

CULTURAL DOS AND DON'TS FOR INTERNATIONAL GUESTS

When unsure: Be respectful, curious, and neutral.

Personal Space

Respect different comfort levels and let guests initiate contact.

Don't assume hugs, pats on the back, or casual touching are welcome.

Gestures (Eyes, Hands, & Feet)

Use open-hand gestures and respectful eye contact.

Avoid pointing with one finger, showing the soles of your feet, or gesturing with a thumbs up.

Communication

Listen carefully and clarify politely if needed. Friendly but not familiar.

Don't assume indirect responses are dishonest or that direct responses are rude.

Language

Speak slowly and use simple greetings.

Avoid slang and do not assume someone does not speak English.

Humor

Keep language friendly and professional.

Avoid jokes about nationality, politics, or sports rivalries.

Great global hospitality is not about knowing every culture. It is about showing respect, patience, curiosity, and professionalism in every interaction.

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National Pride

Celebrate enthusiasm and stay neutral between teams.

Don't criticize teams or compare fans negatively.

Emotional Fans

Remain calm and focus on safety and enjoyment.

Don't debate teams, referees, or game decisions.

Time Expectations

Clearly communicate wait times and schedules.

Don't assume all cultures value time the same way you do.

Food & Religion

Ask about dietary needs and know local food & religious options.

Don't assume all people eat the same foods or observe religion the same way.

Payment & Tipping

Be prepared to explain payment options and local tipping customs.

Don't assume tipping is understood. Don't take it personally if guests don't tip.

Every interaction with an international guest shapes your global reputation.