



Traveler Satisfaction: Exploring the Generational Divide in Business Travel

A GBTA study in partnership with American Express Global Business Travel

September 2016

Abstract

This cross-sectional study examines the causal relationships between frequent business travelers' experiences and business travel satisfaction. The results are analyzed on first an aggregate basis and then a generational basis that is comprised of three defined generations: Millennials, Generation X, and Baby Boomers.

In general, it was found that frequent business travelers are a content group. They are satisfied with their business travel experiences (88%) and the amount they currently travel (79%). Forty-one percent would like to travel the same amount; 43% would like to travel more; and only 16% want to travel for work less often. The findings showed significant generational differences amongst frequent business travelers that indicated each generational group has unique needs. The preferences and experiences that contribute to overall business travel satisfaction for Millennials and Gen Xers are relatively the same, but levels of impact and satisfaction with each vary. Boomers had a very different set of factors and values altogether. Our findings also gave insight into which aspects of business travel have more impact on satisfaction than others, highlighting the logical areas for companies to focus on first.

The research identified four key themes that summarized the elements that impact business travel satisfaction: "booking", "productivity during travel", "tracking and reporting" and "personal life". Based off of these themes and their relative importance to each generation, recommendations were made for companies to help move the needle on business travel satisfaction for their employees.

With strong majorities of frequent business travelers being satisfied with their business travel experiences, there may be a temptation for companies to maintain the status quo. However, just as companies expect employees to do more than meet baseline standards, it is reasonable for employees to want more from their employers. It is a true challenge for companies to build and sustain a satisfied employee base because of diverse generational needs. Acknowledging that there is not a "one-size-fits-all" solution is a step in the right direction for companies looking to improve employee satisfaction, particularly for employees who travel often to represent and promote their companies. Our observations in this study led us to believe that companies need to focus on supporting the key drivers of employee satisfaction and consider each driver through a generational lens.



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1. Introduction



The GBTA Foundation and American Express Global Business Travel designed this study to identify key drivers of business travel satisfaction and differences for generational groups.

Recently, numerous studies have shown that happier, more satisfied employees are more productive and help contribute to higher profits; however recent research has also shown that the factors that contribute to employee happiness differ greatly among different generations.¹

The study took a deeper look into what drives and impacts business travel satisfaction for frequent travelers by generation to help companies identify key areas that need attention. Understanding that different generations place a different value on business travel amenities and options will help companies build programs that will meet the needs of their workforce as a whole.

¹ Oswald, Andrew J. et al (2014), "Happiness and Productivity," <http://www2.warwick.ac.uk/fac/soc/economics/staff/eproto/workingpapers/happinessproductivity.pdf>

Westerman, James W. and Jeanne H. Yamamura, (2007) "Generational preferences for work environment fit: effects on employee outcomes", Career Development International, Vol. 12 Iss: 2, pp.150 - 161

Harter, James et al (2003), "Well-Being in the Workplace and its Relationship to Business Outcomes: A Review of the Gallup Studies," <http://media.gallup.com/documents/whitePaper--Well-BeingInTheWorkplace.pdf>

2. Methodology



This quantitative study was fielded January 4-19, 2016, to individuals within the United States and Canada through an online research panel. A quantitative approach was chosen because it provides enough sample to conduct additional statistical analysis. Overall, 2,025 respondents qualified for the study because their primary residence is located in the United States or Canada, they are employed full-time at a company, and they have traveled for business in 2015. Of the total respondent pool, 805 respondents stated that they have traveled four or more times for business in 2015. This report will focus on the findings from this group of frequent business travelers (four or more trips).

Business travelers were asked about their satisfaction levels on a comprehensive list of factors pertaining to job satisfaction and business travel satisfaction. For job satisfaction, the research probed about salary and compensation, their perception of their company's stability, and their relationship with their supervisor. For business travel satisfaction, the research asked about all aspects of business travel from the initial stages of planning and booking, to the travel experience and post-travel actions like expense reporting.

2.1 Definitions section

In this study, a business trip is defined as “travel for a business purpose that includes an overnight stay or where you traveled 50 miles or more, one-way, from your primary residence. This does not include commuting to/from your office. In addition, one ‘trip’ is defined as the time you left your home location to the time you returned to your home location, regardless of how many places you visited during your time away from home.”

For this report, the age ranges for each generation are as follows:



Analysis section

Respondent quotas were set by gender, age and country to ensure proper demographic representation as well as to understand the characteristics of the population and break down the data into meaningful comparison groups. The data has been weighted to reflect the actual scope of employed persons in North America. The demographic data at the end of the report reflect these weighted figures.

Throughout this report, respondents are referred to as “employees” and the terms “company” and “organization” are used interchangeably. The margin of error is +/- 2.2% at the 95% level of confidence. Due to rounding and/or calculations done with different base sizes, percentages may add to more or less than 100%.

In order to identify and compute how these indicators interactively contribute to frequent business travelers’ overall satisfaction, multiple linear regression models based on principal component analysis was conducted for all frequent travelers and among three subgroups categorized by age, i.e. Millennials, Gen Xers, and Boomers.

Using two major satisfaction components revealed in factor analysis as predictors, our model significantly predicts business travel satisfaction for all frequent travelers, with an adjusted R^2 of .415 ($p < .000$). In other words, our two-factor model would have 42% practical implications in understanding the intricacies of business travel satisfaction.

Thirty-eight variables covering some well-recognized themes that constantly affect people’s traveling experience, including travel booking (9 variables), expenses tracking and reporting (11 variables) productivity when on travel (9 variables) and the effects of travel on personal lives (9 variables) were examined under principal component analysis. Variables with less than .5 factor loadings were removed.

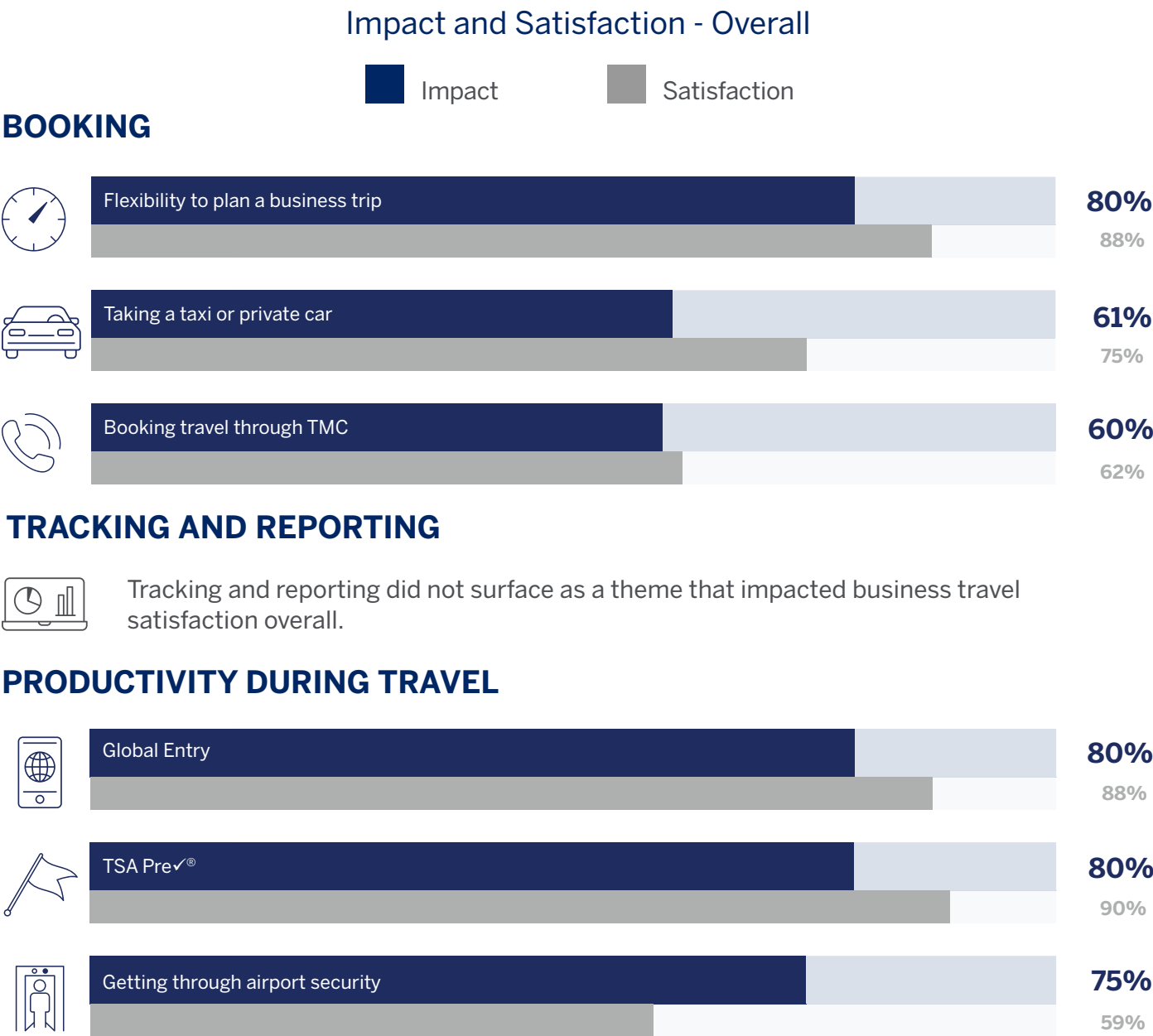
For this report, impact is defined as how highly correlated a variable is to the themes and business travel satisfaction overall. Satisfaction is the measurement of the proportion of respondents that were satisfied (top two box) with each variable.

3. Results

The findings shared in this section are based off the results of surveys conducted on job satisfaction and business travel satisfaction amongst frequent business travelers. The methodology portion of the report provides more details on how the surveys were conducted. Results are presented by theme — first for all frequent business travelers and then by generation.

3.1 Overall Drivers of Frequent Business Traveler Satisfaction

The overall model of business travel satisfaction is a robust model which explained for 42% of all factors, 58% is made up of unknown factors. Considering the known factors, there were two key drivers of business travel satisfaction.



PERSONAL LIFE



Personal life did not surface as a theme that impacted business travel satisfaction overall.

3.1.1 Unknown Factors

It is impossible to fully explain or account for every possible driver of business travel satisfaction. With this in mind, this study’s model explains 42% of the factors that influence business travel satisfaction and unknown factors (58%) that could potentially be important to frequent business travelers’ satisfaction are not included in our model and analysis.

3.2 Generational Business Traveler Satisfaction

In order to better understand and summarize the list of variables the key drivers are organized into four themes: booking, tracking and reporting, productivity during travel, and personal life.

3.2.1 Drivers of Millennial Frequent Business Traveler Satisfaction

The model that resulted from advanced analysis showed three main themes for business travel satisfaction for Millennial travelers: booking, tracking and reporting and productivity during travel. Personal life was not an important theme for Millennials. This model was robust and accounts for 60% of travelers’ satisfaction.

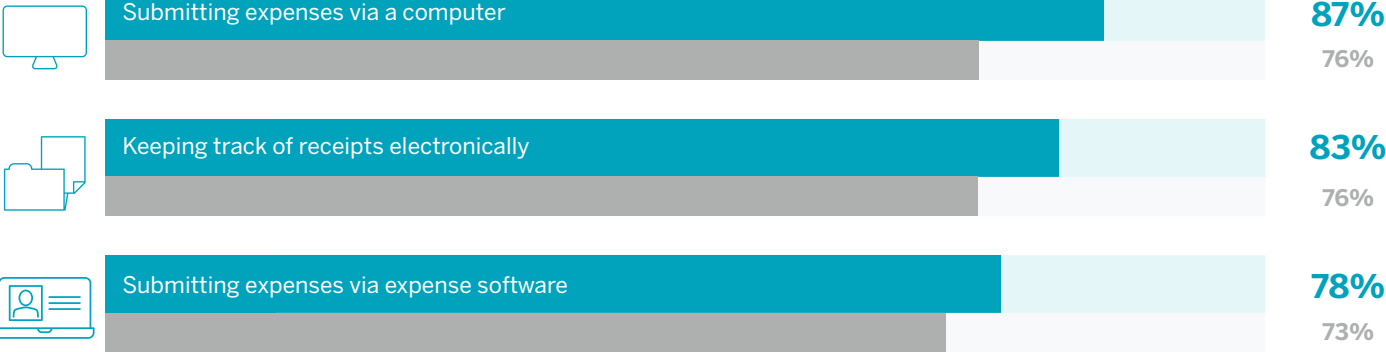
Impact and Satisfaction - Millennials



BOOKING




TRACKING AND REPORTING



PRODUCTIVITY DURING TRAVEL



PERSONAL LIFE

 Business travel and its impact on their personal lives was not an important factor for Millennials.

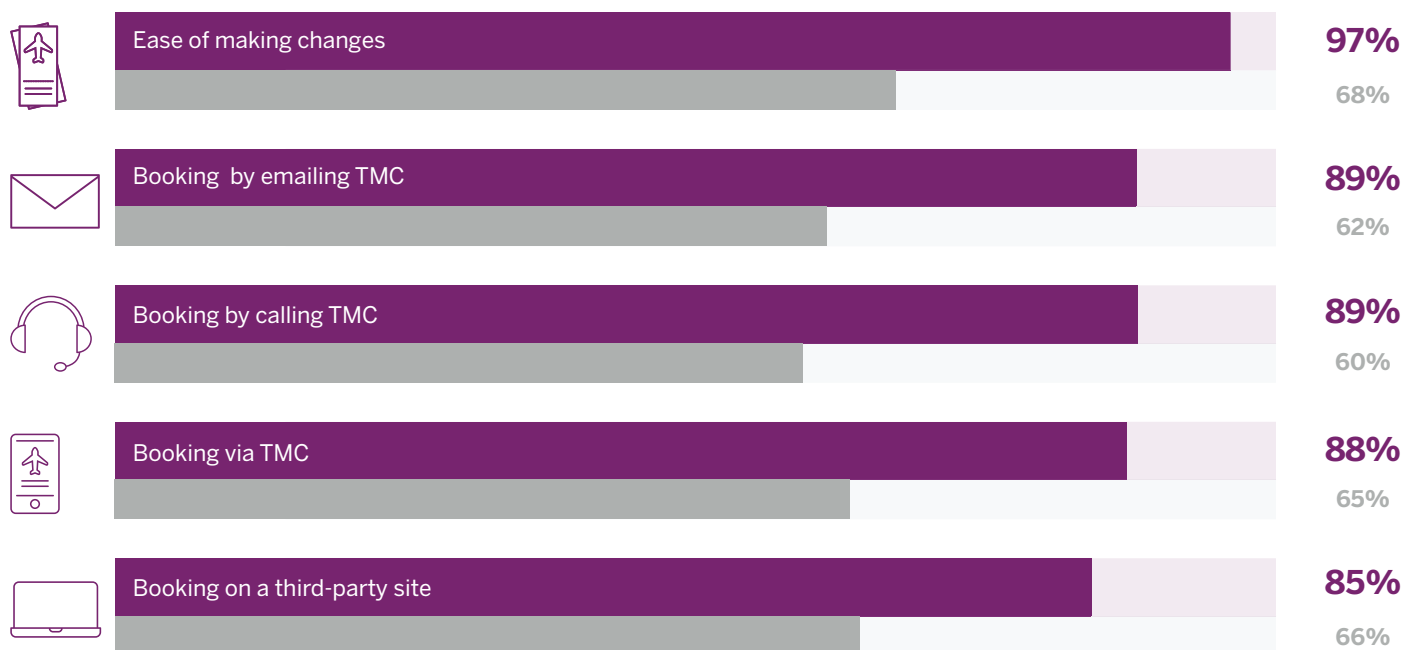
3.2.2 Drivers of Frequent Business Traveler Satisfaction - Gen X

The model for determining drivers of business travel satisfaction for Gen Xers is very strong and accounts for 72% of travelers' overall satisfaction. The model that resulted from advanced analysis showed three main themes for business travel satisfaction for Gen X travelers: booking, tracking and reporting and productivity during travel. Personal life was not an important theme for Gen Xers.

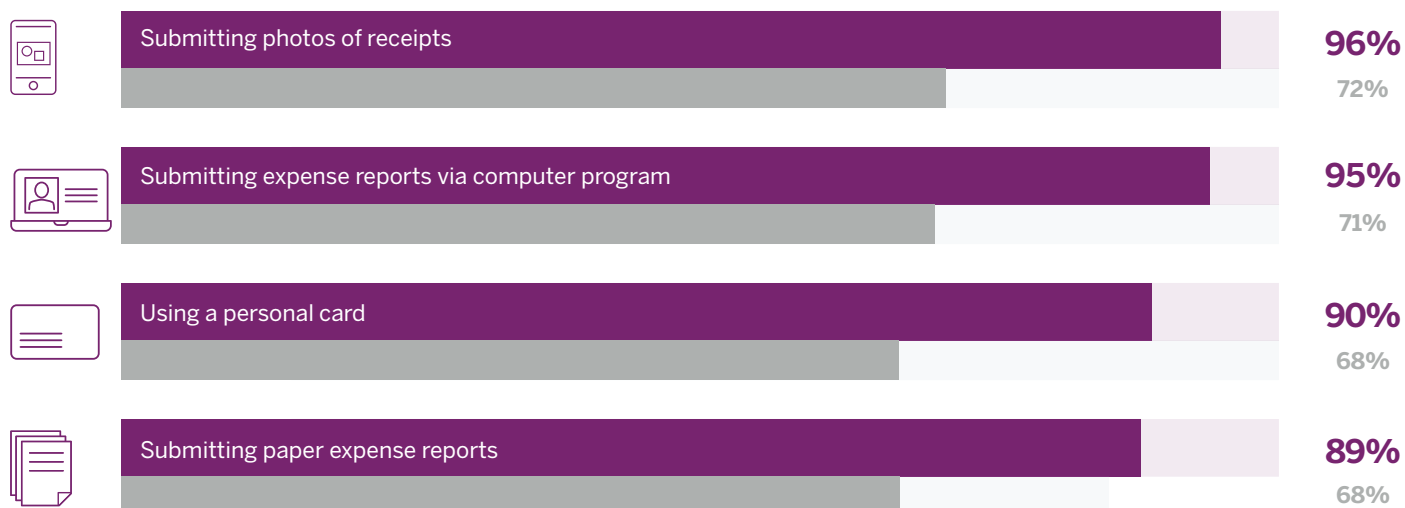
Impact and Satisfaction - Gen X



BOOKING



TRACKING AND REPORTING



PRODUCTIVITY DURING TRAVEL



PERSONAL LIFE



Business travel and its impact on their personal lives was not an important factor for Gen Xers.

3.2.3 Drivers of Frequent Business Traveler Satisfaction - Boomers

The model for business travel satisfaction is not as robust for Boomers, possibly due to the smaller sample size. The model accounts for 32% of known factors that drive business travel satisfaction. The model that resulted from advanced analysis showed two main themes for business travel satisfaction for Boomers: personal life and productivity during travel. Booking and tracking and reporting were not a important themes for Boomers.

Impact and Satisfaction - Boomers



BOOKING



Booking was not an important influencer of business travel satisfaction for Boomers.

TRACKING AND REPORTING



Tracking and reporting were not key drivers of business travel satisfaction for Boomers.

PRODUCTIVITY DURING TRAVEL



82%

66%



52%

49%

PERSONAL LIFE²



73%



62%

² The personal life related questions did not ask about satisfaction therefore this data was not gathered.

4. Discussion

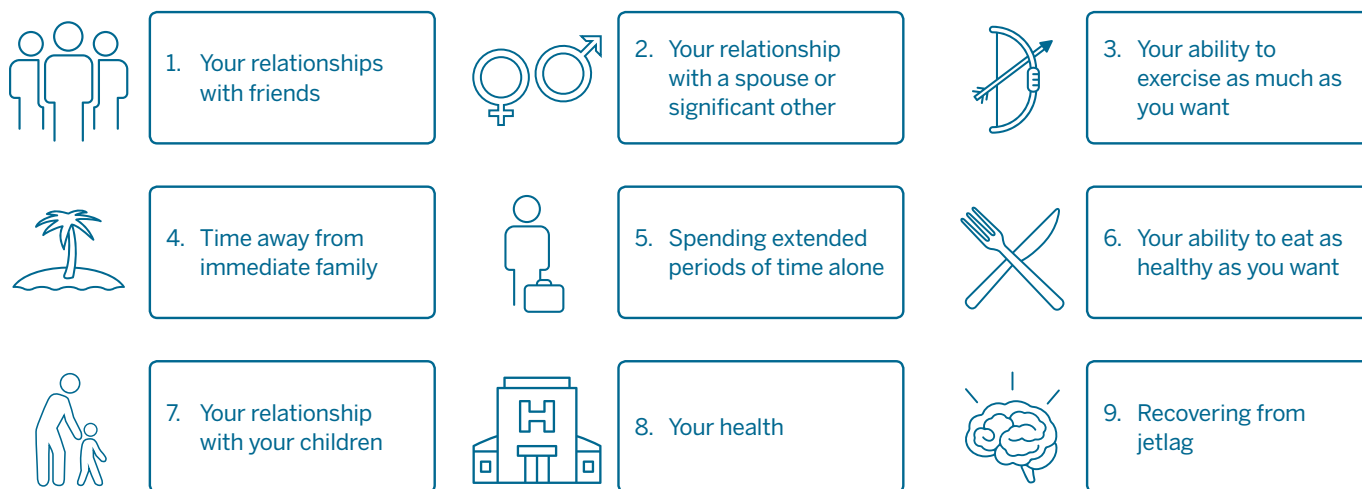


4.1 Overall

The research identified four themes that correlate with business travel satisfaction. These themes were derived from an analysis that was conducted using thirty-eight variables (see appendix for a list of all variables). Of the four themes, only two themes have a role in forecasting frequent business traveler satisfaction: “productivity during travel” and “booking.” The remaining two themes: “tracking and reporting” and “personal life” surfaced when looking at the data by generation.

Personal relationships and health are areas that often get less attention and fall by the wayside with busy schedules and the variables that were not highly correlated with business travel satisfaction all fell into these categories.

Variables that were not highly correlated with business travel satisfaction include (in descending order):



Finally, as it is impossible to account for all factors that influence business travel satisfaction, unknown factors are not included in our analysis even though they account for 58% of our model.

4.2 Generational

Looking a layer deeper at the most impactful variables that made up each theme, differences by generation start to surface.

4.2.1 Millennials

The Millennial model for business travel satisfaction consists of three themes: “booking”, “tracking and reporting” and “productivity during travel” was not an important theme for Millennials. Overall, millennials are content with their booking options with the exception of wanting more choices when booking travel.

4.2.2 Gen X

Similar to the model for the Millennial frequent business travelers, the Gen X model has the same set of major important themes; “booking”, “reporting and tracking”, and “productivity during travel”, but with different findings. Similarly, “personal life” was not an important theme for Gen Xers.

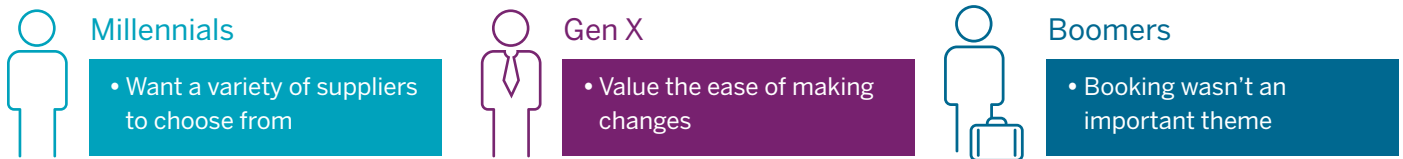
4.2.3 Boomer

Two main themes were highly correlated with business satisfaction for Boomers that are very different from Millennials and Gen Xers: “productivity” and their “personal lives”. Although productivity was a theme for both Millennials and Gen Xers, the variables that make up this theme for Boomers are very different. Interestingly, “booking” and “tracking and reporting” were not important themes for Boomers.

4.2.4 Comparison

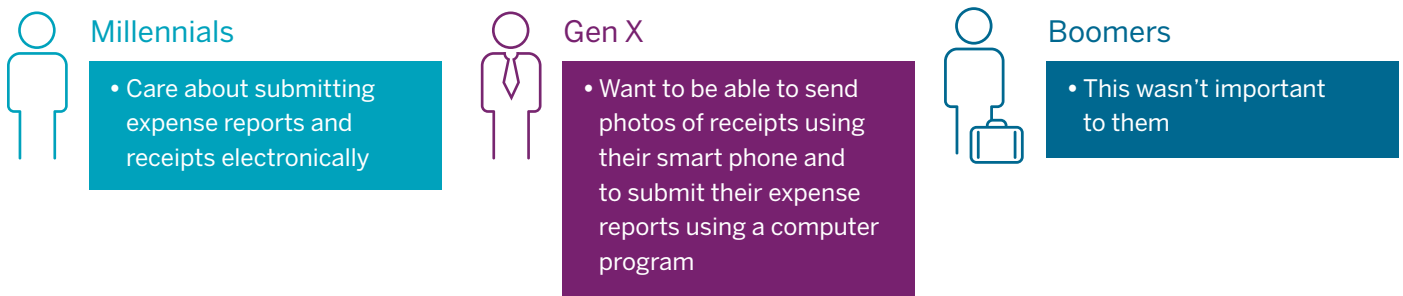
Booking:

Although the major themes are the same for Millennials and Gen Xers the key variables that make up the themes are different. Millennial business travelers want a “variety of suppliers from which you can choose to book” and prefer “booking travel on a third party website.” Meanwhile for Gen Xers, it’s all about the ease of making changes to their travel plans. Gen Xers place a value on the “Ease of making changes” and “Booking directly on a supplier’s website.” Gen Xers value this over having more booking choices. Conversely booking was not an important theme for Boomers.



Tracking and reporting:

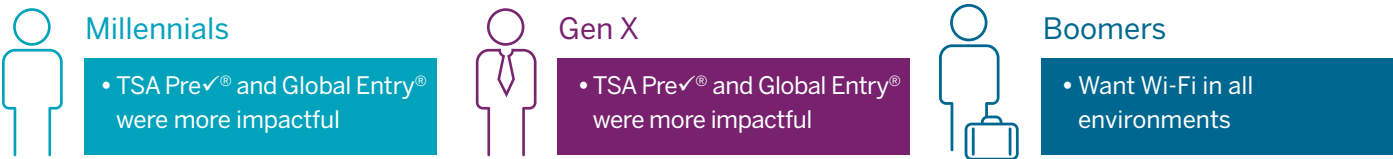
Using technology to help tackle the post travel task of submitting expense reports is a common theme for both Millennials and Gen Xers. “Submitting expense reports electronically via another computer program” and “Submitting electronic receipts, such as those sent by email from the vendor” has a direct impact on overall business travel satisfaction for Millennials. Similarly, Gen Xers value “Submitting photos of the receipt using a smart phone” and “Submitting expense reports electronically via another computer program.” On another note, tracking and reporting was not an important theme for Boomers.



Productivity during travel:

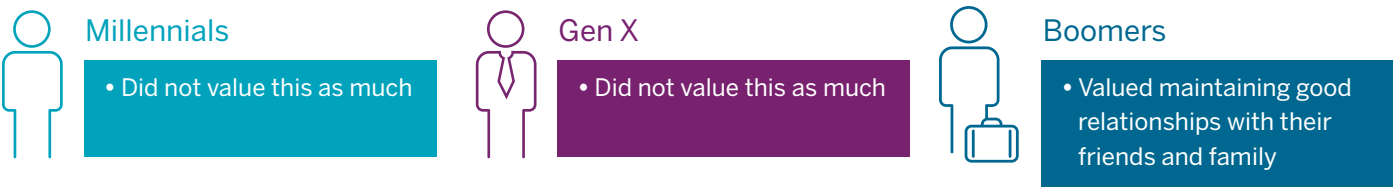
Overall, getting through airport security is an area of frustration for frequent business travelers and TSA Pre✓® and Global Entry® are tools to help mitigate these hassles. Frequent business travelers are paying for these tools themselves when their companies do not cover the cost (51%) and an overwhelming majority have said that having these tools has drastically improved their business travel experience.

In addition, having TSA Pre✓® or Global Entry® is much more impactful on business travel satisfaction to Gen Xers than Millennials. Both Millennials and Gen Xers are very satisfied with these services. Meanwhile, productivity for Boomers is about being able to do their jobs while traveling and having access to Wi-Fi in all environments and less about saving time at airport security. Boomers valued staying connected both for work and in their personal lives.



Personal life:

Being able to maintain good relationships with friends and children also influences satisfaction for Boomers. Interestingly, this theme is unique to the Boomer generation and did not resonate with Millennials or Gen Xers.



5. Conclusions and Recommendations

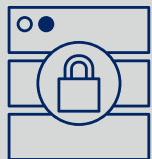


Companies tend to address their employee base as a whole and do not often take into consideration how needs and satisfaction may differ by generation. Our research has shown that when companies look a layer deeper, they will find that drivers of satisfaction differ by generation. This report identifies areas where companies can move the needle on business travel satisfaction and provides recommendations based on generational needs and preferences. Recommendations are grouped below by overall vs. generations, and these recommendations are elaborated on at the end of this section.

5.1 Overall Satisfaction

It is not surprising that overall frequent business traveler satisfaction is strongly correlated with airport security wait times. This is one of the biggest hindrances to expedient travel today. It is interesting that almost half (45%) of frequent business travelers have TSA Pre✓®. This means it is something travelers consider highly valuable yet most companies do not cover the cost for TSA Pre✓® or Global Entry®. Taking all this into consideration, companies could offer to cover the cost of TSA Pre✓® and/or Global Entry® for their employees that travel on a frequent basis.

Looking at the business traveler's perception of the importance or value of each variable and their level of satisfaction will help companies identify and prioritize which offering they should pursue and offer their employees.



Tackle airport security wait times. For frequent business travelers, satisfaction for the variables that make up the two themes is relatively high with the exception of getting through airport security. TSA Pre✓® and Global Entry® are tools have been proven to help improve the business traveler experience and satisfaction with each is high.

RECOMMENDATION:

Companies should start covering the cost of these tools for their frequent travelers.



Transportation and booking via TMC are less of a priority. “Taking a taxi or a private chauffeured car” and “booking travel by calling your organization’s TMC” are less correlated with overall business travel satisfaction. Satisfaction with taxis and private car is relatively high (75%) but satisfaction with calling the company’s TMC could use some improvement (62%).

RECOMMENDATION:

Being that these two variables have less of an impact on overall business travel satisfaction, companies should address other more impactful variables first.

5.2 Generational Satisfaction

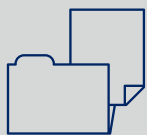
The drivers of business travel satisfaction and their overall importance might vary generationally but any support companies can provide to their employees to address the areas mentioned below would benefit their employee base as a whole. Just as companies are expecting more from their employees, employees are holding their companies to a higher standard as well. A one-size-fits all approach is no longer acceptable and it is important to consider what drive satisfaction for all demographic groups. This study highlights the areas that companies can make the most impact on satisfaction but the findings do not translate into making improvements for only one segment of employees but rather to consider how these offerings manifest for each generation.



Help travelers get through airport security. Getting through airport security was one area that travelers across all generations showed lower satisfaction. Providing TSA Pre✓® and/or Global Entry® is just one way that companies could demonstrate care for their employees and relieve a little travel-related stress. Having TSA Pre✓® and/or Global Entry® makes up a respectable portion of business travel satisfaction. Not to mention, with close to all respondents that use TSA Pre✓® and/or Global Entry® reporting drastic improvements in their business travel experiences, companies that encourage employees to enroll in these programs and/or cover the enrollment fee(s) are likely investing in business traveler satisfaction.

RECOMMENDATION:

Cover the cost of TSA Pre✓® and Global Entry®.



Provide a range of travel providers for employees to choose from. Build a network of preferred travel providers to include a breadth of amenities that cater to the needs of different employees. Having flexibility and variety is fundamental to frequent business travelers of all ages. Each generation has its own distinct preferences and providing more choices can drive policy compliance but also increase travel experience satisfaction as a whole.

RECOMMENDATION:

Consider the diverse needs of business travelers when selecting preferred travel providers and offer a wide range of providers to satisfy travelers' desire for choice.

Make it easier for employees to make changes to their travel plans. When negotiating or selecting preferred airline providers, consider low, or no change fees. Allow employees the ability to edit travel plans on their mobile phones or provide a telephone number they can call to access and quickly change plans.



Streamline and continue to improve reporting and tracking of expenses. Post-travel tasks of collecting, tracking, and submitting business travel expenses can be time consuming and strenuous for even the most digitally savvy generation. Technological advances to help streamline the process and improve the electronic submission process would help to move the needle on satisfaction.

RECOMMENDATION:

Continue to improve the user experience with electronic expense report submission.



Help travelers stay connected and productive. Employees have the tools or hardware they need to get their job done when traveling, but connectivity can be an issue. Not all companies cover the cost of Wi-Fi in all travel environments (at the hotel, on the plane, etc.). Offering employees more opportunities to connect and be productive is another way a company can improve traveler satisfaction. It's an extra layer of consideration that demonstrates their company understands their needs and is willing to meet them.

RECOMMENDATION:

Check and assess your company's policies on covering the cost of Wi-Fi in all environments.

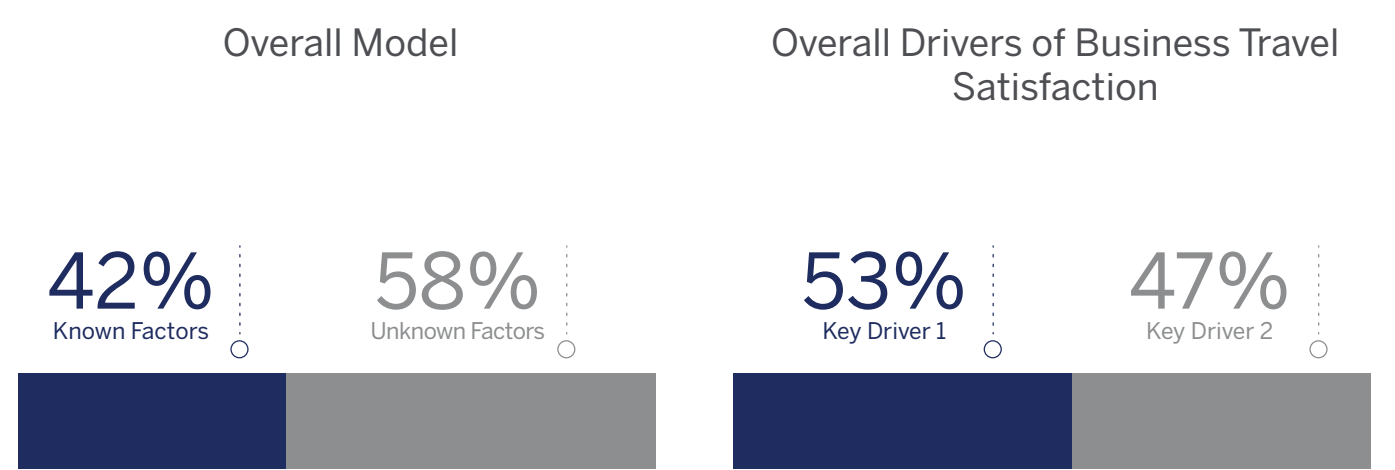
6. Demographics

AGE		REGION (United States)		ETHNICITY	
18-34	27%	Northeast	26%	White/Caucasian	78%
35-54	44%	Midwest	24%	Latino/Hispanic	7%
55+	29%	South	28%	Black/African American	6%
		West	22%	Asian/Pacific Islander	6%
GENDER		REGION (Canada)		INCOME	
Male	70%	Maritimes	10%	Less than \$75,000	24%
Female	30%	Central	57%	\$75,000 to less than \$150,000	44%
MARITAL STATUS		Prairies	20%	\$150,000 or more	27%
Married	64%	West	12%		
Unmarried	36%	Far North	1%		
PARENTAL STATUS		INDUSTRY			
Parent	63%	Education, Training	10%	Non-profit, Association, Foundation	3%
Not Parent	37%	Government, Public Administration	7%	Aerospace & Defense	6%
CAREER LEVEL		Health, Pharmaceuticals	8%	Automotive	2%
Non-Management	44%	Business, Professional Services, Consulting	11%	Hospitality (Accommodation and Food Services)	1%
Middle Management	33%	Computer Technology	7%	Media, Information, Communications	2%
Upper Management/Executive	23%	Manufacturing	9%	Real Estate	2%
EDUCATION		Financial Services, Insurance	7%	Sports, Entertainment, Arts, Recreation	2%
2 year degree or less	22%	Retail, Wholesale Trade	5%	Agriculture, Forestry, Fishing, Hunting	2%
4 year degree	34%	Transportation, Travel, Shipping, Warehousing	4%	Chemical, Biotech	1%
Grad degree or more	44%	Utilities, Oil, Petroleum, Energy, Mining	3%	Law/Legal	1%
COUNTRY		Construction	4%	Other	4%
United States	89%				
Canada	11%				

7. Appendix

Overall model of business travel satisfaction

The overall model of business travel satisfaction explained for 42% of all factors, 58% is made up of unknown factors. Considering the known factors, there were two key drivers of business travel satisfaction.



Major Themes: Overall

Productivity during Travel	Booking
Having Global Entry®	Getting through security at the airport
Having TSA Pre✓®	The flexibility you have to plan a business trip
	Taking a taxi or private chauffeured car
	Booking travel by calling your organization's TMC

All Variables

Thirty-eight variables covering some well-recognized themes that constantly affect people’s traveling experience, including travel booking (9 variables), expenses tracking and reporting (11 variables) productivity when on travel (9 variables) and the effects of travel on personal lives (9 variables) were examined under principal component analysis. Variables with less than .5 factor loadings were removed.



All 38 Variables	
Submitting expense reports electronically via another computer program (e.g.: Microsoft Excel)	Tracking and Reporting
Renting a car	Productivity during Travel
The variety of suppliers from which you can choose to book	Booking
The ease of making changes to your trip	Booking
Booking travel directly on a supplier’s website or mobile app (e.g. airline, hotel)	Booking
Submitting expense reports electronically via an expense management software	Tracking and Reporting
Staying at hotels	Productivity during Travel
Submitting electronic receipts, such as those sent by email from the vendor	Tracking and Reporting
Using a corporate card to pay for business expenses	Tracking and Reporting
Submitting paper expense reports	Tracking and Reporting
Booking travel on a third-party website or mobile app (e.g. Expedia, Travelocity)	Booking
Traveling on an airplane	Productivity during Travel
Booking travel on your organization’s TMC (Travel Management Company) website or mobile app	Booking
Booking travel by emailing your organization’s TMC	Booking
The ability to earn, keep, and redeem loyalty or reward points with suppliers	Booking

Submitting scanned images of the receipt

Submitting photos of the receipt using a smart phone

Being able to keep track of receipts

Submitting your expense report

Riding on a train

Submitting paper receipts

Using a personal card to pay for business expenses

Taking a ride service like Uber or Lyft

Spending extended periods of time alone

Recovering from jetlag

Time away from immediate family

Your ability to eat as healthy as you want

Your health (e.g. catching a cold)

Your relationships with friends

Your relationship with a spouse or significant other

Your ability to exercise as much as you want

Your relationship(s) with your child(ren)

Getting through security at the airport

The flexibility you have to plan a business trip

Booking travel by calling your organization's TMC

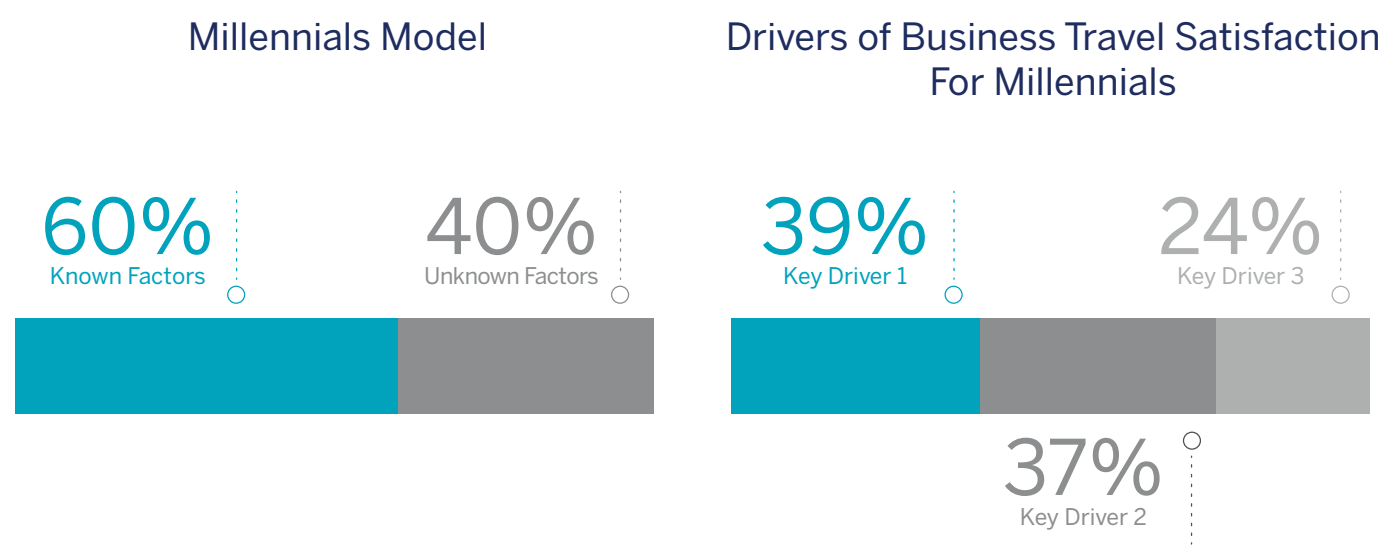
Taking a taxi or private chauffeured car

Having Global Entry®

Having TSA PreCheck®

Millennial model of business travel satisfaction

The Millennial model of business travel satisfaction explained for 60% of all factors, 40% is made up of unknown factors. Considering the known factors, there were three key drivers of business travel satisfaction.

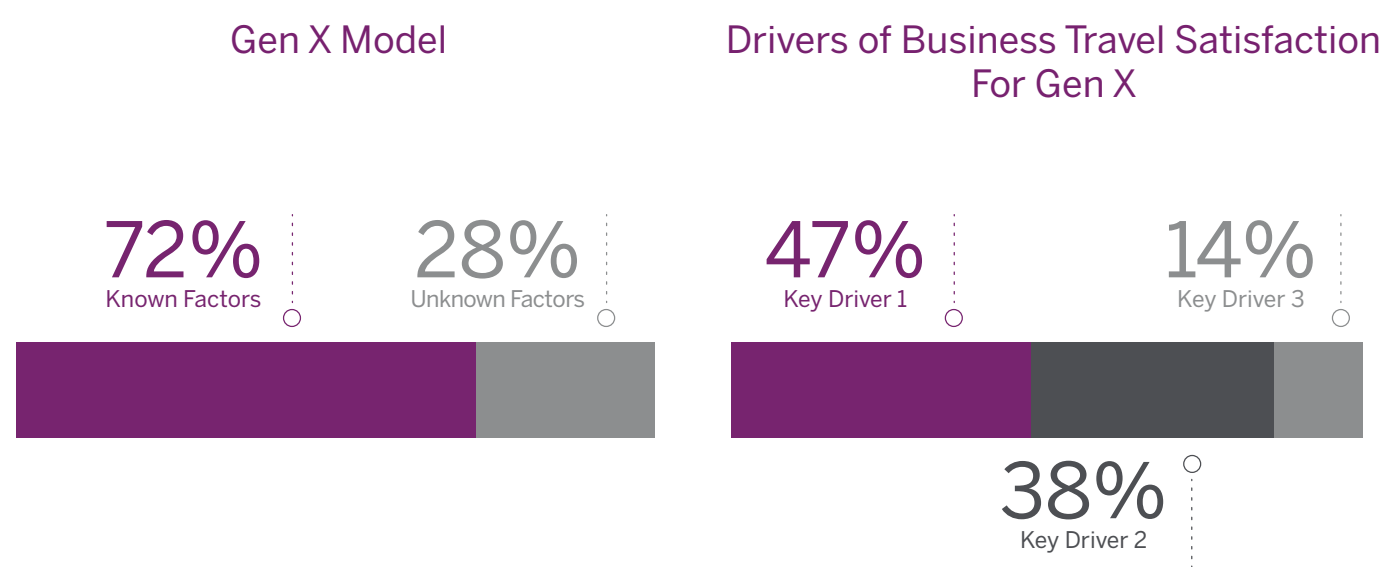


Major Themes: Millennials

Booking	Tracking & Reporting	Productivity during travel
Variety of suppliers from which you can choose to book	Expense reports via computer program	Staying at hotels
Booking travel on a third-party website	Electronic receipts	Traveling on an airplane
The ease of making changes to your trip	Expenses via an expense management software	Taking a ride service like Uber or Lyft
Booking directly on a supplier's website	Scanned images of receipt	Having TSA Pre✓ [®]
Booking on your TMC	Paper expense reports	Global Entry [®]
Booking travel by emailing your TMC	Using a corporate card to pay	Renting a car
Booking by calling your TMC	Keep track of receipts	Riding on a train
Flexibility you have to plan a business trip	Using a personal card	Getting through security at the airport
The ability to earn, keep, and redeem loyalty or reward points	Submitting your expense report	Taking a taxi or private chauffeured car
	Submitting photos of the receipt	
	Submitting paper receipts	

Gen X model of business travel satisfaction

The Gen X model of business travel satisfaction explained for 72% of all factors, 28% is made up of unknown factors. Considering the known factors, there were three key drivers of business travel satisfaction.

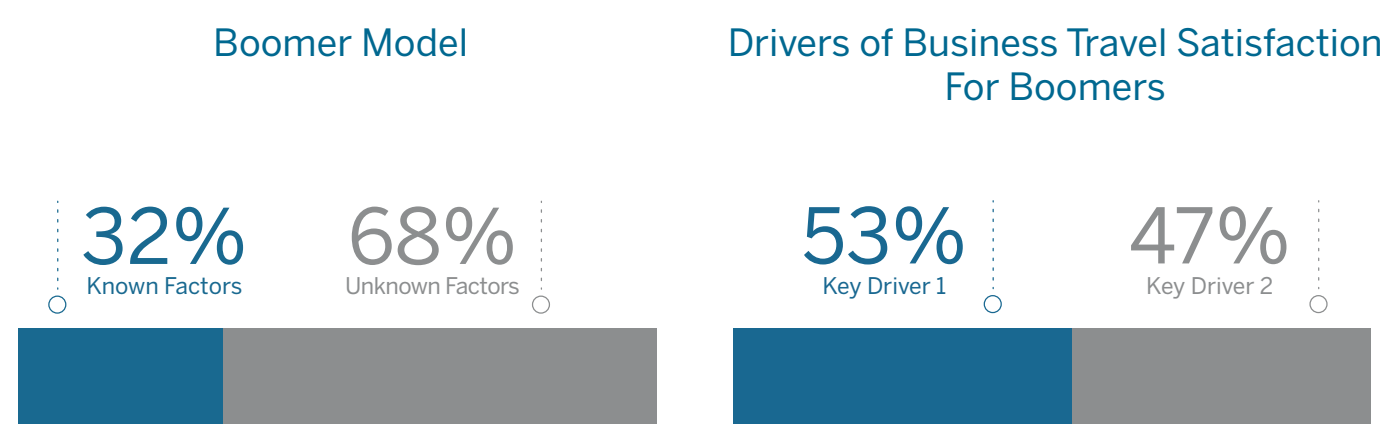


Major Themes: Gen X

Booking	Tracking & Reporting	Productivity during Travel
Ease of making changes	Submitting photos of the receipt using a smart phone	Renting a car
Booking directly on a supplier's website	Submitting expense reports via another computer program	Staying at hotels
Booking by emailing your TMC	Being able to keep track of receipts	Taking a taxi or private chauffeured car
Earn, keep, and redeem loyalty points	Using a corporate card	Traveling on an airplane
Booking by calling your TMC	Expense reports via an expense mgt software	Riding on a train
Booking on your organization's TMC website	Using a personal card	Taking a ride service like Uber™ or Lyft™
Booking on a third-party website	Submitting paper expense reports	TSA Pre✓®
Variety of suppliers from which choose	Submitting electronic receipts	Global Entry®.
Flexibility you have to plan	Submitting paper receipts	
	Submitting your expense report	
	Submitting scanned images of the receipt	

Boomer model of business travel satisfaction

The Boomer model of business travel satisfaction explained for 32% of all factors, 68% is made up of unknown factors. Considering the known factors, there were two key drivers of business travel satisfaction.



Major Themes: Boomer

Productivity during Travel	Personal Life ²
Satisfaction with: Renting a car	Your relationships with friends
Able to keep up with day-to-day responsibilities	Your relationship(s) with your child(ren)
My company always covers the cost of Wi-Fi	
I have all the resources I need to be productive	
I feel my company understands the value of business travel.	
Getting through security at the airport	

² Personal life variables are not included in the graph because it was measured on a different scale. The question asked about the level their lives were impacted and not satisfaction.



About the GBTA Foundation

The GBTA Foundation is the education and research foundation of the Global Business Travel Association (GBTA), the world's premier business travel and meetings trade organization headquartered in the Washington, D.C. area with operations on six continents. Collectively, GBTA's 7,000-plus members manage more than \$345 billion of global business travel and meetings expenditures annually. GBTA provides its growing network of more than 28,000 travel professionals and 125,000 active contacts with world-class education, events, research, advocacy and media. The Foundation was established in 1997 to support GBTA's members and the industry as a whole. As the leading education and research foundation in the business travel industry, the GBTA Foundation seeks to fund initiatives to advance the business travel profession. The GBTA Foundation is a 501(c)(3) nonprofit organization. For more information, see gbta.org and gbta.org/foundation

About American Express Global Business Travel

American Express Global Business Travel (GBT) equips companies of all sizes with the insights, tools, services and expertise they need to keep their travelers safe, focused and productive while on the road. With approximately 12,000 employees and operations in nearly 120 countries worldwide, GBT empowers customers to take control of their travel programs, optimizing the return on their travel and meetings investments, while, more importantly, providing extraordinary traveler care.

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