

CULTURAL DIFFERENCES

ENGLISH

- Very formal
- Stiff at first
- Complain quietly
- Can seem unfriendly
- Need a few days to relax
- Very polite
- Punctuality important
- Build long relationships
- Can chat a lot
- Dry sense of humour

AMERICAN

- Pace of life very fast
- Punctual and efficient
- Very friendly on first meeting
- Take their culture with them
- Impulsive
- Wary of different culture
- Indulgent with their children
- Dress very casually
- Ask you to call by first name

MIDDLE EAST

- Muslims do not eat pork
- Little eye contact, don't stare
- Friday is day of prayer
- No alcohol
- Can pray 5 times a day
- Order a lot of food in room
- Serve with right hand
- Serve host first
- Many have royal title
- Travel in groups
- Can be very demanding

LATIN AMERICA

- Talk quickly
- All talk at once
- Touching society
- Very friendly
- Like spicy food
- Eye contact important
- Punctuality not so important
- Quick to anger then calm
- Can be very demanding
- A little offhand with staff

CHINESE

- Family name is first
- Brief handshake/bow
- Do not stand close when they are seated
- Very sensitive to precedence
- Must not lose face
- Serve host first
- Do not stare at them
- Take care of personal items in room

JAPANESE

- No handshakes/touching
- No milk products
- Very polite
- Do not complain
- Security, comfort, cleanliness important
- Like gifts in twos
- Business cards important
- Difficult to read emotions
- Experienced travelers