments have been made; if you're traveling abroad, notify your credit card company of your trip prior to departure.
- Before you set out, consult the hotel staff or print out directions from an online source like MapQuest or Google Maps. If you're uncertain about where you're going, give yourself plenty of extra time to get there.

For more in-depth tips, tools and resources to help you execute the perfect "balanced" business trip, visit BusinessBalance.com