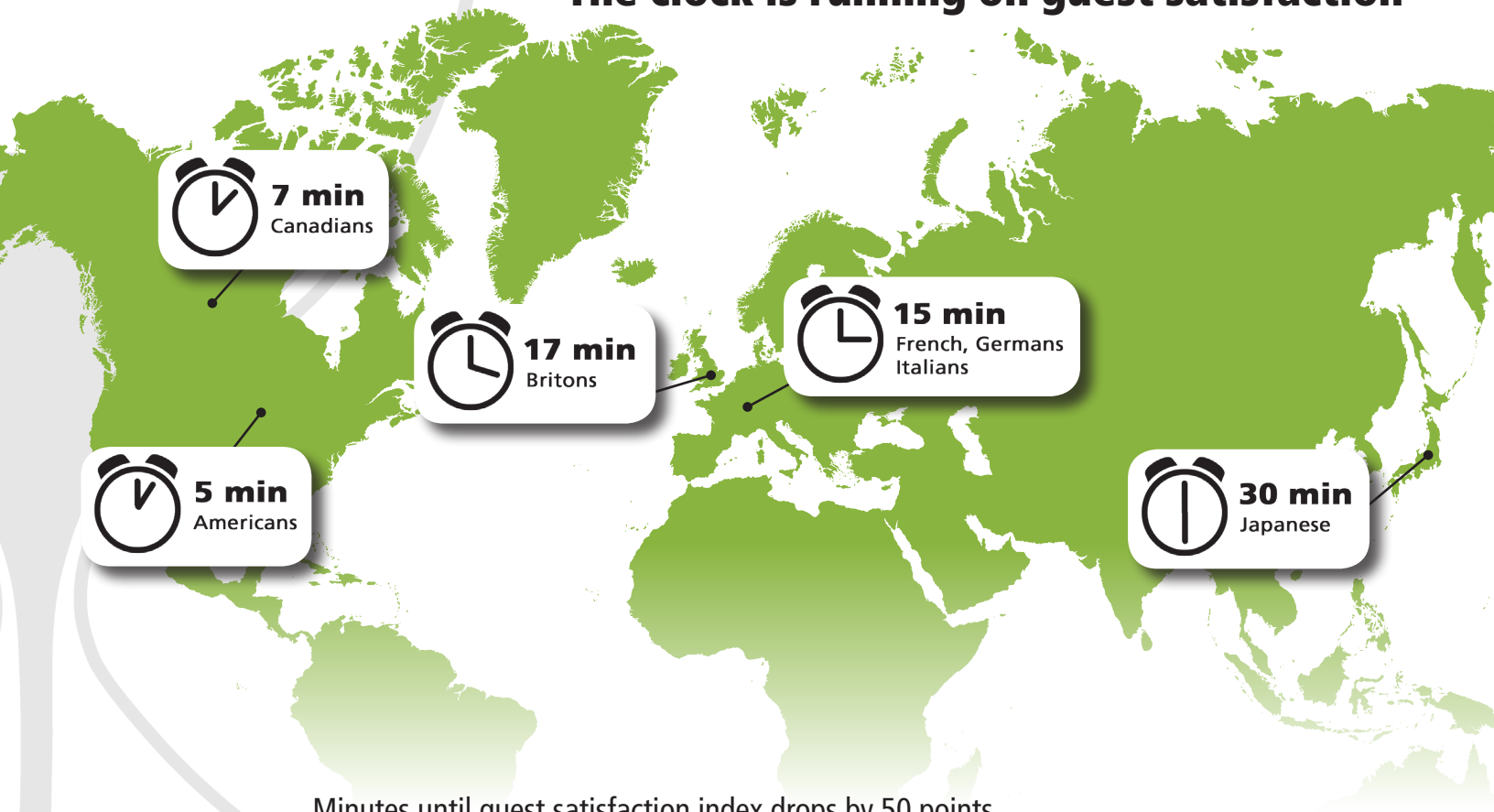
HOTEL CHECK-IN

Cornell study finds:

The clock is running on guest satisfaction



Minutes until guest satisfaction index drops by 50 points

Americans	☺☺😐☹☹	**5**
Canadians	☺☺😐😐☹☹☹	**7**
French	☺☺☺☺☺😐😐😐😐☹☹☹☹☹☹	**15**
Germans	☺☺☺☺☺😐😐😐😐☹☹☹☹☹☹	**15**
Italians	☺☺☺☺☺😐😐😐😐☹☹☹☹☹☹	**15**
Britons	☺☺☺☺☺☺😐😐😐😐☹☹☹☹☹☹☹	**17**
Japanese	☺☺☺☺☺☺☺☺☺😐😐😐😐😐😐😐☹☹☹☹☹☹☹☹☹☹☹☹☹	**30**

MINUTES COUNT at hotel check-in. Cornell and J.D. Power report that American guest satisfaction checks out after a five minute wait to check in. Canadian attitudes sour after seven minutes in the queue. Other cultures are more forgiving, but our advice to the front desk is to stay on your toes!

Cornell University
School of Hotel Administration

#guestsatisfaction
#hotelcheckin

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