



Milan - City Business Guide

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Overview

An economic and fashion powerhouse, Milan is also a city with a rich history and an artistic and architectural treasure chest. While Milan has experienced extensive destruction at the hands of foreign invaders, its many glorious Gothic and Renaissance structures and art masterpieces continue to draw visitors. The city's strength in the face of adversity is said to be represented by the Virgin statue atop the Cathedral.

Known as the design and fashion capital of the world, Milan's economic dominance began when the city's main industry changed from trade and agriculture to manufacturing. Italy's second largest and richest city, Milan is a banking and media center and the site of Alfa Romeo. A dynamic and hardworking metropolis, Milan also embodies modern sophistication with its marvelous shopping, dining and nightlife scenes.

Business Etiquette

- * Customary attire is professional and stylish.
- * If possible, use third-party introductions.
- * Milan is, in general, a fast-paced business center.
- * The customary greeting is a friendly handshake.
- * If your associates have academic or professional titles they should used when you address them.
- * It is custom practice to exchange business cards with everyone present, following the introductions. Exchange cards first with older associates and women.
- * Schedule appointments in advance. Times to avoid are early morning and just after lunch. Show up punctually.
- * Extensive discussion and even back-channel methods are common in business negotiations. Interruptions and haggling are also frequent.
- * Business meals often last many hours. If you are picking up the tab, arrange it in advance.
- * Sensitive topics that should be avoided in conversation include World War II and the Mafia.
- * Greet everyone individually with a handshake. Avoid greeting the group as a whole, for example with a wave.
- * If invited to meet family, accept the offer.

Chamber of Commerce

American Chamber of Commerce Via Cantù, 1; Tel.: +39 02 8690 661 ; www.amcham.it

The British Chamber of Commerce Via Dante, 12; Tel.: +39 (02) 877 798 ; www.britchamitaly.com

Embassies and Consulates

Brazilian Consulate Corso Europa, 12; Tel.: +39 02 777 1071 ; www.consbrasmilao.it

Chinese Consulate Via Benaco 4, 20139 Milan; Tel: +39 02.5520306 ; www.fmprc.gov.cn

Czech Republic Consulate Via Morgagni 20; Tel.: +39 02 2940 3051 ; www.mzv.cz

German Consulate Via Solferino 40; Tel.: +39 02 623 11 01 ; Fax: +39 02.6554213 ; www.auswaertiges-amt.de

Japanese Consulate Via Turati 16/18; Tel.: +39 02 2900 2316

U.K. Consulate Via S. Paolo 7; Tel.: +39 02 723 001 ; www.fco.gov.uk

U.S. Consulate Via Priv. Amedeo 2/10; Tel.: +39 02 290 351 ; www.usembassy.it/milan

French Consulate Via Cesare Mangili, 1 ; Tel. : +39 02 655 91 41 ; www.expatries.diplomatie.gouv.fr

Business Centers

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.

Leonardo Da Vinci Congress Centre Via Senigallia 6 - 20161 Milan; Tel.: +39 02 64071 ; www.leonardohotel.com

Milan Richini (Regus) No 6, Largo Richini, Tel.: +39 02 582 151 ; www.regus.com

Milan Via Torino Via Torino 2; Tel.: +39 02 725 46 1 ; www.regus.com

Omtra Via Carroccio Via Pesaro,; Tel: +39 02 664-2951

Regus business centre Via Monte di Pietà 21, Tel.: + 39 02 863371 ; www.regus.com

Conference and Exhibition Centers

Fiera Milano, Piazzale Giulio Cesare Tel.: +39 02 499 7.1

Filaforum, Milanofiori District Tel.: +39 02 488 571

Hotel Meliá Milano Hotel & Convention Center Via Masaccio 19; Tel.: +39 02 444 06

Milan Fair Grounds Tel.: +39 02 48143 2565

World Trade Center Milano Via Tamburini 13; Tel.: +39 02 485 6161

Translation Offices

Global Multilingual Translations Via Cavour 15, Florence, 15; Tel.: +0800 94 69 50 / +39 055 265 81 33

Talenti Viaggi - Sezione Congressi Via Ugo Ojetti 16, Roma; Tel.: +39 06 8689 7249

Courier/Messenger Services

GO Courier Srl Tel: +39 02 5801 0800 ; www.azfreight.com

Pegasus Express Worldwide SA

UPS Tel: +39 800 877 877 ; www.ups.com

DHL Tel: +39 800 345 345 ; www.dhl.it

FedEx Tel: 800 123 800 , Outside of Italy : + 39 02 2188444 ; www.fedex.com

Internet Connection Place

All upper range and most medium priced hotels are equipped with dataports that allow guests to use laptop computers. Many hotels also offer business centers equipped with computers and Internet access. Outside hotels, cyber cafes are available including:

Relax Bar 7, via Cellini, Milano; Tel.: +39 02 9 954 334 ;

<http://www.maganet.net/cyber/relax>

All Web Business Arts Via Valpetrosa 5 ; Tel. : +39 02 454 78874

Metaverse Via Plinio 48; Tel.: +39 02 294 12074 ; www.mverse.com

Redchasqui Via Eustachi, 48, Phone: +39 02 2048 0301

Grazia Internet Cafe Piazza Duca D'Aosta 14 ; Tel. : +39 02 6700 543 ; www.wi-fihotspotlist.com

Visas & Customs

Citizens of EU countries, US, Canada, Israel, Japan, Switzerland, New Zealand, and Australia do not need a visa for tourist visits up to 90 days.

Regardless of your nationality, you are advised to register within eight days of your arrival with the foreigners' police if your stay in one city is longer than a week. If you are staying at a hotel, the staff will be able to take care of this.

Duty free allowances are 200 cigarettes or 100 cigarillos or 50 cigars or 250g of tobacco; 750ml of spirits (over 22% proof), or 2 liters of fortified or sparkling wine; 60g of perfume and 250ml of eau de toilette; 500g of coffee or 200g of coffee extract, and; 100g of tea or 40g of tea extract. Travelers arriving in Italy after visiting other countries are allowed to carry souvenirs purchased in other countries up to a total value of US\$500, and only a verbal declaration is required.

Phone Information

The country code for Italy is 39. The area code for Milan is 02.

Emergency Phone Numbers

Dial **112** for Carabinieri's service Dial **113** for the police service Dial **115** for the fire department

Dial **116** for the A.C.I. (Italian Automobile Club) for road side assistance Dial **118** for Medical Emergency

Tips and Rules for Use of Phone in Country

Long distance calls within Italy are dialed in the same way as local calls: the city code plus the number. Area codes contain one to three digits. Direct international calls can be made by dialing 00 to get out of Italy, then the respective country and area codes, and the number. For general information in English, dial 176. To place international telephone calls via operator assisted service (or for information), dial 170 or long distance access numbers. Public telephones are available throughout Italy. A local call from a public telephone requires the use of coins or calling cards. Toll free numbers start with 800, while premium numbers begin with 116 or 900.

Tips and Rules for Use and Rental of Mobile Phones

Italy's primary cellular standards are GSM, RTMS450, and ETACS. If you choose to bring your cellular phone into Italy, be sure to 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. Cellular phone numbers begin with 3. The three digit dialing code identifies the carrier.

Money

As of January 1, 2002, euro became the official currency. Euro notes are available in denominations of EUR5, EUR10, EUR20, EUR50, EUR100, EUR200, and EUR500, while coins are in 1, 2, 5, 10, 20, 50 cents, and EUR1 and EUR2. The euro is divided into 100 cents.

Tipping

- * **Restaurants** 15% service is usually included, but it's customary to tip another 5 to 10% for good service.
- * **Bars** Service is generally included, but it's customary to leave ITA200 for a coffee standing at a bar. If you sit at a table, prices are higher, and you should add a 15 percent tip
- * **Airport Skycap/Porter** ITA1500 per bag
- * **Taxis** 10% of the fare
- * **Hotel Bell Desk** EUR1.50 per bag
- * **Hotel Housekeeping** EUR1 per night
- * **Hotel Room Service** 15 percent
- * **Parking Attendant/Valet** EUR0.50
- * **Haircare/Personal Services** 5 to 10% percent

Time Difference

Italy is in the Central European Time Zone, one hour ahead of Greenwich Mean Time.





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VAT & Taxes

VAT percentage range between 4% (food for every day consumption such as milk, pasta) and 20% (sport equipment, shoes, cars, garments and jewelry).

Voltage

The electrical current in Italy is AC; the cycle is 50Hz 220 V. Plugs have round prongs.

Local Transportation

Milan's public transit system consists of a subway system (metro), trams, and buses and is extensive. While not comprehensive, the metro is the fastest and easiest way to get around. Tickets can be bought for single use, one day use, or two day use. Taxis are in white or yellow. Taxis are difficult to hail from the streets and can be found at stands or can be telephoned. A short trip in downtown averages EUR8.50. Driving in Milan is not recommended, given Milan's traffic congestion and dearth of parking.

Health Info

No vaccinations are required for Italy, but exercise normal precautions, and take special care in the summer to avoid sun and heatstroke. Tap water is potable. Food is safe.

Climate

Milan experiences cold, foggy winters, with average low temperatures in the 20s Fahrenheit (subzero Celsius) and hot, humid summers, with high temperatures in the 80s Fahrenheit (high 20s Celsius). While spring and autumn are pleasant, they are prone to highly changeable conditions. September and October are the months with the highest amounts of rainfall.

Public Holidays

- * **New Year's Day** January 1
- * **Epiphany** January 6
- * **Easter** Sunday in mid March or early April
- * **Easter Monday** Monday after Easter
- * **Liberation Day** April 25
- * **Labor Day** May 1
- * **Anniversary of the Republic** Sunday nearest June 2
- * **St Ambrose** December 7
- * **Assumption** August 15
- * **All Saints' Day** November 1
- * **Immaculate Conception** December 8
- * **Christmas** December 25 St.
- * **Stephen's Day** December 26

Where to Eat

Da Aimò e Nadia has been widely praised for its fresh produce and sumptuous Italian cuisine. With large light dining rooms, many ceiling fans and walls with paintings, **Da Ilia** is a classic old-fashioned north Italian restaurant with an enormous buffet of antipasti. **Cracco Peck**, offering tasty Italian dishes and sleek décor, is a favourite for power lunches. **Bagutta** is famous for its annual literary prize which has been going since 1927 and its Lombard-Tuscan fine cuisine. Homemade pastas are the house specialty at the cozy, classically styled **Don Carlos**. For divine sushi and Japanese fusion, try the stylish **Armani/Nobu**. At dawn for more than 30 years, Giuseppe Leo has gone to Milan's fish market to select only the best for his fish-only restaurant, **Da Leo**.

Local Gift Ideas

Synonymous with designer fashion, Milan offers the latest in the world of chic, Italian style from Dolce & Gabbana to Ferragamo to Gucci and Prada. The shops of Via Montenapoleone, Via Sant'Andrea and Via della Spiga north of the Cathedral constitute what is known as the Golden Triangle of Fashion. Milan shopping is also fabulous for beautifully designed furniture and a variety of art objects. Some notable streets for such items include Via Durini, Via Manzoni, Brera and Via Fiori Chiari. Interesting antiques can often be found in the antique markets that take place weekends on the banks of the canal around the Grande Naviglio. Sporting goods and sportswear also make great gifts.

Leisure Time

Milan's most distinguished gallery the Pinaoteca de Brera has a collection that includes Raphael's Marriage of the Virgin. The Ambrosiana Library and Picture Gallery is also renowned for its collection. The magnificent roof and elaborate interior of the Duomo, the largest Gothic cathedral anywhere in the world, make it one of the city's most popular sites. On display within the church of Santa Maria delle Grazie is the Last Supper by Leonardo da Vinci, while the Sforza Castle houses the Pieta Rondanini, Michelangelo's last work. La Scala has a reputation as one of the finest opera houses in Europe. The Parco Sempione and Giardini Pubblici are among Milan's best places for a walk or a relaxing pause. Not far from Milan is the romantic city of Manuta, where three lakes are the backdrop for stunning palaces and frescoes. At night try the Brera, Navigli and Ticinese districts for lively bars and nightclubs. To witness the extraordinary energy of Italian soccer fans, attend an AC Milan or Inter Milan game at the San Siro stadium.

