



Singapore Airlines appoints Caesars Travel as their GSA in Kuwait

Singapore Airlines is pleased to announce Caesars Travel Company as their GSA for Kuwait with effect from September, 2019 to further develop the Sales & Customer service activities of the airline. Singapore Airlines Limited (SIA) is the flag carrier airline of Singapore with its hub at Singapore Changi Airport. The airline uses the Singapore Girl as its central figure in corporate branding. It was ranked as the world's best airline by Skytrax four times and topped Travel & Leisure's best airline rankings for more than 20 years.

Singapore Airlines includes many airline-related subsidiaries. SIA Engineering Company handles maintenance, repair, and overhaul (MRO) business across nine countries, with a portfolio of 27 joint ventures, including with Boeing and Rolls-Royce. Singapore Airlines Cargo operates SIA's freighter fleet and manages the cargo-hold capacity in SIA's passenger aircraft. It has two subsidiaries: SilkAir operates regional flights to secondary cities, while Scoot operates as a low-cost carrier.

Singapore Airlines was the launch customer for the Airbus A380 - the world's largest passenger aircraft - as well as the Boeing 787-10 and the ultra long range version of the Airbus A350-900. It ranks amongst the top 15 carriers worldwide in terms of revenue passenger kilometers, and is ranked 10th in the world for international passengers carried. Singapore Airlines was voted as the Skytrax World's Best Airline Cabin Crew



2019. The airline also won the 2nd and 4th position as the World's Best Airlines and World's Cleanest Airlines respectively for 2019. Singapore Airlines operates from Kuwait to

Singapore via Dubai mainly and there are Singapore Airlines from Kuwait to Singapore flights scheduled at different time of the day.

Kam Air to start flights to Kuwait from November



Kam Air will add Kuwait to its network from November onwards. Kam Air appoints Ejaza Travel Company as their GSA for passenger as well as for Cargo in Kuwait with

effect from November, 2019 to further develop the Sales & Customer service activities of the airline. Kam Air is an airline headquartered in Kabul, Afghanistan. It operates scheduled

domestic passenger services and regional international services. Kabul International Airport serves as its main hub.

Editorial

Why Is Punctuality In Attendance Important in the Workplace?

Every employee is necessary and important to a company and equally, all employees are responsible for reporting to work on time and must maintain a consistent attendance record.

Regular attendance and punctuality are vital attributes for all employees. It is important for employees to attend work regularly and to arrive at work on time, because failure to do so



detrimentally affects employee morale and productivity. The impact of punctuality in the workplace is higher than most people realize. One way to fortify the value of time at work is solid timekeeping practices. Because it is a dimension of punctuality, timekeeping is a skill every business should exploit. A solid time tracking system enables management to see the true cost of labor when one or more employees consistently start coming late to the office. When a business has employees who are punctual on a consistent basis, the office operates more smoothly for everyone. Meetings start in full stride when everyone arrives on time. Most timekeeping systems include calendar alerts. Managers can send reminders to participants of the time and place for the meeting.

Here, it is unfortunate to say that the culprits behind violating the punctuality are the so called **MANAGERS**, then what would have happen to that particular office where we are assigned them to look after? This is the situation happening among most of Caesars Travel Company offices when we have taken a random survey with practical tests. In such a situation, the question is left to us that whether we would keep these **MANAGERS** to continue with our organization or not?

The reason being prompt for work activities speaks to character, punctuality may even help employees advance their careers. Managers will look at the totality of each employee's work habits during a performance review. It is best to stand out for positive contributions to the department but the **MANAGER** himself/herself

prove to be the "Villain", then the whole infrastructure of the office collapses!!!

You must understand the ground reality that lack of punctuality affects the workplace and the people. Employees may begin to resent their habitually late coworker because they are the ones picking up the slack. Now, it is the fact that most of our employees are not meeting their targets and deadlines as they are keeping their punctuality not only in attendance but thereby, targets and deadlines are not met.

Let me repeat it again that punctuality is more important at the workplace because it is here that you get paid for the hours you put in and Employees are expected to be punctual and dependable in order to meet the needs of their department. When employees are absent or tardy, work and service are interrupted and an additional burden is placed on colleagues. Punctuality is one of the important factors in evaluating individual performance, promotions and continued employment in any organization. Moreover, punctuality speaks of a person's respect of others. In giving respect to others we can earn in turn. An employee who fails to call in and report to work as scheduled for three consecutively scheduled work days will be viewed as having abandoned their position and it is the solid reason that his/her employment should be terminated on spot on whatever levels he/she is working with the organization.

In a tough job market, you don't want to risk losing your job because your management sees you as lazy or irresponsible. Punctuality demonstrates your willingness to get up early, plan and make every effort to complete your work on time.

Professionalism

Punctuality is a sign of professionalism and helps you stand out as a reliable and trustworthy employee. Being punctual helps you establish your reputation as a dependable and consistent worker. In an interdependent work environment, everything runs like a well-oiled piece of machinery. Being on time helps ensure that you're doing your best to keep things running smoothly. It doesn't matter how smart, capable and competent you are. If you're habitually late, be it to work or on deadlines, you run the risk of undermining your professional reputation and be ready to lose your job as you are not an essential part of the organization.

Caesars Travel Group's core vision and mission is to become one of the role-models in systematic running of travel offices and whoever working against this ethics will be taken out from our organization.

Mantra

IndiGo becomes first Indian carrier to have 245 planes in its fleet

Airbus on Thursday delivered its 1,000th A320 Neo family aircraft, an A321neo, to IndiGo. The low cost carrier (LCC) now has 245 aircraft in its fleet — the biggest number ever for an Indian airline so far. IndiGo is likely to announce induction of wide body aircraft into its fleet for using them on medium haul routes by mid-2020, according to sources. IndiGo could look at the A330 due to commonality of fleet as it also has Airbus in its fleet. Though big airlines have both Boeing and Airbus planes in their fleet, IndiGo could also consider offering from the troubled US aerospace major that is currently trying to get the globally grounded B737 Max airborne again, sources add.



"IndiGo is the world's biggest customer for the A320neo family with orders totaling 430 aircraft. Since its first NEO was delivered in March 2016, its fleet of A320neo family has grown into the world's largest with 96 aircraft operating alongside 129 A320s. In an extremely competitive aviation market, the fuel efficient A320 family has been instrumental in IndiGo's rise to become India's largest airline by fleet size and passenger numbers," Airbus said in a statement.

IndiGo took its 245th aircraft, which is Airbus' 1,000th A320 Neo family plane, from CDB Aviation, a wholly owned Irish subsidiary of China Development Bank Financial Leasing Co.

This is the first of nine Airbus A321neo aircraft IndiGo CDB will give to IndiGo as part of a purchase and leaseback transaction. CDB Aviation expects the remaining eight aircraft to be handed over by the end of January 2020.

IndiGo CEO Ronojoy Dutta said: "We are delighted to add another A321neo in our fleet as we continue to expand our domestic and international operations. The A320 family has enhanced the cost and fuel-efficiency in IndiGo's operations and will strengthen this proposition in future, as we aim to build the best air transportation system in the world. I would like to congratulate the Airbus team for delivering their 1,000th aircraft. Airbus has been our partner since IndiGo's inception and as we expand, we wish to continue this journey together, achieving more such milestones. I would also like to congratulate CDB Aviation on the delivery of this aircraft and thank them for their continued support to IndiGo."

News Courtesy : <https://timesofindia.indiatimes.com>

GoAir announces Kuwait service from Kerala's Kannur airport

India's budget airline GoAir will be expanding its international footprint starting July 19 onward, with seven new international routes.

GoAir will be starting daily flights from Mumbai and Delhi to Abu Dhabi, Muscat and Bangkok .

Flights will also be operations from Kannur to Dubai and back, and to Kuwait and back.

Out of the seven new international routes, Bangkok , Dubai and Kuwait are new markets for GoAir whereas the other routes are already on the

airline's network albeit from different cities in India. The airline already flies to Abu Dhabi and Muscat from Kannur, and it flies to Phuket and Maldives (being seasonal flight) from Bengaluru, Delhi and Mumbai.

Travel trends shaping future of tourism

New data put out by the World Travel & Tourism Council (WTTC), the global forum for the travel and tourism industry, reveals that the industry contributes 10.4 percent to global GDP and was responsible for the creation of one in five new jobs over the last five years. The industry currently employs around 300

ways industry stakeholders can leverage these trends and seize the new opportunities to meet the growing demands of today and tomorrow's global traveler.

The following are some of the trends set to shape tourism in the future:



million people, roughly one in 10 jobs worldwide and this number is set to increase as an additional 100 million sector-dependent jobs are set to be created by 2028.

Figures from the WTTC show that international tourist arrivals rose by 6 percent to 1.4 billion in 2018. Cities were a major draw for international travelers, with 45 percent of those crossing borders in 2018 for tourism purposes visiting cities. Furthermore, international arrivals to the 300 largest city travel destinations accounted for over half a billion trips last year. Last year, over 64 million tourist arrivals were reported to the Middle East region, a jump of 10 percent from a year earlier.

Demographic changes, customers' evolving needs and behaviors, and new technologies will profoundly transform tourism over the coming decades. A newly released report by the global consultancy firm, Oliver Wyman titled, 'The Experience Revolution' highlights the major global trends that will continue to shape the future of tourism across the globe, and which will have a ripple effect across the Middle East and North Africa (MENA) region. The report outlines

Rise of the Asian middle class: The most significant increase in demand for tourism will come from Asia: of the more than 2.4 billion people who are projected to join the global middle class from 2015 to 2030, around 90 percent will be Asian. By 2030, it is predicted that 30 percent of international travelers will be Asian.

Digitalization: With the new generation of tech-savvy travelers, emergence of new technologies and the rise of a connected generation of travelers, digitalization has become even more crucial.

Sharing economy: The past few years have witnessed an increase in online travel transactions. In 2015, around 30 percent of the market value of the top 30 digital companies came from collaborative platforms like Airbnb, Uber, or HomeAway. As such stakeholders need to adapt and further leverage programs that offer such unique options for travelers.

Responsible tourism: With a scarcity of resources on the rise, an increased pace of climate change, and the rapid extinction of many

species, overpopulation and the impact of human activities on the planet is becoming a concern. With the number of tourists only set to increase, stakeholders have adopted various strategies to combat irresponsible tourism such as limiting the number of visitors, limiting access to sites under certain condition. In addition, many travel and hotel companies have also committed to reducing wastage and developing technologies to support sustainability.

Solo travel: Some 50 percent of all those who travel on holiday, go solo at least once a year, and that trend is expected to grow, driven mainly by women travelers and adventure seekers. According to Hostelworld, the world's leading hostel-focused online booking platform, solo travel bookings increased by 42 percent between 2015 and 2017. During the same period, solo bookings by women grew 45 percent against 40 percent for men.

Personalization: Today's travelers value tailor-made experiences based on personal preferences and past behaviors. According to one study, 64 percent of consumers said a personalized customer service was more important than speed of service, and 94 percent of consumers would be more likely to do business with travel and leisure companies if they offered personalized experiences.

Experience over product: One of the most significant shifts among tourists has been the movement away from product towards experience paradigm. Travelers are increasingly looking for authentic, cultural, one-of-a-kind experiences.

While the UAE has put the Gulf region on the map for global tourism, the ongoing broad region of development in other countries, notably Saudi Arabia, will bring a range of innovation and experience into the market. Trends such as digitalization and responsible tourism are unique state-of-the-art concepts, transforming the entire hospitality industry globally and regionally. Phenomena such as the 'Internet of Things' will enable the potential of the region and drive economic growth for local governments to support these developments in the years to come.

News Courtesy : www.timeskuwait.com

IndiGo starts Kuwait flight from Delhi and cease operation from Kannur

India's Low-cost carrier IndiGo will begin operations on the Delhi-Kuwait route from October 11, the airline said on Friday. The airline already has direct flights on the Mumbai-Kuwait route.

IndiGo is the largest airline in India, with around 47 per cent share of the domestic passenger market.

"We are building on our footprint in Kuwait, commencing a service from Delhi, adding to our destinations served to and from this important state in the Middle East," William Boulter, Chief Commercial Officer of IndiGo, said.

The service will leave Delhi at 00:15 hours and will reach Kuwait at 01:55. The Kuwait Delhi service will leave Kuwait at 02:55 and will reach Delhi at 09:35 am.

IndiGo Airlines, which is operating direct flights from the Kannur international airport (KIAL) to

Kuwait, has decided to stop their service from October.

The low-cost service, launched in March 2019, had hugely benefited passengers from north Malabar. KIAL insiders consider the move a setback to the airport, which is trying to rope in more airlines to operate to the Middle East and South Asian countries.

A senior manager of IndiGo said the decision was taken as part of a regular change in schedule and considering the low passenger traffic from Kuwait.

"The company is operating 12 services from Kannur airport. Only the service to Kuwait is being stopped," he added. The in-charge of IndiGo office at KIAL airport said only connecting flights would be available for the passengers from next month. Passengers have to

take the flight to Kochi, where they will board another flight.

While the passengers pay ₹11,455 now for a direct flight to Kuwait, with the change in plan, they will have to pay ₹22,500 from next month. No online booking is available from Kannur for direct flight to Kuwait from next month.

Rajesh Poduval, Head, Operations, KIAL, said the airline was yet to intimate them of the decision. He said the airline was operating as per schedule. "There is a fixed flight schedule during the summer and winter period. The summer schedule is about to be completed next month. The airline is yet to inform us about the winter schedule," he added.

V. Thulasidas, Managing Director, KIAL, said they were yet to get information from the company in this regard.

Ejaza Travel Company opens branch in Hawally

The Company Album



Ejaza Travel Co., one of the prominent travel agency company, opened at Hawally in Kuwait, on 17th August.

The new office was inaugurated during the soft opening ceremony with ribbon cutting by Mr. Rajesh Reghunathan (Director - Commercial and Marketing) and Mr. Sukhvinder Singh (Operations Manager) in presence of Mr. P. N. J. Kumar (CEO).

Speaking on the new outlet, Mr. P. N. J. Kumar , Chief Executive Officer said. “The opening of this new set up in Kuwait is a step forward in our expansion drive which aims at making the travel chain as unique and popular among the travel arena in Kuwait. Further, we will be very shortly opening our branches in other parts of Kuwait for this new company and also plan to make our presence felt in the representation of airlines and other ancillary products in the upcoming future

under this new infrastructure. In brief, we are on the expectation that this new office creates a milestone by delivering our unique and custom-made support to our loyal customers.”

Ejaza Travel Company, Building No. 9306 (Opposite Road of Al Bahar Complex), Block No. 8, Hawally, Tel: 22642194/ 22642196/ 22642197/ 22642198/ 22642126, Hawally, Kuwait, E-mail: hawally@ejazatravel.com

Caesars Travel Onam Celebration



Caesars Travel Group head office, celebrated ONAM on 14th September, 2019. ONAM is an annual Hindu festival with origins in the state of Kerala in India. With an exotic floral design in the foreground and an array of visual treats, the program started at 12:00 p.m. The entrance of the legendary emperor Mahabali marked the start of the program which was followed by a plethora of ONAM related recreational games and performances. FOLKSONGS, ‘PULIKALI’ (the play of the tigers) and a miniscule of percussion

ensemble (CHENDAMELAM) were a few of them. Mr. Anand Mohan from Caesars corporate department performed as “MAHABALI” and Mr. Argie from Caesars retail department as “VAMANA”. Mr. Ragesh from corporate department performed as “PULI” and Mr. John from Caesars Holidays as “VETTAKARAN”. The multinational staff members adorned themselves in the traditional Kerala attire inculcating a warm example of togetherness, love and brotherhood. An authentic Kerala sadhya,

prepared by the renowned chef Mr. Chandran, was relished by each and every person there. The program ended with a smile on each face and mirthful memory in each heart to cherish forever. Mr. Rajesh R - VP Sales from Trail Blazer Tours India Pvt. Ltd. was chief guest for the occasion. Mr. P. N. J. Kumar, CEO - Caesars Travel Group conveyed his felicitation and proposed a vote of thanks to each and every one for organizing such a gorgeous feast for the eye.

The Loyalty Effect: Hidden Force behind the growth of Caesars Travel Group (An interaction with a Senior Staff)

Loyal employees are always an asset for our company. In this edition, we would like to spare an interactive session with one of our very senior staff, Mr. Shibu O. Varghese, Sr. Accountant - Caesars Travel Group, who led a way to different developmental activities of our organization.

As a first question, would like to know about your educational & professional background?

Basically I am a Finance graduate B. com, from Mumbai University. After that I have done diploma in Computer Applications. Later I have done IATA course, but I couldn't attend the final exam because of Jaundice.

Your study stream is Finance, then what makes you passionate to travel domain?

While searching a suitable job I found easy to get job in travel field and in Mumbai so many travel companies are there. Still, I am sticking on to finance but in travel domain, that's all. Accountancy is general and that can stick to any domain. Also my brother advised me to get into travel as he was working in Riya travels as accounts head at that time.

How was your first job experience in this travel domain?

My first company was Riya Travels Mumbai. I joined there as cashier in billing section. Later I joined in Travel Masters in Mumbai itself. Basically I am a Mumbai person as I am born and brought up in Mumbai. I learnt a lot from these companies regarding travel related accounting like BSP billing etc.

As your first employer in Kuwait, what was your experience with Caesars?

Caesars Travel treated me very well. Caesars Travel is my first abroad company and Kuwait is my first abroad country. As a new person I was worried about my duties because finance job holds a responsibility. May be a small mistake will impact huge on to the company so that it is very much sensitive. I am trying to say that I didn't feel that risk factor because of the support which I got from management as well as from my colleagues.

How is your experience with our company, better you can share your likes and dislikes?

Frankly speaking no dislikes at all, that's why I



Shibu O. Varghese - Sr. Accountant - Farwaniya Branch - Caesars Travel Group

am still with company. Likes are many, like support, good attitude from colleagues, nice support from management especially from our CEO, Mr. P. N. J. Kumar. He advised me so many things related to accounting and he guided me to do the things properly in my initial stage.

What is your major achievements and contributions to our company till date?

To be frank my contributions are my hard work. As you know accountants served as support. I worked very hard to accomplish my duties with minimal errors in finance as well as in administration.

Travel market is getting more competitive, as a manager what is your plan or idea to lift our company to top?

We all admit that fact saying it's competitive, but

I think if we give good support to customers you may feel the change. They will come again I think. Sorry I am not a sales guy, but I feel so because If I am customer and getting good support, then definitely I will go that particular agency even if the price is bit high. Adding to finance department, I would like to suggest an upgrade to our finance system as we are growing day by day. I think current system is limited to attain the same pace as we grow.

Last but not least, who is your role model and what is your dream?

My role model is our CEO, Mr. P.N.J. Kumar. He helped me a lot in my initial stages. Many errors happened from my end in initial stages and he guided me to solve all of them. He is my master and guru in all means.

HOW YOU CAN BE A PART OF "expressions"

By sending your submissions to "expressions" newsletter, including articles, photographs, aviation updates, personal information which can be released in our newsletter, etc. The next issue will be out in January 2020. Please send us your article or similar texts as soon as you can and it should reach us on or before 15th December, 2019. The contribution Articles should be submitted in Word format. All articles which are selected for publication will be proof read for content, spelling and grammatical errors. Also please note that it is not mandatory that these articles will be published in "expressions" newsletter as it is strictly subject to screening before publishing. Furthermore, we may make minor editorial changes or correct spelling mistakes. To establish the identity of the authors, your name will be published with your article.

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**The Editor**

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