



JET AIRWAYS: UNCERTAIN FUTURE, DISSOLVING LEADERSHIP, WEAK FUNDING OFFERS

Following close on the heels of the now-grounded Jet Airways, the resignation of its CFO, Amit Agarwal's, and just days after lenders were slow to secure funds to save India's oldest private carrier, a similar fate has met the financially-strapped CEO, Vinay Dube.

Dube resigned due to "personal reasons" in a statement to the Bombay Stock Exchange Tuesday.

In March, the airline's founder, Naresh Goyal,

defaults to both banks and its aircraft lease-holders.

Jilted stakeholders left holding the \$1.2 billion-dollar Jet Airways bag, including the State Bank of India bank (who lent the stricken airline money to stay afloat), as well as Jet Airways' employees (who haven't been paid in three months), and ticket-holding customers and several third-party private investors.

Abu Dhabi-based carrier, Etihad Airways, came

"Etihad Airways confirmed its interest to re-invest in a minority stake in India's Jet Airways, subject to conditions," it said in a May 10 statement.

"Etihad re-emphasizes that it cannot be expected to be the sole investor, and that, amongst other requirements, additional suitable investors would need to provide the majority of Jet Airways' required recapitalization."

Although a once-hopeful prospect, Etihad's bid produced a few furrowed brows amongst industry experts, expressing concern over its current \$4.8 billion worth of losses over the past three years and the carrier's efforts to secure loans somewhere in the vicinity of \$600 million for future aircraft acquisitions.

Seen more as a distraction rather than beacon of economic hope in what was to be an underwhelming bidding process to save Jet Airways, business and aviation writer Ajay Awtaney explains, "in this situation, it is a distraction, both from a strategy and capital allocation perspective, for Etihad Airways to be focusing on fixing another airline, while they should be busy mending their own house to reclaim their former glory."

Etihad currently owns 24% in Jet Airways and, under the current rule, can take its stake up to a maximum of 49%.

News Courtesy : <https://airwaysmag.com>



was forced to cede control of Jet Airways, which eventually forced the airline to suspend all operations on April 17 due to the crushing weight of over US\$1 billion in debt and payment

out as the sole bidder in the first round of bidding on May 10 but did not come without strings attached- expressing concerns over the Indian carrier's increasing liabilities and impending dismantlement.

Demand for global air freight returns to growth

Demand for global air freight inched toward growth with a 0.1 per cent increase in March year-on-year, after a four-month contraction, but faces headwinds from a weaker global economy and shrinking trade volumes.

Middle East airlines outpaced global air freight demand growth in March, the International Air Transport Association (IATA) said in a report. Regional carriers posted an increase in air freight volumes of 1.3 per cent in March compared to the prior year period though demand was outstripped by capacity growth of 3.8 per cent.

The return to growth in global air freight in March 'is an encouraging development...but the headwinds from weakening global trade, growing trade tensions and shrinking order books have not gone away', Alexandre de Juniac, IATA's director general and chief executive, said.

IATA's concerns echo the International Monetary Fund's warning last month that the global economy is slowing more than expected, prompting it to cut its forecast for world economic growth this year. In its third downgrade since October, the IMF said the global economy will likely grow 3.3 per cent this year, the slowest expansion since 2016. The

forecast cut 0.2 percentage points from the IMF's outlook in January.

Global air freight's marginal growth in March is an improvement over the 4.9 per cent decline in February but in seasonally-adjusted terms, demand is still down 1.5 per cent over the past year, IATA said.

Freight capacity, measured in available freight tonne kilometers, rose 3.1 per cent in March year-on-year and outstripped demand for 11 out of the last 12 months.

All regions posted growth in air cargo demand in March year-on year except for Asia-Pacific, while Africa showed the fastest growth globally.

Asia-Pacific carriers posted a 3.4 per cent decline in March because of weaker manufacturing conditions for exporters in the region, ongoing trade tensions and a slowing of the Chinese economy. The performance in March was a 'significant improvement' from the 12 per cent drop in February.

African airlines grew six per cent in March from a year ago, the fastest pace among all regions, while capacity rose 15.2 per cent.

North American carriers saw demand increase by 0.4 per cent during the month, partly due to a slowdown in US domestic economic activity at the end of 2018 and falling global trade volumes. However, a rise in new export orders could support air cargo growth.

European carriers saw a 3.6 per cent increase in freight demand, a 'positive outcome', given uncertainty over Brexit and weaker manufacturing conditions for exporters in Germany, IATA said.

Airlines in Latin America posted a 3.6 per cent increase in air cargo demand as the Brazilian economy recovers from a recession. However, ongoing economic and political uncertainties in Venezuela continue to present a challenge.

The industry's confidence in the outlook for the year remains upbeat, with 13 per cent expecting to see a decrease in freight volumes in 2019 compared to last year, according to IATA's Business Confidence Survey.

News Courtesy : <http://q8dailynews.com>

Editorial

The changing face of the travel agency business

The changing face of business travel: What's the future like?

The impact of technology on travel agents, including the availability of personal computers, cell phones and the Internet, has been significant. While many travel agents have had to change the way they do business, travel agencies are still thriving and providing important services to both leisure and business travelers.

A major chunk of revenue continues to come from commissions and service fees. But the source of these commissions has been changing over the years. When airlines stopped paying high commissions back in the 1990s, travel agents started to lean heavily on add-on services such as hotel and transport for commissions.

At present, travel agents depend on two categories of travelers for their revenue. A good number of corporate business travelers still rely on partner agencies for their tickets. In the consumer segment, holiday packages and custom itinerary planning services have been taking off with an increase in international holidaying. The drop in commissions is mostly made up for by the corresponding rise in the scale and value of such bookings.

This is however not a long-term fix. A number of startup online itinerary planning services are already making a mark and a number of OTAs today offer holiday packages on their websites. The travel agency industry is already in consolidation mode with larger players constantly acquiring smaller and niche TAs to increase market share. The future of the travel agent depends on innovation.

Adding value

Over the past three decades, the business model of the travel agent has merely been to identify and focus on channels that have not been disrupted by new tech. When airline commissions disappeared, agents moved to taxi and hotel booking, and when they got disrupted, they set their eyes on package tours. But this is not likely to last long.

One of the best ways to survive disruption is by reinventing your model and adding value. The average traveler is beset with a number of problems - finding the right hotel, getting plugged in with internet in a new country, currency exchange, landing at a tourist spot in the wrong/crowded season, and so on.

While there are online startups that address each of these many issues, the average traveler doesn't recognize the need for these services until they are too late.

A travel agent may however bring together all these different services under one roof. A tour package that includes all these value-added services to clients is likely to retain and grow their business.

TAs may also look at expanding their offering to include exotic and unexplored holiday destinations that are not part of the average holiday experience today. The idea is to create value that a traveler does not get with traditional OTAs and market that offering.

The challenge here, however, is that if there is business potential to something, competition swoops in. Adding new value to your offering thus needs to be a continuous process.

The future is technology

In all likelihood, the travel agent business is not going away anytime soon. But agents who fail to update themselves with modern tech may see their business fade away. The future of the travel agency business lies with providing value that technology cannot offer by itself. Consulting and value addition are areas that are likely to grow over the next decade. Mobile technology is increasingly relevant for selling a journey, but it's also the best channel for businesses to create the unique personal experience that future travelers expect. The advent of Web in the mid-2000s resulted in another sea change for the travel industry. Social media, blogs and online discussion groups resulted in an unprecedented sharing of information between consumers. Individuals began sharing reviews of their travel experiences with others. As a result, travelers became more aware of destinations and what to expect.

In brief, the above changes are not costing too much, most of them can be revolutionized by using your own sources which are available free of cost. How to adopt and implement them are your concern but please keep in mind that unless you are not following this pattern of business, you be prepared to out from this business soon, therefore, it's the "Mantra's" advise to all that began to make use of these tools and be in the forefront of technological advancements in your travel offices to swim with the current trend.

Compiled and prepared by Mantra

Prepare for Ramadan

Make the right intention

Beginning right now, make an intention that this Ramadan will be a time of great spiritual effort and sincerity. To help turn that intention into reality, make checklists of both daily goals for Ramadan (read a section of Quran or a beneficial lecture every day, etc.) and goals for the overall month (visit a home for the elderly, invite two non-Muslim friends for a chance to experience iftar, etc.).

Increase Quran recitation

Many people aim to do a complete reading of the Quran at least once during Ramadan. If you don't have a habit of reading the Quran daily, take this as an opportunity to incorporate that habit into your life. This will enable you to read longer sections of the book during Ramadan. Even if doing a complete reading of the Quran during Ramadan is too difficult, making a habit of reading one page or even a few verses a day will bring many blessings during the holy month and afterwards, as the Prophet (pbuh) said.

Perform extra prayers

If you have no missed obligatory prayers to make up, start to pray voluntary sunna prayers to prepare yourself for the extra prayers that take place in Ramadan. If you do have missed obligatory prayers, use the time you would give to the sunna prayers to make some of them up. Don't feel that you are missing out on the opportunity to do voluntary sunnas, because God says in the famous Hadith Jibreel, "My servant draws near to Me by nothing more beloved to Me than that which I have made obligatory on him."

Give charity

Use the weeks leading up to Ramadan to increase your acts of charity, be that in the form of giving money to needy people or worthy causes. These could be anything from sponsoring a Syrian refugee family, to supporting scholars and students of sacred knowledge through SeekersHub's #SpreadLight campaign. Giving charity is a way to purify your wealth, and you can enter the month of Ramadan in a greater state of purity.

Focus on your character

Imam al-Ghazali discusses the inner dimensions of the fast in his Revival of the Religious Sciences, which you can observe before Ramadan arrives. He mentioned that one must learn to fast with all the limbs, from all that harms the heart. . The inner fast is among the most important aspects of fasting Ramadan and is often more difficult than the physical fast from food, water and relations, so the earlier you begin to practice this, the better.

News Courtesy : www.seekersguidance.org

The 4 Biggest Travel Trends For 2019

Travelers in 2019 see a series of exciting trends—thanks to changing consumer behavior and an emphasis on wellness. For those wondering what will be in store for next year, here are some of the top predictions shared by industry experts.

choosing their holiday destination. Whether it is art-driven experiences such as Art Basel or beautiful locations that are snapshot-worthy, 2019 sees more social media-inspired tourism.

WHAT TO TRY: Setouchi Art Triennale 2019—a unique art festival held over a dozen islands in



Mini vacations

Planning a big, extended vacation can be extremely stressful. This is why “travelers are ditching weeklong summer vacations in favor of shorter, more frequent breaks,” said Loes Daniels, Founder of Flightgiftcard and Hotelgift. The rise of “serial short breakers” means more business for local economies, especially when more people opt for staycations in “more unusual accommodation options such as yurts, pods and Airstreams.”

WHAT TO TRY: According to Klook, a world leading travel activities booking platform with more than 800 experts in 16 global offices, there are ways to make a short break (or staycation) more meaningful. Try a Backstreet Walking Tour of Kowloon’s Mong Kok district in Hong Kong for an enticing look at the vibrant street markets and local delicacies, or check out the bird parks and butterfly gardens in a Half Day Tour of The Serene Gardens in Kuala Lumpur.

Insta-holidays

Like it or not, travel business is increasingly driven by a location’s Instagram-ability, according to Daniels. In a survey conducted by UK company Schofields, more than 40% of respondents under 33 consider “Instagrammability” the most important factor in

the Seto Inland Sea featuring more than 150 international artists; a trip to the Kintamani Jungle Swing in Bali with stunning landscape; or a Private Photo Shoot Experience in Phuket with your own professional photographer.

Driven by wellness

Wellness tourism is expected to grow more rapidly in the next few years—with the Global Wellness Institute projecting it to grow twice as fast as general tourism and reach \$919 billion in 2022 from the \$639 billion in 2017. From fitness-centric resorts and hotels with holistic spas to



natural immersion getaways, these travel experience are geared to leave you rejuvenated and equipped with the techniques for a better lifestyle.

Tourism highlights

WHAT TO TRY: Go for a wellness getaway Aloft Miami Aventura, which has everything including weekly music events, pet programming, partnerships with Barry's Boot Camp, specialized crafted cocktails, and elevated pool deck; have an unforgettable trip fishing above the reef, scuba diving and snorkeling along the reef at Alaia Belize; or visit The Mandrake in London's Fitzrovia, which boasts a Spiritual Wellbeing Programme with regular Gong Baths, special guest sessions from Nordic Shamanic Fire Ceremonies, Lucid Dreaming Sleepovers and Arcturus Quantum Heart Activation Healing.

“B-leisure” trips

Forget business trips. One of the key rising trends in 2019 is “bleisure” travel, which sees people mixing business with leisure. According to a recent survey by Avis Car Rental, 87% of business travelers say that they are likely to mix business and leisure on the same trip. This is hardly surprising, considering that 92% of respondents admit to doing some work on dedicated leisure vacations, while 56% of travelers with children are likely to include the family on business trips. As a result, “the line between a business trip and a leisure vacation is increasingly blurry,” noted Beth Gibson, Experiential Travel Expert at Avis, with “business travel more often [involving] high-end amenities in desirable locations.”

WHAT TO TRY: Visit the brand new PuXuan Hotel and Spa adjacent to the Forbidden City—centrally located in Beijing’s main commercial and shopping district; or go to the Dolce CampoReal Lisboa—a business hotel-slash-resort that offers 23 event rooms, an 18-hole golf

course, plus a nearby equestrian center.

News Courtesy : www.forbes.com

Introducing New Destinations in this Summer - 2019

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Arabian Travel Market is the global meeting place for the travel trade

By Maneka Varghese



Arabian Travel Market is the market leading, international travel and tourism event unlocking business potential within the Middle East for inbound and outbound tourism professionals. Tourism destinations from around the world showcase a diverse range of accommodation options, breathtaking tourism attractions, travel technology and key airline routes.

Arabian Travel Market is the leading global event for the Middle East inbound and outbound travel industry. The must-attend business-to-business (B2B) event provides a professional platform for UAE, Middle East and international buyers and suppliers to meet and network. Through its industry networks, global reach and regional focus, ATM creates personal and business opportunities, providing our customers with quality contacts, content and communities.

ATM 2018 attracted almost 40,000 industry professionals, with representation from 141 countries over the four days as per the studies. The 25th edition of ATM annual business-to-business (B2B) exhibition showcased over 2,800 products and destinations from around the world to over 28,000 buyers and travel trade visitors across four days companies across 12 halls at Dubai World Trade Centre exhibiting. Arabian Travel Market 2019 had taken place in Dubai from Sunday, 28th April to Wednesday, 1st May 2019.

The event had showcased over 30 travel and hospitality exhibitors and technical experts from both regional and international destinations who had been offering a wide range of attractive travel information's, technical information's and tourism facilities for consumers who attended the show.

Although this year the footfall for ATM was less compared to the previous years, we could see very keen and refined professional crowd with bunches of knowledge. Online Travel has boomed so much in the GCC region as there was lots of talk shows and group discussions on the same. The research heads of SABRE, Travelport, Google, FaceBook and many

topnotch management personal of airline divisions, had passed on their knowledge and information's which they have gained through their experiences over the years. SEO and social media marketing technology studies was an interesting topic, which was discussed by the experts. Talking to the experts face to face had helped us in learning about a range of emerging and unexplored technologies and activities which is going to be our future like Ebook, AR, VR, Chatbots & AI.

The technologies and studies over there had conveyed a vital fact that the travel industry is evolving and technology had captivated/ conquered the same. It's all in your finger tips, you can attain whatever you want sitting wherever you are. AR, VR & chatbots had intruded into human daily routines. And the surprising factor is that all these are getting boomed in the Middle East region than anywhere in this world. And majority of the travelers originates from this region as per studies. NDC is still the talk of the town, but the industry appears to be overcoming the initial NDC teething troubles, almost all the GDS, technology partners and airlines have become NDC compatible. Conversational travel agents and OTA's can now look forward to taking advantage of some real tangible benefits.

ATM Holiday Shopper is the brand new travel event for consumers offering the very best travel and tourism discounts and deals plus the chance to learn about a range of emerging and unexplored destinations and activities from destinations around the world. Studies had been increasingly indicating that majority of outbound travel from the GCC countries is taking place during summer as travelers actively seeks cooler climates. European countries as well as destinations such as Georgia, Serbia, Azerbaijan and Thailand have been cited as some of the most popular destinations for GCC residents.

The event had featured a number of talks and presentations designed to provide travelers with an in-depth knowledge on a range of travel destinations and tour packages that cover all major attractions within any one country - as well as information on visa compliance and travel insurance.

Attendees can immerse themselves in faraway cultures with VR activations and enjoy a range of family entertainment throughout the day including cultural displays, theme park characters to meet, calligraphy, henna and falconry amongst many other activities.

ATM Holiday Shopper was a great addition to ATM 2019 and they look forward to



Mr. Sajeesh Kumar, Ms. Maneka Varghese and Mr. Anoop at ATM

Now whole industry is around the tech table talking about ways to ensure that they continue to make the experience of managing and buying travel continually better. Changes are inevitable, so we as in hospitality industry must work together to ensure that the technical solutions we build and deploy today resolve challenges and provide a better experience to meet the travelers or customers needs and expectations for decades to come.

welcome consumers with a range of attractive discounts and incentives as well as providing a complete overview of some of the world's leading travel destinations.

"Travelers today do not want to be part of the crowd – they crave new destinations to explore which offer unique experiences, personalized to their tastes and expectations"- according to research published by Colliers International.

Cruise Center won Sales Ambassador 2018 Award of Royal Caribbean

Cruise Center By Caesars Holidays, honored at Royal Caribbean International's event at Spectrum of the Seas with "Sales Ambassador 2018 "Award.

The event was held at the Quantum Ultra Class ship, Spectrum of the Seas , with a familiarization tour of the ship for trade & media partners from the region followed by evening onboard entertainment and dinner.

Photo: Thomas Sebastian and Bijoy John from Cruise Center, Receiving the Award from Mr. Andrew Gomes, Sr. Manager Royal Caribbean.



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. Aries Garcera, Branch Manager - 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 Computer Science graduate, from Philippine Christian University. That was in 2002, at that time my brother was in Kuwait and he introduced me to Caesars to get the job.

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

While searching a suitable job I found difficult to get in my graduate stream and my brother advised me to get into travel. Basically Filipinos love travel, and I found it's good to get into the same field and to know more about the industry.

How was your first job experience in this travel domain?

As I mentioned earlier, I fled to Kuwait after my studies, and I got opportunity to join Caesars as reservation officer. I started my career with Caesars and it is my 15th year with Caesars.

After all you are IT graduate, then how you managed to work in travel field?

It was really a challenge for me at the beginning as I don't know about travel and its totally a different stream. However, while getting into the system I could manage to learn the commands on GDS system because of my graduation basics. I was too much familiar with computers and coding pattern, which helped a lot to learn the basics of GDS commands.

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

To be frank, initially it was very difficult for me to get into the stream as it was not my subject. I learnt myself about all these commands with help of manual and training from GDS team. Support



Aries Garcera - Branch Manager - Kabayan Corner - Caesars Travel Group

from my colleagues were less initially as they were very busy on their routines. Still I managed to overcome the situation and did my level best to get more business.

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

Initially it was tough for me to handle things as I mentioned, it was all new to me. Slowly I attained my pace and now I feel very comfortable in all means with our company. Now I am in reputed position and Caesars management encouraged me to attain this position and career.

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

To be frank my contributions are my hard work. I joined Caesars as a reservation officer with limited knowledge about the stream and now I am holding the position of Branch Manager. Management provided me a good platform to grow in all means based on my skills and dedication. At initial stage management provided me a "Corner" for handling my regional

passengers in head office and later it got transformed as a branch called "Kabayan Corner" under my supervision.

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 we can do things differently that will attract more customers. In my perspective, we are lacking the presence of online as our competitors are already in online with advanced techniques. We should start our online presence at the earliest as it is already very late compared to our competitors.

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

My role model is Mr. Suresh, Manager of Caesars City Office. He is a very good personality with a good smile always. Sometimes I got surprised the way he handling very complicated things with a pleasant smile. He is very much supportive and I admire his character.

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 July 2019. Please send us your article or similar texts as soon as you can and it should reach us on or before 15th June, 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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