

New Year's message from CEO



P. N. J. Kumar - Chief Executive Officer - Caesars Travel Group

Greetings to everyone. I would like to start by wishing you all a happy new year! I hope you celebrated the start of 2020 in good spirits with family and friends.

Let us look back for a second, 2019 was quite a year for all of us with full of challenges, most difficult business environment, negative and positive in nature. Yes, I cannot ignore that we have been through with many developments, in sometimes less than favorable circumstances and at the same time, many downfalls too, which I have to say frankly, more than the developments. Still, some way or other, we can proudly say that our operations were sustained consistently without major interruptions, of course, with the great support from all of you, the pillars of our organization.

Looking at the current market trend, it seems that we are still in recession, and the financial markets and economic climate remain uncertain.

In brief, while this year 2020 will also be extremely difficult based on the current trend as stated above, with uncertainty surrounding the economy, I firmly believe that despite these forecasts it will be a good year for Caesars Travel Group. We have to take it in such a way that no matter what the circumstances are, we must not lose sight of our priority: to be strong and financially sustainable companies that put our valued clients at the heart of everything we do. In fact I would go further and say that we must make it a good year for CTG. Compared to all other companies working in the same line of our industry, I do believe that we have the experience and expertise to overcome any future difficulties with confidence and moreover, we have the qualifications and capability to make a history of successful and positive decisions.

I would personally like to thank all our valued customers and partners for their continuous support and dedication - we couldn't have been

where we are now without such a tremendous level of endorsement from all of them. I also would like to thank the team at CTG for all the hard work and incredible levels of enthusiasm ensuring that our customers and partners get the best from us. Now, we have to realize that the year ahead will bring its own challenges but I am sure by working together, keeping focused on our priorities and putting our "customers first" slogan, we can realize our ambitions. These will certainly continue to be my priorities and I am convinced I can count on you to do the same.

I would like to conclude by urging all employees as a group to come together as one to make this a great year to remember. Thank you all for your kind attention and once again, please accept my very best wishes to you and your family for a prosperous 2020!

OMAN AIR WINS BEST DESIGN AIRLINE – MIDDLE EAST 2019

Middle East 2019 by TheDesignAir, which showcases the Aviation industry from a design and brand perspective.

Oman Air CEO Abdulaziz Al Raisi said: "We are proud to earn this recognition for our focus on design, which draws upon Oman's rich, artful heritage to create a contemporary, appealing look and style in everything we do. We focus on the total guest experience, which considers all forms of design at every step in the process of travelling with Oman Air, which makes this award especially gratifying.



"I am also proud to point out that in the past several weeks, Oman Air has earned a considerable measure of recognition, including 4 World Travel Awards on 28 November. These awards are a clear indication of everyone's hard work to deliver the airline's ongoing improvements. We are pleased that our transformation initiatives are starting to bear fruit, and that improvements in our operations and processes are being recognized by the travelling public."

New Courtesy : skift.com

Editorial

Are we ready for New year business resolution? Let's do it!

As the end of the year approaches, there's so many things to do that it can all be overwhelming. For many travel agents, the end of the year is not only filled with holiday celebrations, but also with preparations for the busy season just around the corner.

Though life can be a bit hectic this time of year, it's important to take a few moments to think about what you and your business have accomplished in the past year. As you reflect, you should take stock of areas you can improve and work on setting goals in the important areas of your business for the year to come.



A GOAL FOR SALES

Think about your sales in 2019. Did you have a sales goal? Did you reach it? Take a moment to review your sales and think about the clients that you worked with over the past year. Which clients were new and which clients were returning travelers? Do you think that these clients will book a vacation again in the coming year? Did you have any large family trips or travel groups, like destination weddings, that may not book again in 2020?

After you have taken time to think about your clients and sales in 2019, set a goal for yourself for 2020. Take into consideration how much of your business will likely repeat this year and if any will not repeat. Choose a sales goal that both encourages you to retain clients and add new ones. Also think about how higher dollar sales will impact your goal. Remember that your sales goal should motivate you to grow your business while still being attainable.

A GOAL FOR EDUCATION

A travel agent's learning is never done. There are always new resorts opening, new cruise ships setting sail, and new destination trends. It's important to set aside a portion of the time you

spend working on your travel business to further your travel knowledge. Set a goal for yourself to make your travel education a reality.

Perhaps you commit to completing a supplier's educational courses. You may opt to complete the courses offered by a tourist board. You could also explore the courses in our own Learning Management System or attend one of our educational events, like Boot Camp. Maybe you do all of these!

A GOAL FOR LOYALTY

One of the best ways to make connections in your community is to have loyal clients who see your value and talk about your business to others! Ensure that your clients know that you value their business, whether it be through sending thank you cards, posting on social media, or another creative way you come up with!

In addition to showing your appreciation to loyal clients, consider how they can help your business by referring the people they know to use your services. Often, we value the recommendations of our friends and family over others, and your clients are no different. Come up with ideas to encourage your clients to share about your business through conversation and on social media.

CHECK IN WITH YOUR GOALS

What if you hit your sales goal for the year in March? What if the educational goals you set take longer than you planned? What if you are still working on establishing yourself as the travel agent in your local community?

Goals are important for us to have something to continue to work toward, but sometimes things don't go as planned. It's important to check in with your goals throughout the year and decide if they need adjusted. If you meet your sales goal early, set a new goal that reflects your continued growth. If you are finding it hard to make time for your educational goal, maybe you plan to set aside an hour or two each week to work on it or adjust the deadline you gave yourself.

Set yourself up for success in the year to come with your goals, and you are sure to have a great year! We can't wait to see all that you accomplish in 2020.

Mantra

IndiGo awarded Best Domestic Airline by FICCI

IndiGo, India's leading airline, received the 'Best Domestic Airline' Award at FICCI's first edition of Travel and Tourism Excellence Award which was held in Delhi. In a step to encourage innovation and entrepreneurship in the space of Travel & Tourism, the award recognised various states, organizations and individuals for their contributions towards the overall growth of the Travel & Tourism industry.

Receiving this award, Mr. William Boulter, Chief Commercial Office, IndiGo said, "It is our absolute honour to be recognised by the top business organisation in the country. Being the first ones to hold the title of the 'Best Domestic Airline' is not only celebratory, but it is also encouraging for us to strive to be the best consistently".

Mr. Boulter further added, "Travel and Tourism sector is one of the key growth drivers and employment generators for the Indian economy. Such an accolade being presented by a prestigious institution can act as a huge driving force for individuals and organisations to catalyse growth in this sector".



The Travel and Tourism Excellence Awards have been conceptualized with an aim to recognize various states, organizations and individuals for their contributions towards the overall growth of the Travel & Tourism industry.

Methodology

FICCI Travel and Tourism Excellence Awards 2019 comprised of 46 award categories (<http://www.ficctraveltourismawards.com>). Ernst & Young LLP was the knowledge partner for the awards. The winners were selected by a panel of jury comprising key stakeholders from the Travel and Tourism sector.

News Courtesy: goindigo.in/

Small Parcel Shipping Trends: Looking Ahead to 2020

The winds of change continue to blow through the industry, powered by the growing influence of technology and ecommerce. Add in the turbulence of Amazon continuing to aggressively build out its own delivery infrastructure, and 2020 is likely to be an interesting ride for shippers and logistics companies.

The following are seven top stories that have impacted small parcel shipping this year and whose effect will continue into 2020.

And now there are three

As we noted in our recently published, in-depth analysis of the UPS 2020 GRI, the carrier is using its SurePost service to align itself more firmly

with the USPS. This is no doubt intended to put UPS in a good position in relation to Amazon's moves into logistics. FedEx is also taking anticipatory steps to prepare for the growing logistical strength of Amazon by not renewing some of its contracts with the ecommerce behemoth. Read: FedEx split with Amazon continues as Ground contract won't be renewed.

All roads lead to the customer

Consumers are taking advantage of a greater variety of ways to receive their purchases. Picking up their items in store is becoming more popular, and in response, many retailers are offering faster ways for customers to order online and get the products they want. This trend

benefits retailers too. In-store fulfillment saves on many of the costs generated by inventory management, shipping, and managing fulfillment from centrally located fulfillment centers.

Get a tailwind behind you

Changes in customer demand, carrier competition, and technology are causing ever-faster change in the small parcel shipping industry. A McKinsey report shows that "riding the right waves of change, created by industry and geographic trends, is the most important contributor to business results ... a company benefiting from such tailwinds is 4-8 times more likely to rise to the top of future performers."

News Courtesy : firstflightsolutions.com

CHINA VIRUS OUTBREAK RAMS GLOBAL TOURISM, COSTING BILLIONS

Tourism highlights



Business around the world that have grown increasingly reliant on big-spending tourists from China are taking a heavy hit, with tens of millions of Chinese residents restricted from leaving their country as the coronavirus spreads.

Hotels, airlines, casinos and cruise operators were among the industries suffering the most immediate repercussions, especially with the outbreak occurring during the Lunar New Year, one of the biggest travel season in Asia.

What happens in China means a lot more to the world economy than it did when the SARS outbreak struck nearly two decades ago. In 2003, China accounted for 4.3% of world economic output. Last year, it accounted for 16.3%, according to the International Monetary Fund.

Tourism from China was already down before the virus hit due in part to the Hong Kong protests and the trade dispute between Beijing and Washington.

But about 134 million Chinese traveled abroad in 2019, up 4.5% from a year earlier, according to official figures. Before the outbreak, the China Outbound Tourism Research Institute predicted some 7 million Chinese would travel abroad for the Lunar New Year this year, up from 6.3 million in 2019.

Hong Kong, Thailand, Japan and Vietnam were top destinations, but Chinese tourists are big spenders in cities like London, Milan, Paris and New York.

Economist and tourism industry officials said the biggest threat so far is to China's closest neighbors, with the U.S. and Europe likely to face major repercussions only if the coronavirus outbreak proves long-lived.

In Thailand, a favorite destination for Lunar New Year travel, officials estimate potential lost revenue at 50 billion baht (\$1.6 billion). Many drugstores in Bangkok ran out of surgical masks and the number of Chinese tourists appeared to be much smaller than usual for the Lunar New Year. The government announced it was handing out masks, and that the airport rail link would be disinfected.

Spillover is also probable in Vietnam, Singapore and the Philippines, said Tommy Wu and Priyanka Kishore, of Oxford Economics.

Hong Kong is especially vulnerable because its economy and its appeal to tourists have already been weakened by months of sometimes-violent political protest. By November, inbound tourism to Hong Kong was already down 56% from a year earlier.

Visitors from mainland China to the autonomous Chinese gambling capital of Macau was down 80% on Sunday from a year earlier, a threat to a regional government that depends on gaming revenue.

Gaming and lodging operators in Macau reported higher-than expected cancellations over the weekend as the death toll from coronavirus rose and the Chinese government extended travel restrictions, according to Instinet analyst Harry Curtis.

"Cancellations soared across all of the properties we contacted," Curtis said in a note. "Pessimism rose on how long it could take for business to recover."

Shares of Wynn Resorts, Las Vegas Sands and MGM Resorts International — which all have operations in Macau — have declined 18.3%, 14.6% and 12.1% since Jan. 17, respectively. But analysts said it was too soon to tell how deeply their finances would be affected. Adding to the uncertainty was the possibility that Macau's government could shut down all casinos.

Jefferies, an equities research firm, predicted the virus outbreak would have affect first quarter results for the companies "but how large and will it linger onward remain the questions."

Wynn Resorts said it had scaled back Lunar New Year events in Macau, begun screening the temperature of all guests and taken other steps to comply with the directives of the Macau government. MGM and Las Vegas Sands also said they were following government guidelines. The companies declined to provide any cancellation figures in Macau.

At least 80 people have died and 2,744 people have fallen ill since the coronavirus was first found in the central Chinese city of Wuhan.

China extended the week-long Lunar New Year holiday by an extra three days to Feb. 2 to help prevent the epidemic from spreading.

Travel agencies in China were told to cancel group tourism, and governments around the region were restricting travel from Wuhan,

closely monitoring other travelers and helping arrange evacuations of some foreigners stuck in Wuhan.

The outbreak comes just as hopes were rising that Chinese tourism to the U.S. would start to recover following two years of decline due to the prolonged trade dispute between the two countries.

In 2018, travel from China to the U.S. fell for the first time in 15 years, according to the National Travel and Tourism Office, which collects data from U.S. Customs forms. The office has forecast a further decline of 5% in 2019 but had predicted a return to growth in 2020 and beyond.

China remains the fifth-largest source of foreign tourism to the U.S., behind Canada, Mexico, the U.K. and Japan. Nearly 3 million Chinese traveled to the U.S. in 2018, spending more than \$36 billion.

Tourism industry officials said it was too soon to say whether the outbreak would significantly effect expectations for a recovery, saying much depends on how long the outbreak lasts and if the Chinese government extends travel restrictions to major cities such as Shanghai.

"Anything that goes on for a sustained period of time would obviously have a significant impact," said Chris Heywood, spokesman for NYC & Company, the official tourism organization of New York City. "For us, China is a critically important market."

Heywood said China was the second-largest source of foreign visitors to New York, following the U.K.

Broadway Inbound, which sells group discount tickets for Broadway and other shows, has received a handful of cancellation requests for China-based customers unable to travel due to the outbreak, said Bob Hofmann, vice president of Broadway Inbound. He said ticket sales are normally final but customers affected by coronavirus would get a full refund.

Chinese tourism to other countries has continued to grow in recent years. In Britain, Chinese visitors were second only to tourists from the Middle East spending per visit - about \$2,200 on average in 2018. The number of Chinese visiting Britain has quadrupled since 2010.

News Courtesy : apnews.com

New year celebrations - Caesars Int'l Travel & Caesars Travel Head Office



Ring in the New Year is cause for celebration, for spending time with friends, colleagues and family, and for looking back. A lot can happen in a year and between the good, the bad, and the ugly, this may seem like an understatement for most. As glasses are raised and fireworks explode into the sky, it's important to recognize the special symbolism this season brings with it. A time of new beginnings and fresh starts also comes with a time of reflection. Whether your resolutions consist of keeping your hands out of the cookie jar or giving your heartfelt word to work on relationships with loved ones, it can take work. And it can make all the difference to put these hopes into words and warm wishes.

Caesars International Travel team celebrated New Year EVE on 31st DEC'2019 night and Caesars Travel Head Office celebrated New year on 31 st DEC'2019 noon with the presence of Mr. P.N.J. Kumar (CEO - Caesars Travel Group)

In Caesars Intl Travel Mrs. Maneka Varghese had done the official invitation and MC for the evening. Greeting Song by Bijai & team (Naveen, Maneka, Eldo, Amy, Kaleem, Foustina, Prabhath).

Mr. P. N. J. Kumar (CEO - Caesars Travel Group) rendered a beautiful speech by wishing all the Caesar's Intl team a blessed New Year by cutting the cake and raised the toast for all of us and welcomed us to enjoy the new year eve.

Mr. Rajesh Reghunathan - (Director Commercial and Marketing Caesars Intl.) had welcomed the whole team to enjoy the fabulous eve and wished the whole team a bright and blessed year ahead. And about the new achievements we have gained/bagged this year. Mr. Kannan, Mr. Tony, Mr. Babu Pillai, Mr. Siju and Mr. Sandeep (all the department heads had wished the whole team a glorious year ahead. This eve was an opportunity to all the staff to come out with their skills and talents, where for our surprise each and everyone excelled in their talents.

The program started with a beautiful Solo dance by Mrs. Ninfa's daughter Ms. Andrea Nikholie. Then came a fabulous dance by Ms. Foustina Mousambi, Mr. Jerry Dcunha, Mr. Joby

Abraham, Mr. Ahmed Khalid, Mr. Mohammed Mekawy which was well choreographed as an entertainer, where the whole team couldn't stop joining them with the moves. Now came our professional Philipino dancer Ms. Verly, Ms. Angel & Mrs. Ninfa's daughter Ms. Andrea, we call them the perfectionist.....

Among lots of dances now we had a Medly performed by Bijai & team (Naveen, Maneka, Eldo, Amy, Kaleem, Foustina, Prabhath), where our Foustina Mousambi had sung a Malayalam song which was the secret surprise. To the added surprises our office assistant Mr. Ganesh had also performed an excellent solo dance.

Next was an excellent informative skit by Caesars Intl's professional actor Mr. Sajeesh and by the computer doctor Mr. Anoop. To

show stoppers to ended the program with a thanks giving song by Caesars's Intl team, Mr. Jerry, Mr. Naveen, Mr. Robit, Mr. Tony, Mr. Siju, Mr. Bijai, Mr. Kaleem, Mr. Prabhath, Mrs. Maneka, Ms. Nisha, Ms. Simi & Mr. Eldo.

Throughout the program we had played Tambola and the Tambola winners were Ms. Amy, Ms. Maneka, Mr. Kannan and Mr. Anvar. The night was followed by a fabulous dinner and DJ blast where it ended only by 0045hrs. The entire team spent the evening singing, dancing and welcomed the year 2020 in a joyful way.

Each and every staff in the team had played an excellent role in making this a successful eve. And they all have exposed their talents either through singing, dancing, and acting or by organizing the whole event just in 24hours of planning and practicing.

Games part was handled by Mr. Siju, Mr. Babu Pillai, Mr. Tony & Mr. Sandeep. Food was served by Mr. Siju, Mr. Sajeesh, Mr. Jerry, Mr. Mohammed, Mr. Ashok, Mr. Nasser, Mr. Noushad. Video by Mr. Amal. Sound system and DJ by Mr. Anoop & Mr. Mujtaba. Food arrangement by Mr. Siju & Mr. Sajeesh.

In Caesars Travel Head office, Mr. Anoop & Mr. Bijoy had done the official invitation and MC for the event. Event started with a march lead by Mr. Argie who is designated as "Santa". He invited all our team to our conference hall, the place where other activities schemed.

Celebrations started with a beautiful speech from Mr. P. N. J. Kumar (CEO - Caesars Travel Group) by giving a New Year message to all Caesars Travel Head Office team followed by cake cutting. All other department heads also rendered their New year message to all team



rejuvenate the crowd after some education, again came the dance moves from Ms. Nisha and Team had done an excellent Indian dance. (The team consist of Mr. Shallu, Mr. Utkarsh, Mr. Ganesh & Ms. Simi). Now it's time for some Afghani moves our sweet chubby Mr. Agha & well build Mr. Hari had performed an amazing regional special dance performance (Afghan jalebi)

Here came our Caesars Intl entertainer Ms. Foustina Mousambi had done a fabulous African dance in Indian and western song with the whole Caesar's Intl Team. Now came the

members. After that we conducted gift exchange program between team members followed by balloon game. Event was concluded with a grand lunch organized by Mr. Derwin.

We wish that you all have a superb January, a dazzling February, a Peaceful March, an anxiety free April, a sensational May, and Joy that keeps going from June to November, and then round off with an upbeat December.

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. Mohammed Sidique, Branch Manager - Mangaf - Caesars Travel Group, who led a way to different developmental activities of our organization.

Just a brief walking through your academic credentials?

Basically, I am a BBA graduate specialized in Marketing. After that I have done IATA travel and tourism graduation from Chennai.

Why did you choose travel field, any kind of inspiration?

Actually, my ambition was to become a pilot in school days. Due to my family constraints, I couldn't make up my dream. After BBA I fled to Saudi Arabia and I worked there for 5 years under automotive industry. Then I returned to India and thought to do some job related to Airline. So, I joined for IATA in Chennai and worked there for almost 1 year in Travel industry.

How was your first job experience in this travel domain?

After my IATA studies, I got my first job in Chennai - India, in a travel company as a trainee, wherein I started my travel career. Later I fled to Kuwait and joined in Caesars, while working in Chennai I got a passion to work abroad and was keep on searching for opportunities.

How was your abroad experience, is Kuwait is your first country?

No, Saudi Arabia was my first abroad country. I can say in Travel domain my first abroad experience is in Kuwait. I was not specific to any country to work, but only have a passion to work abroad and to build my career, doesn't matter which country it is. While I am working in Chennai, I got an opportunity to work with Caesars Kuwait as my friend was working with Caesars branch at that time. He referred me to Caesars, where I started my career with Caesars.

How Caesars treated you and how was your experience?

While I am joining in Caesars, I am not must aware about travel industry, as I was not that familiar with travel domain while working with my previous company. From Caesars only I



Mohammed Sidique - Branch Manager - Mangaf Branch - Caesars Travel Group

learnt more about travel and its real depth. I built my career in Caesars, in other words Caesars gave me a good career. Experience with Caesars is always good that's why I am here still for last 16 years and enjoying my work all the time.

What is your likes and dislikes about our company?

As if now no dislikes, only likes as I am still with Caesars. Why I am Caesars still because of work culture at its best for me and I don't feel any discomfort with my colleagues or with management. All are likes only and that's why still I am here with Caesars. In last 16 years I got enough offers from Travel agencies as well as from Airlines, but I don't even think for a change because I can say it's like a family.

How was your career ladder in Caesars as you are one of the senior employee?

I got a good career ladder why because I got enough opportunities to prove my skills and our management recognized my contributions in the desired level. While I am joining with Caesars, only few branches were there, later it got expanded and I believe my contributions are also part of the enhancement. I started as a reservation officer with Caesars and now I am the branch manager for Mangaf region, that itself shows my career growth.

What is your plan or ideas to expand your division on this competitive market?

Yes, market is very much competitive so that we need change the strategies. I suggest we need to have an online portal which is already in pipeline of Caesars I believe. Another one to get good corporate business, which is more beneficial than retail. For Caesars Travel, there are so many loyal customers, they are not treating us as a vendor, but as a family. To maintain them in that manner we are trying to give good support in time.

Who is your ideal personality, what makes you feel inspired?

My role model is our CEO, Mr. Kumar, the man who inspires me all the time when I joined with Caesars. I got inspired his way of handling clients and his managerial power to run the whole organization in effective manner. He is always a wonder to me all the time.

What is advice to the new staff who joined Caesars?

Caesars Travel is a good company to build your career. Work sincerely then company will give the career ladder for you to climb in. Do hard work sure you will get recognized, you can take me as an example.

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 April 2020. Please send us your article or similar texts as soon as you can and it should reach us on or before 15th March, 2020. 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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