# BOOKING.COM: A COMPARATIVE STUDY FROM A WEBSITE LOCALIZATION PERSPECTIVE

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#### Abstract

The paper analyzes the level of localization of two booking.com hotel pages. The study focuses on applying website localization theories from a theoretical perspective. The languages/cultures considered are American English, British English and Romanian.

Keywords: website localization, translation, translation quality, localized web content, online B2C communication.

The pages analyzed refer to a hotel from London, UK:

http://www.booking.com/hotel/gb/oxford-house.en-us.html

http://www.booking.com/hotel/gb/oxford-house.en-gb.html

http://www.booking.com/hotel/gb/oxford-house.ro.html

and a hotel from Iași, Romania:

http://www.booking.com/hotel/ro/unirea.en-us.html

http://www.booking.com/hotel/ro/unirea.en-gb.html

http://www.booking.com/hotel/ro/unirea.ro.html

Data was collected in April 2014.

I considered both a UK and a Romanian hotel as, presumably, the main description content is provided on the website by the hotel owners themselves. The analysis consists of two main parts: interface and content. It is based on the website elements listed by Esselink (2000) yet limited to user visible content.

#### Notation conventions used in the tables below:

- white background for relevant findings
- grey background for interpretation of the findings
- black background for faulty elements

#### Interface analysis (applies to both hotels)

Element analyzed	American English	British English	Romanian
General design and layout	The same		
Color usage	The same		
Top menu	Numerous similarities		
-Currency	Interchangeable, regardless of the language selected by the user;		
	flag is used to differen	ntiate between currenci	es with the same name

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	While some may consider that currency should be set automatically, upon choosing a language, often, there are clients who have savings in several currencies. Thus, a client may opt for a currency over others, based on currency rates or the amount of money in a certain currency.		
-Date format and	month-day-year:	day-month-year: 22-	day-month-year: 22-
punctuation	Oct-22-2010	Oct-2010	oct-2010
(the search box on the left)	Month capitalized		No moth capitalization
-Currency format and other digit formatting	Usage of period to delimit decimals		Usage of comma to delimit decimals
	Usage of comma as thousands separator		Usage of period as thousands separator
	No space between currency symbol and amount		Currency placed before amount. RON used instead of Lei.
	Amounts rounded	Amounts with decimals	Amounts rounded
Capitalization	Usage of capital letters for <b>all words</b> in headings or buttons	Mixed approach: some sentences capitalize only the initial letter while other sentences capitalize the initials of all the words	Usage of capital letters for the <b>first</b> word in headings or buttons
	Inconsistent: Destination/hotel name, Your Top 5 Viewed Properties	Highly inconsistent:  Destination/hotel  name, Your top 5  viewed hotels etc.  versus Room Types,  Hotel Policies,  Extra Facilities, Two- Bedroom Penthouse  Apartment, etc.	Destinație/ numele hotelului, Top 5 - hoteluri văzute de dumneavoastră Inconsistency in article usage: indefinite and definite article used (-le, -ului) in the same heading (Destinație O/ nume le hotelului)
Icon usage	Consistent among the three localized version		
Call-to-action	Lock in a great price for your upcoming stay		Securizați-vă un preț excelent pentru sejurul următor!
	The verb a securiza in Romanian is used inappropriately. It is used to convey security, to make secure or to secure.  Alternative translation suggested: Asigurați-vă că benficiați de cel mai bun preț!  I removed pentru sejurul următor as it may imply for the next stay and		
	not the current one. The page context already implies that the message refers to the current hotel		
	Book while rooms are still available, or Rezervați cât tim		

	Secure your reservation for these dates.  Usage of the verb to book instead of to reserve		camerele mai sunt disponibile, sau asigurați-vă că aveți o rezervare pentru aceste date.  Same verb used a rezerva both for the interface button and CTA text  Prețurile pot crește, mai bine faceți
	Prices may go up, so secure your reservation today.		rezervarea chiar astăzi.  Addition of CTA mai bine
Other interface elements	Property Highlights Capitalization	Property highlights	Punctele forte ale proprietății
		or later	Salvați pentru mai târziu  Alternative: Puneți semn de carte
	Back to top  Guests consistently rate  Reasons to Choose reasons to choose Capitalization Business Twin Room		Înapoi la început  It could be understood as start over. An alternative translation could be  Top/Început pagină
			Clienții apreciază în mod constant
			motive pentru a alege
			Cameră twin Business Cameră business dublă
	Su	ite	Suită  Term not used in  Romanian to  designate a home or  an area to host  tourists
		Check-in	
	Check-out		
	While not standard terms in Romanian (there are no dictionary entries for these terms), the Romanian hotel industry makes extensive use of these terms instead of the Romanian expressions:  (dată) sosire and (dată) plecare or Din and Până în, similarly to the French interface (Du and Au)		

# Content analysis (applies to both hotels)

Element analyzed	American English	British English	Romanian
Hotel address			Romanian format
	English format and wording  English wording  Address format is based on the format of the country of origin		
Names relevant for feedback	Usage of first names for each of the hotels. Name input may lack diacritics usage (user generated error): Abdulaziz instead of Abdülaziz. Names are also input using a different writing system, in this case Arab, على , which may be confusing for most non-Arab speakers. It is interesting that within the English or Romanian text, the direction of the Arab text is correctly rendered, from right to left, to maintain the original text characteristic to the source user. This and other names are used on purpose as a foreignization strategy to underline the variety of clients that are hosted at various hotels.		
Telephone number of hotels (provided upon reservation)	Format is based on the format of the country of origin		
Units of measure	Imperial system	Metric system The metric system is the official measurement system, but the popular system is the imperial system	Metric system
Non-text elements	Mainly pictures in this case, same pictures and same number of pictures. Romanian hotels tend to display somewhat more pictures (to compensate for their default customers' – Romanians – high Uncertainty avoidance index).		
Textual content	,	Localized	
-Usage of diacritics			Complying
-User feedback		s displayed as entered b	1, 0
	<ul> <li>Prone to linguistic, punctuation or capitalization errors, inform style, but used as such to convey the meaning that feedback is from real users:  -Sleeping matrailes were cleaned Kitchen was well prepared. Good location;  -I did not like the the way the staffs treated as I was been assured to the towels will be changed everyday but it got never canged and all those missguidance by the staff,  -Great apartment in a good location. 1 block to the Tube and market. Nice kitchen.  -Baia nu e nici p-aproape de patru stele.;</li> </ul>		
	-foarte curat liniste personal calificat cu adevărat restaurantul face toți banii		
	-la cam.duble paturi f.inguste sub standar		
	•No diacritics for Ro	manian	

- •When set on Romanian, the Romanian hotel provides almost all feedback in Romanian from Romanian guests. This might imply that the are no foreign guests. When set to English feedback is provided from guests, Romanian or international, who used English
- •The UK hotel provides only feedback in English from previous guests. If language is set to Romanian, no translation is available

## Content linguistic analysis (UK hotel page)

-Main textual content	Similar but localized texts for each of the three targets		
	The differences are of spelling, lexical and syntactic nature		NA
examples	A 10-minute walk from	Situated just 10 minutes' walk from	Situat la doar 10 minute de mers pe jos de
	feature	offer	oferă
	theaters	theatres	teatre
	comes equipped with a DVD player	comes with a DVD player	dotat cu DVD player
	The full kitchen has an oven	The fully equipped kitchen comes with an oven	Bucătăria utilată complet are cuptor
	subway station	underground station	Stația de metrou
	a 10-minute walk from the apartments	a 10-minute walk away from the apartments	10 minute de mers pe jos de apartamente
-Word count	130	134	142

# Content linguistic analysis (Romanian hotel page)

-Main textual content	Similar but localized texts for each of the three targets		
	The differences are of spelling, lexical and syntactic nature		NA
examples	Featuring Offering		oferă
	the Unirea Hotel & Spa	Unirea Hotel & Spa	Unirea Hotel & Spa
	in the center of Iasi	located in the centre of Iasi	situat în centrul orașului Iași
	at Unirea Square	at Union (Unirea) Square	în Piața Unirii
	views of the city	views over the city	vedere unică la oraș
	specialties	specialities	specialități
	aerobic classes available	aerobic programmes on	programele de aerobic
	on site	site	oferite de hotel
	just under 1 mile	1.5 km	1.5 km
	just over half a mile	1 km	1 km
	local train station	local railway station	gara locală
-Word count	152	147	149

# Further findings and observations:

- -The usage of *reserve* in English for the interface button instead of using the verb *to book*, considering the name of the company (booking.com). The explanation would be that most international non-native users would think of *book* as the noun and not consider it as the imperative/appellative form of the verb. To avoid confusion they use *reserve* even if the language chosen is American or British English.
- -The translation of the *Reserve* button in Romanian is rendered on the site as *Rezervaţi* acum (reserve now). The usage of the CTA adverb acum may be used in Romanian as compared to English as a compensation for Romanians' high Power distance score,
- -Paper size for printing is no longer an issue as it is a technical problem that can be solved by coding. Booking.com replaced the usage of paper with a smart phone application that can be used instead of the printed voucher
- -Regarding pronoun proxemics for Romanian, the polite addressing forms are predominant, however, there are 2<sup>nd</sup> person informal imperative forms as well: *Schimbă căutarea* (Change search)
- -For the UK hotel distance is expressed through time expressions as time necessary to reach various landmarks (A 10-minute walk from...), whereas for the Romanian hotel distance is expressed in kilometers. Using time to express distance is an appropriate strategy to avoid using either the metric or imperial measurement system, especially for customers from the UK. On the other hand, for the Romanian hotels, the metric system is converted to imperial through approximation. just under 1 mile in American English is displayed on the Romanian and British English pages as 1.5 km. Also, just over half a mile is converted to 1 km.
- -Apartment is correctly used in the user interface indiscriminately on both the UK and the US pages as in British English it refers to "A flat, typically one that is well appointed or used for holidays" [oxforddictionaries.com]
- -Amounts are rounded for most currencies and properties. This may be unnatural for markets using powerful currencies, such as the \$US or the Euro. For instance, German websites would display prices using a comma regardless of the price, with decimal or not: EUR 1.299,00. On the other hand, Romanians may feel comfortable with rounded amounts, especially older generations, that were used to the old weak Leu currency.
- -Usage of "limited offer" strategy:
  - oLast chance! We have 1 apartment left! VS. Ultima şansă! Mai avem 1 cameră!
  - OMost recent booking for this property was 27 minutes ago from Belgium. VS. Cea mai recentă rezervare pentru această proprietate a fost făcută acum 27 minute din Belgia
  - There are 26 people looking at these apartments.i VS. 26 persoane se uită la aceste apartamente.



Oxford House Serviced Apartments parle: Anglais

Interface contradictory message: The heading says that the language of the visitor is spoken, but actually only English is listed.

Generally speaking, localization aspects of the pages under observance are appropriately attended to. While numerous websites do not differentiate between the various English speaking countries, Booking.com does seem to handle cultural differences properly. The two variants show spelling, lexical and syntactic variances. Regarding punctuation and style, while the culture specific elements are predominant for each variants (U.S. or U.K.), there are some minor inconsistencies, namely capitalization. As for the metric system used for the U.K., it is interesting that they opt for the official metric system versus the popular imperial system. As for the text in Romanian, it contains untranslated English text elements in the address, which may be involuntary, or interface text, *check-in* and *check-out*, used as such on purpose. In general, Romanian texts convey the same message as in English. However, as highlighted in the tables above, there are some awkward sounding Romanian expressions such as *Suită* for *Suite*, *vedere unică la oraș* for *views of the city/ views over the city* and *Securizați-vă un preț excellent.*.. for *Lock in a great price.*...

To sum up, in general, the website fulfils its purpose in all three localized versions. The errors or the inconsistencies do not obstruct the communication process and the general context of each of the pages is determinant in achieving an appropriate communication. For instance, the translation of ...your upcoming stay as ...pentru sejurul următor (which can be interpreted as the next stay and not as the current offer on the page) is clear due to the context within the page. Also, the English stay is translated as sejur. The English term may refer to any period of time, from a few hours to a few days, whereas the Romanian one is rather used for a period of time that covers several days. These communication errors have a small impact on the customers as there is a highly controlled step-by-step guidance interface that clearly reinforces the information about a certain hotel, before actually accomplishing the booking process. Furthermore, a confirmation email is sent. However, one major communication error is acknowledging the user through the header interface text that their language is spoken at the hotel while in the description the language of choice from the interface is different. Considering that most users scan content - they read only bolded characters, and do not read the text in full, many will be misled into believing that the personnel speaks French or even Romanian.

This case study corroborates Jiménez-Crespo's findings with regard to quality in website localization (2013:131-132). Regular improvements to the website, in terms of interface and content updates, show that the localization process is a continuous maintenance process. (Pym 2014:126) As for keyword usage, the texts are optimized to be displayed in search engines for general keywords such as *london hotel*, *hotel iași* or as long-tail keywords such as the following format: country name - city name - hotel name.

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