



Cleveland - City Business Guide

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Overview

Located in the northeastern corner of Ohio along Lake Erie where it meets the Cuyahoga River, Cleveland hosts no more than 600,000 residents. Known as a "steel town" during the industrial era of Ohio's development, the city thrived through the 1950's and dived in the 1970's but is now a healthy mix of manufacturing and service industries. The city has left behind its grimy past to become a model of urban reengineering thanks to a private-public partnership to revive brightened parts of downtown by adding three sports stadiums and two museums, resurrecting shopping and converting warehouses into lofts. The city is still a work in progress, and plenty of areas are still rough around the edges but it is striving for recognition and the acknowledgement of the prestigious heritage left by its steel and oil barons.

Business Etiquette

Cleveland possesses the conservative business manner typical of a Midwestern city

* Formal business wear is often worn in the office, although dress-down Fridays are common, especially in summer months

* It is not common to be invited into a business associate's home for business purposes, although an invitation to a weekend barbecue during summer months is not unusual

* Gifts are not usually expected, although token gestures, are happily accepted after a deal has been completed

* Business cards are normally exchanged after meals or meetings

* It is normal to call people by their last names until once a relationship has been established

Chamber of Commerce

African-American Chamber of Commerce

3775 East 131st Street ; Tel.: +1 (216) 991 4801

British-American Chamber of Commerce

1120 Chester Avenue Lbby ; Tel:+ 1 (216) 621-0222

Chamber of Commerce

11816 Detroit Avenue, Lakewood ; Tel:+ 1 (216) 226-9801

French-American

Chamber of Commerce 200 Public Square Suite 3300; Tel.: +1 (216) 274 2354

German-American Chamber of Commerce

Tower City Centre; Tel.: +1 (216) 621 3300

Ohio Israel Chamber Of Commerce

1801 E 9th St; Tel.: +1 (216) 621 6832

Embassies and Consulates

British Consulate

55 Public Square Suite 1650 ; Tel.: +1 (216) 621 7674

Swedish Consulate

800 Superior Avenue East ; Tel.: +1 (216) 621 4995

French Consulate

B P Building ; Tel.: +1 (216) 621 7277

Swiss Consulate

6670 West Snowville Road ; Tel.: +1 (216) 546 1370

Italian Consulate

1422 Euclid Avenue Suite 618; Tel.: +1 (216) 861 1585

Business Centers

Business centers generally provide a range of services that include secretarial, translation/interpretation, and office services, including computer rentals, audio/visual equipment rentals, cellular phone rentals, copy and printing services, and temporary office space and staff. Most large hotels (some of which may be listed here) also have business centers that offer many of the same services that independent centers provide.

Business Information Center

1720 Euclid Avenue; Tel.: +1 (216) 522 7579

Business Office Centers

6779 Engle Road Suite I; Tel.: +1 (216) 826 5050

Center Courts Business CTRS

4700 Richmond Rd # 3000 ; Tel.: +1 216 255-3000

HQ Global Workplaces

6100 Oak Tree Boulevard Suite 200, Independence ; Tel.: +1 (216) 328 2000

HQ Global Workplaces

600 West Superior Avenue; Tel.: +1 (216) 479 6800

Sheraton OBM Business Centre

777 Saint Clair Avenue Northeast ; Tel : +1 216-696-4744

Conference and Exhibition Centers

St Joseph Conference Center

3430 Rocky River Drive Frnt; Tel.: +1 (216) 251 0305

Forum Conference & Education Center

1375 East 9th Street ; Tel.: +1 (216) 241 6338

I-X Center, Show Information, Exhibitor Services

Tel.: +1 (216) 676 70000

Translation Offices

Berlitz

1300 East 9th Street Suite 112 ; Tel:+ 1 (216) 861-0950

American Language Services

Tel.: +1 (800) 951 5020

All Language Translation & Interpreting Services

Tel.: +1 (877) 283 4694 (toll-free)

Advanced Translation Service

Tel.: +1 (440) 716 0820

H-I Translation Service

Tel.: +1 (216) 514 0210

Courier/Messenger Services

Pro Ex

Tel.: +1 (800) 423 1531

Corporate Courier

Po Box 32341; Tel.: +1 (440) 951 3556

FedEx

Tel.: +1 (800) 463 3339

Global Express Inc

16200 Brookpark Road; Tel.: +1 (216) 676 4545

Internet Connection Place

Convention & Visitors Bureau of Greater Cleveland Inc

50 Public Square Suite 3100; Tel.: +1 (216) 621 2218

Cleveland Public Library, Offices and Services, Main Library

Tel.: +1 (216) 623 2800

Visas & Customs

Passports valid for at least six months after arrival are required for all. In general, travelers visiting the U.S. are required visas. However, under the Visa Waiver Program, citizens of Andorra, Australia, Austria, Belgium, Brunei, Denmark, Finland, France, Germany, Iceland, Ireland, Italy, Japan, Liechtenstein, Luxembourg, Monaco, the Netherlands, New Zealand, Norway, Portugal, San Marino, Singapore, Slovenia, Spain, Sweden, Switzerland, and the United Kingdom are allowed to stay for 90 days without a visa. Citizens of Canada and Mexico do not need a visa but must carry proof of citizenship and identity. Beginning October 26, 2004, all travelers, including children of any age, who want to travel visa-free to the United States under the Visa Waiver Program must have a Machine-readable passport. Duty-free allowances are 200 cigarettes or 50 cigars or 2 kilograms of tobacco, 1 liter of alcohol, and gifts worth up to \$100. Meat products, seeds, plants, fruits, and hazardous goods are prohibited. To travel without a visa within the Visa Waiver Program, all passports issued after October 26, 2005 must be biometric. Machine-readable passports issued before this date are also valid for visa-exempt travel.

Phone Information

The area codes for Houston are 216 and 440. It is necessary to dial the area code and the number in making local calls in Cleveland.

There is no toll charge for any of the three local area codes from within the Cleveland calling area.

Emergency Phone Numbers

Emergency police, fire, and ambulance

911

Tips and Rules for Use of Phone in Country

For local calls, dial the seven-digit telephone number. For long-distance calls within the U.S., dial 1, then the three-digit area code then the seven-digit number. For local calls, dial the seven-digit telephone number. For long-distance calls outside the U.S., first dial 011 and the country code. Four special prefixes, "800", "888", "877", and "900", are not area codes but indicators of special services. "800", "888", and "877", are toll-free calls. The "900" numbers charge you for the call and are often expensive. For collect calls or operator-assisted The most common public phone is the coin-operated type. Telephone-card phones are becoming increasingly common.

Tips and Rules for Use and Rental of Mobile Phones

There are several cellular service providers in the U.S., including: Verizon Wireless, Cingular, T-Mobile, AT&T Wireless, Nextel, VoiceStream, and Sprint PCS.

Mobile phone numbers follow the regular telephone number convention, with the seven-digit telephone number followed by the area code.

you choose to bring your cellular phone into the U.S., check with your home cellular service provider to establish compatibility of your phone with systems abroad.

rent a locally compatible cellular phone before you arrive to obtain reasonable rates and reliable service.

Money

Foreign currency must be exchanged to U.S. dollars. Money can be exchanged at banks and various foreign-exchange services. Most restaurants, shops, and hotels will take travelers' checks and major credit cards. Travelers can also withdraw cash from ATMs. The basic unit of U.S. currency is the dollar, which equals 100 cents. Coins are the copper penny (1 cent) and four silver coins: the nickel (5 cents), the dime (10 cents), the quarter (25 cents), and the half-dollar (50 cents). Silver \$1 coins and "golden" dollar coins also exist. Paper bills come in denominations of \$1, \$5, \$10, \$20, \$50, and \$100.

Tippping

- * Restaurants 15 to 20 percent of bill, none at fast-food restaurants.
- * Bars About US\$1 per drink or 10% to 15% of drink prices.
- * Airport Skycap/Porter US\$1 per piece of luggage.
- * Taxis 10 percent of fare.
- * Hotel Bell Desk US\$1 per piece of luggage or per taxi summoned.
- * Hotel Housekeeping US\$1 per person per day.
- * Hotel Room Service 15 percent of bill.
- * Parking Attendant/Valet 15 percent of parking rate.
- * Parking Attendant/Valet 15 percent of parking rate.
- * Haircare/Personal Services 20 percent of bill.

Time Difference

Cleveland is in the Easter time zone (Greenwich Mean Time minus 5 hours). From early April through late October, Georgia switches to daylight-saving time.





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VAT & Taxes

Sales tax in Cleveland is 7%. There is no VAT.

Voltage

110V AC, 60Hz. Plugs are of the flat, two-pin type.

Local Transportation

Cleveland is the centre of a metropolitan area with some 2 million inhabitants. It lies in northeastern Ohio, on the south shore of Lake Erie. The Red Line is 31 km long (only 1 km underground at Airport and Tower City) and has 18 stations, average distance between stations is 1750 m. The Blue Line and the Green Line are light rail lines (Shaker Heights Line), which run parallel to the Red Line in the city centre. Practical Info : 4:30 - 22:00, every 6 minutes rush hours (Airport - Tower City only), every 12 min off-peak After 22:00 and until 1:00 there is a night bus every 30 minutes between Airport and Tower City. On the eastern section Bus #6 covers the route until midnight. Cash (single) - \$1.25, All day pass - \$3.00, Weekly pass - \$13.50 (off-peak \$7.50), Monthly pass - \$54.00. Taxis can be called from any pay phone, and hotels, bars and restaurants will gladly call them for their patrons. In most cases taxis arrive within 15 minutes.

Health Info

No specific immunizations are needed to enter the United States. For more information, contact the Center for Disease Control at 800-342-2437.

Climate

Cleveland's climate is largely influenced by Lake Erie and is more moderate than its latitude suggest. The city enjoys long summer days with temperatures around 14-27°C, with some reaching 32°C with high humidity and thunderstorms likely to appear in June and July. Spring with an average 14°C has the most rainy days. During Fall, temperatures range from 8 to 19°C. In cold sometimes snowy winters, temperatures are often below freezing and can feel extreme when wind blows off Lake Erie.

Public Holidays

Where to Eat

According to Zagat, **Johnny's bar** is the best restaurant in town. Situated in a small Art Deco neighbourhood in Ohio City, this Italian restaurant's backyard patio is a delight in good weather. To handle the overflow, the owners have opened a second restaurant called **Johnny's Downtown**. **Sans Souci**, overlooking Public Square, serves sophisticated dishes and hearty French Provençal food. **Lola bistro** (Tremont) is a locals' favourite for its urban comfort food. **Pier W** (Lakewood), shaped like a ship, offers a good view of the city skyline and the water. The menu includes fresh catch from the Lake. Another enjoyable lake view restaurant is **Watermark** which glassed-in veranda allows for year round waterfront dining. **Summertime dessert cruises** offer a dramatic view of the city's illuminated bridges. **Baricelli Inn** (University Circle) serves contemporary fresh European food in a 19th century mansion. Certainly the best Italian restaurant in town, **Ponte Vecchio** delivers a classy cuisine coupled with a top-notch wine list.

Local Gift Ideas

Apart from Tower City mall, Ohio souvenirs can be found at Flavor of Ohio and Ohio images. The Museum of National History sells interesting dioramas and specimens. Art connoisseurs will visit Downtown galleries like ArtMetro Gallery, Brenda Kroos, the 9th Street Studio and The Bonfoey.

Leisure Time

The Cleveland Museum of Art has one of the finest art collection in the world featuring more than 30,000 works encompassing 5,000 years of creativity. A walk around Fine Arts Garden and Wade Lagoon allows to discover the beauty of the outdoor sculpture. Cleveland Botanical Centre boasts of a glasshouse home to the cloud forest of Costa Rica and the spiny desert of Madagascar, both threatened ecosystems. The new super high-tech HealthSpace Cleveland, a museum on health, is one of its kind. The array of mechanical bridges that lift, to let freighters make their way up the River are a must-see. The Rock & Roll Hall of Fame's building designed by I.M. Pei is worth looking at. For music fans, The Cleveland Orchestra directed by Welser-Moest and guest conductor is Von Dohnány performs in the magnificent Art deco Severance Hall on Playhouse square.

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