



# expressions

An in-house quarterly publication of Caesars Travel Group

Volume 9

April - June 2019

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## 131 travel agencies in Kuwait given deadline by IATA

In a move that may threaten local travel market due to the irresponsible actions of some travel agencies, the International Air Transport Association (IATA) has notified 131 travel and tourism agencies in Kuwait that the insurance companies that cover these agencies will end their services from July 25, reports Al-Rai daily quoting informed sources.

They indicated that the aforementioned agencies constitute 35 percent of the total number of local travel agencies, insisting that the dangers have become aggravated but the annual sales have reached nearly \$100 million.

The sources revealed that many airlines have given grace period to the aforementioned agencies in order for them to find alternative insurance solutions prior to the deadline, failing which they will stop issuing tickets to these companies.

They stressed that travel and tourism agencies rely on three methods for insurance in line with IATA regulations – banking insurance, system



depending on the insurance company, and the new “Easy Pay” system.

News Courtesy : [www.arabtimesonline.com](http://www.arabtimesonline.com)

## IndiGo awarded ‘Best Low-Cost Airline in Central Asia/India’ by Skytrax tenth year in a row

IndiGo, India’s largest airline, today received the recognition of ‘The Best LowCost Airline in Central Asia and India’ at the SKYTRAX World Airline Awards at the International Paris Air Show 2019. The award recognises travellers’ favourite carriers around the globe and awards them for their operational excellence. This award is a testimony to IndiGo’s continued success across quality standards across front-line product and service factors at the airport and onboard environments that has defined its unparalleled performance, year after year.

Delighted on receiving the award Mr. William Boulter, Chief Commercial Officer, IndiGo said, “It is an honor to receive this award for tenth year in a row. Right from the inception, we have been committed to delivering an affordable, on-time, courteous and hassle-free flying experience. This

award reflects those values as it is a measure of



the travelers’ experience. I would like to dedicate this recognition to all the IndiGo employees who

strive to deliver an exceptional, efficient and reliable service to our customers every day.”

The World Airline Awards are one of the most prestigious accolades in the airline industry and a global benchmark of excellence. Travelers from over 160 countries take part each year in the world’s largest airline passenger satisfaction survey, across 41 key performance indicators of airline front-line product and service, to decide the award winners. As a Quality distinction, the award is based upon customer satisfaction assessment of product and staff service standards supplied by the airline in both the cabin and airport environments. Survey.

News Courtesy : [www.goindigo.in](http://www.goindigo.in)

## Oman Air wins two TheDesignAir Awards 2018

Oman Air, the national carrier of the Sultanate of Oman, has won two prestigious design awards - best New First Class 2018 and Best New Lounge 2018 in TheDesignAir Awards 2018.

TheDesignAir Awards have been running for six years and celebrates the very best in aviation design across the globe. The judging panel, made up of eight aviation and design experts, awarded Oman Air with the accolades following the unveiling of the new lounge at Muscat Airport and the launch of the three-class Dreamliner earlier this year. The award acknowledges the carrier’s commitment to offering the very best in design and customer experience to its guests.

Oman Air CEO, Eng. Abdulaziz Al Raisi, said “Oman has such a rich heritage and inspires us through design and also an inherent sense of hospitality and service. It is a great honour to receive such positive feedback from our guests and industry experts alike.” Xia Cai, Senior Vice President of Guest Experience & Branding, said

“We are delighted to be recognised as the leading airline in design. Oman Air’s guest experience, brand, and product development teams worked collaboratively to create our bespoke First Class cabin and lounge offerings, and we were delighted with the results.”



Saleem Amanulla, Vice President, Airport Operations, Oman Air said: “It is indeed an honour to be recognised with a design award for our lounges at the new passenger terminal. We have integrated in the design element of the

premium lounges the influence of the desert and mountains found in Oman and this inspiration has produced a beautiful area for guests to relax before boarding. Apart from receiving appreciation from our guests, such awards are also hugely motivating.”

Jonny Clark, founder of TheDesignAir, said, "Oman Air has long been on our radar as a leading carrier in the Middle East. With these two new leading products, the airline has reaffirmed its position as a design-led airline with a focus on the passenger experience. These culturally sensitive, delightful products on the ground and in the air bring design touches that truly represent Oman's rich and diverse culture. Onboard the new First Class suites are elegant, refined and paired back, while the lounge in Muscat's new terminal are rich, luxurious and intricately detailed, creating an opulent space to relax between flights.”

News Courtesy : [www.omanair.com](http://www.omanair.com)



**Editorial**

**'Purchase tickets only from approved travel agencies'**

**You should guide the passengers**

Thousands of Kuwaitis are preparing to travel during and after Eid Al-Fitr holidays, which coincide with the summer holidays that extend until the Eid Al-Kabeer holidays. Due to this, travel agencies have been placing advertisements in all information media and social media networks to attract people who intend to travel. Several travel and tour agencies affirmed that

conventional travel office or an on-line portal, not necessary that they have to approach Caesars Travel outlets. Most of the on-line portals are seasonal/virtual offices where they are only targeted to make instant money from passengers and at the end; many of the passengers are stuck at airport/s of not having confirmed tickets/seats while approaching the check-in counter on the



most of the travelers from Kuwait head to Arab cities such as Dubai, Lebanon, and Sharm el-Sheikh, while many others are travelling to Saudi Arabia, as they prefer to spend the last ten days of Ramadan in Makkah for spiritual purpose.

They revealed that the travelers are avoiding spending the summer vacation in countries with security problems. However, number of travelers who will spend the summer vacation in the United States of America and European countries, which are cooler with moderate temperatures, has increased tremendously, especially during this period when the country is experiencing record-breaking high temperatures.

Meanwhile, Assistant Undersecretary for Monitoring and Consumer Protection at Ministry of Commerce and Industry Eid Al-Rashidi urged travelers to be cautious by ensuring they purchase tickets only from approved travel agencies and companies. He said the travelers should confirm the operational license of the agencies before booking with them.

Al-Rashidi indicated that the presence of booking offices and travel companies is now widespread on social media, and many of them could be phony. He advised travelers to print out receipts after purchasing tickets in order to enable refund when necessary, affirming that complaints will be received on the hotline number 135 concerning any case of commercial cheating or failure to comply with regulations.

As a reliable and trusted travel agent under Caesars umbrella, each of you should take the pain to make your customers understand about choosing a travel agent, it might be a

date of their travel! To address their grievances and to claim the refund, it is unfortunate to say that most of these portals are working as virtual offices and no one has got an idea of where to approach. At the end, not only all their travel plans are getting screwed up at the last minute and moreover, heavy loss of their hard-earned money on the other side.

Now, it's your turn on how to educate the passengers for guiding them to select a travel agent who should always be at the passenger door-step to assist their travel plans, from the day one of their travel till the end. You have to tell them that when someone offering an unimaginable discount on tickets/hotels; they should understand that there is a hidden agenda behind it, of course, not for the benefit of the passenger but definitely, for ulterior motives only. Therefore, please guide our valued passengers to pick and choose their reliable travel agent, either a conventional or an on-line portal company those popularity/trust and confidence is well-known for years in the travel market.

In brief, please try to understand that it is not mandatory to issue a ticket when the passenger is approaching you, he may have lots of choices in front of him, your duty and responsibility is to guide him properly, building a trust and confidence between you and the passenger. This is more than enough to get the business from passengers as during these days, they are looking for reliable partners to deal with their tickets in order to avoid the unpleasant situations while traveling.

Source: Arab Times & Mantra

**Kuwait Airways ends mainline B747 ops**

Kuwait Airways (KU, Kuwait) has formally ended mainline B747 operations following the disposal of its last remaining B747-400(M) on Friday, May 24.

According to Flightradar24 ADS-B data, 9K-ADE (msn 27338) conducted its last commercial service on January 31 as flight KU620 Doha Hamad Int'l-Kuwait. It was

subsequently ferried from Kuwait to Enschede in the Netherlands on Friday last week where it will be parted out and scrapped by AELS - Aircraft End-of-Life Solutions.

According to the ch-aviation fleets module, as of March 31, 2019, the 25-year-old, General Electric CF6-80C2B1F-powered quadjet had amassed 15,173 flight hours via 6,232 cycles.

**Jazeera Airways turns to lessors for fleet growth**

Jazeera Airways (J9, Kuwait) has ramped up its ALAFCO portfolio with the lessor to place one A320ceo with the Kuwaiti carrier later this month followed by an A320neo in each of November 2019 and September 2020.

ALAFCO said in a stock market filing the A320neo are new-build aircraft to be delivered from Airbus (AIB, Toulouse Blagnac) while the A320ceo is existing inventory.

According to the ch-aviation fleets advanced module, Jazeera Airways operates ten in-house A320 Family jets all of which are leased; eight A320ceo (ALAFCO (one), Avolon (three), GECAS (one), and Goshawk (four)) and one A320neo leased from Park Aerospace Holdings.

Vice President (Marketing & Customer Experience), Andrew Ward, recently told AIN that given the availability of competitively-priced aircraft on the leasing market, Jazeera Airways has held off on issuing an order RFP to Airbus and Boeing.

"We have been considering placing a major RFP to the two main aircraft manufacturers, but that is currently on hold as we are getting some fantastic deals in the market for leased aircraft," he said. "This is helping us manage our



costs and making better business sense. We are well connected with the market and key lessors and we are always getting approached with aircraft availability. The market just happens to be quite buoyant at the moment for what we are looking for."

The Kuwaiti carrier's network currently sees it connect its Kuwait hub with 26 cities in India, Pakistan, Saudi Arabia, Qatar, the United Arab Emirates (UAE), Iraq, Iran, Georgia, Azerbaijan, Turkey, Egypt, Lebanon, and Jordan.

Later this year, Ward said Jazeera Airways would also launch flights to London Gatwick, Kathmandu in Nepal, and Dhaka in Bangladesh among other destinations.

News Courtesy : www.ch-aviation.com

Kuwait Airways' remaining fleet consists of ten A320-200s, five A330-200s, and ten B777-300(ER)s. It does, however, continue to operate one B747-8(BBJ) alongside one B737-900(BBJ), one ACJ319, and two ACJ340-500s for and on behalf of the Kuwait Air Force.

News Courtesy : www.ch-aviation.com

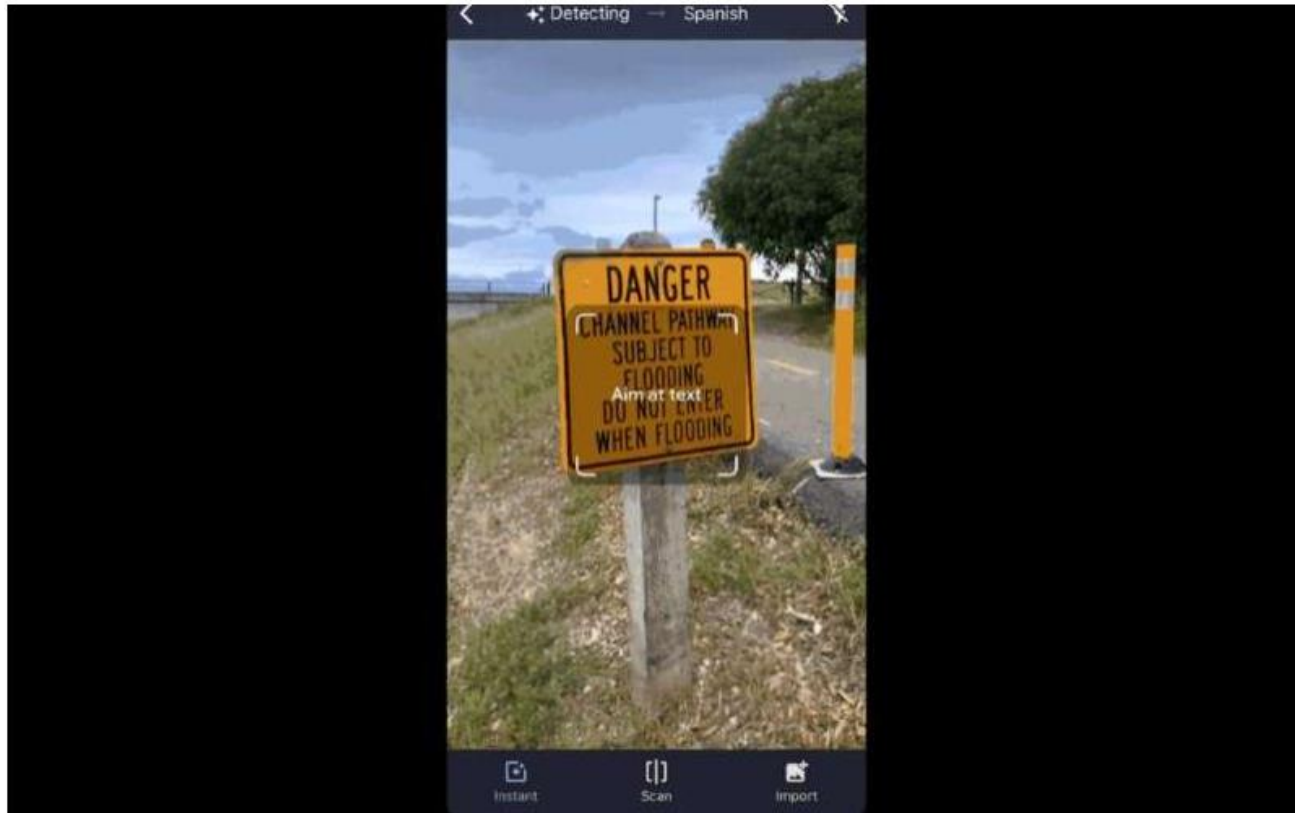


**Google Translate's Camera Just Got Way Better**

Google Translate is already a great tool in every traveler's app arsenal. The service, originally launched in 2015, allows people to translate menus, signs, and even speech to text in seconds. And on Wednesday, Google announced the service's instant camera translations are getting even better.

your phone camera at foreign text and have it instantly translated into English.

Now, in order to make this feature more useful to more global users, Google is increasing the supported languages. There are now 88 languages, from Afrikaans to Zulu, that can be



For those unfamiliar with the service, you can start by downloading the Google Translate app. The instant camera feature allows you to point

translated into more than 100 languages. So instead of just being able to translate French or Arabic into English, travelers can now translate Belarusian into Igbo or Irish into Persian.

**Tourism highlights**

Google is also unveiling a new auto-detect feature, so you can select "Detect language" as the source language. The translate app will then automatically detect the language and translate to your chosen language.

"When traveling abroad, especially in a region with multiple languages, it could be challenging for people to determine the language of the text that they needed to translate," Google said in a blog post. "We took care of that — in the new version of the app, you can just select 'Detect language' as the source language, and the Translate app will automatically detect the language and translate."

Google is also introducing Neural Machine Translation within its instant camera translations. The technology was first implemented in the product in 2016, and will now allow for greater language translation accuracy and reduce translation mistakes by up to 85 percent from previous app iterations.

Google is rolling the new service out to 1 percent of users today, and to all users in the next few weeks.

So, before you head off on your next great adventure, make sure to download the app. (Available on iOS and Android.) This way you can safely order off the menu, get directions, and make new friends — with a little help from your phone.

News Courtesy : <https://www.msn.com>

**From Babylon to Rajasthan, here are the newest UNESCO World Heritage sites**

The ruins of an ancient city, the architecture of Frank Lloyd Wright, and an icy volcanic landscape are officially part of our collective world heritage.

For the past 43 years, representatives of the United Nations Educational, Scientific and

Cultural Organization (UNESCO) have met to evaluate which natural and cultural wonders around the globe merit World Heritage status. Icons including the Galápagos Islands, Macchu Picchu, and the Great Barrier Reef are inscribed on the list. Some sites are endangered by threats

such as overtourism and climate change. (Take a look back at the 2018 inscriptions.)

This year's meeting of the World Heritage Committee, held in the walled city of Baku, Azerbaijan, added 29 new cultural and natural properties to the list—the largest number of new added sites since 2001—bringing the total to 1,121. Each site meets at least one of 10 cultural and natural criteria, meaning that they are considered to be a biodiversity hot spot, a masterpiece of creative genius, or a traditional human settlement, among other qualities. Azerbaijan had much to celebrate at the meeting; the historic center of Sheki with the Khan's Palace was inscribed this year, making it the Eurasian nation's third World Heritage site. Discover the ancient Silk Road city of Baku, another UNESCO-listed site, in these beautiful pictures.



From one of the world's oldest and largest aquaculture systems to the ancient tombs of Japan, here are 29 new World Heritage properties and what makes them worth the trip

News Courtesy : <https://www.msn.com>

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ST. PETERSBURG - MOSCOW

**CAESARS HOLIDAYS**  
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[www.caesarstravel.com](http://www.caesarstravel.com)



**Caesars Travel Group participations on different Events**

**BOWLING EVENTS**

ATLANTIC JOINT VENTURE by Lufthansa, United & Air Canada organized



Mr. Gihan, Mr. Aries & Mr. Thushan

Bowling competition for Travel agents held on 05 Dec 18 at Cozmo Discovery mall . Our Team



members Mr. Gihan, Mr. Aries & Mr. Thushan bagged the 1 runner-up position & memento.

Turkish Airlines organized bowling tournament held on 18 mar 19 at Cozmo City center Salmiya. Our Team Members Mr. Argie , Mr. Tushan & Mr. Gihan bagged the championship taking first place. They were rewarded a trip to Istanbul with accommodation as a gift from Turkish Airlines.

**FOOT BALL**

Travelport Galileo & Jazeera Airways organised inter Travel agents football cup



held on 11 Jan 19 at Messilah soccer fields Sabah Al Salem. Out team members Mr. Shallu,



Mr. Michael, Mr. Abdulrehman, Mr. Joshua, Mr. Kareem, Mr. Shiron, Mr. Arbaz & Mr. Mustafa . We Played our first match with Al Deera Travels. well supported by our staff who spend their time & encourage our team on field.

Turkish Airlines & Rixos Hotels organized inter Travel agents football legendary tournament held on 15 mar 19 at Cruzeiro football ground maidan hawally. Out team members Mr. Shallu, Mr. Kareem, Mr. Rahul, Mr. Shiron, Mr. Abdulrahman & Mr Arbaz. We played match with Vinessa Travels.

**COOKING EVENT**

Jet Airways organized Fire free cooking Competition for Agency staff held on 25 Jan 19 at Jet Airways office in Sharq. Our team members Mr. Argie & Mr. Derwin participated



Mr. Derwin & Mr. Argie

to showcase their talent inbuilt in them. A challenging event to cook without flame and display their dish on time.

**Caesars Holidays won Ottilla's best performance award**



Caesars Holidays, part of Caesars Travel Group, honored with Ottilla International's "Best Performance "Award.

The event was held at Dubai, UAE with a familiarization tour trade & media partners from the region followed by entertainment and dinner.

Photo: Mr. Thomas Sebastian (right) from Caesars Holidays, receiving the Award from Mr. K. V. Sunil Kumar , Managing Director, Ottilla International.

**Caesars Holidays won Rezlive's Achievement award 2018**

Caesars Holidays, part of Caesars Travel Group, honored with Rezlive's "Achievement Award 2018". The event was held in Courtyard by Marriott Kuwait.

Photo: Mr. Sandesh & Mr. John (right) from Caesars Holidays, receiving the Award from Mr. Sridhar kumar, Sales, Rezlive.





**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. Biju Chako, Branch Manager - Caesars Travel Group, who led a way to different developmental activities of our organization.

**Just a brief walking through your academic credentials?**

Actually I am under graduate. After my pre-degree I have done a IATA travel and tourism graduation from IATAs Adoor.

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

After by pre-degree, I lost my all certificates while travelling on train. That was a robbery and my suitcase gone. I couldn't continue my further studies because of that. Meanwhile my brother suggested me to go with travel and tourism course. He told me that there is enough scope on this field to get into a job.

**How was your first job experience in this travel domain?**

After my IATA studies, I got my first job in Delhi – India, in a travel company as a trainee, wherein I started my travel career. Later I fled to Mumbai and joined in another travel company, while working in Mumbai 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?**

Yes, Kuwait is my first abroad country. I was not specific to any particular 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 Mumbai, I got an opportunity to work with Caesars Kuwait as my friend was working with Caesars in Salmiya branch at that time. He referred me to Caesars, where I started my Gulf career.

**How Caesars treated you and how was your experience?**

While I joining in Caesars I am not must aware about travel industry, even though my experience was with Travel companies before. From Caesars only I 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



**Biju Chacko - Branch Manager - Farwaniya Branch - Caesars Travel Group**

Caesars is always good that's why I am here still for last 15 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. I don't even think for a change because I can say it's a feeling or it is very close to heart 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 Farwaniya 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 October 2019. Please send us your article or similar texts as soon as you can and it should reach us on or before 15th September, 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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