Press Releases

Study: Hotels Fail at Providing Reliable and Affordable Internet, Accessible Electrical Outlets, and Clean Rooms

Message to Hotel Managers: Focus on the Basics

NEW YORK, Aug. 13, 2015 /PRNewswire/ -- Hotels continue to invest millions of dollars in lobbies and spas but, according to a new survey of frequent travelers, the things that matter to hotel guests are far more basic.

The 2015 Hotel Pet Peeves Survey, conducted by Frequent Business Traveler magazine, found that frequent travelers continue to be dissatisfied with hotel Internet, the accessibility of electrical outlets, and room cleanliness, in that order.

The study, which began in 2011, presents readers with a comprehensive list of hotel-related pet peeves, which are then ranked in descending order from most to least irksome. The complete findings and an infographic are at http://accura.cc/gfsmn2

The next three were Cigarette Smoke Odor, Climate Control Not Easily Adjustable, and Noise, followed by Insufficient Water Pressure or Temperature, Unexpected Fees, Uncomfortable Pillows, and Insufficient Lighting.

The top peeves were problems that affect a traveler's ability to work (Internet, electrical outlets, lighting) and enjoy a restful stay (cleanliness, noise, climate control, pillows, and water pressure).

The findings put hotel managers on notice that they can't afford to skimp on the fundamentals, especially in an age where guests are able to quickly broadcast their grievances to millions of others on social media.

A total of 1,969 people took part in the survey. The research was conducted earlier this year in association with FlyerTalk, the world's largest online travel community, and ExpertFlyer, a leading air travel information tool.

"Our readers aren't asking for gold-plated faucets and butler service," saidJonathan Spira, Frequent Business Traveler's editorial director. "They only want a quiet, clean room in which they can work and sleep."

About Frequent Business Traveler

Frequent Business Traveler magazine brings must-read business travel tips and insights, news, reviews, and deals to globe-trotting executives in order to ensure seamless, productive, and successful travel.

About FlyerTalk

FlyerTalk is the world's largest online travel community and features discussions and chat boards that cover travel information with dedicated forums on a variety of topics.

About ExpertFlyer.com

ExpertFlyer.com delivers a 24/7 real-time powerful air travel information service and provides subscribers and corporate travel managers with a complete, concise and efficient way to access the ever-changing details of worldwide air travel information.

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