

the business travel magazine

# MiCEtalk

Meetings • Incentives • Conferences • Events Volume IX Issue 7 October-December 2018 52 pages  
A DDP Publication



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makes a **CONNECT**

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on **'BAZZAR'**

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**BIG APPLE**

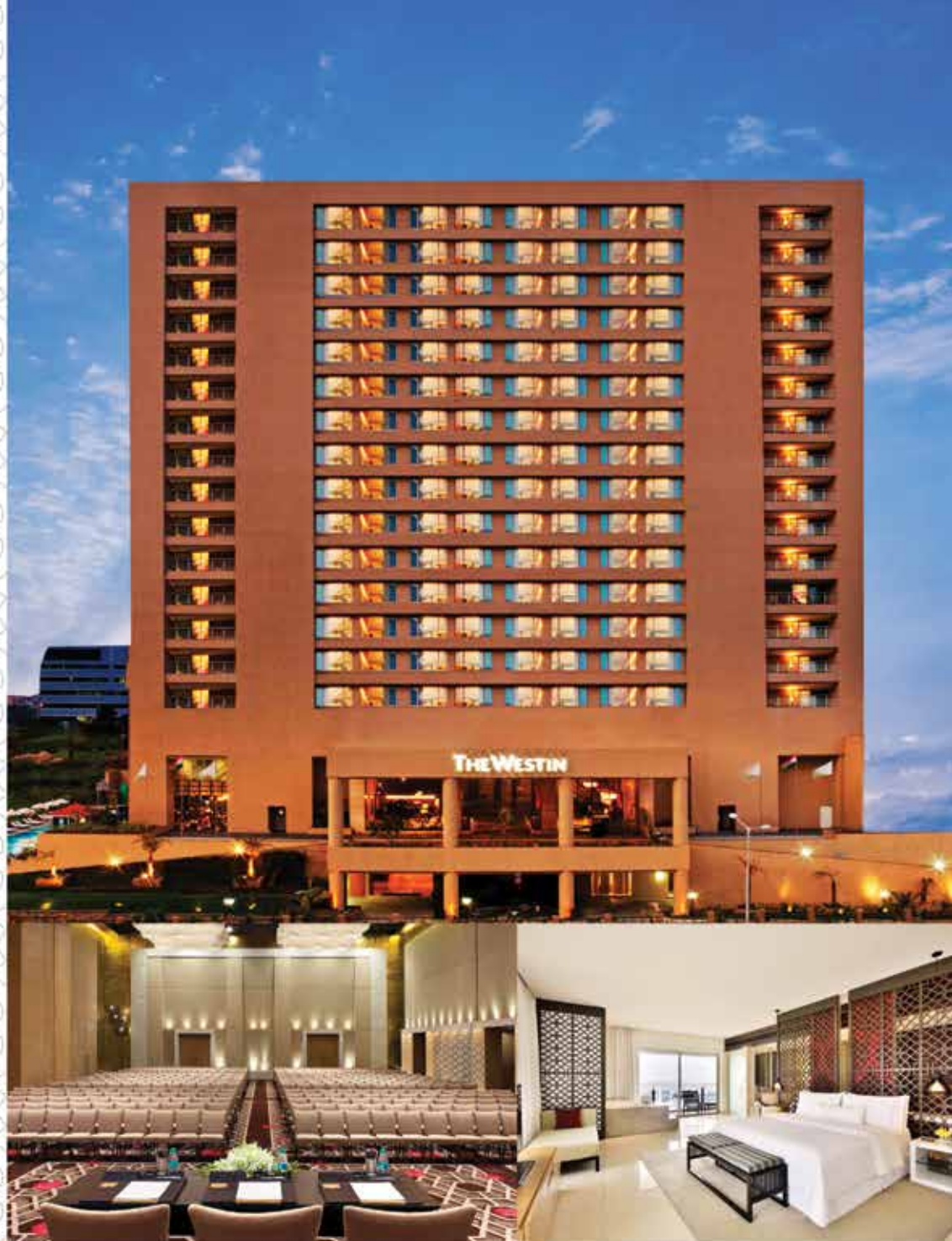
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# editorial



Dear Reader,

The global market for MiCE has seen significant growth this year. Outbound and inbound movement to and from India has also been on the rise. As per some studies, India is the 10<sup>th</sup> largest market in the world for MiCE travel, with approximately 1.5 million people travelling for MiCE purposes. India has also moved up to occupy the 31<sup>st</sup> rank, previously 35<sup>th</sup> in 2014, in global MiCE business as per an ICCA study. This segment is targeted and routed as one of the most attractive and lucrative. In our yearly round-up article, we focus on global trends that MiCE is foreseeing and what the Indian market has in store in terms of inbound and outbound for this year and the next.

The Department of Tourism (DOT), Philippines, recently conducted 'Focus Philippines', an interactive and inclusive event between suppliers and leading travel agents in India. More than 3000 B2B meetings were held at the event. Flip over and read on as we get you the event report.

For long, New York City has been considered by Indians as a traditional VFR market. Indian companies, however, are now slowly looking at it as a new and exciting city that offers a host of offbeat and unconventional venues for events and incentives. In our destination article, we find out more about this one-stop shop suitable for meetings, trade shows, conventions and events. The Indian market continues to be the number one source market for Dubai; about two million Indians travelled last year from India to Dubai. Between 30-40 per cent of these visitors travelled due to business and related matters. In an interview, Karina Lance, Senior Manager, Sales and Convention Services, Dubai Business Events, tells us more about Dubai's MiCE offerings.

Thirty four years since its inception and after touring 450 cities in 60 countries, Cirque du Soleil will now travel to India. We bring you a heads-up on the show and related group bookings. With the big fat Indian wedding now coming of age and the number of wedding planners on the rise, our counsellor, Shivani Misri Sadhoo, shares why wedding experts are the go-to people in today's era.

Keep reading and giving your feedback to us at:  
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Cover Picture  
Cirque Du Soleil





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# NEWS

INDIA

## Indian business travellers surge revenue

Revenues from business travellers will grow significantly over the next few years, according to a CII-PwC report. Although MiCE has not been a significant contributor to the Indian hospitality sector so far, this trend is likely to change with better planning as well as improved infrastructure. On the other hand, few CEOs believe



that leisure travel will keep pace with growth seen in business travel and MiCE. A large section of leisure travellers continue to perceive hotels as a luxury.

GLOBAL

## Turkish Airlines' new business class products

Turkish Airlines has implemented two new projects enabling business class passengers to choose their meals before the flight via "Meal selection before flight" service. With this service, applicable to the several intercontinental destinations, business-class passengers can view the meal details on the web.



ASIA

## PATA Travel Mart 2018: Over 1400 pax

PATA Travel Mart (PTM) 2018, held from September 12-14, at Mahsuri International Exhibition Centre in Langkawi, Malaysia, opened to more than 1400 delegates. Addressing them, **Mario Hardy**, Chief Executive Officer, PATA, said, "PATA Travel Mart continues to stand tall in the Asia Pacific as the most value-adding network. The event's continued success is due to its ability to strike the right balance between quality and quantity when it comes to buyer and seller appointments. So far, PTM has welcomed a total of 389 sellers from 208 organisations and 33 destinations. Overall, there are more than 1400 delegates who joined us in the event."



INDIA

## India, third largest APAC market, growing at 12% YOY: GBTA

Discussing best practices across the business travel lifecycle, Global Business Travel Association (GBTA) Conference 2018, held at Hotel Pullman New Delhi Aerocity, recently showcased projections of the Indian market. **Gaurav Sundaram**, Regional Director, GBTA India, said, "Compared to 2017, in 2018, India is together the seventh largest global market with \$38 billion. It is the third largest APAC market with 12 per cent YOY. This is the best time for business professionals."



NORTH INDIA



## JW Marriott New Delhi Aerocity's new event space

■ JW Marriott New Delhi Aerocity has launched its new event space – The Gallery Room. The Gallery Room, with a capacity for 150 people, is equipped with Bose acoustics and sound system and a life-size LED screen. These unique features make it an ideal venue to host business meetings, screen previews and host events requiring audio-visual immersion for gatherings. “The Gallery Room is made keeping in mind the requirements of meetings of the future and how state of the art technology can be weaved neatly to compliment an event hosted here. The Gallery Room is sure to enthrall the audience,” says **Nitesh Gandhi**, GM, JW Marriott New Delhi Aerocity.

NORTH INDIA

## 1<sup>st</sup> international ceramic event in Jaipur

■ The first international ceramic event, ‘The Indian Ceramics Triennale titled Breaking Ground’ was held at Jawahar Kala Kendra, Jaipur recently. The exquisite installation images of the artworks are on display until November 18, 2018. With over 47 artists projects, the event has been organised by Jawahar Kala Kendra in collaboration with Contemporary Clay Foundation. The Indian artists were selected through a nationwide open call and foreign artists through invitation. The Triennale is an exploration of clays versatility with digital technologies.





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# NEWS

INDIA

## DBE roadshows project business for India

■ Dubai Business Events (DBE) has showcased the city's capabilities and services to business event planners through their three-city roadshow held recently in Mumbai, Delhi and Bengaluru, attracting an attendance of approximately 490 business events and incentive buyers as well as wedding planners. DBE was joined on the



roadshow by a number of stakeholders from Dubai, including Dubai Parks and Resorts, Jumeirah Hotels and Emaar Hospitality. The roadshow offered a platform for the DBE team to meet and engage with key decision makers, educate them about the services available to them.

INDIA

## Meetings abound @ Holland Sales Mission

■ NBTC Holland Marketing, in collaboration with Amsterdam Airport Schiphol, KLM Royal Dutch Airlines and Jet Airways, organised the Holland Sales Mission 2018. This three-day event was held recently in Delhi, Bengaluru, and Mumbai. The B2B sessions shared knowledge on Holland's key offerings.



INDIA

## India MiCE Awards travels to Agra

■ A first of its kind, the India MiCE Awards made its debut at The Lalit New Delhi last year and this year is set to make a comeback on December 4 in Agra. The event honours the achievers of the Meetings, Incentive, Conferences and Exhibitions (MICE) industry. Last year, **Alphons Kannanthanam**, Minister of State (I/C) for Tourism and Minister of State, Ministry of Electronics and Information Technology, Government of India, graced his presence at the event as the esteemed Chief Guest. **Suman Billa**, Joint Secretary, Ministry of Tourism, Government of India, was the Guest of Honour. India MiCE Awards is a token of appreciation, more than mere acknowledgement, of the dedication and toil that people of the industry have put in. The awards are divided into four categories: Personal Awards, Business Awards, Trending Awards, Partner Awards.



GLOBAL

## Virgin Group and Virgin Atlantic to launch new loyalty programme

■ Virgin Group and Virgin Atlantic have announced a new Virgin-wide loyalty programme, with unique and differentiated reward opportunities, to reward customer loyalty across Virgin branded companies. This new loyalty programme will offer members the chance to earn and spend 'miles', the currency of Virgin Atlantic's frequent flyer programme, across a range of products and services. A new company, Virgin Group Loyalty Company (VGLC), will be established to own and manage this exciting Virgin loyalty programme. Virgin Red, an existing loyalty start-up within the Virgin Group, will also be integrated.



# A New Gateway & Getaway in Sentosa opens in April 2019.

## As close or far away as you like it.

Three new hotel experiences on the iconic island destination – the Village Hotel at Sentosa, The Outpost Hotel and The Barracks Hotel. Situated in the heart of Sentosa on Artillery Avenue and within reach of the attractions and beautiful beaches, the location is poised to be the centre of gravity on the island. Not forgetting that it is only minutes away from the city's hotspots.

### Your new gateway to new holiday experiences

An enviable location connects the hotels to Sentosa's leisure attractions as well as the key locations in the city.

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### Your getaway from it all

An escape designed for families, couples as well as the business and leisure travellers. Welcome to a world of rest and rejuvenation.

Pamukkale Pool



Facade of Village Hotel at Sentosa



The Outpost Hotel - Room



Events Centre at Village Hotel at Sentosa

### Village Hotel at Sentosa

Perfect for families and leisure or business groups, the 606-room hotel captures all that is fun and special about Sentosa's Sun, sand and sea. Decorated in ocean-hue, the hotel's modern architecture juxtaposes against the splendour of the heritage buildings.

Be amazed by an archipelago of four themed pool zones – Children's Play Pool, Lazy River Pool, Adventure Pool, and Pamukkale Pool. Bask in the thematic gardens and relax in its manicured surrounding. From intimate parties to large corporate events, there is always a space suitable, from the cosy solemnisation deck, the 480-people capacity at The Commune to the exclusive Revelry Hall. The possibilities are endless.

### The Outpost Hotel

Designed for discerning millennials and couples, this upscale hotel boasts 193 guest rooms with contemporary industrial chic aesthetics and clean crisp lines inspired by distinctive black and white design. The exclusive rooftop pool and bar is great for cocktail sessions, candlelit dinners and intimate celebrations where you can feast your eyes on picturesque views of the sea and sunset. A unique Land Rover limousine service is at your beck and call to take you to adventures and back. Experience the exceptional every day.

### The Barracks Hotel

Housed in a designated conserved building, you will be transported to its charming past. 40 luxurious guest rooms and suites endowed with exquisite service and attention to every detail await you. All rooms on the ground level allow for direct access to the private pool and jacuzzi. Where heritage comes to life.

Be the first to stay with us at the new gateway and getaway in Sentosa.  
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Images are artist's impression





# Vinnca eyes MiCE

In an interview **Satish Nair**, Director and Co-Founder, Vinnca Hospitality, elaborates on the MiCE industry, while highlighting what they have to offer to MiCE groups



Satish Nair

**We have noticed a healthy growth**

**Kindly share the USP of your group. What are your main MiCE offerings?**

Our MiCE offerings range from the unconventional tents at Kolad, to the Wooden Beach Villas in Shrivardhan to the rolling greens amidst the grandeur of Vythiri in Wayanad Kerala, the beauty of the Nilgiris in Ooty, to the more conventional city convention center in Hyderabad and port cities of Mundra and the desert region of Kutch in Bhuj. These are apt for team-building, annual operation planning, product launches, or even a large family bonding trip.

We have the regular conference destinations of Ahmedabad, Baroda and Rajkot. Our developmental pipeline would encompass more of the East and the North. We want to be the preferred brand for the Tier-II, III and IV markets.

**What is your outlook for domestic and inbound MiCE in 2019? Which are the top ten destinations in India popular for MiCE?**

2019 is the election year in India and what needs to be demonstrated by the parties vying to run the government in the country is tourism and therefore, hospitality and MiCE is one of the big drivers of the Indian economy. Stability is important and the right signals need to be sent to the world at large with a visible on ground action. We at Vinnca Hotels are optimistic that the coming year will see added growth, and more destinations as a result of the improved road, rail and air infrastructure, while existing destinations will see growth in their capacities as well

as potential of the segment.

In India the top 10 MiCE destinations remain and will continue to be - Hyderabad, Goa, Jaipur, Agra, Delhi NCR, Bengaluru, Udaipur, Mumbai, Cochin and Ahmedabad.

**What has been the Occupancy, ARR and RevPAR across your group in 2018? What are your targets for 2019?**

We have noticed a healthy growth over last year ranging from 15-20 per cent in most of our properties that were in operation since 2017. For 2019, we want to ensure stability in our properties that have been in operation for more than two years, and this means a year-on-year growth in the matrices of RevPar, Occupancy and ARR. Obviously this needs to flow well into the EBITDA that we are delivering to the owners.

There will be a big push into the offbeat destinations and what is exciting is there is a prominent scope for curated and boutique MiCE experiences.





# MiCE heads to offbeat destinations

With the increased awareness about newer products, Indian travellers are exploring destinations for business and leisure, says **Ashish C Shah**, Founder, Dewberry Holidays

**T**he rapid growth in Indian outbound travel has prompted many new countries to explore the India market. **Ashish C Shah**, Founder, Dewberry Holidays, says, "At present, over 22 million Indians travel outbound in a year and UNWTO forecast suggests that this number could go up to 50 million by 2020. The reason for this growth is due to the fact that India has rising middle class with growing disposable income, expanding air connectivity with LCC offering reasonable airfare, ease in obtaining visas for Indians by many countries and the quest for exploring new tourism products."

Popular traditional destination like Thailand, USA, Singapore, Dubai have crossed one million visitors/ room nights market and destinations such as France, UK, Spain, Italy, Malaysia etc. are trying their best to push Indian arrivals to their respective countries.

The challenges faced led to many new and emerging destinations to foray into the India market. Countries such as Israel, Jordan, Ireland, Czech Republic, Fiji, Reunion Island, Poland, Hungary, Bulgaria, Mexico, Argentina, Norway, Sweden, Denmark, Sharjah, Ras Al Khaimah, Philippines, Trinidad & Tobago, Jamaica, amongst



others are aiming to tap the growing might of the inbound. Most of them have appointed their representatives in India. **Ashish D Shah**, Co-founder, Dewberry Holidays, says, "Czech, Poland and Argentina are tapping the potential of niche Indian outbound wedding, honeymoon, MiCE, golf, adventure and other segments."

**22 mn**  
**Indians**  
**travel abroad**  
**yearly**



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# Let's talk **BUSINESS**

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**M**eetings and expo's are building a new wave of evolution in the MiCE industry. Industry professionals now seek a place to delve into some serious business while gaining an experience. The Indian Expo Centre offers lawns, business centre, restaurants, transportation facilities and sufficient parking area for over 4,000 cars and 30 buses/trucks inside the complex.

## LOCATION

India Expo Centre is located in Greater Noida, near the JP Golf Course and within easy reach of Central Delhi and the international airport on the new 8-lane Greater Noida Expressway. The venue is easily accessible by car from central Delhi within 45 mins. There are several routes available from the centres of Delhi.

## FACILITIES

Air-Conditioned and Wi-Fi enabled, it has well equipped storage and warehousing facilities and central public address system with the most recent in multimedia, telecommunications and high-speed internet connectivity, under one roof. It is the perfect venue for trade fairs, exhibitions, conferences and other theme-based international

## FACT FILE

The 26<sup>th</sup> edition of SATTE will be held from January 16-18, 2019, at India Expo Mart, Greater Noida - Delhi NCR. At the new venue, the event will be spread over 25,000 sqm of business area. Convenient transportation will be organised from the capital to the venue.

**The centre offers business centre, F&B, transportation facilities**

events. With 28,000 square meters indoor exhibition space, banquet-cum-conference hall, restaurants, meeting rooms – all furnished with the most recent in telecommunications, multimedia and high-speed connectivity, are available in a single platform. This is the optimal venue for all types of formal events. Some of the features of India Expo Center venue are: eight exhibition halls, VIP lounge, boardroom, media room, meeting rooms, business center and Internet café, centrally Wi-fi enabled, buyer's lounge, LCD screens, travel desk (on request), Foreign exchange counter (on request), valet parking (on request) and Ambulance on call.





# For a 'FOREVER' bond of life

Marriott International's 'Shaadi by Marriott' intends to craft exotic wedding experiences, shares **Roshan Nazeer**, Director of Sales, Sheraton Grand Chennai Resort & Spa

**S**haadi by Marriott is the brand's promise of faith, trust, quality and value to guests whilst delivering a wedding experience that is superlative in its offerings. Continuing the tradition, Sheraton Grand Chennai Resorts & Spa, first Sheraton resort property in India is the new premium destination for weddings.

Offering a holistic landscape of party lawns and state-of-the-art ballroom banqueting, the resort property makes for an idyllic venue with stunning panoramic views, natural light and open spaces ensuring that your once in a lifetime moment is captured as a beautiful lifelong reminiscence. Inspired by four Ss, namely, Sun, Sand, Sea and South India, the 125-room property puts forward to its guests' a host of intriguing offerings. The 25,080 square foot party lawn specialises in majestic Indian and international weddings and themed parties. The ballroom is thoughtfully designed, catering to high profile gatherings and offers customised services to suit guest requirements. The service also includes providing customised



Roshan Nazeer

**The 25,080 square foot party lawn specialises in majestic Indian and international weddings and themed parties**

event management services and wedding specialists with a steadfast team of professionals to ensure that you are catered to discretely and in the most efficient manner. From flawless services, beautiful presentations to uncompromising attention to detail, the resort is perfect to make your wedding an exclusive experience for you and your dear ones.

## MICE ON OFFER

With stunning 25,080-square-foot of party lawns that overlook the Bay of Bengal, 7,000-square foot of ballroom - Amara, 3,000-square-foot of prefunction space and two meeting rooms – Hub 1 & Hub 2 with sophisticated audiovisual technology, wired and wireless high

speed Internet access for the comfort of the guests.

The professional banqueting teams assist in planning corporate gatherings and enchanting weddings. The ballroom, a total of 10,000 square feet is designed to accommodate the best acoustics and can entertain up to 840 guests at a given time (in theatre style).

It has a spacious pre-function area of 3000 square feet giving it an additional area for buffet and live stations for big events. The two conference rooms ranging from 900 square feet and 720 square feet can host corporate meetings, incentives, conferences, exhibitions and resort's professional meetings.





# PHILIPPINES makes a connect

Twenty suppliers from the Philippines connected with more than 115 travel agents from across India, resulting in more than 3000 B2B meetings at Focus Philippines, in Goa

Kanchan Nath



Ma Teresita C Daza

**T**he Department of Tourism (DOT), Philippines, recently conducted 'Focus Philippines', an interactive and inclusive event with the leading travel agents in India, from July 25-28, 2018. The event showcased fruitful business sessions between potential buyers and sellers at Lalit Golf & Spa Resort, Goa.

## PHILIPPINES MEANS BUSINESS

The primary goal of this trade

meet was to bring together key partners from the trade and suppliers from the Philippines in an open dialogue and to take the growth story of Indian outbound to the Philippines to greater heights.

Elucidating us on the meet, **Ma Teresita C Daza**, Ambassador, Embassy of Republic of the Philippines, New Delhi, stated, "The event is different from the various roadshows. Through 'Focus Philippines', travel operators got a chance to conduct exclusive, one-on-one meetings and gain a better insight on the destination. The event enabled them to further

customise their product offerings, based on exhibitor inputs, thereby taking Indian arrivals to the Philippines to the next level. There were activities which gave briefings on the Philippines in between the B2B sessions. The destination packages were also highlighted." Elaborating on the trend of growing tourism across the globe, she said, "As per the UNWTO Tourism Barometer International, tourist arrivals worldwide grew by a remarkable seven per cent in 2017 to reach a total of 1,322 million. This strong momentum is expected to

“Travel operators gained a better insight on the destination”



continue in 2018 at a rate of 4-5 per cent. Asia Pacific saw an almost six per cent growth, contributing to almost 324 million tourists. Two regions aptly contributed to an increase in tourist arrivals - South Asia and Southeast Asia, including India and the Philippines as well. It's an opportunity for us to provide the accessibility, amenities and attractions for the potential tourists who throng here."

Daza elaborated on Association of Southeast Asian Nations, which Philippines is a part of, "Philippines is a part of ASEAN, where tourism has a prominent role. It contributed 301 billion to the GDP of the region as per 2016 statistics."

infrastructure development and travel facilitation in the Philippines. The greatest asset of the country is its people, who exhibit warmth on the tourists who visit the country."

On improving connectivity, she said, "There have been some ongoing negotiations, we have heard that PAL is interested in resuming flights from Manila to Delhi and Manila to Mumbai, we are hopeful that either by the end of 2018 or first quarter of 2019, there will be direct flights between India and the Philippines."

On issuance of visa, she said, "In terms of visas, the policies of the past remain the same. Those who have valid visas

2017 we had reached almost 107,000 arrivals from India; the growth rate is tremendous. We are growing at 22 per cent in arrivals from India and we believe we will hit 130,000 arrivals from India in 2018."

"Our marketing strategy stresses on the fact that it is more fun in the Philippines. We are focusing on incentive trips, they are still the bread and butter of arrivals in the Philippines. There is a strong interest that is derived from family travel. We do have a huge segment of weddings that are being done in the Philippines, and are doing



Dakila F. Gonzales

**“We are growing at 22 per cent in terms of arrivals from India”**



## TOURIST NUMBERS SEES A SURGE

The arrival number of tourists to the Philippines has seen a remarkable surge. Daza throws light on the same.

"In 2017, some 6.6 million foreign tourists visited the country, marking an unprecedented growth in tourism industry. As per a secondary source, while the average tourism growth in Asia Pacific was six percent, for Southeast Asia it was eight per cent and for Philippines it was an impressive 11 per cent. This can be attributed to improved air routes, cruise liners and

can come in the Philippines for a short-stay or tourism purpose. Nowadays, we require people to apply 10 days in advance for the visa and within eight working days the visas will be issued."

## FOCUSING ON INCENTIVES IN PHILIPPINES

**Dakila F. Gonzales**, Head, Office of Product and Market Development - India, Department of Tourism Philippines, said, "The inspiration behind the creation of the event is that we have noticed the huge increase in tourist arrivals of Indian nationals to the Philippines. In



our bit for further options for family holidays in the Philippines and matching it up with suitable adventure options."

Elaborating on Focus Philippines, he said, "We want to sustain the growth achieved and establish loyalty among partners. We also want to further our growth and increase in the number of our partners both from Indian and the Philippines. We were looking for a platform where the interests for both would merge. Focus Philippines 2018 is definitely the ideal platform for that."





# Glimpses of the **SHOW**









# Bite into the Big



**N**ew York City's excitement and energy is unparalleled and highly catching. No matter the size, no matter the budget, no matter the requirements, the city can offer a host of options that are possibly unavailable anywhere else. Here, anything is possible. It is a one-stop city for amazing

meetings, trade shows, conventions and events.

## **CONNECTIVITY**

New York City accommodates travellers from around the globe thanks to its four regional airports, all of which are currently being expanded or extensively rebuilt with an investment of \$16 billion. As for airlines, Air

“  
**NYC**  
**accommodates**  
**travellers through**  
**four regional**  
**airports**  
”

India and United Airlines service daily flights to New York City. Gulf Carriers have maximum number of flights into JFK and are increasing capacity year on year. European carriers too, have a strong hold from the Indian market. Singapore Airlines plan to launch non-stop Singapore-NYC later this year. Indian travellers are increasingly



# Apple

New York City has been looked upon as a traditional VFR market by Indians. Here's what the city offers for MiCE...

**Hazel Jain**



using Emirates as well. India is an important feeder market with business hubs and VFR in Singapore. As for the availability of public transportation upon arrival in NYC, the destination boasts unparalleled modes of transport.

A metrocard provides travellers with entry to the City's extensive network

of subways and buses. The recently launched NYC Ferry now has four routes, servicing South Brooklyn, Long Island City, Astoria and the Rockaways in Queens.

The same cost as a one-way subway ticket (\$2.75), the new ferry service connects locals and visitors to different neighborhoods throughout the city.



## VERSATILE VENUES

### Brooklyn Botanical Garden

The seated floor plans are generally rounds of eight to 12 depending on the size of the event. However, the team can design the layout based on the client's needs, the team can set the room in a classroom or theater style. While they do not have an Indian menu, their chefs are happy to create a specialised menu and a complimentary tasting is included at the time of booking an event.

### 30 Rockefeller Plaza

It is an American Art Deco building that forms the centrepiece of Rockefeller Center in Midtown



Manhattan. Its name is often shortened to 30 Rock. At 850 feet (260 m) high, the 66-story building is the 14<sup>th</sup> tallest in New York City and the 39<sup>th</sup> tallest in the United States. From ballrooms in the sky to manicured rooftop gardens, Rockefeller Center has elegant venues.

**Rainbow Room:** The Rainbow Room serves classic and contemporary American cuisine. There are other venues on the same level as The Rainbow Room: Bar SixtyFive and Private Dining Room.

Bar SixtyFive is available for semi-private, private terrace and exclusive private events. Meanwhile, Rainbow Room's Private Dining



Room, presiding 65 stories above Midtown Manhattan, is adjacent to the Rainbow Room and exclusive space is ideal for intimate meals or confidential meetings.

**620 Loft & Garden:** This venue features extraordinary views of Fifth Avenue and St. Patrick's Cathedral from a manicured historic garden. This classic lofted space



**Bateaux New York can offer professional planners flexible packages**



cocktail or dinner cruises, or have an event planner customise a full deck or ship charter for an event.

## NEW HOTELS

New York City has the most active hotel development pipeline in the country, with 117,300 hotel rooms as of May 2018 and an expected inventory of 136,500 hotel rooms by the end of 2019. Noteworthy hotel property openings in 2019 include Equinox Hotel Hudson Yards, Six Senses New York, TWA Hotel and Westin New York Staten Island, among others. The anticipated Times Square Edition will open with four levels of public space and 452 guest rooms, along with enticing amenities including a 5,800-sqft beer garden and event deck in the city.

Additionally, the new The Hoxton – Williamsburg is the UK brand's first foray into the US with 175 guest rooms and three restaurants. The brand's ethos of neighborhood-inspired design is reflected in the choice of locale—Williamsburg's Rosenwachs Factory—where NYC's

is entirely customisable, with one-of-a-kind views throughout the year.

**Bateaux New York** Cruising year-round from Chelsea Piers, it can offer professional planners and flexible packages for events. Companies can book their group onboard one of Bateaux's regularly scheduled lunch, brunch,





red brick façade with a nautical flare, while the 66-key boutique retreat boasts of contemporary exotic interiors.

### **SPOUSE PROGRAMME**

Spouses accompanying their partners on MiCE travel to the destination will find a variety of exciting entertainment and diversions to enjoy. The Destination Services team is able to provide customised programmes for individual visiting groups, tailored to the interests of the group. Examples include private museum tours, exclusive, celebrity chef experiences at elite NYC restaurants, private shopping that can

incorporate fashion shows, special entry prior to store hours, and beyond.

### **VISA REQUIREMENT**

A B-1/B-2 visitors visa is required for people travelling to the US temporarily for business or pleasure.

The ease in visa processes from India has led to a faster turnover of applications. The rejection rate has also gone down compared to previous years leading to more and more individuals applying for a US visa. The 10-year visa has been a key factor in influencing repeat travel from India to the US.

of fashion mavens for over 100 years. It is also home to the 24-hour flagship Apple Store and the city's first jeweller Tiffany & Co.

### **Bergdorf Goodman**

This venerable department store has been providing New York City society with all the necessary finery.

### **Saks Fifth Avenue**

Lord & Taylor and Saks Fifth Avenue have everything a shopaholic could possibly want. At Lord & Taylor's classic flagship, you will find brands such as Polo Ralph Lauren, BCBG and Adriano Goldschmied, and selection of evening dresses, high-quality coats and shoes.



iconic water towers were manufactured for nearly a century. A new Seaport District NYC development includes the recently-opened Mr. C Seaport, a luxury hotel by the famous family hospitality brand Cipriani. This is their first on the East Coast. Acclaimed Danish architect Thomas Juul-Hansen has maintained the exterior's



**A B-1/B-2 visitors visa is required for people travelling to the US temporarily**



### **SHOPPING IN NEW YORK**

#### **Macy's Herald Square**

The nation's largest department store, Macy's Herald Square, is arguably its most famous too. Located on busy West 34th Street in Midtown, come here to purchase clothing, housewares and accessories, which are spread out over its 11 floors (or 10.5, depending how you count) and 1.1 million square feet of retail space. It's also the brand's flagship, and associated with beloved annual events like the Macy's Thanksgiving Day Parade.

#### **Fifth Avenue**

Fifth Avenue is the main artery of New York City's shopping scene, having welcomed a steady stream

#### **Barneys New York Downtown**

The reopening of Barneys at the site of the historic brand's original location in Chelsea garnered lots of buzz when it launched earlier in 2016.

#### **The Shops at Columbus Circle**

Behind Time Warner Center's iconic, soaring glass wall that overlooks bustling Columbus Circle is New York's only urban resort destination where one can dine at multiple Michelin-starred restaurants.

#### **Brookfield Place**

Brookfield Place is a 25,000 square-foot French marketplace, with dining and exceptional restaurants.



# Long-hauls are seeing good incentive traffic

**Jerry Cito**, SVP Convention Development, NYC & Company, speaks about how the Indian market is evolving to now include long-destinations in the MiCE itineraries

## What kind of MICE traffic does NYC record from India?

Mumbai, New Delhi and Bengaluru are the key cities for MiCE business from India. However, we are seeing incremental business from other cities i.e. Chennai and Hyderabad. New York City welcomed 6.2 million delegates overall in 2017. The 2017 estimate indicates another increase (+8.4 per cent), to 349,000 visitors from India.

## Is there a growing demand for long-haul destinations from India?

Yes, there is a wide-spread demand for long-haul



destinations from India. Long-haul destinations work as a better incentive for corporate companies in all sectors. New York is extremely aspirational and fits perfectly with incentive movements. Numerous companies have covered Southeast Asia and

are looking at long-haul destinations such as Europe, Africa and the US. MiCE travel is not just restricted to the meetings and events. Companies request for meetings in locations where the families of the employees can join them for vacations.



## Do you offer any incentives to big groups?

We offer expert advice to planners, and connect them to our network of approximately 1,700 members (some of whom offer incentives themselves) including hotels, attractions, tours, and restaurants across all five boroughs who add value to MiCE groups.

## Is Indian/vegetarian food a problem in NYC?

Indian and vegetarian food is easily available in New York. There is diverse Indian cuisine available from many regions throughout the boroughs. There are many options available from the popular vegetarian Saravanaa Bhavan with good pricing to high-end fine dining, such as Indian Accent, Junoon, Dawat, etc.



**Mumbai, New Delhi and Bengaluru are the key cities for MiCE business**





# MEET AND STAY IN THE HEART OF ORCHARD ROAD

Award-winning *Mandarin Orchard Singapore* features modern business facilities and personalised services for an unrivalled meeting experience—each time delivered with careful attention to detail and gracious Asian hospitality.

1,077 spacious guest rooms and suites distributed across two towers offer panoramic views of the city skyline from higher floors. Each room is equipped with advance in-room technologies including a smartphone solution that provides registered hotel guests complimentary local and international calls, as well as access to unlimited 4G data throughout their stay. Guests can also enjoy the latest blockbuster movies through a complimentary movie platform available in all rooms.

The hotel's award-winning lineup of food and beverage outlets include the all-time favourite *Chatterbox*, home of the legendary Mandarin Chicken Rice; and *Shisen Hanten by Chen*

*Kentaro* which was awarded two stars in the Michelin Guide Singapore 2016 and 2017, making it the highest Michelin-rated Chinese restaurant island-wide to date.

Those seeking bespoke business amenities will enjoy the exclusive environment of *Meritus Club Lounge* at *Top of the M*. Located on levels 38 and 39 of the hotel's Orchard Wing is the executive club lounge facility features 360-degree views of the Singapore skyline from the lounge's floor-to-ceiling glass windows.

With over 30,000 square feet of versatile function spaces that include the column-free Grand Mandarin Ballroom and 13 newly unveiled meeting suites, the hotel is strongly positioned to attract and cater to a wider range of banquet and conference requirements.

True to the brand's signature *Asian Grace, Warmth, and Care*, a dedicated Meetings

and Events team is on hand every step of the way to ensure that attention is paid to even the smallest detail, so delegates can focus on the bigger picture.

In 2018, Mandarin Orchard Singapore scored its seventh win as *Best City Hotel-Singapore* at the 29<sup>th</sup> Annual TTC Travel Awards, Asia-Pacific's most prestigious annual travel industry awards honouring the best organisations and individuals in the industry for their outstanding achievements and contributions. The hotel was also named *Best Upscale Hotel-Singapore* at the Travel Weekly Asia Readers' Choice Awards.

For more information on Mandarin Orchard Singapore or to plan your next meeting, visit [meritushotels.com/orchard](http://meritushotels.com/orchard).



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SINGAPORE  
BY MERITUS



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- A suite upgrade with minimum of 40 rooms materialised per night
- VIP amenities
- One-way group transfer
- One room night for every 40 rooms materialised
- A meeting package for every 30 full-day meeting package guaranteed

*Terms and conditions apply.*







# Seoul greets

**S**outh Korea is one of the most spirited and colorful countries. In a short time, following its dramatic and impressive development, it has managed to maintain the delicate balance between preserving its impressive history and tradition whilst embracing all the conveniences and technology of the modern world. As a top convention destination, it offers world-class MiCE infrastructure, a safe and sustainable meeting location, a variety of unique sights and experiences and much more.

## ABOUT SEOUL

Seoul is among the world leaders in Internet connectivity, being the capital of South Korea, which has the world's highest fiber-optic broadband penetration and highest

global average internet speeds of 26.1 Mbit/s.

## MAIN CONVENTION CENTERS: Coex

Coex convention and exhibition center is Seoul's main and largest convention center welcoming thousands of people on annual basis. The center is in the heart of Gangnam, Seoul's business district and host a yearly 200 exhibitions and over 2,000 separate meetings and events in the city.

Coex's meetings facilities consist of four main exhibition halls and 54 dividable meeting rooms. On site accommodation include three 5-star hotels, Asia's largest underground shopping mall, three multinational office skyscrapers, an aquarium and one of the two city airport terminals.



“  
**Coex's meetings facilities has 4 exhibition halls & 54 dividable meeting rooms**  
”

The centre spans a total area of 106,612 sqm. It has 4 main exhibition halls and 54 dividable meeting rooms.

Major upcoming events at Coex:

- **Korea International Art Fair** - October
- **Balance Festival Seoul 2018** - October





Seoul in South Korea is a destination designed to meet business and leisure experiences

**Mayank Jain from Seoul**

# MiCE warmly

- **Super Pet Show 2018** - October
- **Korea Electronics Grand Show** - October

## **Signiel**

The hotel offers a total of 235 guest rooms. Signiel offers several spaces for meetings and events on the 76<sup>th</sup> floor providing panoramic, breathtaking views of Seoul. The luxury hotel has highest ballroom in the world with capacity of 300 people and a supersized HD screen and sound facilities. Studios I-IV are four function rooms suitable for small VIP banquets and private events, with a capacity of 30-80 and areas of 58-116.

Total Exhibition space available in this hotel is 1532 sqm with Largest Room (Grand Ballroom) area as 550 sqm.

## **Lotte World**

Located in Seoul, South Korea, Lotte World Tower is the world fifth tallest building standing 123 stories and 555 meters high. It opened to public on April 3, 2017 and is currently the tallest building in the OECD and is 5<sup>th</sup> tallest building in the world. The Seoul sky observatory, the 3<sup>rd</sup> highest observatory in the world, is located at top of the famous Lotte World Tower.

## **Lotte World Amusement Park**

Next to the Lotte world tower, is South Korea's first domestic theme park: Lotte World Adventure. Indoor Adventure is the world's largest indoor theme park and hosts a dazzling variety of seasonal festivals and parades all year round and features 22 different rides. Magic island, the outdoor theme park of the Lotte

World, is an artificial island located in the middle of Seokchon Lake and boasts 17 different rides including high altitude free-fall thrill ride, Gyro Drop.

## **Grand Walkerhill Hotel and Resort**

Total Capacity of the meeting rooms are as:  
**Vista Hall:** 1000, **Grand Hall:** 700, **Walkerhill Theatre:** 520, **Cosmos Hall:** 170, **Calla Room:** 90, **Art Room:** 190, **Pine Room:** 40, **Oak Room:** 40.

## **Mapo Oil Depot (cultural park)**

Total meeting rooms in the oil depot is as 6 (T1-T6). The details of these rooms are as:

- **T1 – Glass Pavilion** – A splendid performance and exhibition hall and has a glass ceiling.

- **T2 – Performance Hall** – An outdoor stage and a performance hall on the basement floor.
- **T3 – Original Tank** – A space that retains the original shape of the oil tank.
- **T4 – Complex Cultural Space** – A spectacular stage for performances and exhibitions with light entering through the hole in the ceiling.
- **T5 – Story Hall** – The 40-year history of Mapo oil depot is preserved here.
- **T6 – Information Exchange Center** – A space for conference rooms and cafes, built with waste-based material.

## **Walking on The Cloud**

For business events, Walking on The Cloud offers an elegant private dining room, which can seat up to 20 persons.



# Travel Wedding Show: Over 2k meetings

The 5<sup>th</sup> edition of the Travel Wedding Show, was recently-held at Jaipur Marriott Hotel. The event engaged potential buyers-sellers over 2000 B2B meetings

**T**he Indian wedding industry is expectedly pegged at \$40 to \$50 billion and is considered as the second largest market in the world after the USA, revealed **Rajeev Jain**, Founder and CEO, Rashi Entertainment at the fifth Travel Wedding Show, from July 7-8, 2018. The two-day event witnessed over fruitful one-on-one meetings between exhibitors and buyers.

Speaking on trends in the wedding industry, Jain said, "The global wedding industry is pegged at \$300 billion." A panel discussion was held on 'Destination Weddings: An overview, India v/s International.' Moderated by Jain, the



session's panelists included **H Deniz Ersoz**, Culture & Tourism Counsellor, Turkish Embassy, New Delhi; **Hemant Mediratta**, Senior Vice President – Sales, Oberoi Hotels & Resorts; **Saurabh Bhargava**, AVP-Sales, North India, Indian Hotels Company;

**The global wedding industry is pegged at \$300 billion**

**Shampa Dhali**, Director, Global Sales – India, Marriott International and **Abinash Manghani**, Area Manager and Head Travel, ITC Hotels.

A knowledge journal titled 'An insight on Weddings in India & abroad' was also released on the occasion.

## EXHIBITORS



**H. Deniz Ersoz**  
Culture & Tourism Counsellor  
Turkish Embassy, New Delhi

Turkey has a thriving tourism industry. This year, we are targeting more than 40 million international tourists. Indian weddings play a key role for us. We intend to further promote in India destination weddings, MiCE, and adventure segments.



**Priyanka D Goel**  
Manager-Sales  
THRS

We did get a lot of leads on the first day and a lot of people got to know about our properties. We introduced our properties, which were Banyan Tree Phuket and Samui, people were quite awed by the sheer beauty and magnificence of our properties.



**Barun Gupta**  
Market Director-MICE  
National Sales India  
Marriott International

The show was an insight to the trends arising in the wedding segment in India. The actual wedding market is today in Tier-II and Tier-III cities and that's where I see actual growth.



5  
more  
reasons

# INDIA MiCE AWARDS

6<sup>th</sup> December 2018 at Hotel Clarks Shiraz, Agra

is good for your  
**business**



1

## Recognition

Show-off your achievements as an innovator and performer

India MiCE Awards celebrates hard work, success and offers great PR opportunities. It feels fantastic to be recognised and it is equally important to inform people of your success. With recognition comes respect!



2

## Stamp of Approval

Carry the logo for industry excellence

The awards are given away in each category and there are also highly commended award categories which honour individual players.

All winners from the night will receive a logo and stamp that they can use in their email signatures, websites or in their marketing and PR material.



3

## Benchmarking

Proof that you are a market leader

See your organisation from a different perspective and compare yourself to your competitors. The India MiCE Awards entry process will make you think about how you stand out, whether it's through innovation, diversity, growth, customer service, investment in people or strategic thinking. It will help you think about ways you could be doing things better and identify areas for improvement. This could be just as valuable as the prize itself.



4

## Return on Investment

Attract new business as an award finalist

Winning an award can open doors to getting new contracts, finding new supply channels and breaking into new target markets.



5

## Winning

The bragging rights are sensational

Imagine telling all your competitors, clients, friends and family that you are an India MiCE Award winner. The trophy speaks for itself.

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**Sandeep Chachra**  
**ADOS- Banquet Sales**  
**Pride Hotels and Resorts**

The format of the meetings was wonderful. The meetings engaged potential business for us. We have got a couple of leads for our Aerocity hotel. We have also been able to have a few planners interested in a show around of the Jaipur property.



**Debdatta Chowdhury**  
**Senior Manager Sales**  
**Marriott Hotel Kolkata**

The hotel offers the largest venue for weddings in the city, it has a 13, 500 square feet space, with an attached lawn which is 5000 square feet. We also have a fantastic view with an infinity pool, where we can accommodate around 200 people.



**Monica Tomar**  
**Assistant Sales Manager**  
**Jaipur Marriott hotel**

The show garnered necessary business opportunities between potential buyers and sellers, which were fruitful ones. When it comes to Indian weddings, people look for the traditional style, for which Jaipur is the ideal destination.



**Ashish Brahmawar**  
**General Manager**  
**KK Royal Hotel & Convention Centre**

We are in a category which is a four-star plus and the kind of facilities and features we offer, we have no competition and therefore we can offer more competitive rates. We therefore have a larger clientele which we can tap. The show was fruitful for the suited clientele in the segment.



**Mayur Gujar**  
**Head Sales**  
**Sahara Hospitality**

The insightful deliberations at the show were a winner. It helped to update us with the latest statistics and trends. We have the largest ballroom in the country, which is across one acre, pillarless, and is 25 feet height. Apart from this we offer other venues in the hotel as well. We do approximately 200 social events in a year.

## WEDDING PLANNERS



**Abhishek Khamar**  
**Director**  
**Euphoric Events**

We are an Ahmedabad based wedding planning company, dealing in both inbound and outbound weddings. The panel discussion was very useful, and enlightened us on trends and upcoming season, on how to approach the client or hotel.

## WEDDING SPECIALISTS



**Neeraj Kumar**  
**Director**  
**Le Magnifique Group**

The show allowed the industry understand the upcoming trends. The B2B sessions were the highlight. There are a lot of properties in Dubai and India, which could be of immense interest for our wedding platform.



# MiCE date with **DUBAI**

In an exclusive interview, **Karina Lance**, Senior Manager, Sales and Convention Services, Dubai Business Events, illuminates us on Dubai's MiCE offerings

**Kanchan Nath**

**Kindly share statistics on the increase in the number of MiCE visitors from the Indian market.**

The Indian market is our number one source market, about two million Indians travelled last year from India to Dubai. The number is a combination of leisure travellers, business travellers and people travelling for visiting friends and relatives (VFRs). Between 30-40 per cent of these visitors are business related. From the Indian market, usually they are a part of an incentive group. Out of these, 80 per cent is incentive and 20 per cent is conference or corporate meetings.

**What are the main seasons that you see tourists coming in from India to Dubai?**

When we look at the business events market, particularly incentive travel, it depends on when the corporate companies finish their qualifications for their sales partners or dealers. There are two main periods,

one falls during the summer time, which is good for us, since it is a low season for Dubai. So, you would see incentive from India coming in June-July-August. Then you have a second round which will come during the October-November-December months.

**How are you gearing up for the Expo 2020 Dubai?**

By 2020 and before the Expo starts in October, our target is to bring 20 million tourists. In terms of infrastructure, at the moment we have a little over 111,000 guest rooms. By 2020, we should be at around 140,000 which would be on par with cities like Paris or Las Vegas. We still have nice five-star properties coming in, well known international brands like Mandarin Oriental among others. Since 2014, we had an influx of three-star and four-star properties. Some of our local brands like Address Hotels, purely five-star, two years ago launched the Rove



Hotels brand. Jumeirah has done the same and now have their four-star, three-star brands, Zabeel House and Zabeel House Mini.

**What are the kind of incentives/promotional plans that you have for MiCE agents from India?**

We have a boosting programme, depending on the size of the event that an agent may bring to Dubai.



**For any group which is over 500 delegates we have a marketing fund support**



This programme is divided between Tiers and we offer different types of value-add and attractions. For any group which is over 500 delegates, we have a specific marketing fund support, that is tailor-made, while bidding for large incentive movement or group.









# Betting big on 'BAZZAR'

After touring 450 cities in 60 countries, Cirque du Soleil will finally arrive in India. The show will raise its curtains this year in Mumbai and Delhi. We bring you more details...

**Kanchan Nath**

**C**irque du Soleil has expanded in a wide range of creative endeavors ranging from movies to apparel and from boutiques to nightclubs. The show is expecting to draw its curtains in India from November 15-December 2, 2018, in Mumbai and December 25-January 6, 2019, in Delhi.

The show is casting some excitement around the corporate events sector through its association with BookMyShow. **Daniel Lamarre**, President and CEO, Cirque du Soleil, said, "We nurture the ambition to become the global leader of entertainment."

The show aims to globetrot and cast its spell on theatre enthusiasts. Elaborating further, he said, "We are influenced by the fact that we are coming to India, but it is a show that will have an international appeal. So, after India, it's going to be touring around the world and I am very excited about the show. We have been very lucky to have two Indian artists that are going to be in the show. They are going to tour the world with us. While touring with a new show like 'Bazzar', we will travel to 450 cities around the world. It will start from November 15 in Mumbai and on Christmas in Delhi."

## MiCE OPTIONS

Explaining the nuances on arranging events for corporates or special events, while elaborating



on plans for the Indian market, he said, "We are first and foremost planning to have a presence with BookMyShow, which will be permanent. As far as shows for special events, weddings, all sorts of small-scale activities are concerned, we have our special events division. We can put quite a sizeable event within a month. The customer who wants to hire us will tell us what they want, and we will adapt the content as per the needs of the client. People can get in touch directly or through BookMyShow for the same."

"Cirque du Soleil is bringing an artistic content that is very unique. Its not a musical, its not a circus, its not a theatrical, it's all of these," concluded Lamarre.

## STORY UNTOLD

Elaborating on the show, **Susan Gaudreau**, Show Director-Bazzar, Cirque Du Soleil, said, "Bazzar tells the story of a maestro and a troupe of eclectic artists. The story is set in a performance lab which is filled with all the diverse structures by which



Daniel Lamarre

**We want to be the global leader of entertainment**



Susan Gaudreau

**We invite the audience into the creative process**

they build their sets. It showcases the relationship between two of the main characters. The maestro and the floating woman. The floating woman tries to thwart all efforts by the maestro. It's a fun play between these two characters. It's the creative process that we invite the audience into."

On ticket pricing and bookings, **Kunal Khambhati**, Head-Live event & IP, BookMyShow, said, "The show is featuring in India for the very first time. Booking are open, and we did have a bunch of pre-sales. The tickets are priced, keeping in mind that we have a very long run with Cirque du Soleil in India. So, while globally the tickets are priced at 100 to 200 dollars, we have kept pricing very sensitive to the Indian market, allowing a larger audience to enter and experience the product for the first couple of years. We are starting our tickets as low as ₹1,250. With VIP packages, it is up to ₹12,500. We have a corporate sales division for corporates to reach out to us."



# ICPB launches Bengal Chapter for MiCE



India Convention Promotion Bureau's (ICPB) 11<sup>th</sup> Conventions India Conclave (CIC) 2018, was held from August 29-31, at Biswa Bangla Convention Centre, Kolkata

**M**iCE continues to be important for revenue generation at various platforms, said **Chander Mansharamani**, Vice Chairman, India Convention Promotion Bureau (ICPB) at the 11<sup>th</sup> Conventions India Conclave (CIC) in Kolkata. Welcoming delegates at the inaugural session, he further said, "We, at ICPB, play a major role in not only creating a better awareness of

the benefits of the Congress and the conventions but also support Congress Planners, organisations, associations and other trade related bodies. According to world travel market, there will be 10 million international travellers by 2020 and estimated business travel will account for approximately 14 per cent. Keeping in view the economic impact, we need to figure out what we need to do next and how ICPB can play a proactive role in this."

and first time in the history of ICPB we are opening the first chapter—West Bengal Chapter in Kolkata, where the government official will be the chapter head. And similarly, we will be going from state to state to build the chapter and this is going to be done with central and state partnership basis for the segment."

Some 300 participants attended the Conclave including 150 domestic and 40 international potential buyers. The focus of the event was showcasing India's potential as a MiCE destination, through interactive sessions, exhibitions and B2B meetings.

ICPB an apex body sponsored by the Union Ministry of Tourism has held such a conclave at various other venues like Mumbai, Delhi, Jaipur, Hyderabad.

“Estimated business travel will account for approximately 14 %”

## DEVELOPING MiCE FACILITIES ACROSS INDIA

ICPB launched its West Bengal Chapter at the 11<sup>th</sup> edition of its Convention India Conclave (CIC) in Kolkata. **Amaresh Tiwari**, Honorary Secretary, ICPB, said, "We are focusing on developing MiCE across India. ICPB is growing its wings





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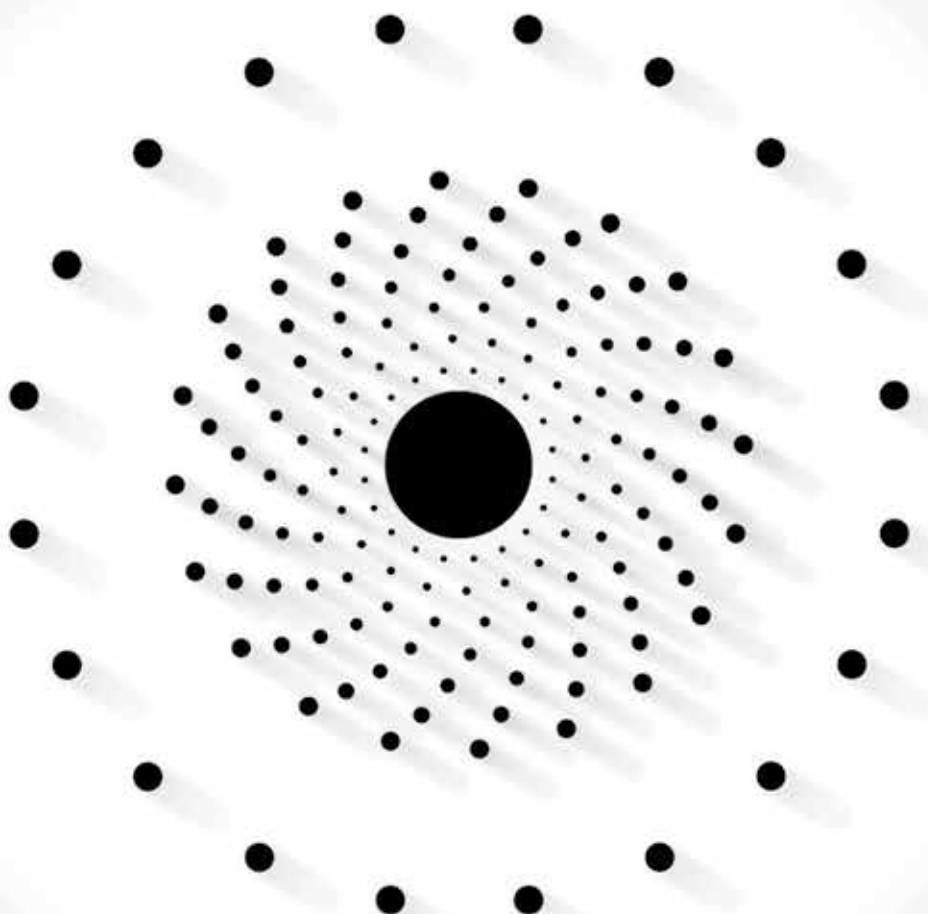




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# MiCE: The Seoul of South Korea

A global megacity with a robust hotel inventory, Seoul is an ideal MiCE choice offering eye-catching unique venues, enjoyable team-building activities, and incentive tours

**Nikhil Jeet from South Korea**





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.

Seoul, the capital city of South Korea, is complete with world-class accommodations, restaurants and services, and remains the top convention destination in Asia region.

Business visitors can experience a beautiful blend of Korean history, culture, and modern landscape whilst



enjoying Seoul's strong meeting infrastructure.

Seoul is a place where South Korea's rich cultural and historical heritages blend seamlessly with the rapid developments of 21<sup>st</sup> Century life. The city regularly hosts diverse events and high-level meetings such as the G20 Summit and large-scale conventions for MiCE.

With an inventory of nearly 400 hotels, the city can offer endless opportunities.

The Marriott brand alone has over 20 hotels in Seoul and offers diverse MiCE opportunities. The Marriott hotels across the city provide premier business events destination and facilities specifically catering to the requirements of Indians.

The hotels provide assistance for the successfully planning and hosting of international conventions, corporate meetings, incentive tours, and other business events.

#### **Key Marriott MiCE properties in Seoul:**

##### **JW MARRIOTT DONGDAEMUN SQUARE SEOUL**

Elaborating on the property **Matthew Cooper**, General Manager, JW Marriott Dongdaemun Square Seoul, states that JW Marriott Dongdaemun Square Seoul is located at the fusion of culture, entertainment and commerce in the dynamic Dongdaemun and is JW Marriott's second hotel to open in Seoul. A popular choice amongst Indians, the hotel gets approximately 1400 room nights from India in a year. The hotel has Indian chefs and can cater to all food requirements



including pure vegetarian food, Jain meals, South Indian breakfasts and gravy lunches. The number of guestrooms is 200 while the MiCE facilities include Grand Ballroom (capacity 400), is a modern, yet refined space housing a cutting-edge 98 screen Samsung LED media wall and five meeting rooms.

### **FAIRFIELD BY MARRIOTT SEOUL**

**Joseph Park**, General Manager, Fairfield by Marriott Seoul, throws light on South Korea's first Fairfield by Marriott Hotel, which was recently opened in Yeongdeungpo, south west, Seoul. The hotel provides a comfortable, productive and restful environment and offers maximum flexibility in terms of the pricing. Their unbeatable price point is their strength.

A popular MiCE option, the hotel focuses on its core services and believes in simplicity. The number of guestrooms is 572, while the MiCE facility encompasses two banquet rooms and two sister properties within a 2 km radius.

### **COURTYARD BY MARRIOTT SEOUL BOTANIC PARK**

A nature and urban style upscale business hotel, the Courtyard Seoul Botanic Park, is located in the Magok R&D district. **Caroline Lee**, Director of Sales and Marketing, Courtyard by Marriott Seoul Botanic Park, shares that the newly opened hotel sets the standard for contemporary luxury in South Korea's bustling capital.

The property combines nature and technology and provides picturesque views of the largest Botanic Park

in Asia. The LG Arts center and conference facilities are opening in the vicinity of the hotel. Over 300 bars and restaurants nearby and a lots of shopping options including premium outlets. The hotel's location is an ideal one to visit the De-Militarized Zone (North – South Korea border).

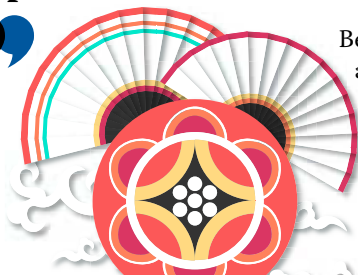
The hotel has 262 guestrooms. The MiCE facilities available are 11 meeting rooms, 8,772 sqft of total meeting space, a pillar-less ballroom with the capacity of 150, Botanical Park offers a lot of offsite activities.

### **JW MARRIOTT HOTEL SEOUL**

**Mike Kim**, Director of Sales, JW Marriott hotel Seoul, shares the USP of



**With nearly 400 hotels, the city offers endless MiCE opportunities**



the property. Located in Gangnam's Central City, a vibrant hub of shopping, culture and transportation, JW Marriott Seoul features 379 guest rooms, including two penthouses and 32 suites, says Kim.

Bespoke event solutions are offered in a versatile selection of inspiring spaces,

with a Grand Ballroom and six salons well-appointed to host functions and celebrations ranging from large conferences to parties, business meetings and weddings. Catering for Indian food is also an option at this hotel.

JW Marriott Seoul provides effortless access to all central areas, luxury





in 1914, offers a blend of tradition and modern version of South Korea.

The hotel provides free airport transfers for MiCE groups and also has an Indian chef catering to Indian food requirements. It has been a popular choice in the past for Indian MiCE movements, the largest being an inventory of 300 rooms for guests.

The number of guestrooms is 462, while the MiCE amenities include one large conference room (capacity 400 people) and six middle-sized and small-sized conference rooms.

### THE PLAZA

**Michael Tak**, Sales Manager, The Plaza, elucidates on the unique offerings of the hotel. The hotel is ideally situated in the center of Seoul, located close to many office areas, major banks, the hotel, and the city's main public transportation junctions.

A step away from the ordinary, The Plaza Seoul, Autograph Collection, is positioned in the heart of the city's thriving business district with access to major subway lines, a central location to explore Seoul, shares Tak.

Situated near attractions like Namdaemun Market and adjacent to City Hall, the property is a top choice for both leisure and business travel. A great choice for a business meeting or a wedding in Seoul, the hotel features over 20,000 square feet of jaw-dropping event space. The number of guestrooms availed here is 410 rooms, while the MiCE amenities include seven banquet rooms and a ballroom with a capacity of 500.



districts and a variety of leisure options including gourmet dining, shopping, culture and entertainment. The hotel is directly linked to 3 lines of Seoul Metro and 2 adjacent Express Bus Terminals. The number of guestrooms is 379, while the MiCE amenities include seven event rooms including a ballroom that has a capacity of 400 pax and a

17,189 sqft of total event space in the arena.

### THE WESTIN CHOSUN SEOUL

The Westin Chosun is situated in the heart of the business and shopping center of Seoul, where the embassies, banks, and government offices are also located. All big business facilities are in walking

distance from the hotel and the property provides the finest business environment, offering a cutting-edge facility to accommodate to guests' every need.

**Sarah Son**, Assistant Director of Room Sales, The Westin Chosun Seoul, informs that The Westin Chosun is a historical hotel, the property opened



# MiCE REPORT



**Sudipto Mukherjee**  
Director of Sales & Marketing  
Novotel Visakhapatnam Varun Beach

## MiCE FACILITIES

Ours is a destination hotel that boasts of one of the largest convention spaces with 56,000 sqft in Eastern India. The main convention hall is a 11,600 sqft room which can be partitioned in three different halls along with eight break-out halls. The hotel can cater from ten to 1200 people in the convention halls. The prime USP of Novotel Visakhapatnam Varun Beach is its location and the sea view from all 224 rooms and banquet spaces.

## MiCE IN 2018

In 2018, we catered to many destination weddings and it won't be wrong to say that we have seen tremendous growth in this segment. The hotel has seen a steady growth in the occupancy and rates for this year which has led to a healthy rise in ARR and RevPAR. The target for the next year is to focus more on corporate incentive groups and weddings.

## CHALLENGES AND MORE

Earlier, connectivity to Visakhapatnam was a major concern, however it has narrowed down to some extent with the increase in the number of flights from major cities in India. There is still scope for better connectivity.



**Ashish Jagota**  
Executive Director  
Concept Conferences

## MiCE IN INDIA AND GLOBALLY

While MiCE sector has experienced growth in the Indian sector in the past decade, India still has less than 0.5 per cent share of the world meetings and conventions market. Developing more world-class exhibition centres can enable India to attract global conventions and meetings in tourism as well as other sectors.

## DOMESTIC AND INBOUND MiCE IN 2019

India is estimated to generate 6.5 million outbound luxury and MiCE tourists annually by 2020. The domestic market looks very promising especially with the government promoting offbeat / unique destinations like Lucknow, Indore, Bhubaneswar, etc. The inbound market is also not far behind with the client looking for value and experience for money. The metros continue to be the preferred choice largely due to connectivity, venues and other infrastructure available.

## OUTBOUND MiCE IN 2019

Top 10 outbound destinations are Hong Kong, Dubai, Singapore, Thailand, Russia, Abu Dhabi, Budapest, Spain, Indonesia, Prague, and Switzerland.



# CARD for 2018

In our yearly round-up, we find out how have hotels and agents fared in 2018 in the MiCE segment and what new trends have emerged

**Kanchan Nath**



**Disha Shah**  
Director  
ICE Group India



**Jose Sebastian**  
General Manager  
Lulu International Convention Center & Garden Hotels, Thrissur

## MiCE IN INDIA AND GLOBALLY FOR 2018

MiCE is a segment which is growing with its pace. There is a steady growth pattern. Within India as well as globally I feel MiCE is a segment which will bear fruits for long-term.

## DOMESTIC AND INBOUND MiCE IN 2019

Top 10 destinations domestic for MiCE - while there are a few off-beat destinations and stand-alone properties that are picking up good MiCE businesses, Goa, still takes the first five spot, while Hyderabad, Jaipur, North India has seen an upward trend in MiCE with a few hotels setting up good conferencing facilities like Jaisalmer and Delhi.

## OUTBOUND MiCE IN 2019

Due to the elections in 2019 there may be a few months where business will be slow and our aim is to lock down maximum business for next year as early as possible.

There are addition of new flights and more sectors and a few in low cost airlines as well which means MiCE opportunities will be exponential. 2019 will see increased demand to destinations such as Croatia, Brussels, South American countries such as Mexico, Brazil and even Scandinavian countries will be on hot plate for small MiCE groups.

## MiCE OFFERINGS

Lulu ICC has pillar less halls of varying capacities ideal to meet the MiCE requirement of 50 to 2000 guests and an attached 16,000 sqft. of lawn area which offer plenty of space for other events in a total spread of over 15 acres of landscape area.

## MiCE IN INDIA AND GLOBALLY FOR 2018

The negative impact of demonetisation across India and liquor ban in Kerala which came unannounced was immense. The market also had to cope up with GST regime.

## CHALLENGES FOR DOMESTIC MiCE

The government has a major role to play in infrastructure building along with marketing and branding the country overseas. The rate of government taxes in aviation, hotel and hospitality and travel industry as a whole has also to be looked into.

## REVIEW 2018, TARGETS 2019

This year, we are seeing a pipeline in business prospects which is not as strong as last year. We are still in the process of revival post Kerala floods.





## Ripos Das

**Managing Director**

**Mayuz Holidays & Director, Andaman Exotic Holidays**

### MICE@ANDAMAN EXOTIC HOLIDAYS

Year 2018 was fantastic for our group as this year business became at ease for us and for our customers. The advent of GST was also manageable as potential customers were explained the necessary tariff rates and packages.

We along with my team members always research on the various destinations before providing the customers solutions to their queries and requirements.

### MICE IN INDIA AND GLOBALLY FOR 2018

Andaman Exotic Holidays has served in 2018 to various MNC customers as well as group packages and has rendered individually also. The major domestic packages served by Andaman Exotic Holidays were Goa, Kerala, Andaman, whereas, the international packages were Singapore, Kathmandu, Bhutan, Malasiya, Thailand.

### DOMESTIC AND INBOUND MICE IN 2019

The domestic outlook for 2019 is to promote the Northeast region which is a future evergreen destination for customers. The top ten destinations are Goa, Kashmir, Northeast, Andaman, Kerala, Ooty, Coorg, Rajasthan, Puri, Sunderban.

### OUTBOUND MICE IN 2019

Outlook for 2019 is to promote the Singapore, Kathmandu, Bhutan, Malasiya, Thailand. The upcoming ones are Bali, Europe, Sri Lanka and Maldives.



## Ameet Raj Kundu

**Director of Sales and Marketing**

**Radisson Blu Resort Templebay Mamallapuram**

### MICE@RADISSON BLU RESORT TEMPLEBAY MAMALLAPURAM

Radisson Blu Resort Templebay Mamallapuram boasts of wide variety of activities that can be organised specifically for MiCE groups – ranging from adventure sports to golf. The resort's highlight offering is the largest pillar less ballroom, which spans approximately 20,000 square feet, and approximately 65,000 square feet of expansive lawns which has proven to be the perfect venue for weddings. It's two restaurants serve global cuisine with waterfront views, signature Bodhi spa, and a 27,000-square-foot meandering outdoor pool are just a few elements that make for a perfect getaway.

### MICE IN INDIA AND GLOBALLY FOR 2018

India never far behind in developing products to keep pace with the world. The industry has been hard at work building the necessary infrastructure to cater to the potential segment. The movements of larger groups are now domestic, and the industry is benefitting from it. We have seen a growth of almost 20-25 per cent in MiCE over the last couple of years.

The occupancy is progressively increasing over the past few years in the MiCE segment at the percentage of 5 to 10 per cent YOY. The RevPar has grown by 5 to 6 per cent compared to previous year. For the year 2019, we are aiming at 10 per cent increase on the occupancy of MiCE segment compared to this year, with an increase of 6 to 8 per cent on the RevPar.





# Maya enthralls ME

The 2<sup>nd</sup> edition of the Arabian Travel Awards was held at JW Marriott Deira, Dubai with presence of over 250 stalwarts

**Shehara Rizly**



**H.E. Khalid Jasim Al Midfa**, Chairman of the Sharjah Commerce and Tourism Development Authority, graced the occasion as Chief Guest. The awards glittered through the night whilst dignitaries from consulates, travel, tourism and hospitality professionals attended to be recognised for their untiring efforts to place United Arab Emirates as the fourth most visited destination in the world. This year two great stalwarts who revolutionised the travel and tourism industry in the region were recognised for their efforts: **Jamal Abdunazar**, CEO of Cozmo Travel, received the Gallery of Legends award whilst **Nasir Jamal Khan**, CEO Al Naboodah Travel, was recognised as the DDP Game Changer.

Arabian Travel Awards is a platform for the Middle East market to appreciate the efforts of the travel specialists who have contributed to the booming travel and hospitality industry. The aim is to encourage them to continue

promoting tourism in the region especially as all roads are set and ready for the Expo 2020 and beyond.

Welcoming the guests at the event, **SanJeet**, Mentor, Arabian Travel Awards, said, "Our aim through the Arabian Travel Awards is to recognise and encourage the talent in some of the most important sectors such as travel, tourism and hospitality which contributes to the sustainable growth in the economy of the country. From the time we started out in this region over 15 years ago, we have seen the Middle East leapfrog to a much open-minded, tech savvy society yet thrive on the traditional value practices of the human elements which makes it a juxtaposition of two worlds meeting at a meaningful juncture. This year, we had over 25 countries submitting nearly 50,000 votes hence, we have nearly 60 awards to recognise the giants who have contributed to this country's economy."







# What's written on the **CARDS...**

Our etiquette expert, **Shital Kakkar Mehra**, shares the nuances of sharing a visiting card during meetings, and how it acts as professional resume to the potential client



**Shital Kakkar Mehra**  
Practitioner of Corporate  
Etiquette and International  
Protocol in India

First used in 17<sup>th</sup> century France, small "Visite Biletes" or visiting cards were used by visitors to write promissory notes. Later, Continental Europe and finally USA adopted them, making these cards an essential business tool. Today, companies regard the business card as a powerful visual tool of their corporate image, investing substantial resources in designing them.

## WHEN PRESENTING YOUR CARD:

- Present the card with both your hands (in the Japanese style). This is increasingly practiced in the business world, emerging as the global style of exchanging business cards. The reading material should face the recipient.
- In a cocktail party or a networking event, place your cards in the right pocket of your jacket, present the card with your right hand.
- In a sit-down meal, exchange cards before or after the meal. Food and cards don't mix!
- Carry cards in a card folder, ensuring they

stay neat and crisp.

- Don't jot down notes on the business card.
- If your contact details or designation has changed, order a fresh set of cards.

## WHEN RECEIVING THE CARD:

- Accept the business card with both your hands.
- Quickly glance through the card, reading the name / designation/ firm. Use business cards as ice-breakers – a comment on the content / design of the card is a great way to start a conversation with a stranger.
- Place the card neatly in your jacket pocket or handbag.
- Don't leave cards behind on the table.

## INTERNATIONAL PROTOCOL:

- As everyone loves the sound of their own name, make an instant connect with your business associates by using their names. To achieve this, place their business cards in front of you in the same order as they are seated in the business meeting.
- Designations on business cards give you a fair idea of the firm's organisation structure.

“Present the card with both your hands, this is increasingly practiced in the business events”



# 3k delegates mark presence @IT&CMA

The 26<sup>th</sup> IT&CMA and 21<sup>st</sup> CTW Asia-Pacific held in Bangkok, Thailand, welcomed some 3,000 delegates, from more than 50 territories from September 18-20

This year's budding programme included a record 29 networking functions and hosted activities and a solid education line up of 21 knowledge sessions helmed by over 50 industry thought-leaders from government bodies, related associations, corporate organisations, and industry professions. The exhibition and business components featured some 316 destinations and corporates.

**Darren Ng**, Managing Director, TTG Asia Media said, "We have an extremely robust 2018 line up for all our delegates this year. Business objectives remain the main focus of IT&CMA and CTW Asia-Pacific in providing MiCE and corporate travel-centric opportunities for all our exhibiting suppliers and buyers to achieve their goals for the region. The advocacy of knowledge-based sharing is also a key pillar at our events in advancing the intellect and innovation within our growing industry and were happy to see so many destinations and brands take up captive social functions to personally get to know their audience."

The main keynote presented by **Martin Nydegger**, CEO, Switzerland Tourism; **Oscar Cerezales**, COO, MCI Asia-Pacific; **Nichapa Yoswee**, Senior Vice President – Business, Thailand Convention & Exhibition Bureau (TCEB); and **Daniel Chua**,



Vice President – Meetings & Incentives, Singapore Associations of Conventions and Exhibition Organisers (SACEOS), set the tone towards the transformation of audience engagement as the demand to stand out and being top-of-mind becomes more competitive.

“Business objectives remained the main focus of IT&CMA,”

Another two stellar sessions - ICCA-TTG Passionate Breakfast themed 'Graceful Powers' celebrated the journey of women and diversity in the workforce, with inspiring sharings by incredible female achievers who made their mark in the industry.

**Angie Stephen**, Managing Director, Royal Caribbean, dived into the importance of such conferences for the region, "The popularity of cruise is just now starting to grow in the region and it is important for all of us to come together with key stakeholders to continue to fuel that growth. This is why we see major players here today to heighten that awareness."



# WEDDING PLANNERS

## Holders of the fort

To ensure a hassle-free experience on one's special day wedding experts are the go-to person for soon-to-be-wed couples, feels our counsellor **Shivani Misri Sadhoo**



**Shivani Misri Sadhoo**  
Founder  
Saarthi Counselling  
Services



A wedding is the most special day in anyone's life. The concept of saying 'I do' has vastly seen a revolutionary change with the advent of new trends in the wedding segment. The family dynamics and day-to-day lifestyle in Indian cities has changed in last two to three decades. During earlier days, a wedding was seen as a get-together and a mass celebration family where close family members arrived at the house seven to 10 days prior to the event and family members handled most chores of the event from purchasing flowers, vegetables, looking after tent, decoration, food preparation buying clothes or buying jewellery, and much more.

Today, the scenario is different. The trend now is to limit the extravaganza among relatives. The infrastructure preferred, too, is minimal. People nowadays prefer giving more time to organise every aspect that goes into the making of the wedding as an eventful one. This is where the

wedding planners step in, cementing the gap for contemporary weddings. The main advantages of wedding planners are:-

### WEDDING PLANNERS OFFER NEW IDEAS

Most brides-to-be spend hours searching the internet and bridal magazines to find fresh wedding ideas. Sometimes these new ideas are feasible, sometimes they are not. Professional wedding planners with intense experience and exposure in their field of job provide necessary alternatives to help the prospective bride and groom choose their suited options among numerous themes for the respective days.

### VENDOR MANAGERS EXUDE EXCELLENCE

Managing vendors for tasks like decorations, catering, flowers, printing, etc., are not easy, it requires both experience and time to handle them effectively and push them to deliver the best. Wedding planners have that advantage as they have a long-term business association with the vendors and necessitate in gaining the best of services. Equipped during time and budget constraints, wedding planners are more in demand in today's era.

“People nowadays prefer giving more time to organise every aspect that goes in the wedding”




**OCTOBER 2018**

<b>MICE Industry</b>	St. Petersburg – Russia	<b>11-13</b>
<b>Event Organisers Summit</b>	London	<b>15-16</b>
<b>ITB Asia</b>	Singapore	<b>17-19</b>
<b>Business Travel Summit</b>	London	<b>17</b>
<b>International Tourism &amp; Travel Show</b>	Montréal-Québec-Canada	<b>19-21</b>
<b>MCE South Europe</b>	Thessaloniki – Greece	<b>21-23</b>
<b>International MICE Geography Show</b>	Moscow – Russia	<b>25-26</b>
<b>Connections Adventure</b>	Ljubljana – Slovenia	<b>28-30</b>
<b>Meeting &amp; Incentive Forums - Europe Cannes</b>	Cannes – France	<b>29-2</b>
<b>ILTM China</b>	Shanghai – China	<b>31-2</b>

**NOVEMBER 2018**

<b>Luxury Travel Fair</b>	London	<b>1-4</b>
<b>World Travel Market (WTM)</b>	London	<b>5-7</b>
<b>Cruise Connect Summit</b>	Manila – Philippines	<b>5-7</b>
<b>TourInvest Forum</b>	Paris – France	<b>7</b>
<b>ICCA Congress</b>	Dubai – UAE	<b>11-14</b>
<b>Future Travel Experience Asia Expo</b>	Singapore	<b>13-14</b>
<b>PAICE - Pacific Area Incentives &amp; Conference Expo</b>	Auckland – New Zealand	<b>20</b>
<b>MICE Place Brussels</b>	Brussels – Belgium	<b>21-22</b>
<b>IBTM World</b>	Barcelona – Spain	<b>27-29</b>
<b>Meeting &amp; Incentive Forums - MICE Masters</b>	Girona – Spain	<b>29-2</b>
<b>IITM (India Int'l Travel Mart - Pune)</b>	Pune	<b>30-2</b>

**DECEMBER 2018**

<b>Travel Business Show</b>	Hyderabad	<b>1-2</b>
<b>Adventure NEXT India</b>	Madhya Pradesh	<b>3-5</b>
<b>India MiCE Awards</b>	Agra	<b>4</b>
<b>India Travel Awards</b>	Agra	<b>6</b>



## Travel Business Show in December

The show is expected to gain business from 900 meetings

The business table-top is a one individual to another meeting place appointment that provides networking opportunities for travel industry professionals – senior management buyers, suppliers & related marketing services to meet & further relationships, showcase their offerings and build partnerships that facilitate travel globally from key markets.

The show is expected to be held from December 1-2 at Marriott Hyderabad. Some 30+ exhibitors and buyers are expected to culminate for 900 face-to-face appointments.

The show will be a showcase that projects a diverse forum featuring the best of MiCE brands. It will be a suite platform that witnesses a world of business opportunities to make the most of the time & investment of potential clients.

### HIGHLIGHTS:

- Meetings between a select number of exhibitors & top-level buyers.
- Meet top-level decision makers along with elite meeting planners as buyers from the meetings & events industry.
- An excellent platform for companies which are looking to gain a slice of demand or are looking to grow their existing shares.
- Selected, vetted and qualified buyers
- Corporate meeting planners, Corporate travel decision-makers and influencers
- Leading industry travel agents doing dealer conferences, incentives, events, etc.
- Invite only – Closed door format
- Meticulously (electronically) matched business suppliers, vendors and buyers

**Sarika Bhambani Rawal**, Vice President, Travel Show, said, “The show made headway in connecting the right partners to take the industry forward. According to the feedback received, the buyers and exhibitors found the show very fruitful for their business and the connections they built at the show are seeds for their progress.”

# movements



**Jean-Noel Rault**  
General Manager  
Air France-KLM- Indian  
subcontinent

Air France-KLM, a global leader in air-transport and member of the SkyTeam Alliance, has announced the appointment of Jean-Noel Rault as the new General Manager – Indian Sub-Continent. Taking office on August 1, 2018, Rault will be responsible for accelerating the growth and strengthening the presence of Air France-KLM in the Indian Sub-Continent. He will also drive the consolidation and extension of the company's partnerships in the region. Prior to this, he was heading Air France-KLM's business in Canada as the Vice President and GM.



**Sanjay Kaushik**  
Chief Operating Officer  
Raviz Hotels & Resorts

Raviz Hotels & Resorts has appointed Sanjay Kaushik as their Chief Operating Officer. He brings with him 22 years of experience in the hotel industry and has a proven track record in business turnarounds. In his career in the industry, Kaushik has worked with the ITC Maurya Sheraton, Carlson, and IHG. In the new role, he will be responsible for designing and implementing business strategies, plans, and procedures as well as establishing policies that promote the vision of the company. He will also participate in expansion activities of the group. Kaushik moved to Raviz from IHG, where he was the Area General Manager, West India.



**Manish Dayya**  
General Manager  
Novotel Hyderabad Convention  
Centre and HICC

Novotel Hyderabad Convention Centre and Hyderabad International Convention Centre (HICC) has appointed Manish Dayya as the new General Manager. Being a proficient hospitality professional, Dayya has expertise and valuable insights on augmenting brand standards for the company. In his new leadership position, Dayya will be responsible for spearheading operations at this dual property. Through his vast knowledge in corporate and business leisure, his responsibilities include to ensure the growth and expansion.



**Cajetan Araujo**  
General Manager  
W Goa

W Hotels has appointed Cajetan Araujo as the General Manager for W Goa. Araujo is a global luxury hotelier who began his journey in hospitality as a Front Desk Executive in Geneva, Switzerland and since then has been a culinarian, an entrepreneur and an icon leading some of the finest restaurant and food and beverage operations in New York, Miami, Bermuda, Ireland, Dubai and Qatar. His remarkable journey with St. Regis Doha, Qatar and The St. Regis Bal Harbour in Miami, saw him bring his passion and excitement to Mumbai to launch the now iconic 'Best Address' in Mumbai – The St. Regis Mumbai as Hotel Manager.



**Puneet Kapoor**  
Director of Events  
Hyatt Regency Delhi

Hyatt Regency Delhi has appointed Puneet Kapoor as Director of Events effective from July 18. In his new role, Kapoor will be responsible for managing operational and administrative functions to ensure the projects are delivered efficiently along with monitoring the progress of the planning and execution of each task that has to do with any event at the flagship hotel. Kapoor has 16 years of experience in the hospitality industry to this position. After graduating from Indira Gandhi National Open University (IGNOU), he has played a pivotal role in prominent brands across the hospitality industry.



**Ketan Salvi**  
Director of Sales and Marketing  
Holiday Inn Mumbai  
International Airport

Holiday Inn Mumbai International Airport, part of InterContinental Hotels Group has appointed Ketan Salvi as their Director of Sales and Marketing. His responsibility will include leading and further improving all aspects of the sales and marketing communications, promoting brand strategies and providing the best of Holiday Inn hospitality experience to the guests. Salvi joins Holiday Inn with total 10 years of work experience. He brings an enriching experience in hotel sales and operations with large business and luxury chains like Marriott International, Hilton Worldwide, etc. In his current role he will be ensuring sales and marketing strategies are set, tactical plans are created, implemented and achieved.



NOVOTEL VIZAG  
WINS BIG YET AGAIN

“BEST 5 STAR HOTEL”



**NOVOTEL**

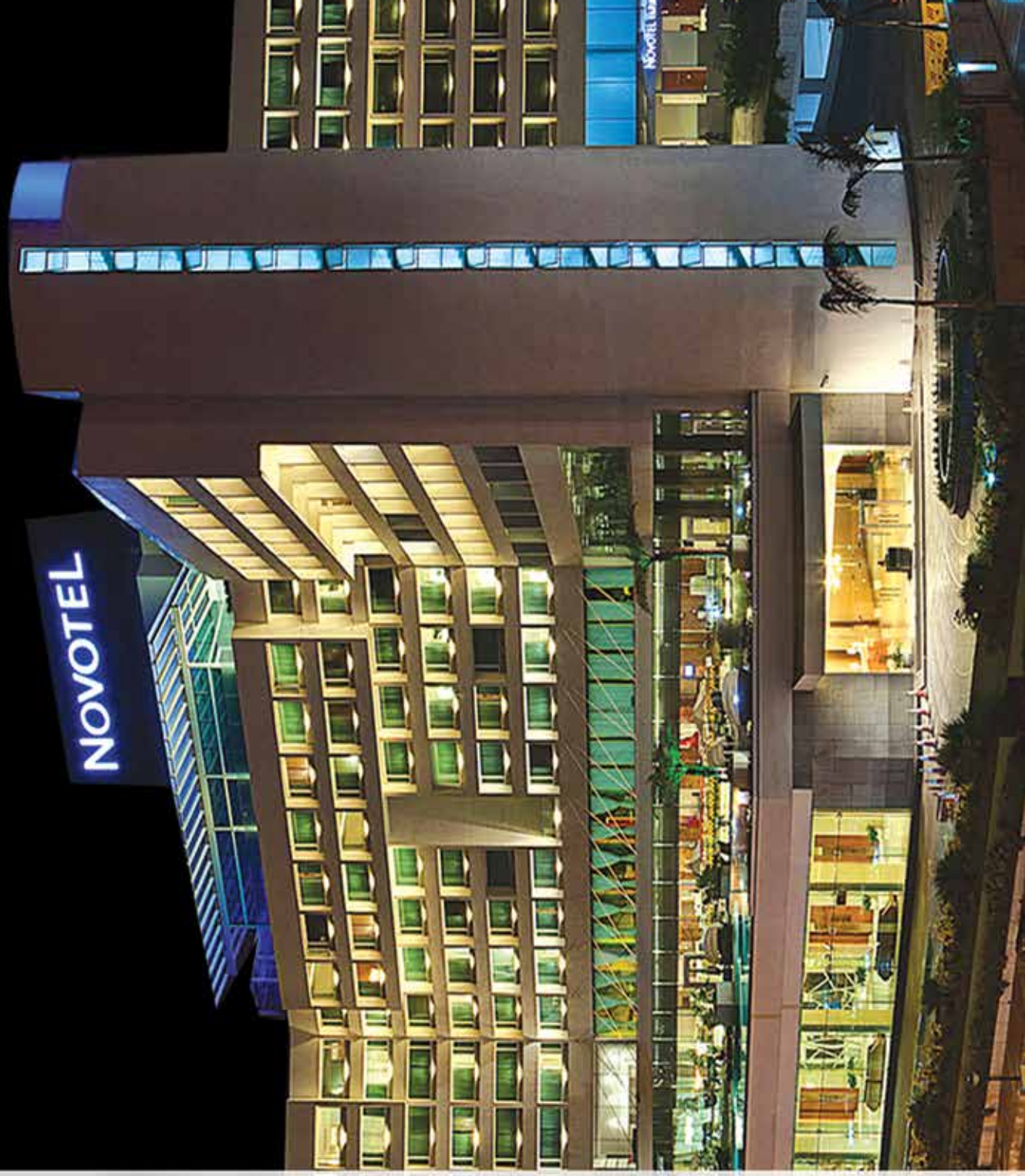
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*Thank you, Vizag!*





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THAILAND

MALDIVES

OMAN

QATAR

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VIETNAM