

the business travel magazine

100

MICEtalk

Meetings • Incentives • Conferences • Events

Volume VIII Issue 6 June 2017 52 pages
A DDP Publication

**Innovative
Events**

**Transit In
Munich**



Showcasing MICE in South Korea



MEETINGS BY MERITUS



MEET AND STAY IN THE HEART OF ORCHARD ROAD

Standing tall in the heart of Singapore's world-renowned retail and entertainment hub, Mandarin Orchard Singapore boasts some 1,077 spacious guestrooms and suites, each equipped with advance in-room technology and complimentary WiFi.

The hotel features a vibrant line-up of signature restaurants, as well as an executive club lounge facility for discerning travellers seeking bespoke services. Right on its doorstep is the unique shopping destination, Mandarin Gallery, making for an all-encompassing retail and hospitality experience for guests of the hotel.

With versatile meeting and function spaces backed by the dedicated service of Meeting and Event Specialists, Mandarin Orchard Singapore is the venue of choice for meetings, incentives, conferences and exhibitions.

Visit www.meritushotels.com/orchard to plan your next meeting. Book direct and unlock an extra 10% off room offers when you sign up as a Meritus Rewards member.



MANDARIN
ORCHARD
SINGAPORE
BY MERITUS

333 Orchard Road, Singapore 238867 | resvn.orchard@meritushotels.com | +65 6737 2200
INDIA SALES OFFICE: +91 11 6557 0984 | gso.india@meritushotels.com

editorial

the business travel magazine
MICEtalk
Meetings • Incentives • Conferences • Events

Dear Reader,

In spite of various uncertainty, economic factors and security concerns, business does not stop. Companies want to grow and people will continue meeting to exchange ideas, grow business and network amongst each other. A new report by Travelport and the World Travel & Tourism Council (WTTC) indicates that Business Travel sector will grow by 3.7 per cent per year over the next decade. Released at the WTTC Global Summit in Bangkok, the report shows that the fastest growth for the business travel sector is expected in emerging markets, with Asia-Pacific leading the way at a predicted rate of 6.2 per cent each year till 2027.

Lions Clubs International announced its first LCIcon in India that will coincide with celebrations of 75 years of independence of India in 2022. To be held in Delhi from July 1-5, 2022, LCIcon 2022 will be one of India's biggest ever international conventions which expects to host more than 35,000 Lion members from more than 120 countries over five days. However, the country needs to keep working on its infrastructure as well as logistics so that we may win the bids to many more such international conference.

South Korea which is a 7-8 hour flight away from India promises to offer novel experiences to Indian MICE groups. In our cover story, we try and discover few of its MICE offerings.

Event organisers these days are seen innovating, ideating and implementing contemporary trends. We find out more in one of our feature article on events.

Mumbai, the financial capital of India has a plethora of offerings in the MICE segment, being exhibited by its renowned hotels. Top hoteliers give insights.

Our counsellor Shivani Misri Sadhoo shares tips on how the behaviour of a manager can help gain the trust of employees while enabling productivity.

Keep reading and giving your feedback to us at:
micetalk@ddppl.com

PUBLISHER & EDITOR

SanJeet

MANAGING EDITOR

Peden Doma Bhutia

ASSOCIATE EDITOR

Kanchan Nath

ASSISTANT EDITOR

Jessy Iype

DESIGN

Raashi Ajmani Girdhar

ADVERTISING

Gunjan Sabikhi
Sanjiv Chopra
Karishma Khanna
Jaspreet Kaur

ADVERTISEMENT DESIGNERS

Vikas Mandotia
Nitin Kumar

PRODUCTION MANAGER

Anil Kharbanda

CIRCULATION MANAGER

Ashok Rana

MUMBAI: ADVERTISING

Harshal Ashar
Priyanshu Wankhade



DDP Publications Private Limited

New Delhi:

72, Todarmal Road,
New Delhi 110001, India
Tel: +91 11 233 44179,
Fax: +91-22-22070131
E-mail: micetalk@ddppl.com

Mumbai:

504 Marine Chambers, 43
New Marine Lines, Mumbai
400 020, India
Tel: +91-22-22070129,
22070130
Fax: +91-22-22070131
E-mail: mumbai@ddppl.com

UAE:

P.O. Box: 9348, Sharjah, UAE
Tel: +971 6 5528954, Fax:
+971 6 5528956
E-mail: uae@ddppl.com

All information in **MICE**talk is derived from sources, which we consider reliable. **Information is passed on to our readers without any responsibility on our part.** The contents of this publication contain views of authors and are not the views of DDP Publications.

Similarly, opinions/views expressed by any party in abstract and/or

in interviews are not necessarily shared/do not necessarily reflect any opinion of DDP Publications. All rights reserved throughout the world. Reproduction strictly prohibited. Material appearing in **MICE**talk cannot be reproduced in whole or in part without prior written permission. The same rule applies when there is a copyright or the article is taken from another publication. Publications reproducing material either in part or in whole, without permission would face legal action.

Editorial enquiries and enquiries

concerning the reproduction of articles should be emailed to talk@ddppl.com, advertising and circulation enquiries should be e-mailed to gunjan@ddppl.com

The publisher assumes no responsibility for returning unsolicited material nor is he responsible for material lost or damaged in transit. Any material submitted to **MICE**talk will not be returned. The publisher reserves the rights to refuse, withdraw, amend or otherwise deal with all advertisements without

explanation. All advertisements must comply with the Indian Advertisements Code as well as the Advertisements Code of South Asia. The publisher will not be liable for any damage or loss caused by the late publication, error or failure or advertisement or editorial to appear.

MICEtalk is printed, published, edited and owned by Sanjeet, printed at Cirrus Graphics Pvt. Ltd., B-62/14, Phase – II, Naraina Industrial Area, New Delhi-110028 and published at 72, Todarmal Road, New Delhi-110001

contents

JUNE 2017



14



12



22

highlights...

8 NEWS
NEWS from the world of MICE

12 AIRPORT
One-stop gateway to Europe

14 COVER STORY
Meetings in South Korea

22 AIRLINES
Philippine Airlines to re-enter India?

24 TRENDS
Ideate, Innovate, Implement

Nominate Now

india MICE awards

Recognises hard work and
applauds the true leaders
of the industry for their
commitment and dedication

Coming Soon



For more information, please log on to: www.indiamiceawards.com

Contact:

Gunjan: +91 96503 99905, gunjan@ddppl.com, Amit: +91 96509 13334, amit.bhasin@ddppl.com,
Abhinav: +91 88003 96007, abhinav.goswami@indiamiceawards.com

Supported by

the business travel magazine
MICEtalk



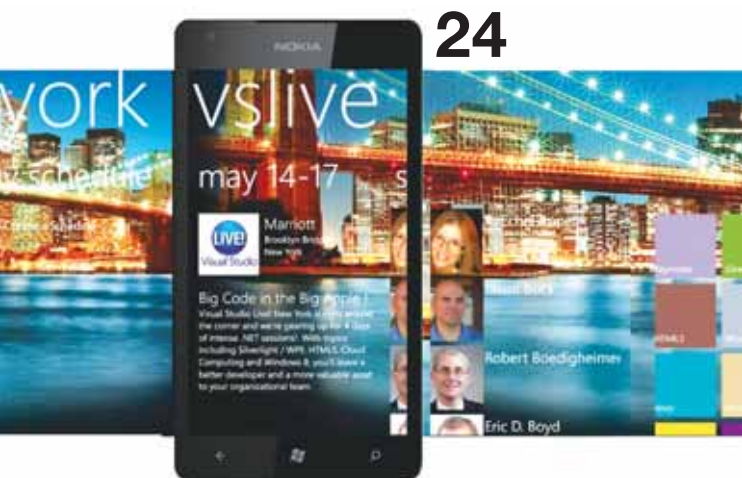
TRAVELTALK

MICE
Breaking News

Over
600,000
Readers

➔ Please send in your suggestions and feedback to micetalk@ddppl.com
You can also read MICEtalk online at www.micetalk.com

MICEtalk



24



27



30



32



36

27 EXHIBITIONS
'Exhibiz' and 'Connect' through TCEB

28 ASSOCIATION
Lions to roar in India

30 LOUNGE
Alight, Unwind, Head for Business

32 STATE
MICE with Mumbai

36 HOTEL
'India our #1 market for MICE'

38 AWARDS
Maya casts a spell in South India



44

Regular

44 EXPERT
Our counsellor Shivani Misri Sadhoo on some vital steps that a manager should take to boost the morale of an employee



Cover Picture:
The Leela Palace New Delhi

Indian weddings are the biggest events *in the world*

Indians save 18% of their total life's income for a wedding!

Meet:

The top wedding planners

The top travel agents for weddings

In a pre-scheduled B2B meetings environment

Over an exclusive private networking session

Travel

WEDDING SHOW

Jaipur Marriott Hotel

July 8 & 9, 2017

punam@travelshow.world, +91 98111 58785

sarika@travelshow.world +91 98101 91852

shveta.sharma@ddppl.com +91 96503 11773



Hospitality Associate:



NEWS

UAE



ATM 2017 sees 71 % visitors surge



Arabian Travel Market witnessed a seven per cent increase in international visitors and a 10 per cent increase in visitors from the GCC to the event, which was held in Dubai World Trade Centre from April 24-27. For the second year in succession, visitor numbers smashed through the 28,000 mark – the show saw a 71% increase in visitors over the last five years. Simon Press, Senior Exhibition Director, ATM, said: “The event has also built on its quality year-on-year and the professionalism of exhibitors and stands not only increases the brand value of their own organisation, but also that of Arabian Travel Market.”

UAE

Dubai Association Conference from December 11-12 at DWTC

The Dubai Association Centre (DAC), a joint initiative of the Dubai Chamber of Commerce and Industry (DCCI), in collaboration with the Dubai Department of Tourism and Commerce Marketing (DTCM) and Dubai World Trade Centre (DWTC), has announced the launch of the first-ever Dubai Association Conference. The conference will be held from December 11-12, 2017, at the Dubai World Trade Centre. Issam Kazim, Chief Executive Commerce Marketing Officer of Dubai Corporation for Tourism and (DCTCM), said: “This conference will also help us continue to position Dubai as a premier host city for business events, reflecting our ambition in discovering solutions to worldwide challenges, the diversity of our economy, and our keenness to collaborate.”



WEST INDIA

ICPB Convention from August 17-19 in Mumbai

India Convention Promotion Bureau (ICPB) is going to host its annual convention, Convention India Conclave, from August 17-19 in Mumbai. This was announced by **Chander Mansharamani**, Vice Chairman, ICPB. The conclave aims to scale the convention segment of the country. “This year we are also inviting heads of associations which are responsible for organising large scale conventions in India across fields like medicine, science etc. We aim to aid the various associations in their bidding processes and hope that through this platform we are able to inform them about the procedures in order to get more international MICE events to India,” said Mansharamani.



ASIA-PACIFIC

Indian business travel register 7.2 per cent growth

India's business travel industry has grown by 16.2 per cent over the past five years (2011-2016), according to Travelport and World Travel and Tourism Council (WTTTC) report. It has been predicted that Asia-Pacific will lead the way at a predicted rate of 6.2 per cent each year to 2027, with India (7.2%) among the top five countries attributing to the growth. The CEO of Travelport, Gordon Wilson, commented: “Governments need to be more business-friendly.”

PAN INDIA**Travel Wedding Show in Jaipur from July 8-9**

■ An exclusive platform where the travel trade and the Indian wedding industry do face-to-B2B meetings, the Second Edition of the Travel Wedding Show, is scheduled to be held at the Jaipur Marriot Hotel from July 8-9, 2017. The show will be a suitable platform where sellers will interact with different segments of buyers each day. The show hosts a wide range of buyers, who are known actively and are a perfect fit for the exhibitors' niche requirements. The show will incorporate exhibitors who include domestic and international tourist boards, hospitality chains, boutiques, wedding venues, airlines, cruises, and much more. The Travel Show lays focus in bringing new business opportunities to its exhibitors. The show aims to invite 30-35 wedding planners on Day 1 and 30-35 trade wedding specialists on Day 2.

**NORTH INDIA****AEROCITY.events with Pride Plaza and ibis**

■ Enabling a positive paradigm shift to the events industry, AEROCITY.events has announced enhanced membership with Pride Plaza and ibis. AEROCITY.events is managed by tmf dialogue marketing India and is a unique convention-bureau styled product. It aims to promote and drive business to the destination as an accessible and comprehensive events hub.

**business
@leisure****Perfect location. Great value!**

Phoenix Park Inn, conveniently located off the Candolim beach, North Goa, offers state of the art, integrated conference facilities & solutions @ great prices. An efficient Banquet Team assists in planning, customising and supervising every event from the beginning to the end to make it perfect, seamless and worry free. So welcome to happy conferencing with us.

www.sarovarhotels.com
Toll Free: 1800 111 222

PHOENIX
park inn
GOA

A Carlson Brand managed by Sarovar Hotels

Sequera Vado, Candolim - 403 515, Goa Tel: +91-832-6633 333 Fax: +91-832-6633 222 | Email: ppi@sarovarhotels.com

NEWS

ASIA-PACIFIC

Marriott offers rewards at select venues in Asia Pacific



Marriott International is offering group (minimum 10 rooms) or catering events Triple Choice benefits for any confirmed groups between March 1, 2017, and September 15, 2017, for groups and events held till September 30, 2017, at participating Marriott venues in Asia Pacific. The benefits would range from a five per cent discount on master-billed rooms to triple points on eligible revenue.

MIDDLE EAST

MICE is 55 per cent of IHG's business in ME

InterContinental Hotel Group's (IHG) hotels gain major business through MICE in the Middle East, says IHG Vice President of Sales & Marketing, India, Middle East & Africa, James Britchford. "Approximately 45 per cent of our business is room revenue and 55 per cent is MICE and F&B." IHG recently launched IHG Business Rewards which is a business to business loyalty specifically to drive the MICE business, he adds.



UAE

Qatar Airways offers free stay, transit visa

Qatar Airways is inviting travellers to turn their layover into a stay-over with discounted fares and a free-of-charge hotel stay and transit visa when stopping over in Doha. Travellers can now enjoy discounts of up to 50 per cent on flights on board the airline's award-winning Business Class from May 9-22, 2017, for travel until June 21, 2017. "This unique offer will allow them to extend their layover into a stay-over, giving them the opportunity to experience the many delights Qatar has to offer," said Ehab Amin, Chief Commercial Officer, Qatar Airways.



NORTH INDIA

Radisson Noida provides 4,360 sqft space for MICE

Park Plaza Noida has re-launched as Radisson Noida, a brand synonymous with outstanding service and comfort. It will be the first Radisson hotel to be inaugurated in Delhi-NCR. Business Class, a new room category, has been introduced for corporate travellers. Radisson Noida boasts of over 4,360 sqft of flexible meetings and events space that can be split into four separate ballrooms for smaller events or combined into one large space for functions.

AFRICA

INDABA showcases pre-scheduled meetings

INDABA, Africa's leading travel show, held at the Inkosi Albert Luthuli International Convention Centre in Durban from May 16 to 18, 2017, saw a conglomeration of more than 7,000 delegates from around the world. A new INDABA app functioned as a digital resource for updates. Industry players from more than 17 African countries took part, including Angola, Botswana, the DRC, Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Réunion, Seychelles, Senegal, South Africa, Swaziland, Tanzania, Zambia and Zimbabwe.



ASIA-PACIFIC

Sabre joins hands with Scoot-Tiger Airways

Sabre Corporation has joined hands for a new global distribution partnership with Scoot-Tigerair. Effective from May, 2017, it will enable Scoot-Tigerair to maximise its reach through the Sabre Travel Marketplace. "As one of the first LCCs in the region, we are honoured to work with Scoot-Tigerair, and our technology will allow them to compete more effectively in a very competitive environment," said Rakesh Narayanan, VP- Supplier Commerce, Sabre Travel Network Asia Pacific.

**AN AWARD WINNING GROWING
MICE COMPANY TAKES YOU
AROUND THE WORLD AT EASE.**

Services We Offer

On-site Management &
Professional Staffing

Complete Program
Planning & Implementation

Charter Management

Event Planning &
Program Creation

Hotel Contracting
& Booking

Land Arrangement

Airlines Contracting
& Booking

Professional
Travel Management

Visa Management

Trav360
avant-garde

We are a conglomerate of travel industry's leading retail travel management company with more than 320 locations who serve a plethora of clients from around the world. An Established network, in more than 50 countries and 100 cities, gives our reach the power & leverages it to deliver the best value to our clients.

T4 INITIATIVES PVT. LTD.

contact us @ +91 124 403 7778 or info@travl360.ws

www.travl360.com

simply 
MUNICH

South Africa
Inspiring New Ways



One-stop gateway to **EUROPE**

Having bagged the best airport tag in Europe among numerous other accolades, Munich airport is also the ideal transit point for travellers, shares **Corinna Born**, Director- International Media Relations, Munich Airport

Kanchan Nath



Corinna Born

Munich in Germany is a rightly placed point for travellers to gain an opportunity to come and explore Europe. The city airport offers a unique platter of amenities to its transit travellers.

SERVING IT UNIQUE

The airport celebrates its 25th Anniversary this year. It has been awarded the best airport in Europe 10 times in 12 years. Named and awarded the only 5-star airport in Europe by SKTRAX, the Munich airport has recently been voted 'The Best Airport terminal in the world' in 2017. Talking about the unique offerings the airport has, **Corinna Born**, says that Munich airport aims to be more than just an airport and by offering services that a city offers, it only stands out amongst the rest. "We offer a clinic, a large variety of shopping and dining, hotels, kindergarten, visitor centre, as services for travellers. The locals come to the airport and use it like a mini city, they

destinations in Munich and that makes the airport with the largest number of European destinations," she adds.

THE INDIAN CONNECT

Indian travellers have swelled and made their presence in the city, and this has joined the connectivity dots this year, reveals Born. "We have two direct flights from India from Mumbai and Delhi, operated by Lufthansa, non-stop to Munich. Looking at the arrivals from India, we registered over 59,000 Indian nationals at Munich Airport in 2016.

We saw 64 per cent of the Indian nationals were on business trips. We feel there is lot of opportunity and capacity for Indian Nationals that could stay in Munich, visit and explore the beautiful city and beyond. Munich airport serviced over 42 million passengers in 2016 and we are expecting to register a 3 per cent growth in 2017." Adding on transit flights, she says, "On the long-haul network, within the Lufthansa Star

Alliance system, we offer 13 onward connections to North America, that is one of the main onward connections that Indians take. In Germany, Munich remains the most popular city for Indian travellers," she informs.

We have seen an increase in the number of Indian residents, one of the reasons is that Munich is the IT headquarter for Germany. It is for engineering and IT that Indians move to Munich. The number of Indians residing in Munich has almost tripled since 2006."

BEING A VIP

The VIP Wing at Munich airport offers a unique blend of international ambience with traditional Bavarian hospitality, spacious rooms, and superb service for business class travellers.

"A lot of the business class passengers from India also book onto the VIP lounge. Users get complete private treatment, like being picked up brought by a limousine from the aircraft to the



come for celebrating, they live with the airport. We invite our passengers to mingle with the locals for a freshly brewed beer or to join in for the many events. We also got voted as 'The Best Airport terminal in the world' in 2017."

AN ENTRY POINT

Born feels that being centrally located in Europe, Munich has an advantage in terms of connectivity. "We are in the centre of Europe, that makes Munich a perfect entry point, and gateway to European destinations. We count around 30 per cent transit passengers from the airport. In a radius of two to two and a half hours, you can reach any other destination via connecting in Europe." The network has extended its branches as well. "The good news is that for this year we offer 173

VIP WING SERVICES

- Individual passport control/immigration
- Check-in and baggage handling/personal baggage claim
- Separate security screening, passport control, customs clearance and VAT refunds
- Limousine transfer
- Personal care and guest liaison
- Duty-free shopping via tablet-PCs and delivery to the VIP Wing
- Multilingual, professional staff

lounge. There is personal immigration, and baggage claim. It is very royal, because we have suites and you can book into your own suite, which is differently designed and bears a royal name," says Born.

INNOVATIVE INFOGATES

The Munich airport recently came up with InfoGates, which offers real time video support to passengers help them get their bearings more quickly and allows them to request individual directions. Talking about new technological advancements, she adds, "We created an App where we have all the three airports Hamburg, Dusseldorf and Munich. The idea is to have all the European Airports in one App."



Meetings in SOUTH



In spite of being one of the most technologically advanced and future ready countries, South Korea is also in touch with its rich culture and history. Korean infrastructure for business events has been given global accolades, while new bid wins underscore a busy and prosperous upcoming convention calendar for the country.

CONNECTING IT RIGHT

Flight connectivity from India to South Korea currently has been the best in more than a decade. Since the end of last year, there have been more than 15 direct flights per week from India from Delhi and Mumbai operated by Asiana Airlines and Korean Air. In addition, Air India offers direct flight connectivity (with small halt in Hong Kong). There are one-stop flight options from every international airport in India mainly via Singapore, Thailand, Malaysia and Hong Kong.

Currently, Korean Air and Asiana Airlines are both working in tandem with Indian travel agents to provide best fares for MICE groups on case-to-case basis. In case the business potential is high, add on incentives such as value ads, complimentary services / tours, etc are all possible with KTO's involvement in the group.

The main convention cities that Korea is promoting for the Indian market are Seoul and its vicinity, Busan and Jeju Island.

SEOUL

With more than 600 years of history as the nation's capital, Seoul has become both a metropolitan city with a population of over 10 million people. It is a vibrant city full of tradition and history.

This modern metropolis is surrounded by mountains and divided by the Hangang river. Seoul also boasts a strong foundation for information technology, providing access to the Internet from any location and various applications in people's daily lives.

Looking for uncharted zones for MICE? South Korea says 'Anyeong-haseyo' to Indian MICE groups with novel experiences on a platter

Kanchan Nath

KOREA



“ Korean Air and Asiana Airlines are working with Indian travel agents to provide

The city features ubiquitous-based services, digital pavilions, and an exhibition space at Samsung Electronics, offering new and futuristic experiences in high-tech IT.

The city offers many unique venues for MICE such as a waterfront banquet facility on the Hangang; a banquet hall placed in the exoticness of a traditional Korean house; galleries and various cultural spaces embracing modernity; a museum boasting in exhibition, scale and facility; other exciting outdoor facilities and events add to the uniqueness of Seoul as a convention city.

Main Convention Centres

Coex: Coex in Seoul is not just an exhibition centre, it is an interconnected network of two big hotels, Coex shopping mall (largest underground mall in Asia), Coex aquarium (largest in Korea), Casino, airport check in terminal and lastly a suitable convention space itself.

The centre spans a total area of 36,363 sqm. It has 12 exhibition halls that has a total pax handling capacity of 7,000 pax.

The Grand Ballroom, covers an area of 1,817 sqm and can hold a capacity of 1800 pax in theater style. Coex has 59 meeting rooms.

Held and upcoming conventions

- International Broadcast, Audio & Lighting Equipment Expo 2017- KOBIA 2017: May
- Seoul International Photo and Imaging Industry Show 2017: May
- World IT Show 2017: May
- Global Electric Power Tech 2017: May 10-12
- Pharm Expo Korea 2017: June
- Seoul Character and Licensing Fair 2017: July
- Seoul Auto Salon 2017: July 13-16
- EnergyPlus 2017: October

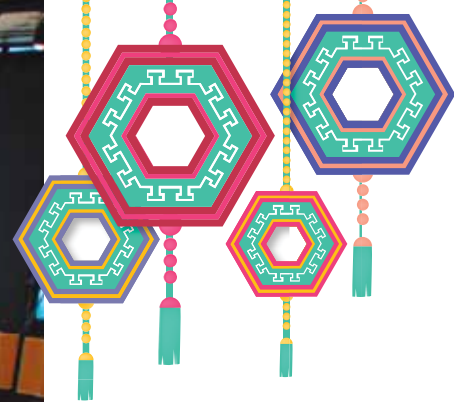
KINTEX

Kintex located near Seoul is the largest convention space in South Korea with exhibition space of more than one lakh sqm. The centre had hosted the Rotary International Conference in 2016 and accommodated more than 46,000 plus people in one go. The centre has a total area of 1,08,566 sqm and facilitates 10 exhibition halls. The total pax handling capacity is 40,000 pax. The grand ballroom has a space area of 1,660 sqm and can accommodate 800 pax in theater style. The total number of meeting rooms are 40.

Upcoming conventions

- LED EXPO 2017: June 27-29
- 2017 Korea Int'l Die-Mold & Related Equipment Exhibition: August 7-11





best fares. The main convention cities for the Indian market are Seoul, Busan and Jeju Island

- The Golf Show 2017: August 8-11
- Korea Heavy Equipment Show 2017: September 6-8
- Korea Energy Show 2017: September 19-22
- Korea Wood Show: November 2017

SOMESEVIT

Somesevit is one of the famous landmarks in Korea. It is an artificial island which is located near the southernmost part of Banpo Bridge. This landmark attraction has several halls and restaurants for exhibition, seminar, and gala dinner like FIC Convention Hall, Vista Restaurant and a few more outdoor venues on top of the building.

Seoul hotels with MICE capacity

- **Lotte World Hotel:** Has 469 rooms, with seven halls and a capacity of 1,600 pax to 80 pax (Theatre style).
- **Grand Hyatt:** Has 601 rooms with 20+ meeting venues and a capacity of 1,500 pax to 40 pax (theatre style).
- **Grand Hilton:** Has 396 rooms with 11 meeting rooms and capacity of 2,200 to 30 pax (theatre style).
- **Sheraton Walker Hill:** Has 583 rooms with 25 plus meeting venues and a capacity of 1,500 to 40 pax (theater style).

- **The Shilla Hotel:** Has 464 rooms with seven meeting halls and a capacity of 1,400 pax to 50 pax (theater style).

BUSAN

Busan, located in the southeastern coastal area of the Korean Peninsula, is the country's second largest city after Seoul and the most famous trade port in the country. Busan is also a major shopping city with 'The Centum City Mall' being the largest single shopping mall in Asia. Visitors can enjoy a variety of shopping experiences at numerous department stores and outlets for prestigious international brands as well as traditional markets for local and traditional items.

BEXCO

Bexco in Busan has hosted events up to 30,000 people, for e.g., like Lions Clubs International Convention. It has a total area of 46,380 sqm with 10 exhibition halls that can handle 12,000 pax of total capacity. The grand ballroom is of 2082 sqm area and can hold 2,400 pax in theater style. Bexco has 17 meeting rooms.

Upcoming conventions

- Busan International Machinery fair 2017- BUTECH 2017: May 24 - 27



“Seoul Sky, world’s third highest observation deck at Lotte World Tower, is an attraction



Byungsun Lee

Tapping Indian Market

Delhi and Mumbai have been hubs of MICE business generation followed by Chennai and Bengaluru. However, while looking at the data more closely, it is noticed that it’s because the companies organising most MICE groups are based out of these metro cities. The participants in maximum cases are pan-India. Talking about the number of visitors from India to Korea, **Byungsun Lee**, Director of Korea Tourism Organisation says, “The total visitor count from in 2016 was almost two lakhs. We figure around 10-15 per cent of the same would be travel for MICE purposes.” Talking about the growth from the Indian market Lee, adds, “We experience more than 20 per cent growth in overall visitor numbers from 2015 to 2016. MICE business was the same for both years. However, from December last year, there has been a huge boost thanks to increased direct flight connectivity. In 2017, we have already supported big MICE groups from SBI Life Insurance, Hyundai Motors, LG India, Siventos, among others.”

Lee informs that Korea has been witnessing a rise in the subsequent MICE groups like performance incentive scheme related groups, factory visit groups. Also, trade fair groups to participate at major fairs in Korea like Seoul Build, Korea Pharma, CPHI Korea, among many more.

- Busan International Food Expo - BOFAS 2017: June 2017
- Korea Railways & Logistics Fair 2017: June 14 - 17
- Kormarine 2017: Oct 24-27

Busan Cinema Center

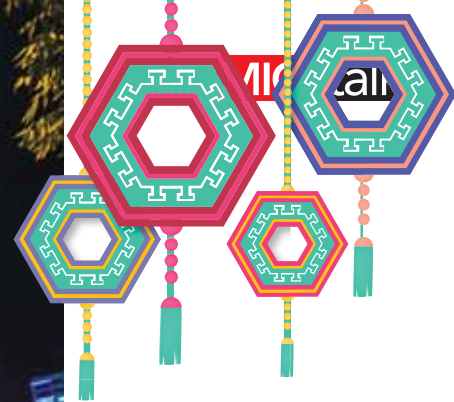
Busan Cinema Center is the official venue of the Busan International Film Festival (BIFF) – one of the most popular film festivals in Asia – and has become a symbol of the festival itself. The center’s ‘Big Roof’ is the largest roof in the world (2.6 times larger than a soccer field) and comes complete with 42,600 LED lights, which help create an unforgettable scene along with Suyeong River and Naru Park.

Busan hotels with MICE capacity

- **Lotte Hotel Busan:** Has 650 rooms with 11 meeting venues and a capacity of 2000 pax to 50 pax (theater style).
- **Haeundae Grand Busan:** Has 320 rooms with 11 meeting venues and a capacity of 1200 pax to 20 pax (theatre style).
- **Novotel Ambassador Hotel:** Has 330 rooms with seven meeting halls and a capacity of 300 pax to 20 pax (theatre style).
- **Paradise Hotel:** Has 532 rooms with 10 meeting venues and a capacity of 700 pax to 14 pax (theatre style)

JEJU ISLAND

Jeju Island, 130 km from the southern coast of Korea, is the largest island and the smallest province of Korea. This is the perfect MICE and leisure destination to experience the eco-style accommodation and nature focused tours. It is a beautiful place to experience mystery, culture and tradition. Jeju Island is covered with lush subtropical forests, lava caves of all shapes, sizes and lengths, sandy beaches, spectacular craters and grand Halla Mountain is poising silently in the middle



for MICE groups. It has the world's fastest elevator which can take you up in less than a minute



of the Island. Jeju island is regarded as the only island among the 'Seven New Natural Wonders of the World'.

ICC

ICC in Jeju Island is one of the most serene convention centers in the world. Located on the edge of the Jeju Island, it can accommodate almost 5,000 people at one time and has exhibition space of more than 60,000 sq meter.

Upcoming conventions

- 10th International Conference on Advanced Computer Theory and Engineering (ICACTE 2017): August
- International Polyurethane Forum 2017: August
- IUPAC-FAPS 2017 Polymer Congress: Commemorating the 10th Anniversary of Federation of Asian Polymer Societies: October

Sanghyowon Botanical Garden

Surrounded by the nature of Gotjawal and thick grove at the valley and wetland. it is a perfect place to hold your event to feel the best of Jeju's nature! The indoor and outdoor banquet are both available for MICE venue here.

Nightlife for MICE groups

Korea has many night time activities to offer. Even after midnight, throngs of people wander on the streets in major shopping districts and popular downtown areas. While Seoul is the most representative city in the nation for its nightlife, one may also find stores or restaurants that open throughout the night in most other cities.

Experience vegetarian at its best

Regarding food, availability of Indian food and vegetarian food is not an issue. With more

than 100 plus Indian restaurants in key cities and major hotels' inclusion of Indian food in their menus makes it an easy option for travellers. Korean food has most dishes as vegetarian as well.

New tourism products

Seoul Sky (the world's third highest observation deck at 121st floor of Lotte World Tower) is the newest attraction for MICE groups. To take you to the top, it also has the world's fastest elevator which can take you up in less than a minute at more than 10 meter/second.

Seoulo 7017 is a new integrated elevated walking pedestrian network which will be opened soon. This will serve as a beautiful venue for gala events for big size groups.

Cosmetic Surgery Tourism

Medical groups, plastic surgery and beauty treatments are a lucrative business in South Korea. It is leading the world in terms of technologies for beauty treatments and surgeries.

There is huge demand from South Asian countries in both MICE groups and individual tourists for these services. However, from India there has not been any MICE group interested in this field yet.

Incentives for corporates

Any MICE group with minimum 10 pax and staying in South Korea for two nights and above are eligible for support from KTO.

Their support starts from basic gifts and souvenirs and includes performance and theme park tickets, special arrival reception and FAM trips for decision makers.



A shopper's **PARADISE**

South Korea is a delight for shoppers looking for variety and a great bargain. Indian consumers are sure to get enticed by the numerous offerings in the markets

The three main cities where tourists can shop to their hearts content include Seoul, Busan and Jeju. The consumers are sure to avail the best of offerings available in the stores, traditional markets and numerous malls.

SEOUL

The Mecca for the shoppers visiting South Korea, Seoul has a variety of markets to please everyone's likings, from cosmetic shops in Myeongdong to traditional souvenir shops in Insadong and night shopping for apparel in Dongdaemun, right until 2 am in the night. The duty-free shops have a comfortable and luxurious shopping environment, the location is convenient as they are usually positioned

close to major tourist attractions. Window shopping also becomes a major form of entertainment here!

BUSAN

There are many exciting shopping options in Busan. The Shinsegae Department Store Centum City is recorded as the biggest departmental store in the world by the Guinness Book of World Records. At Nampodong, one can explore hundreds of brand stores, eateries, street food, among others.

JEJU

The Jeju branch of Charm & Charm is a major multi-brand cosmetics store located near Jeju International Airport and tourist attractions such as Yongdum Rock. The store offers over





TWO-HOUR SHOPPER

Last minute shopping is always on the travellers' to-do list, and South Korea's numerous duty free shops are helpful in many ways, providing just the right service! Duty free shopping is available not only at offline stores but can also be done online. All travellers scheduled to leave are eligible for online shopping, and the purchased items will be retrievable at the designated duty free pick up zones at international airports or passengers seaports on the date of your departure. If one is towards the north of Seoul, the best place to visit is Myeongdong Shopping Street, Shinsegae Department Store and Lotte Duty Free Mall located close to attractions and city centre. However, if in the south side of Seoul, then Lotte World Tower and Coex mall are the best.

“ South Korea offers a lot in terms of memorable mementoes for the holiday

800 items from some 80 domestic cosmetics brands. Jeju Local Produce Display and Sales Market is located on the first floor of Jeju Small & Medium Business Center to promote small local producers and market their items. It displays and sells more than 2,200 agricultural items, seafood, processed food, crafts, and cosmetic items from 138 local producers. Through direct dealings with producers, the market offers quality items at inexpensive prices.

SOUVENIR PICKS

Buying souvenirs is part and parcel of the fun holiday experience. South Korea offers a lot in terms of memorable mementoes for the holiday experience. Some include: Hanji Paper Products like lamps, Neck Ties (Hanji is a special paper of Korea and is used in a variety of ways). The popular ones are: traditional masks, mother of pearl inlay, hand mirrors and jewelry boxes, handmade fans, traditional jewelry. Ginseng products are world famous for the health benefits, while you can also pick the most popular Korean Soju, the traditional liquor, Korean Green Tea, Korean Rice Cakes, and much more.

THE SHOPPING MALLS

Most of the facilities offer foreign language service including English. The Shinsegae Centum City Department Store is registered in the Guinness World Records as the largest shopping complex in the world. The department store has a countless

number of items all under one roof. Visitors can also enjoy numerous entertainment options in the complex.

Other popular shopping malls in Korea include:

- In Seoul, Lotte Duty Free Shop and Coex Mall.
- In Busan, Shinsagae Centum City Store and,
- In Jeju, JDC Duty Free Shop at the Airport. The JDC Duty Free shop offers a variety of luxury brand items, alcoholic beverages. It is especially perfect for travelers who have plenty of time before their departure.

FLEA MARKETS

There are unique flea markets in Korea which sell antique items and tourists can make their own bargains. The diversity of goods in these markets are enough to warrant a visit to any of Seoul's major flea markets located in the popular and accessible neighborhoods of Hongdae, Myeong-dong, Gangnam, and Itaewon Special Tourist Zone. To get to these places is very easy. The Seoul subway stations are quite close to each of these locations.

FACTORY OUTLETS FOR BARGAIN BUYS

The Underground Shopping Malls, are the goldmines for fashion lovers. Some stores don't accept credit cards to offer such low-priced apparel. Some of the best are: Gangnam Terminal Underground Shopping Center in Seoul and Seomyeon Underground Shopping Center in Busan.





PHILIPPINE AIRLINES

to re-enter India?

Philippine Airlines is mulling to re-enter the Indian market with a direct flight. In an interview, **Ryan Uy**, Vice President- Sales, Philippine Airlines (PAL), shares more

MT Bureau



Ryan Uy





Currently engaged in fleet expansion, the airline aims to be ranked as a 5-star airline by Skytrax by 2020 and is improving flight experience for this. PAL is the only airline in the Philippines that offers business class service which caters to high-end MICE and business travellers alike.

In 2016, the Philippines received a record arrival of 90,000 Indian tourists, registering a 21 per cent growth over 2015. During January-February, 2017, the destination registered 27.99 per cent growth over the same period in 2016. The destination is aiming to cross the one million mark from India.

Ryan Uy, believes that once PAL enters the Indian market with a direct flight, this growth will be further stimulated.

PAL FOR FLEET EXPANSION

He elaborates, "We are assessing the possibility of Philippine Airlines entering the Indian market again. We are receiving a brand new aircraft that can ably serve the Indian market and once it is delivered, we are hopeful that we will enter the Indian market next year. The Philippines witnessed a double digit growth in the last five years in Indian arrivals to the destination and we are hoping to welcome 125,000 Indians in 2017.

In 2016, the record arrival of 90,000 Indian tourists to the destination means on an average 246 passengers per day, which is a great figure for us." Uy informed that last year, the airline embarked on a 5-star in five years programme. He explains, "We

are reflecting on and improving our service and are hoping that this year we will receive the 4-star ranking from Skytrax. We look forward to Philippine Airlines becoming a 5-star airline by 2020. We have invested a lot in terms of our fleet. We ordered six brand new A350, A321neo, both long range and are receiving two brand new 777 by the end of this year, taking the total number of wide body aircrafts to 31. The average age of the fleet is only four years which is one of the youngest in Asia."

GEARED FOR MICE

The airline is targeting both leisure and business travellers from India. Currently, PAL does not operate any codeshare flights but is considering approaching India's national carrier — Air India and other Indian carriers for strong partnership and collaboration. Its transit hubs at Bangkok and Singapore have seen maximum load factor as the airline has more frequencies from these hubs and these transit hubs also offer attractive two country travel option to Indian travellers. He says, "The new aircraft that we have ordered the, A321neo, long range will have a flat bed, business class seats that will easily cater to the high-end MICE market. Currently, since we are offline we are offering the Asian gateways that we do serve, Bangkok, Singapore, Hong Kong and by June we will begin operations to Kuala Lumpur daily. Those flights do have business class seats. We are the only airlines in the Philippines that offer a business class service. So, in terms of exploring the Philippines both for MICE and high end traffic, we have the right product for each market segment."

DOMESTIC FLIGHTS

Talking about the carrier's service on the domestic Philippines routes, he adds, "The highest seat-load factor that we have is for the domestic destinations, which is around 80 per cent and up.

"We do have a wide-bodied aircraft and can easily use it when there is a high demand. For a demand for MICE, we currently have A330 and 777 and next year we will be receiving our brand new A350, wide-bodied aircraft," he says.

"We do have the facility to up-gage or down-gage an aircraft whenever it is needed. The city that gets maximum number of flights is Cebu. Cebu is the secondary major city of the Philippines. There are a lot of frequencies between Cebu and Manila."

As far as the prospective direct flight is concerned, the airline is seriously looking at Delhi and is aware of the attractiveness of Mumbai. Depending on the result of their study, numbers, sustainability, the final decision will be taken as to which city will be more profitable to start operations from when the airline enters the Indian market.

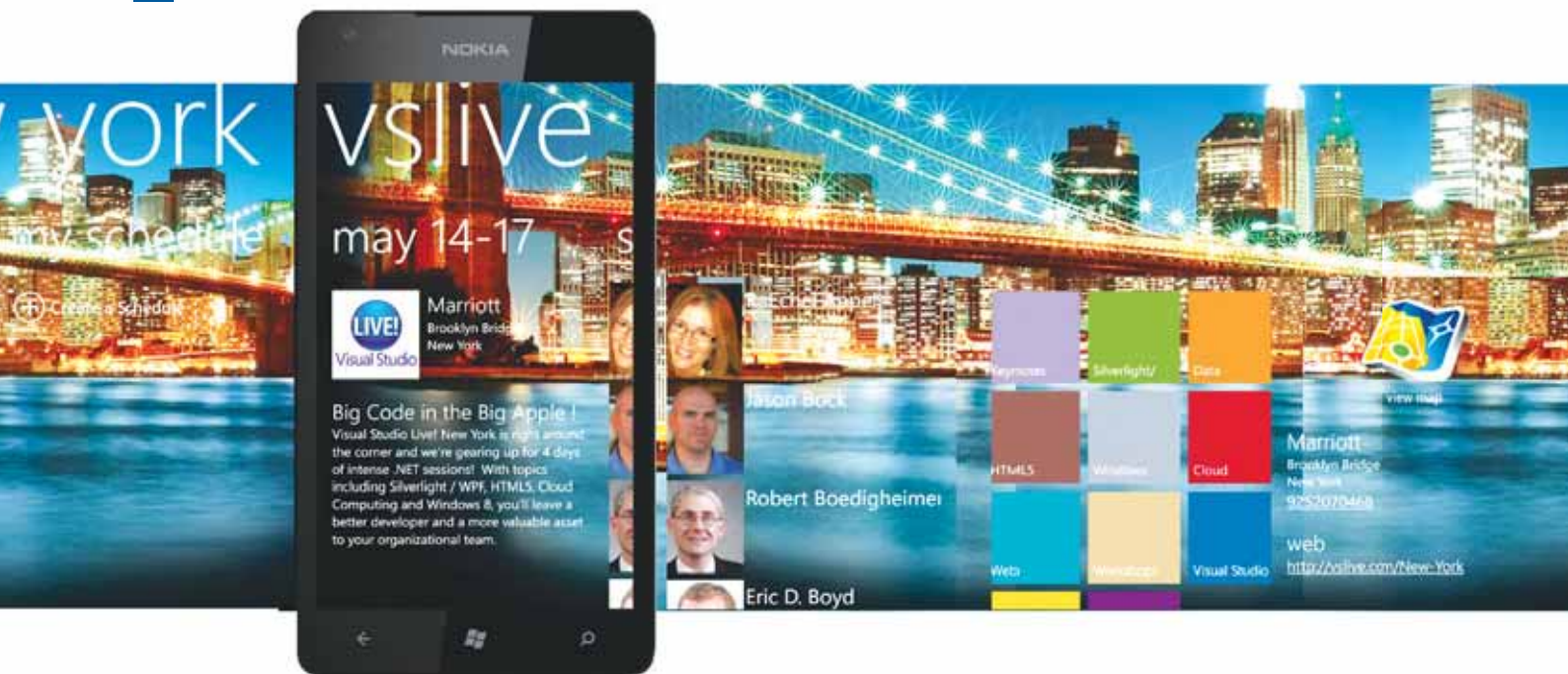
He concludes, "Philippines not only caters to leisure travellers, but, also to business travellers, and for MICE. Some of the most popular cities that Indians travel to include Manila, which is the gateway for the Philippines, followed by Cebu.

Other popular cities, that are beautiful and world renowned, are Boracay and Palawan. Boracay is exotic with its fine sand, clear blue waters, while Palawan, offers travellers to witness the unique underground river."

“A321neo, will have a flat bed, business class seats that will easily cater to the high-end MICE market”

IDEATE, INNOVATE, IMPLEMENT

Events nowadays are engaging the audience with tools like event apps, instant polling, in tandem with the current trends



Benson Tang

Jessy Iype

Events today are not a mere occasion, but, in fact they are a celebration. Companies, agencies, organisations, governments, and any other segment in the entire world, which must showcase itself, through events, is now projecting itself and technology at its best. Events nowadays are seen innovating, ideating and implementing contemporary trends to keep in sync with the likes as well as needs of the consumers or the audience.

AT BECK AND MOBILE

The world is evolving and humans now want data in the easiest mode. Event management becomes vital with use of mobile technology. We live in a paperless environment now, so event managers have more responsibility in ensuring, that, it is achieved optimally. **Benson Tang**, Regional Director, Asia, Association of Corporate Travel

Executives (ACTE) says, "Mobile technology is surely the direction for future. Many conferences are paperless, i.e. no printing for agenda, speaker information, and so on. All this information can be displayed by smart phones. This helps to create greener environment, plus all the information can be real time. One more new development is the mobile technology can allow instant polling during the conference, so that polling results can be display immediately during the conference.

The use of mobile technology enables seamless execution of an event, right from the initial stages of event planning to the end of the event, says **Litesh Jethani**, Director and Co-Founder, Trip Navigator.

"Trip Navigator's mobile app offers a one-stop solution for all relevant document management



requirements – be it tickets, VISA, travel insurance, itinerary or details about hotels; All the information can be uploaded and shared via the app among all participants. Using the mobile app, clients can tag their current locations and keep the event organisers apprised of their arrival status on a real-time basis, eliminating the need for regular follow-ups to coordinate pick-up and reception activities,” he says.

Kundan Badiwal, Associate Account Director, Shobiz Experiential Communications, feels it is imperative to connect via mobile apps. “In today’s world where everyone is connected to mobile, it becomes very important for an event planner to work around the ideas to create an engagement platform for a client and its end customer; such as Mobile App, AR, Photo Op booth, Selfie Kiosk, 360 Degree photo op wall etc,” he says.

“Mobile technology allows us to engage with the audiences. With the amount of events taking place and big/medium/small companies using events to drive customer engagement and retention, innovation is a must and mobile technology gives us innumerable opportunities to take it to the next step,” feels **Adnan Oan**, Sales Director, Pegasus Events.

BONJOUR SOCIAL MEDIA

Man is a social animal, and it needs social media as its den to interact with its counterparts. Events nowadays post details first on social media than even sending formal invites. “Media helps to create hype, to get the customers or target clients attention before, during and after the events. Moreover, engaging participants during the conference is one of the most important aspects. By promoting selfie posting and providing instant feeling messages posting via the social media, more people can get engaged,” says Tang. Being posted even after the event, is what participants look forward to, feels Jethani.

“While the event is in progress, all the participants can share their experience and photos, and this feature keeps them better engaged throughout the duration of the event. Unlike other platforms which restricts the number of users in a group, participants here can use the Trip Navigator App to engage with each other more conveniently and stay updated about all the latest happenings. The application stays alive post the event’s conclusion so that the delegates can still be in touch and engage with each other on this platform,” he says.

While Badiwal feels that social media is an important and impactful way to get engage with your audience, Oan says, “With mobile technology, social media promotions help us engage the audiences a lot more and also understand our audiences better. We can fine tune based on social media analytics and the



responses we get from our audiences, it most importantly allows us to connect with our audiences who are far and wide apart and create relatability and recall. This is more to do with commercial ticketed events and less with closed door corporate events.”

“Opinion Polls, Contests, Social Media Engagement, discussion boards are some of the things we have done and continue to do for B2B and B2C events,” adds Oan.

PROCUREMENT OF TECHNOLOGY

The use of technological advancement tools in today’s world has enabled event companies to explore the niche products that they can exhibit to engage the audiences during a live session, or inform about the respected event, its venue, etc., all in real time.

Says Tang, “In all ACTE conferences, we do utilise mobile apps. In Beijing 2016 conference, for the first time, we made use of the apps to provide multiple choice questions for delegates to answer after each session. Those who got 60 per cent right answers with the accumulation of minimum three sessions, got our certificates.”

Jethani further elaborates on their only known ‘one- of-its-kind portal’ for MICE services.

“We offer end-to-end planning solutions online. Trip Navigator is the only portal which offers partners an opportunity to throw out exclusive deals in the MICE space – from relevant hotels to team building activity providers, which the clients can then capitalise on as per their requirements.”

Say hello to closed door company events, where customers can get to feel the dynamics of event at their fingertips. “App deployment has become a common fixture for many of the events we do. Especially closed door company events, it allows us to get customers to carry the event in their pockets!” exclaims Oan.

PLAYING WITH AUGMENTED REALITY

Augmented Reality is a contemporary term to project how advanced the tools of event management are and how progressive it can achieve to be. “We have tried webinar and



Litesh Jethani

“*Opinion Polls, Contests, Social Media Engagement, discussion boards are some of the things to do for B2B and B2C events*”



Kundan Badiwal



Adnan Oan

broadcasted to the whole world instantly to all members around the world for the Conference Plenary session. Our participants around the world can also ask questions to the speaker to make the conference more interactive," Tang informs.

The concept of drones takes away the usual clutter of visual appeal and makes it more expansive with its huge scope of magnified visual effects. Says Jethani, "Drone cameras are a regular feature at most of our events. These cameras make it easier to capture photos and videos during an event, and provide organisers with overarching visibility over the event venue." Drones eases the task of being accessible to the audience, states Oan.

"We had used a drone for one of our commercial ticketed event earlier, which helped us with arial shots of the concert and gave audiences a 360 degree view of the venue. But one of the more interesting things we have done is using beacon and linking it with one of the apps we deployed. For our events, which have multiple experiences packed in to one event, it adds to the ease of access that the audience have," he said.

INDIAN CHAPTER

The events and activations industry has grown at 15 per cent annually from INR 2,800 crore in 2011-12 to INR 4,258 crore in 2014-15 according to an EY – EEMA (Event and Entertainment Management Association) report titled 'Making experiences in India: The events and activations industry'. It states that while managed events

FACT FILE

- According to the report, the events and activations industry is expected to grow to INR 5,779 crores by 2016-17. This growth will be on the back of marketers increasing their below the line (including digital) spends to 21% of their total marketing spends. The growth will also be led by personal events, MICE (meetings, incentives, conferences and exhibitions), activations and sports.
- The Asia-Pacific will occupy for more market share in China, also in India and Southeast Asia regions.

remain the largest service offering, IP (Intellectual Property) and digital events are growing at a faster rate than managed events.

The growing market has scope to provide necessary opportunities. Badiwal says, "In long term, it will give more opportunities for business, employment, innovations." While Oan feels innovation can push the envelope to deliver the best of best.

"Government restrictions also tend to limit the experience delivered. If these challenges are met and fine-tuned, the events industry in India has limitless potential," he says.



Drone cameras make it easier to capture photos and videos during an event, and provide organisers with overarching visibility





'Exhibiz' and 'Connect' through TCEB

The Thailand Convention & Exhibition Bureau (TCEB) is offering two different schemes – for exhibitors and attendees

Hazel Jain

The Thailand Convention & Exhibition Bureau (TCEB) has launched two campaigns that offers incentives for exhibitors as well as attendees from India. The delegation led by **Kanokporn Damrongkul**, Senior Business Development Manager, Exhibitions Department, TCEB, was in Mumbai to launch these two campaigns. The 'Exhibiz in Market' campaign is its latest drive towards expanding exhibition space at international exhibitions in Thailand. Damrongkul reveals, "India is currently in the top five countries for us, contributing 2.92 per cent of total overseas exhibitors in 2015. The majority of them exhibited in the food and agriculture sector followed by automotive and health and wellness. TCEB's 'Exhibiz in Market' scheme is a new funding initiative conceived to generate pavilions at international trade shows in Thailand. The scheme offers financial assistance between USD 1,500 – USD 5,500 for leaders of commercial pavilions between 36 sqm and 250 sqm in size." The concept of the 'Exhibiz in Market' is to provide incentives to pavilion leaders who lead at least four booths each one of nine metres and in total 36 metres at trade shows in Thailand.

FOR VISITORS

The other scheme is called 'Connect Business Campaign' which offers incentive of USD 100

per person to a group of minimum 10 people for visitors with a maximum of 300 pax per show. The group has to do business matching at the exhibition. For a group of 10, the total matching should be 30 meetings. Damrongkul adds, "We consider India as a priority market especially in terms of visitors. The sectors that interest Indians are food and agriculture followed by automobile and parts followed by health and wellness segment. Our focus for India will not be only limited to big cities we plan to explore the tier II cities as well." TCEB has also streamlined the process for applying for these incentives. **Sachin Manocha**, Representative, TCEB, says, "The 'Connect Business Campaign' is good for MICE agents as well as associations. Earlier, we used to get some documents post the exhibition. We used to ask for passport copies, stamps, and business cards of people met. But considering the type of market and the response, we have changed the process as per the needs of the travel market. So we don't require any minimum stay in Thailand now or any kind of documentation after visiting the exhibition. Claiming the USD 100 has been simplified." For these campaigns, TCEB has Delhi and Mumbai on priority but it will also focus on tier II cities like Ludhiana, Chandigarh, Pune and Dehradun. "It was more than 50 pax per show in three months, making it about 300 passengers in first three months already," Manocha adds.



Kanokporn Damrongkul

“For these campaigns, TCEB has Delhi and Mumbai on priority but it will also focus on tier II cities like Ludhiana, Chandigarh, Pune and Dehradun”



Lions to roar in INDIA

Lions Clubs International's (LCI) 105th conference will be held in Delhi from July 1-5, 2022. This LCIcon will be the biggest international conference in India

Ankita Saxena

Lions Clubs International announced its first LCIcon in India that will coincide with celebrations of 75 years of independence of India in 2022. To be held in Delhi from July 1-5, 2022, LCIcon 2022 will be one of India's biggest ever international conventions which expects to host more than 35,000 Lion members from more than 120 countries over five days, informed **Dr. Naresh Aggarwal**, First Vice President, Lions Clubs International, who will take charge as the 101st Worldwide President for the Clubs on July 4, 2017. **Dr. Mahesh Sharma**, Tourism Minister, Government of India presided over the announcement of the conference as Chief Guest and said, "It is a matter of great pride for us that India will be showcased on the international tourism map through this conference. The Lions Clubs International's philanthropic activities are a sign of giving back to the society and we are very privileged to be the host of the biggest international conference."

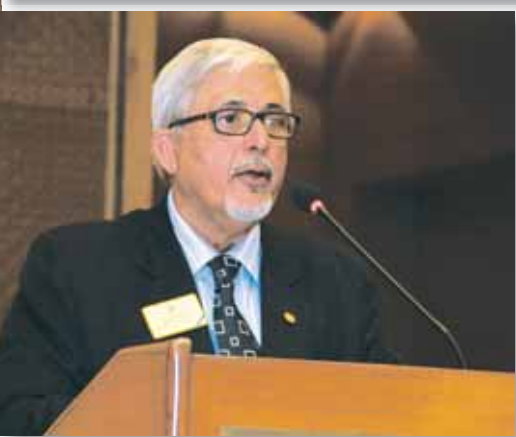
Expressing his pleasure over the announcement, Aggarwal said, "The ministry of tourism has not only committed the total cooperation to organise this mega event but has also extended support to formulate a nodal body of Ministry of

ABOUT THE LIONS

Lions Clubs International is an international humanitarian services organisation. Its programmes include sight conservation, environmental issues and many other programmes. It has over 47,000 local clubs and more than 1.4 million members in over 210 countries around the world.

Social Justice and Welfare, Ministry of Tourism, Ministry of Sports, Ministry of Commerce, Ministry of Home, Ministry of Foreign Affairs and Ministry of Finance for smooth execution." He further elaborated that this is an achievement which has come through with the support of the government and association bodies like ICPB and only after a rigorous bidding process where India competed with Mexico, San Francisco, Brazil etc. Tourism worth \$50 million during five days and much more during pre and post trips of visitors in India is expected. "Indira Gandhi Stadium, Pragati Maidan (ITPO) and almost 10,000 hotel rooms are already booked well in advance in all 5-star hotels in New Delhi," informed Aggarwal. Also, the inauguration parade for the conference will be held at Janpath, Delhi in the evening. Lions Clubs International plans to focus on social welfare activities in India for the next five years.

“The Lions Clubs International's philanthropic activities are a sign of giving back to the society”





Alight, unwind, Head for Business

The advent of new-age business travellers has unveiled a new concept of having the privilege to relax, pamper oneself at airport lounges and then head for that deal, afresh

Peden Doma Bhutia



A three-hour wait at the airport (two in the case of domestic flights) always seems painstakingly long, almost like a lifetime for some. And access to a lounge involves big bucks, of course only a business or first class ticket would secure you to the cool comfort of a lounge. However, these days you have the option to enter a lounge even with your economy ticket and the dent to the pocket won't make you bleed.

Plaza Premium Lounge, the largest independent airport lounge network, offer travellers a chance to secure the benefits of a lounge without having to opt for a fancy business or First Class ticket. And this is ideal for business travellers, who can use those 2-3 hours to get some work done.

FACILITATING AMENITIES

The world of travel is a dynamic one and as we

treatments tailored specifically to tackle travel ailments and fatigue, as well as speedy nail and salon services for a quick groom on the go.

UNIQUE PRICING

In Delhi Airport, Plaza has four lounge and caters to over 6,000 passengers everyday on an average. The company partners with various airlines and corporates wherein they accept business class traveller and other premium users. They also have a gift card system, where a guest can buy certain visits depending on their requirement.

The airlines and companies with whom they have partnered to manage the lounges are Cathay Pacific Airways, China Eastern Airlines, El Al Israel Airlines, Lufthansa, Singapore Airlines, Thai Airways, SkyTeam and American Express.

But that's not all, anyone who needs a lounge



travel the world starts shrinking. The Indian corporate traveller has seen a major growth over the years and with its upsurge, the demand for better facilities and a better travel experience is on the rise.

Along with comfort and top-notch service, travellers also seek a convenient environment and private space for themselves to concentrate on the work at hand or to just relax. For that their needs may range from meeting rooms while on a business spree, a place to relax and unwind, a good Wifi service to be connected at all times, to of course good food. The Plaza Premium lounge provides the facility and amenities to ensure and enhance every experience at the airport.

Comfortable seating, a great variety of fresh food and beverage selection, showers with amenities, private resting suites, VIP rooms, recharging stations, Wi-Fi, computer workstations are few of the other services offered to make one feel at home while making sure that the task at hand is completed. In addition, Plaza Premium Lounge also has Spa facilities that offer massage

“Delhi Airport, Plaza has four lounge and caters to over 6,000 passengers daily on an average ”

service is welcome at the Plaza premium Lounge. The rate for a walk-in guest in India starts at ₹ 1,200 plus taxes.

Travellers can avail these facilities while departing, transiting and arriving at major international airports, including Abu Dhabi, Brisbane, Hong Kong, Kuala Lumpur, London Heathrow, New Delhi, Shanghai, Singapore, Sydney, Taipei, Toronto and Vancouver.

AWARDS AND ACCOLADES

For those who want validation from an external source, the lounge is also the first airport lounge network to achieve ISO 9001:2008 certification and the World's Best Independent Airport Lounge by Skytrax. As with everything that succeeds the company is consistently striving to apply the best ideas and practices from around the world to make sure that they deliver innovative and quality products and services.

MICE with MUMBAI

The financial capital of India has a plethora of offerings in the MICE segment being exhibited by its renowned hotels. Top hoteliers give insights

Kanchan Nath



Nicholas Dumbell

GM- Renaissance Mumbai Convention Centre Hotel & Lakeside Chalet- Marriott Executive Apartments

CONFERRING FACILITIES

With 230,000 sq. ft. of indoor and outdoor convention spaces offering magnificent views of the Powai Lake and the city skyline, Renaissance Mumbai Convention Centre Hotel is the ideal location to host various events.

- The Convention Centre is complemented with state-of-the art conference facilities along with a total of 17 meeting rooms and outdoor venues accommodating a capacity of 250-1200 guests and attendees.
- 'The Renaissance Terrace' and 'Renaissance Gardens' are two alfresco settings which can be created into vibrant and colourful outdoor venues perfect for special functions and theme events overlooking the serene Powai Lake. The Renaissance Terrace can accommodate up to 500 guests and Renaissance Gardens can accommodate up to 1200 guests.
- Renaissance also offers personalised wedding

planning services. The property houses one of the largest Grand Ballroom in the city to host various events.

SERVICES OFFERED AT MEALS

For weddings, Renaissance offers 'food tastings' services for clients to allow them to experience the food beforehand and customise it according to their requirements. With regards to sit down services, the property has successfully hosted sit down meals for 450 pax using customised chef menus consisting predominantly of Indian Thalies or a 3-4 course menu in the case of Continental Cuisine. The property also specialises in organising *Sanjan Ghot* (Indian Wedding Sit Down functions) wherein the patrons are served from *kamandals* (pots) from buffet to platter.

VENDORS CONNECTED

The in-house event planning team at Renaissance associates with some of the best events and décor agencies for indoor and outdoor. Some of the vendors are National Decorators.

“Convention Centre has a total of 17 meeting rooms and outdoor venues”





Sameer Sud
General Manager
The Leela Mumbai

CONFERRING FACILITIES

We have a Grand Ballroom of 11,742 sqft which can accommodate 800 people in theater style, 250 people in Classroom and Cluster style and 1,200 people for a reception. The Grand Ballroom can be divided into five small Ballrooms:

Ballroom 1 (2,344 square feet), Ballroom 2 (2,444 square feet) and Ballroom 3 (2,352 Square Feet) can accommodate 130 people in Theatre style, 60 people in Classroom and Cluster style, 40 people in U Shape and Boardroom style and 150 people for a reception. Ballroom 4 of 2,011 sqft can accommodate 50 people in Theatre style 40 people in Classroom style, 30 people in U shape style and Boardroom style, 40 people in Cluster style and 80 people for a reception. Ballroom 5 of 1,633 square feet can accommodate 40 people in Theatre style 30 people in Classroom style and cluster, 20 people in U shape style, 25 people in Boardroom style and 60 people for a reception.

We also have a separate banqueting venue, O59 on the lower lobby level which is 3,120 square feet and can accommodate 80 people in theatre style, 30 in classroom style, 25 in U shape and board room, 50 in cluster style and 150 people of a reception. We also offer a varied choice of well-appointed smaller meeting rooms for seminars, breakout rooms and board meetings located at the first floor and the eighth floor. Our meeting rooms Diya, Nidhi and Maya of 630 sqft can accommodate 12 people in a Boardroom style whereas our meeting rooms, Kamal and Nithya of 920 square feet can accommodate 16 people in a Boardroom style.

SPECIALISED CHEFS

We have India (pan Indian), Chinese, French/Italian specialty restaurants in the hotel. Apart from the cuisines that we serve here we are also adept at Japanese, Thai, Burmese, Mumbai Street Food, BBQ and Mediterranean. These are our core competencies. We also, have a full-fledged patisserie to cater to our bakery requirement. Our *Halwai* section is famous for Indian sweets and authentic Gujarati delicacies. Conferences, meetings and events are always customised to suit your specific requirement. Innovative food presentations and cuisines from around the globe are well crafted and offered by our experienced culinary masters.

VENDORS FOR DIFFERENT EVENTS

For social events we work with two vendors – Vivaah and Bombay Decorators. They are empanelled with us on a yearly contract for their quality of work. For audio visual equipment, we recommend Magnavision's Mr. Lulla, who is pretty much a pioneer in the industry. Barmen – Cocktails and Dreams. Gensets – MK enterprise. We also have three manpower vendors. The above are our preferred vendors; however the trend is that the guest normally gets their own vendors like Showbiz/Wizcraft and many known players in the market for their functions also. They then work within the guidelines and the framework mentioned by us.



“ We also have a separate banqueting venue, O59, which can accommodate 80 people ”



of technology during the events, catering to the evolving trends, The Taj Mahal Palace, Mumbai has 11 banquet rooms, designed keeping in mind the requirements of guests also featuring latest state-of-art facilities paired with the expertise of our service team.

The Taj Mahal Palace, Mumbai offers 11 banquet rooms, tastefully refurbished to include the latest in business and state-of-art facilities, yet retaining the elegance and old-world charm

Crystal Room - Crystal chandeliers, mirrored ceilings and baroque woodwork set the tone for an evening of glitter and sparkle - the ideal venue for any affaire extraordinaire, be it a corporate meet, high-profile product launch or lavish cocktail reception

The Ballroom - It has long been the venue of some of Mumbai's most historic meets and social events, it has transformed into an efficient meeting room where technology is placed at your disposal, just a button away. But it just as easily transforms into a social setting, with graceful arches, scalloped pillars and crystal chandeliers giving it an air of royal elegance.

Rendezvous - Set high above the city, this rooftop venue is apt for heady celebration, enjoying a 360 degree view of the city: the Arabian Sea to one side, and the city of Bombay to the other, with plenty of natural light coming in from all sides, this room is the perfect choice for a business



Ritesh Choudhary
Director F&B
The Taj Mahal Palace, Mumbai

EXPERIENTIAL MOMENTS

Maharashtra boasts of the economic capital of the country that is brimming with business opportunities thereby offering a seamless transition into the MICE segment. The meeting landscape has observed an increase in size of conferences/meetings. The company's desire is to replace traditional meeting with experiential moments during the meeting.

Venues that allow businesses to use the space creatively and are flexible when it comes to various team-building exercises are doing exceedingly well. Menus and tea rituals have become an important aspect. Guests are looking for innovative ways to indulge in meal and tea/coffee breaks. There has been widespread use



setting. Come evening, the venue is magically transformed into a glamorous setting for a social get-together.

Gateway Room, Princes Room, Golden Room, Ruby Room, Emerald and Jade Rooms and lastly Sapphire Room offer guests ideal locations to host business meetings.

“The Ballroom has been the venue of some of Mumbai's most historic meets and social events”



Mohit Kanwal

Director of Sales & Marketing
Hyatt Regency Mumbai

MUMBAI OFFERS FLEXIBILITY

Exhibition centres like Bombay Exhibition Centre, MMRDA Grounds, Nehru Centre, NCPA, World Trade Centre are ideally suited for large trade fairs, conferences and cultural extravaganzas. As per the Cushman & Wakefield's Hotel 2015 report, the average contribution of MICE segment in Mumbai has been steadily growing from a 20-25 per cent in the market and the demand for MICE business in Mumbai is expected to grow steadily with the Reliance Convention Centre set to be developed at Bandra-Kurla Complex by 2017.

CONFERENCING FACILITIES

At Hyatt Regency Mumbai, over 1,000 sqmt space is dedicated to banquet and conference spaces with a 620 sqmt tastefully designed, pillar-less, Regency Ballroom that is ideal for conferences as well as weddings. With seven multi-compatible venues that can be further divided to be used as break-away rooms, the hotel offers a diverse experience. Our venues can take from a meeting for 10 people up to a conference for 550 people or a 1,000 people wedding.

SPECIALISED CHEFS

We have a team of talented chefs who specialise in Indian, continental and western cuisines. Considering a rising number of vegetarians frequenting 5-star hotels, we have chefs who specialise in Jain cooking. A sit down dinner requires meticulous planning and is much like organising an orchestra; the key to success here is timing and seamlessness. Right from planning the table layouts and number of guests per

table to helping the guests choose a cuisine that compliments their event and is enjoyed by their guests to recommending a selection of beverages that pair well with the meal. If it is Indian cuisine, we then offer a traditional thali while for western cuisine we recommend a pre-plated four/five course meal paired with wine.

VENDORS FOR EVENTS

We have a panel of vendors who we work with, who are quipped to offer expertise on stage backdrops, sound and lighting and even help hire hostesses/bartenders/artists for different events.



“ The average contribution of MICE segment in Mumbai has been steadily growing ”



'INDIA OUR #1 market for MICE'

The **Shangri-La Colombo** hotel group expects India to be its number one source market for its newest property that will open in Colombo later this year, specially targeted at the MICE segment

Hazel Jain



Timothy Wright

Due to open later this year, Shangri-La Hotel, Colombo will be the groups' second property in neighbouring Sri Lanka. This automatically puts India in a strategic position as a source market, especially considering the huge MICE movement that originates from here.

Timothy Wright, Vice President and General Manager, Shangri-La Hotel, Colombo, was in Mumbai recently with a huge Shangri-La delegation to meet the travel trade. Revealing more details about the hotel, he said, "We will

undoubtedly have the most expansive conference and meetings space in Sri Lanka. Our boardroom, for instance, will be by far the largest there is in Sri Lanka. Other options include an outdoor lawn that can accommodate between 500-700 people. The hotel has identified 'events' – whether they are local social functions, destination weddings, or large conferences – as key business segments. India will be our number one source market for this property."

MICE is also something that the Sri Lankan Tourism Board is eyeing. "They have realised





that it is a missing component currently in target segments for Sri Lanka primarily because hotels, when they were built in Colombo, didn't anticipate or didn't at that time see the need for facilities and as such don't have the requisite facilities to capture that market," Wright explains.

BANKING ON INDIA-SRI LANKA TRAFFIC

The hotel group's confidence in the potential that Sri Lanka offers is reflected in the investment it has made there. He says, "Our Colombo property is one of our largest investments we have made so far. It is a mixed-use complex – with a hotel, office building, residential complex and a shopping mall – so the entire complex is in excess of USD 500 million. So our commitment and our confidence in the potential of Sri Lanka is tremendous."

Shangri-La's first property in Sri Lanka was a 300-key city resort on approximately 145 acres of land in Hambantota, on the southern coast of Sri Lanka. Wright adds, "It is in a location that is emerging, there are very few properties of that size and of that nature in the deep southern belt. However, our owners understood that there's a port close by, an airport close by, and whilst accessibility at this time is difficult, Colombo is a four-hour drive, we see that there is infrastructure being built and that the airport will become more popular. Having said that, business has already started to pick up. We have achieved a tremendous response from the local Sri Lankan community in the first few months and now we see that the Indian market, Chinese as well as the European markets start to really become established."

Speaking about how the different markets are performing, he feels that the short-haul markets like India and China generally develop quite quickly. The longer-haul markets – Europe, Russia, and the Middle East – take longer to develop. "Nevertheless, I see the India market as a very vibrant, fast-paced business and it will certainly be very exciting to watch how somewhat traditional channels of doing business now start to

“ Shangri-La's first property in Sri Lanka was a 300-key city resort in Hambantota ”

really take hold of technology and new channels of the digital world. China is the fastest growing and is rapidly catching up with India," he says.

Shangri-La meanwhile has appointed a new group technology officer primarily focusing on two major areas – e-commerce and the channels of bringing in business as well as the digital marketing and social media. "There are other opportunities to improve our productivity, to improve our ability to meet guests' needs. There are also lots of new applications, lots of new technologies that are being developed to improve guest experience. We are constantly looking at how we can adapt our technological capabilities," Wright adds.

ABOUT THE HOTEL

Shangri-La Hotel, Colombo will be located between the Galle Face green promenade and Beira Lake, with uninterrupted views of the Indian Ocean. The hotel will be easily accessible from Colombo International Airport in 45 minutes by car. It will offer 500 rooms offering some of the largest accommodation in town at 45 square metres to 60 square metres (484 square feet to 646 square feet). This also includes 30 suites ranging in size from 90 square metres to 225 square metres (968 square feet to 2,421 square feet). We will have 500 rooms, including 30 suites, 41 serviced apartments, and five restaurants. This will include our renowned Shang Palace Chinese restaurant.

The meeting facilities will be among the largest in Colombo, with over 4,500 square metres (48,438 square feet) of function space spread over three floors to host meetings, receptions and private functions. A fitness centre, spa, pool and two outdoor tennis courts will complete the recreational facilities. A range of restaurant and lounge concepts will be available at the hotel.



Maya casts a

The fourth edition of South India Travel Awards celebrated the best talent from the tourism and hospitality industry in the region, as stalwarts descended at Crowne Plaza Kochi to raise a toast to honour them

Nisha Verma



(L-R): Hanneli Slabber, Riyaz U.C., M.P. Purushothaman, Dr. A. Jayathilak, Arni Sapkal, K.C. Chandrahasan and SanJeet, at the South India Travel Awards.



The winners of South India Travel Awards with their trophies at Crowne Plaza Kochi on May 2, 2017

spell in South India

Kochi played host to South India Travel Awards, which was held at Crowne Plaza Kochi on May 2, 2017. Leaders and achievers from the travel and tourism industry of the region were rewarded for their hard work and sincere dedication. The gala evening saw in attendance high flyers from the tourism and hospitality industry from not just Kerala but the entire South India. Gracing the occasion with his presence as Chief Guest was **Dr. A. Jayathilak** (IAS), Chairman, Spices Board of India, Ministry of Commerce & Industry. Acknowledging how awards act as a catalyst for the industry to excel, he said, "It's a great initiative because we need to identify and encourage talents of all kinds in this vibrant sector and any award of this kind will go a long way in stimulating and encouraging more talent to develop themselves and also to contribute more to the development of this industry."

India Travel Awards recognises stalwarts from the industry in all the regions pan India. These exclusive awards are based on a unique jury judgement and a final list is made after a fair online voting process. The formal black-tie event was attended by over 150 notable personalities from the South Indian Travel industry. Welcoming the guests for the award, **SanJeet**, Mentor, India Travel Awards, said that the awards acknowledge the consolidated efforts of the trade partners from the southern region owing to whom the travel industry has achieved a benchmark.

"Every small hotel, restaurant, tourist attraction, or tourism outlet contributes towards the growth of this country. However, are we doing enough to recognise them? We have instituted these awards for this precise reason. The regional award recognises those establishments that contribute to the overall growth of the industry. We have come a long way since the first South India Travel Awards held in Hyderabad in 2014," he said.

The awards were divided into four different categories—Personal Awards, Business Awards, Trending Awards and Partner Awards. Talking about the voting process, SanJeet said, "The voting is carefully monitored to avoid duplication and ensure transparency. When the votes were finally opened for counting, we were surprised to learn that we have received votes from 12 different countries apart from India."

Adding a touch of glamour and elegance to the evening was the Guest of Honour **Arni Sapkal**, Gladrags Mrs India Mumbai, who handed over the trophies to the winners alongside Dr. Jayathilak. Awards were presented in a total of 47 categories in both travel and hospitality. **K.C. Chandrahasan**, Vice Chairman, Kerala Travels Interserve, received the coveted Gallery of Legends award, while **M.P. Purushothaman**, Chairman and Managing Director, Empee Group, was awarded the DDP Trailblazer Award.





GALLERY OF LEGENDS- K.C. Chandrasan



DDP TRAILBLAZER- M P Purushothaman



BEST AIRLINE - INTERNATIONAL- Silk Air



BEST WEDDING AND MICE HOTEL- Le Meridien, Kochi



BEST DESTINATION MANAGEMENT COMPANY- SOUTH EAST ASIA- TravelBullz



BEST CORPORATE HOTEL- Crowne Plaza Bengaluru Electronics City



BEST EXECUTIVE HOTEL- Howard Johnson Bengaluru Hebbal



BEST DEBUT RESORT- Glyngarth Resorts Ooty



BEST MID-MARKET BUSINESS HOTEL- Holiday Inn Express & Suites Hyderabad Gachibowli



BEST BUSINESS HOTEL- Crowne Plaza Kochi



BEST LUXURY HOTEL- Park Hyatt Chennai



BEST TOUR OPERATOR- Spiceland Holidays



BEST DEBUT MID-MARKET HOTEL - Holiday Inn Express Chennai Old Mahabalipuram Road



BEST METROPOLITAN HOTEL - Ramada Chennai Egmore



BEST BUSINESS TRAVEL AGENCY - Archana Travels



BEST LUXURY AND MICE HOTEL - Shangri-La Hotel Bengaluru



BEST CORPORATE INCENTIVE TOURS OPERATOR - Parry Travels



EXCELLENCE IN CUSTOMER SERVICE - Radisson Hyderabad Hitec City



BEST DESTINATION WEDDING RESORT - Anantya Resorts



BEST DEBUT HOTEL - Holiday Inn Chennai OMR IT Expressway



BEST DEBUT MICE HOTEL - Holiday Inn Cochin



EMERGING TOURISM DESTINATION - Reunion Island



BEST GREEN HOTEL - Holiday Inn Express Chennai Mahindra World City



BEST CUSTOMISED TOUR OPERATOR - Shanti Travel



Glimpses of the **SHOW**







Shivani Misri Sadhoo
 Founder
 Saarthi Counselling
 Services

Be an Counsellor Shivani Misri Sadhoo on how managers can become an inspiration to employees **INSPIRATION** first

Every organisation today strives to have leaders at key managerial positions to gain high productivity, low attrition, and good employee loyalty. It's not just the organisation even the employee desires for good leaders to guide them rather have just managers. All leaders are managers but all managers may not be good leaders. Some pointers on improving leadership behaviour is the key to develop a positive impact on employee satisfaction/ commitment level.

MOTIVATE OTHERS

A leader is someone who doesn't select negative approach like criticism or scolding rather uses inspiration, appreciation and encouragement to get work done by his/her subordinates.

SET HIGH STANDARDS OF EXCELLENCE

Good leaders don't just check communication goals and monitor employees, he/she is the one who first himself/herself sets high standards of excellence for the work group. Then they motivate their employees for a higher level of performance and continually remind them of their progress relative to the goal.

PLANNING AND STRATEGIC PERSPECTIVE

While the first two behaviours focus on getting task

done, the third behaviour of a good leader focuses on providing his/her team a definite sense of direction and purpose. Good leaders paint a clear perspective between the overall picture and the details of day-to-day activities. This helps employees to build a better sense of satisfaction and self-worth within the organization.

COLLABORATION

Possibly one of the most common challenges in today's organisations is the lack of collaboration between groups within an organisation. One team is competing for the resources or recognition against other teams. Information is not shared, customers are not well-served, and work frequently gets stalled. This conflict and lack of synergy frustrates and discourages employees. When leaders demonstrate that they can achieve objectives that require a high level of intergroup cooperation, synergy is created and every employee enjoys the work experience.

EXPERT, KNOWLEDGE AND CONFIDENCE

Remember people trust leaders with deep expertise and knowledge because they project confidence in their ability to make informed decisions. Only when leaders are consistent and predictable, others acquire confidence and trust in them.

“

Good leaders paint a clear perspective between the overall picture and the details of day-to-day activities

”



Geeta Jain

Travel at ease with 'CWT FOR YOU'

Carlson Wagonlit Travel (CWT) has launched CWT for You in India, a state-of-the-art business travel solution specifically designed for small and medium enterprises (SMEs)

It is estimated that India has close to 50 million SMEs, accounting for nearly 40 per cent of the gross domestic product, informs **Geeta Jain**, Chief Executive Officer-India, Carlson Wagonlit Travel (CWT). CWT is offering a level playing field to these SMEs catering to business travel, with large corporations with their newly launched product-CWT for You.

APT SOLUTION

Jain explains that Indian SMEs and start-ups have seen tremendous growth in recent years, with many expanding nationwide and some even venturing into international markets. However, most of these companies have very little control over what they spend on business travel which usually amounts to a significant share of their total spend. "With no minimum spending threshold or applicable transaction fees, this new

service is available through a simple web-based registration and is focused on giving the growing business access to some of the benefits of managed travel that larger corporations enjoy. CWT for You offers SMEs a highly user-friendly, intuitive, cost-effective and self-servicing solution for their business travel needs. It includes essential components of managed travel, without certain added services required by organisations with global travel programs or high travel volumes. This has allowed us to give these growing businesses unprecedented access to our global negotiating and buying power along with our products and services," she says.

ADDED BENEFITS

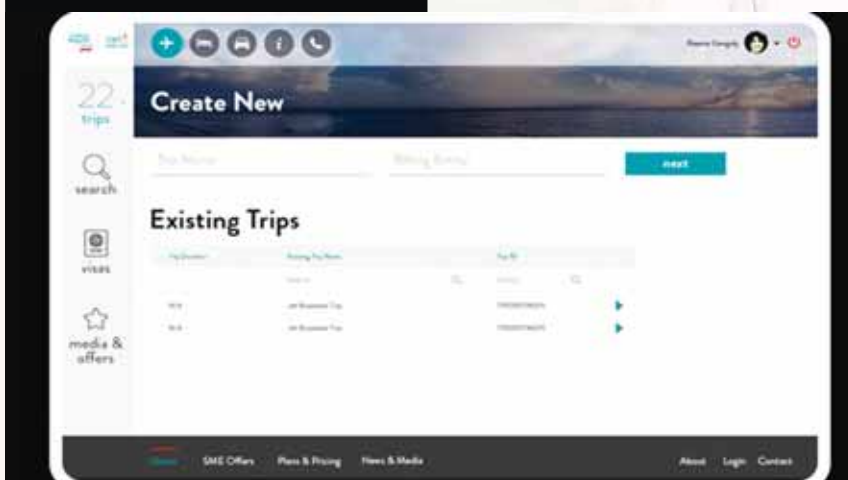
The product offers SMEs access to CWT's specially negotiated airfares and hotel rates, as well as added benefits like in-flight meals, preferred seat selection, flight changes and cancellations at no extra charge on various low-cost carriers. Typically, these benefits can add up to close to 35-40 per cent of the ticket price, adds Jain. The tool also saves time and effort as it indicates the lowest airfares and hotel rates with a

single click. The product is available as a mobile app and online booking tool (OBT) which is also instrumental in saving time spent searching for visas and travel insurance by reflecting them to the appropriate websites. The portal also offers web-chat or phone support to travellers who book complex itineraries with multiple destinations.

Jain further elaborates that an added benefit of this tool is that SMEs who use this solution will also have access to CWT AnalyIQs business intelligence tool. CWT AnalyIQs provides real time data allowing companies to monitor their overall travel spend and discover savings opportunities. The tool also enables companies to track all their travellers who are on the road, making it easier to reach them in case of an emergency.

FEATURES

- Complimentary in-flight meals
- Preferred seat selection at no extra cost
- Cancel flights without penalty
- Change dates at no extra cost



Visa Requirements



Philippines

- ✓ **Passport:** Original Passport with the validity of minimum six months from the date of return and minimum two blank pages for visa stamping.
Please Note: Attach first page, last page and observation page of passport along with all old passports (if any).
- ✓ **Visa Application Form:** One visa application form to be duly filled and signed by the applicant.
- ✓ **Photo Specification:** Two recent passport size photographs with matt or semi matt finish, 60-80 per cent face coverage, white background and without border (Size: 35mm x 45mm).
Please Note: Photograph should not be more than three months old, scanned/stapled and should not be used in any of the previous visas.
- ✓ **Covering Letter :**
 a) Covering letter from company with naming list and passport details of all applicants. The letter should be duly signed by the authorised signatory & taking the guarantee of all applicants that they will return back to India before the expiry of visa issued to them.
 b) Covering letter from tour operator with naming list & passport details of all applicants mentioning travel dates and taking the guarantee of all applicants that they will return back to India before the expiry of visa issued.
Please Note: The letter should be addressed to "The Visa Officer, Embassy of the Republic of Philippines", Delhi.
- ✓ **Invitation letter:** In case of Business purpose, an invitation letter from Philippines Company is required along with the naming list and passport details of all applicants. The letter should be addressed to "The Visa Officer, Embassy of the Republic of Philippines", Delhi.
- ✓ **Financials:**
 a) Company's and Personal ITR for the last three years.
 b) Original Personal Bank Statement for last six months with minimum balance of ₹ 80,000 and name and address of the applicant. The statement must have name, contact number, stamp & signature of the bank's authorised signatory
 c) Salary slips for last three months.
- ✓ **Proof of Occupation:**
Employed:
 a) Certificate of the current employment from employer stating employer's full name address and telephone no., applicant's length of service.
 b) NOC Letter from the employer.
 c) Salary slip for six months.
Self-employed:
 a) Copy of Income Tax Return for last three years.
 b) Company registration copy with director naming list/ partnership deed.
Student:
 a) Leave Sanction Letter, School ID Card and NOC from school mentioning the dates of trip.
- ✓ **Airline Reservation:** Confirmed air ticket
- ✓ **Proof of Accommodation:** Hotel booking along with day to day itinerary.
- ✓ **Agreement:** A notarised agreement between the Indian and Philippine tour operators, covering at least one year period. Please note that since the document will be coming from the Philippines, this must be duly authenticated by the Department of Foreign Affairs.
- ✓ **Certificate:** Certificate from TAAI, TAFI and OTOAI that the Indian tour operator/travel agent is a bona fide member of said association, of good standing and has been doing business for a certain number of years.
- ✓ **Tour Package:** Copy of the tour package on the letterhead of the Philippine tour operator; created for the tour group handled by the Indian tour group operator/travel agency with:
 a) Name of passengers with passport details;
 b) Name of hotel/resort with that the group will stay will in the Philippines
 c) Itinerary of the destinations that the group will visit,
 d) Arrival and departure dates of the group.
- ✓ **Jurisdiction:** Submission of tour group applications is done only at the Philippine Embassy in New Delhi.





South Korea

- ✓ **Passport:**
Original Passport with the validity of minimum six months and minimum two blank pages for visa stamping. Attach all your old passports (if any).
- ✓ **South Korea Visa Application Form:**
One visa application form to be duly/completely filled and signed by the applicant.
Please Note:
Accommodation details have to be mentioned in the application form along with the contact details.
- ✓ **Photo Specification:** Two recent passport size colored photographs with matt or semi matt finish, 60-80 per cent face coverage, white background and without border (Size: 35mm x 45mm)
Please Note:
Photograph should not be more than three months old, scanned/stapled and should not be used in any of the previous visas.
- ✓ **Covering Letter:** Covering-Letter from company with the naming list and passport number of all the applicants
- and stating the purpose and duration of visit. The letter should be duly signed by the authorize signatory and addressed to – The Visa Officer, Embassy of the Republic of Korea, New Delhi.
- ✓ **Financials:** Personal ITR for last one year
Please Note:
If the applicant submits bank statement instead of ITR then the same has to be presented of last six months, accompanied with a declaration letter stating the reason for not submitting the ITR's.
- ✓ **Accommodation Proof:**
Hotel booking on letter head with the naming list and passport number of all the applicants. Day to day tour itinerary has to be provided.
- ✓ **IMPORTANT NOTICE:**
Applicant need to provide certificate of health (Obligatory Enforcement of TB Test) which needs to be issued by the designated hospitals.

Source: Udaan



ITB Asia
Asia's Leading Travel Trade Show
25 - 27 October 2017, Marina Bay Sands, Singapore



EXHIBITOR
Register & secure your booth before we are 100% sold. Sign up at <http://bit.ly/ITBAsia2017Exhibitor>

HOSTED BUYERS
Calling all Corporate, MICE & Leisure buyers! Register for our Packages at <http://bit.ly/ITBAsia2017Buyer>



TRADE VISITOR
Purchase your tickets online & enjoy great savings. Purchase your tickets at <http://bit.ly/ITBAsia2017TradeVisitor>



For more information, please visit www.itb-asia.com or contact us at Tel: +65 6635 1188 | E-mail: exhibitor@itb-asia.com

Supported by:

Official Partner Country:

Official Partner Hotel:

Media Partner:

Organised by:









KOREA WORLD TRAVEL FAIR (KOFTA)	Seoul	1-4
ILTM ASIA SHANGHAI	China	5-8
MICE EAST AFRICA	Addis Ababa - Ethiopia	8-10
THE MEETINGS SHOW	London - UK	13-15
KOREA MICE EXPO 2017	Songdo Convensia, Incheon	15-16
ITE	Hong Kong - China	15-18
CONNECTIONS MEETINGS QUITO,	Ecuador	18-21
LATIN AMERICA MEETING & INCENTIVE TRAVEL EXCHANGE	La Antigua - Guatemala	19-23
BITE	Beijing - China	23-25

JULY 2017

TRAVEL WEDDING SHOW	Jaipur	8-9
HAWAII LODGING, HOSPITALITY & FOODSERVICE EXPO	Honolulu	12-13
GPS	Ahmedabad	13-15
IITM	Chennai	15-17
GBTA CONVENTION	Boston, USA	15-19
GPS	Chandigarh	20-22
IITM	Bengaluru	21-23
INDIA TRAVEL AWARDS EAST	Guwahati	26
GPS	Kolkata	27-29
SINGAPORE MICE FORUM 2017	Singapore	27-28

AUGUST 2017

GLOBAL PANORAMA SHOWCASE (GPS)	Kochi	3-5
GLOBAL PANORAMA SHOWCASE (GPS)	Pune	10-12
ACTE CONFERENCE TOKYO	Japan	22-23
CHINA CIBTM	Beijing	23-24
LACITA USA	Florida	29-31



IT&CMA, CTW to showcase in Bangkok from Sept 26-28

The Doublebill event aims to leverage incentives for MICE and corporate travel industry

Being labelled as the only Asia-Pacific's Doublebill event for the MICE and corporate travel industry, the Incentive Travel & Conventions, Meetings Asia (IT&CMA) and Corporate Travel World (CTW) will be held from September 26-28, 2017, at Bangkok Convention Centre in Central World, Thailand. Both events have been co-locating since 2004 and offering its delegates an unparalleled platform to do business, learn and network with industry players from around the region and beyond. Since 2012, the event has incorporated Luxury Travel in its ambit.

The year 2017 will see the 25th and 20th instalment of IT&CMA and CTW Asia-Pacific respectively. Established in 1993, IT&CMA is at the forefront of fostering MICE growth opportunities for the Asia-Pacific and beyond. Its multi-faceted programme engages regional and international industry suppliers and buyers in the realms of business, education and networking. IT&CMA also features dedicated platforms designed around the interests of valuable MICE niche segments, enabling the event to consistently deliver a delegate profile that is both relevant and dynamic. IT&CMA remains uniquely positioned as the only global event with the largest exhibition showcase of Asia-Pacific MICE suppliers. The show has been incorporating Luxury Travel since 2012.

The CTW Asia-Pacific, which was launched in 1998, is dedicated to cultivating Travel & Entertainment (T&E) best practices among Asia-Pacific's corporate travel professionals.

Influencers, planners and decision-makers of corporate travel functions in their organisation attend the annual conference to keep themselves abreast of the latest trends and knowledge that enable them to get the most out of their T&E decisions.

the business travel magazine

MICETalk

Boost your brand visibility with India's leading
business travel magazine

Highest Readership:

The leading business travel magazine in India with over 600,000 readers



Renowned Brand Name:

The best known travel magazine among Indian corporates and Travel Industry



Offline & Online Presence:

Apart from a print run of 34,500 copies, the magazine also commands a massive online readership base



Global Reach:

MICETalk has a global readership, through circulation at numerous international trade shows



Our esteemed clientele comprises of over 14,000 reputed brands which have been featured till date, including top destination management companies, prominent corporates and MICE companies

For further details, please contact:

Delhi:

Sanjiv Chopra: sanjiv.chopra@ddppl.com, +91 96503 11775

Mumbai:

Harshal Ashar: harshal@ddppl.com, +91 9619499167
Priyanshu Wankhade: priyanshu@ddppl.com, +91 9619499170

movements



Amelia Roziman
Chief Operating Officer
Sarawak Convention
Bureau (SCB)

Sarawak Convention Bureau (SCB), the pioneering Bureau in Malaysia, has appointed Amelia Roziman as its first Chief Operating Officer since its establishment in 2006. Roziman's career spans 14 years' experience in branding, sales, operations, and marketing with 11 years exclusively dedicated to Business Events, which leads to the depth of experience to position not just the Bureau, but the destination of Sarawak as a whole.



Capt. A.S. Khuman
Executive Chairman
Board of Directors of
ATPI India

The ATPI Group has appointed Capt. A.S. Khuman as Executive Chairman of the Board of Directors of ATPI India. Capt. Khuman had previously held a role at Griffin International where he was the Managing Director of Griffin Global Holdco Limited for India. He will also be the member of the Global Advisory Executive Board set up to formulate Global Strategy for Marine. The ATPI Group is a global leader in travel management for corporate, shipping and energy businesses, sports and corporate event management and online travel technology.



John Burke
Deputy General Manager
Kuala Lumpur
Convention Centre

The Kuala Lumpur Convention Centre (the Centre) announced the appointment of John Burke as its new Deputy General Manager. As Deputy General Manager, he is responsible for overseeing the Centre's day-to-day operations including managing the AV and technical services, catering, event co-ordination and exhibition services, to name a few. Prior to joining the Centre, Burke was Oman Convention & Exhibition Centre's (OCEC) Director of Operations.



Raj Singh
General Manager
Novotel Lucknow
Gomti Nagar

AccorHotels has appointed Raj Singh as the General Manager of Lucknow's very first Novotel, Novotel Lucknow Gomti Nagar. Singh, with his extensive experience and domain expertise in the hospitality industry, will steer the hotel to scale new heights of success. In his new leadership role, he will spearhead business operations, overall implementation, and business development at the newly launched 106-room business hotel. Singh holds specialisation in hotel operations and has been in the General Manager role for leading hospitality brands such as Ramada, Fortune Hotels, for eight years.



Amanpreet Singh Sandhu
Director of Sales and Marketing
Eros Hotel, New Delhi,
Nehru Place

Eros Hotel, New Delhi, Nehru Place announced the appointment of Amanpreet Singh Sandhu as Director of Sales and Marketing. Graduated from ESSEC Business School, France, he has an experience of over 13 years in Revenue Management, Sales & Marketing and Hotel Operations. He will be responsible for charting out strategies towards enhancing business volumes by cementing healthy relationship with key clients and leading workforce in accomplishing business goals.



Harpreet Kaur Bakshi
Asst. Manager – Marketing
Communications and PR
Eros Hotel, New Delhi,
Nehru Place

Eros Hotel, New Delhi, Nehru Place has recently announced the appointment of Harpreet Kaur Bakshi as Asst. Manager – Marketing Communications and PR. She holds a post graduate diploma in Travel and Tourism Management and has an experience of six years in the hospitality industry. At Eros Hotel, she will be responsible for conceptualising and executing marketing strategies, managing advertising, public relations, promotions and media relations to help Eros build a unique brand position within the competitive industry.

SECRET ESCAPES FOR SUCCESSFUL EVENTS

Whether you are wanting to motivate your team or thank them for their success, it makes sense to take them somewhere that will inspire them towards even greater achievements. At Centara Hotels & Resorts, we have professional-standard meeting and event venues of all sizes, set amidst vibrant cities, exotic hideaways and tropical beachfronts. Visit our dedicated Meetings, Incentives, Conferences and Exhibitions (MICE) website to find out more about how we can turn your event into an experience that matches the best performances of your team.

VISIT US AT centarahotelsresorts.com/mice

FOR FURTHER DETAILS PLEASE CONTACT US ON

✉ eventsalesgroup@chr.co.th
☎ +66 (0) 2101 1234



THAILAND

MALDIVES

OMAN

QATAR

SRI LANKA

VIETNAM

CANADA 
KEEP EXPLORING

Canada for those who love to explore!

Day 1 | Day 2



Day 3 | Day 4 | Day 5 | Day 6



Canada

www.keepexploring.in