



expressions

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Frustration with Travel Restrictions Grows : IATA

The International Air Transport Association (IATA) reported that air travelers are increasingly frustrated with the COVID-19 travel restrictions. A survey commissioned by IATA of 4,700 respondents in 11 markets in September demonstrated confidence that the risks of COVID-19 can be effectively managed and that the freedom to travel should be restored.

A person has tested negative for COVID-19 (73% in September compared to 67% in June)

A person has been vaccinated (71% in September compared to 68% in June).

With the vaccination rates globally increasing, 80% of respondents agree that vaccinated people should be able to travel freely by air. However, there were

High confidence with travel experience, struggling with COVID-19 rules

Among those who have traveled since June 2020, 86% felt safe on board the flight owing to the COVID-19 measures.

87% believed protective measures are well implemented



67% of respondents felt that most country borders should be opened now, up 12 percentage-points from the June 2021 survey.

64% of respondents felt that border closures are unnecessary and have not been effective in containing the virus (up 11 percentage points from June 2021).

73% responded that their quality of life is suffering as a result of COVID-19 travel restrictions (up 6 percentage points from June 2021).

“People are increasingly frustrated with the COVID-19 travel restrictions and even more have seen their quality of life suffer as a result. They don’t see the necessity of travel restrictions to control the virus. And they have missed too many family moments, personal development opportunities and business priorities. In short, they miss the freedom of flying and want it restored. The message they are sending to governments is: COVID-19 is not going to disappear, so we must establish a way to manage its risks while living and traveling normally,” said Willie Walsh, IATA’s Director General.

Support grows for testing or vaccination to replace quarantine

The biggest deterrent to air travel continues to be quarantine measures. 84% of respondents indicated that they will not travel if there is a chance of quarantine at their destination. A growing proportion of respondents support the removal of quarantine if:

strong views against making vaccination a condition for air travel. About two-thirds felt it is morally wrong to restrict travel only to those who have been vaccinated. Over 80% of respondents believe that testing before air travel should be an alternative for people without access to vaccination.

While 85% are willing to be tested if required in the travel process, several issues remain:

75% of respondents indicated that the cost of testing is a significant barrier to travel

80% believe that governments should bear the cost of testing

77% see the inconvenience of testing as a barrier to travel

“There is a message here for governments. People are willing to be tested to travel. But they don’t like the cost or the inconvenience. Both can be addressed by governments. The reliability of rapid antigen tests is recognized by the World Health Organization (WHO). Broader acceptance of antigen testing by governments would reduce inconvenience and cost—costs that the WHO’s International Health Regulations stipulate should be borne by governments. It is also clear that while people accept testing and other measures such as mask-wearing as necessary, they want to return to more normal ways of travel when it is safe to do so,” said Walsh.

88% felt airline personnel are doing a good job in enforcing COVID-19 rules

There is also strong support for wearing masks, with 87% of respondents agreeing that doing so will prevent the spread of COVID-19.

With more markets starting to open to travel, an area that needs to be addressed is the COVID-related travel rules and requirements.

73% of those who have traveled since June 2020 found it challenging to understand what rules applied for a trip (up from 70% in June)

73% felt the COVID-19 paperwork was challenging to arrange (also up from 70% in June)

“People want to travel. 86% expect to be traveling within six months of the crisis ending. With COVID-19 becoming endemic, vaccines being widely available and therapeutics improving rapidly, we are quickly approaching that point in time. People also tell us that they are confident to travel. But what those who have traveled are telling us is that the rules are too complex and the paperwork too onerous. To secure the recovery governments need to simplify processes, restore the freedom to travel and adopt digital solutions to issue and manage travel health credentials,” said Walsh.

News Courtesy : www.iata.org

Editorial

How to Provide Great Customer Service in the Travel/Tourism Industry

In a short time, COVID-19 has besieged lives and livelihoods across the globe. But it has also forced a rethinking of what customer care means in the travel/tourism industry as the current travel needs a close relationship between the traveler and airlines due to the complex rules and regulations to protect from the devastating effects of Covid-19.

Being the worst-hit industry since the crisis, sadly, many travel and hospitality businesses had to shut down their operations. The ones that did survive are at long last seeing some hope of recovery owing to the global vaccine rollout. As consumers slowly and cautiously start to resume travel, travel companies need to particularly focus on building a relationship of trust with them. This is the time that

A passenger/customer has got always unlimited expectations from a travel agent and the travel agent should always take an effort to make the customer satisfied, if not fully but at the maximum levels. Travelers, particularly those on vacation trips, want memories they can look back on with a smile. When it comes to hotels and tourist destinations, guests expect our travel/tourism company staff members to be courteous, helpful and friendly. They also want our staff members to be knowledgeable about the area and attractions. Remember, many travelers are visiting some area for the first time and are unfamiliar with it. If our staff can direct people to attractions and sites, they will help guests create those memories they crave.



we have to concentrate more on our services by understanding the fact that consumers are extremely apprehensive, and companies need to go out of their way to reassure them with their honesty, transparency and impeccable customer service.

Today's traveler isn't one to take things at face value. They will do their own research, and compare options before making a well-thought out and calculated choice for the right travel partner. Now, more than ever, customers are willing to do business only with travel companies that they can trust. Excellent customer service results in a high level of satisfaction and encourages customers to return and to recommend the organization to others. And that's why, we always emphasize the importance in providing personal and meaningful customer service which should be critical for travel businesses today. In brief:-

Good customer service can be that big differentiator.

No surprises then that the travel companies that stand out are the ones that deliver experiences beyond what most others in the market are offering. We should find out our unique ways on what type of services to be given to a customer by understanding the pulse of the particular customer. For example, when customers reach out for help, travel companies must make it a practice to resolve their problems as quickly and satisfactorily as possible. Further, a travel agent must ensure that at every touch point, they update customers with relevant and latest information about their travel. They can proactively communicate these updates via many free electronic media like text, email, voice, etc. It is also equally important that travel companies reassure customers regarding the safety measures they have in place. They must also proactively communicate important updates including travel advisory, delays, cancellations, etc.

Defining the service industry is a tough challenge as it has no boundaries, especially for travel and tourism industry. How you maintain your personality in your personal life which gives you a good mileage among your family, friends, relatives and society – the same way if you can take care of your business, there is no doubt that you will be the number one office under the travel/tourism umbrella in your region. Courteously helping a guest to solve a problem often creates a loyal patron more willing to return in the future. Consider complaints as feedback from customers should be your future milestone to redefine your services.

To conclude, we know that the hospitality industry is competitive. There are hundreds of travel and tourism businesses in Kuwait. However, your customers can differentiate your businesses from your competitors with excellent customer service. When customers have an excellent experience with your business dealings, they will become loyal to you forever, thereby increasing your future business as they will never visit anyone other than you for their travel/tourism needs in future.

Writing such a note about "how to provide great customer service in the travel/tourism industry", is an impossible task, it's incomplete by just mentioned few words as above. But dreaming a powerful platform of a travel/tourism company with all these powerful tools in hand is an ecstasy for me, which as an author of this article always keeps in mind since long and looking for that enthusiastic day, "when is it going to happen"?

Can I take our platform of "Caesars Travel Group" as a role model to my above dream? – I think they are too far from my expectations!

But, where there is a will, there is a way!!!!

Mantra

"Revamped Air India Under Tata Group To Be Real Challenge": IndiGo CEO

A revamped Air India under the Tata Group will be a real challenge while new airline Akasa Air will be a far less competitive force for the next two-three years, IndiGo CEO Ronojoy Dutta said on Wednesday. Akasa Air, which is backed by former IndiGo president Aditya Ghosh, ace investor Rakesh Jhunjhunwala and former Jet Airways CEO Vinay Dube, got the no-objection certificate (NOC) from the Ministry of Civil Aviation on Monday.

"Akasa is a far less competitive force for now or for the next two-three years. They will have to grow and grow slowly, get the slots, get the planes. They are not going to come out of the box, raring to go. There will be a slow build. "And against that, I think we have good defences. We are the lowest cost carrier. It will be tough for anyone to get their costs lower than us," Dutta said in a pre-recorded interview at an event organised by aviation consultancy firm CAPA.

Whatever numbers anyone looks at, "we are running a damn good airline" with very low costs and with a great network, he added. "In the middle of the COVID-19 pandemic, we opened nine new domestic stations," Dutta said.

"So, for a new entrant, it will be tougher to compete with us. But (new) Air India -- that is the real challenge for us," he added. On October 8, the government announced that Talace Private Limited, a wholly-owned subsidiary of Tata Sons, has beaten a consortium led by SpiceJet promoter Ajay Singh by offering ₹ 18,000 crore to win the bid to acquire debt-laden Air India.

Dutta said Air India will be a formidable force under the Tata Group and IndiGo does not take it lightly at all. "Internationally, they will be a strong competitor. Domestically, they have now three carriers -- Vistara, AirAsia India and Air India -- all put together. So they will be tough competition. I see them as a formidable force," he noted.

Here is why Keralites choose to travel to Kuwait via Colombo

The number of travelers who fly to the Gulf countries via Colombo has been showing an upward trend. The advantage of travelling like this is that the passengers can save significantly on the ticket fares, compared to flying directly to the Gulf countries. They can save more than Rs 30,000 if they choose the layover route via Colombo.

Sri Lankan Airline's flights from Kochi to Colombo are usually full. Even though it might take more than 24 hours to reach a destination like Kuwait, most people are willing as it would at least save them money. It was about one and a half years later that the Kochi – Colombo flight services had resumed recently. There are seven services in a week. Air Bus A 321 and 330 – 300 flights have been used in this route. Around 180 passengers can travel in Air Bus A 321 while up to 270 passengers can fly in 330 – 300. Both air planes are fully booked on most days.

One of the services of the Sri Lankan Airways starts at 10.15 am from Kochi and reaches Colombo at 11.30 am local time. Meanwhile, it starts at 6.20 pm and reaches Dubai at 9.35 pm. There is a layover of over 9 hours and 25 minutes at Dubai. The flight that starts at 7 am the next day reaches Kuwait at 7.50 am. The passengers have to take the Fly Dubai flight in the Dubai – Kuwait route. A passenger who starts from Kochi today would only reach Kuwait by tomorrow morning. Check in baggage up to 30 kilos would be allowed in all three flights.

New Courtesy : www.onmanorama.com

Everything You Need to Know About Dubai Expo 2021

One of the world's biggest events is slated to take place in Dubai this year. After being postponed last year owing to the COVID-19 pandemic worldwide, the Expo Dubai 2021 is finally scheduled from 1st October, 2021 to 31st March, 2022. In spite of the postponement, the 2020 branding will be retained by the Expo organizers for marketing purpose. This World Expo was planned after Dubai was named as the host on 27th November, 2013, by the BIE (Bureau International des Expositions) at its Paris general assembly. It will be the first ever Expo in the MEASA region, covering Africa and the Middle East. People from 190+ countries will take



part in the event. The event will cover a whopping 4.38 kilometers in Dubai South, near the Al Maktoum International Airport.

The theme of this year's Expo 2021 Dubai is Connecting Minds, Creating the Future. The sub-themes are Sustainability, Opportunity and Mobility. The areas under focus for the Sustainability segment are industries, financial capital, governance, employment and education. Mobility will focus on filling up the gap between developed areas and those which require administrative and technological intervention. Opportunity will focus on highlighting sectors and companies adhering to the central theme and tapping new opportunities.

About Expo Dubai 2021- More Details

Dubai won the bid for Expo Dubai 2021 in November, 2013. Numerous cities submitted their bids for hosting the event although Dubai won by 116 votes. 164 member nations voted at the assembly. Here are some details about the Dubai Expo 2021.

- The expo 2021 Dubai will have country pavilions, a first in the history of any World Expo. Countries will offer their own culturally immersive experiences for visitors.
- The Dubai Expo 2021 will also have Partner and Organization Pavilions along with special pavilions dedicated to various themes.
- The Dubai Expo 2021 dates are 1st October, 2021 to 31st March, 2022.
- The authorities will release tickets along with updated information on Dubai Expo 2021 tickets prices shortly.
- There will be a dedicated Mobility District that builds new connections, bridges the gulf with the digital sphere and facilitates idea exchange. Experiences include riding autonomous and futuristic vehicles and learning about space exploration initiatives like the Emirate Mars Mission and UAE National Space Programme.
- Visitors can view innovatively built mobility devices operating on a track spanning 330 meters,

covering both outdoor and underground pathways.

- The Opportunity District will showcase the interconnectivity of actions and daily lives. It will cover change-makers, idea exchange, social innovators and youth empowerment activities.
- The Program for People and Planet will encourage innovation and discussions, re-imagining the economy, respect, dignity and equality.
- There will be five tracks, namely Leave No One Behind, Build Bridges, Thrive Together, Live in

Balance and UAE Vision 2017, exploring the biggest challenges for humanity today.

- A global action community will be created from 200+ participants, partners and millions of visitors.

Expo 2021 Dubai - Biggest Attractions

- There will be several entertainment activities, encompassing a Germany Pavilion which has a robot band recreating Beethoven's most famous works, flash mobs, opera, pop-up theaters and a fabulous show of creatures at Al Wasl Plaza.
- There will be performances by school students in UAE at the same venue along with street festivals, stage shows, parades, concerts and musical events.
- 10 theme weeks will cover the entire 6 months of the Expo, viewing the challenges facing humanity through economic, cultural, environmental and social perspectives.
- Visitors can enjoy an innovative experience at the UK Pavilion, adding their voices to a continually evolving collective message. The pavilion is inspired by Stephen Hawking and has been curated via AI and designed by Es Devlin Studio.
- Emirates Pavilion will let visitors explore the future of mainstream commercial aviation as it will be in 2071, the centennial year of the UAE.
- Humanitarian drone corridors, delivery of medical supplies for remote localities and global best practices will be showcased along with healthcare innovations.
- Arts and culture activities will include installations, workshops and several performances. Visitors will enjoy charming calligraphy benches with delightful messages, experience the innovative Sabeel fountains designed for the Expo and enjoy Music Studio at the Jamaica Pavilion.
- They will enjoy viewing artwork housed in shipping containers, inspired by the International Reggae Poster Contest in Jamaica that is held annually.

Tourism highlights

- The Al Wasl Opera will offer delightful experiences to visitors, fusing local Emirati with the best global talents.
- Expo participants will discover scintillating plant-based cuisine, covering everything from kebabs to pizzas.
- Talabat Kitchen offers a unique dining experience with robots, showcasing 30+ concepts in a novel cloud kitchen.
- The African food hall brings the best Chefs together to rustle up soul-stirring dishes.
- Visitors will love exploring architectural landmarks like the biggest 360-degree projection surface in the world, more than 90 unique pavilions and futuristic LEED Gold & Platinum structures covering 200,000 sqm.
- The falcon-shaped UAE Pavilion is a major draw and was designed by Santiago Calatrava.
- The Belgium Pavilion will stun visitors with its arch-themed dome, designed by Assar Architects and Vincent Callebaut Architectures.
- Al Wasl Dome will offer the biggest 360 degree projection surface in the world, conceptualized by Gordon Gill Architecture and Adrian Smith.
- Enter the Hammour House that showcases a coral reef and 300 seater district stage along with walking through the waterfall. You can enter a rainforest, desert and even a miniature world at several national pavilions.
- Experience the biggest passenger lift in the world at the Mobility District that can take 160 individuals in total.

Expo Dubai 2021 - Added Information

- The main site will encompass 1083 acres or 438 hectares between Abu Dhabi and Dubai.
- American company HOK has designed the master plan, revolving around the Al Wasl Central Plaza and surrounded by the Mobility, Opportunity and Sustainability Districts.
- Dubai will also introduce the biggest solar power project in the world at the Expo.
- Dubai Happiness Agenda will have 16 programs, 4 themes and 82 projects to be set off with the event.
- The Expo mascots are Latifa, Rashid, Salama, Opti, Alif and Terra. Latifa and Rashid are 8 and 9 year old siblings (brother and sister). Salama is a ghaf tree while Terra, Alif and Opti are the guardian mascots for the sustainability, mobility and opportunity pavilions.
- The Dubai Expo partners include Dulsco which is the waste partner (nationwide bus tours will be organized as part of this collaboration) and L'Oreal which is the event's beauty partner. It will be holding numerous pop-up studios, beauty shows and salons galore.
- The Digital Services Premier Partner is Accenture while the Official Premier Digital Network Partner is Cisco. CNN is the official Dubai Expo broadcaster while the Premier Global Trade Partner is DP World.
- Key projects of the Expo include Museum of the Future, Aladdin City, Deira Islands, Dubai Water Canal Project, Jewel of the Creek and Dubai Frame.

With the biggest global event in contemporary times set to take place soon, book your serviced apartments in Dubai right away. Plan your itinerary and gear up for a memorable experience ahead!

News Courtesy : www.thesqua.re

IndiGo reports progress towards its mission to be among the most sustainable airlines in the world

India's leading carrier – IndiGo, published its first ESG Report. Christened as IndiGo Green, the report shares the company's outlook towards good governance and an overview of the environmental and social performance. The airline has been in the process of institutionalising a sustainable approach to operations over the last few years, where-in sustainability is being integrated with day-to-day operations. IndiGo is determined to be a leading airline in the world, focussed on enhancing sustainability.

IndiGo has made several strides towards sustainability, from investing in fuel-efficient engines, to planting trees, sponsoring biogas plants, and investing in water conservation projects. IndiGo has registered a reduction of 1,478,359 tonnes of carbon emissions from FY '15 to FY '21. In FY '23, the airline aims to reduce CO2 emission by 18% per ASK when compared to FY '16.

Ronojoy Dutta, Whole-time Director & Chief Executive Officer, IndiGo said, "As a socially responsible airline, we are deeply concerned about the scarcity of natural resources and the increasing impact of climate change on our planet; we understand the importance of sustainability for future generations. We believe it is important for us to contribute back to the community we serve and to maintain strong governance processes, to ensure long term success and stability. IndiGo is committed to enhancing long-term value for its stakeholders, investors, and customers by maintaining high standards of corporate governance at all levels of the organisation."

On the people front, IndiGo ensures a diverse and safe work environment, while demonstrating commitment towards sustainable governance,



customer experience and employee engagement. Policies are fundamentally built to ensure diversity and inclusion, fairness, welfare, and the well-being of the employees. Even during the pandemic, the leadership team ensured that resources were allocated

judiciously to strengthen operations and to ensure future sustainable growth. As part of the Corporate Social Responsibility (CSR), the airline engages with the communities across four focus areas - children and education, women empowerment, environment, and heritage.

As part of '6E responsibility', IndiGo reaches out to communities wherever there is a natural calamity. The airline extended support during covid-19 pandemic by provided food packets to people in the Delhi/NCR region who were struggling for their daily meals. IndiGo inaugurated a Plasma Donor Bank initiative, employee assistance program and 24*7 helpline, vaccination drives and partnered with hotels for quarantine facilities for employees and their family members. IndiGo also established a central taskforce supported by regional taskforces, to monitor and review response strategies to covid-19.

The report also outlines the progress made by the airline and its efforts towards enriching the flying experience for customers, developing skills and diversity of employees, and protecting the biodiversity of the planet. The key initiatives for FY22 include renewing IOSA accreditation and continuous improvement of the safety management system; climate adaptation strategy & actions plan and supporting programs on environmental sustainability; and accelerating people capabilities through L&D programs, enhance automation of policies and process and new programs on enhancing diversity and inclusion.

News Courtesy : www.goindigo.in

Oman Air Holidays Launches 'Stopover in Oman'

Oman Air Holidays today announced the launch of Oman stopover packages giving Oman Air-ticketed passengers the flexibility to discover some of the most desirable tourist spots in and around Muscat: the capital Muscat, Nizwa, Jabal Akhdar, and Mussanah. Also available is a fully bespoke 8-hour Muscat city day tour stopover.



Recently reopened for vaccinated travel, Oman is an alluring and desirable destination among discerning global travellers and offers an abundance of attractions. The 'hidden gem' of the region, the country offers a vibrant palette of nature, climate, leisure, culture and history, and Omanis are renowned

the world over for their authentic hospitality and shared sense of openness and respect.

"Oman discovery stopovers combine convenience, diversity and affordability for anyone who wants to experience more Oman on their next trip," explains Mundher Al Shaikhani, Senior Manager Oman Air Holidays. "Each package is designed to offer visitors a distinct taste of some of our leading tourist spots, whether on a quick overnight escape or an immersive week-long excursion, and are priced for value with discounted rates and exciting add-ons."

Enabling the country's flourishing tourism potential is something Oman Air Holidays does exceptionally well, and the launch of stopover packages adds to Oman's growing inventory of custom stays and experiences. Oman Air Holidays' five stopovers can be further customized to include local tours and excursions, type of transportation, and flexible length of stay.

Muscat Discovery Stopover

The captivating capital of Oman, Muscat is a favourite stopover with its characteristic low-rise cityscape and meandering coastline. Hotel package includes free second night and discounted additional nights. A 25% discount on food and beverage applies throughout the stay.

Nizwa Discovery Stopover

Located just over a one-and-a-half-hour drive from Muscat, Nizwa is best known for Nizwa Fort and its adjoining marketplace. Hotel package includes free second night and discounted additional nights. A 25% discount on food and beverage applies throughout the stay.

Jabal Akhdar Discovery Stopover

Nestled in the Al Hajar Mountains, Jabal Akhdar offers visitors a welcome respite from the heat and serves up spectacular views of the surrounding landscape. Hotel package includes free second night and discounted additional nights. A 25% discount on food and beverage applies throughout the stay.

Mussanah Discovery Stopover

Only an hour's drive from the capital, Mussanah is a coastal resort town popular with tourists and locals alike. Hotel package includes free second night and discounted additional nights. A 25% discount on food and beverage applies throughout the stay.

8-hour Muscat City Day Tour Stopover

Package includes saloon car transportation, lunch and lounge access at Muscat International Airport, and is available for 90 OMR for one person, 50 OMR for two, and 37 OMR for three.

Oman Air Holidays stopover packages are an integral part of Oman's broader Vision 2040 Strategy to increase inbound tourism to the Sultanate, and come at a time when demand for travel shows significant signs of improvement. With parent company Oman Air connecting travellers to Oman from its international network, Oman Air Holidays now offers end-to-end discovery experiences available for booking at holiday.omanair.com

Both Oman Air and its Holidays division proudly display the Safe Travels Stamp from the World Travel and Tourism Council (WTTC), and in March this year, the airline received the Skytrax 5-Star COVID-19 Airline Safety Rating and Skytrax 5-Star COVID-19 Lounge Safety Rating at Muscat International Airport.

News Courtesy : www.omanair.com

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. Subin Thomas Branch Manager - Mahboula Branch - 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

I am a B. com graduate and after that I pursued further IATA/FIATA diploma from travel Millennium, Trivandrum.

What makes you passionate to travel domain

Not a matter of passion but, to get a job fast. After graduation my friends and relatives recommended to go for this trade as there was enough opportunities in this field at that time.

How was your first job experience in this travel domain

After my IATA studies I worked with a sub agent in Trivandrum for 1 year and then moved to Kuwait in 2003. Worked at Hadi Travels and City Travels in Kuwait and then joined Caesars in 2008. It was an incredible and intense learning experience handling manual ticketing.

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

As of now no dislikes only likes and that's the reason I am still in Caesars it's my 13th year. It's the work culture as I don't feel any kind of discomfort with my colleagues or management. It's a feeling of being very close to heart like a family. Caesars has been instrumental in my growth, facilitating me in learning new skills, building customer network, handling premium and high end customer, aiming at customer satisfaction.

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

Started as a reservation officer and now I am the Branch In-charge for Mahboula 1. I thank the Caesars management for trusting me with additional responsibilities. I shall continue to do my best for the



Subin Thomas
Branch Manager - Mahboula Branch - Caesars Travel Group

advancement of Caesars Travel.

What are your major achievements and contributions to our company till date

When I joined Caesars I had only limited knowledge in this stream. Management provided me a good platform to grow in all means to prove my skills and build up my career. To be frank my contributions are my hard work.

What is your expectation regarding travel domain in future

In travel agency point of view, business is getting dull but there is a way to overcome this by doing things differently. Like adding holidays to travel like a package as lot of other companies are not doing that as of now as per my knowledge. We need to maintain a good rapport with customer by calling them after their trip to get feedback, so that they will feel our care for them. This will help to retain our existing customers and also to get new customers. Also aiming to get corporate companies with our present potential sources.

Travel market is getting more challengeable due to Corona outbreak, as a senior staff what is your plan or idea to tackle the situation.

Due to COVID, travelers are not that much confident to travel like before. We are planning to promote safe health practices, of course, going to be beneficial for the health of the travelers. It is also for the good of the community. Subsequently, these practices will allow tourism to start operating again safely and sustainably, producing economic benefits for those involved as well.

Who is your role model and what is your dream

Frankly speaking I have no role models. I get inspired from several people by the way they came up from bottom level.

What is advice to the new staff who joined Caesars

Caesars is a good company to build your career. Be loyal and work sincerely then company will give the career ladder to climb. Hard work and you will be recognized

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 2022. Please send us your article or similar texts as soon as you can and it should reach us on or before 15th December, 2021. 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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