ACI: Strong 1Q passenger traffic growth continues – North America traffic grows above status and LAC resurging

Airports Council International (ACI) World reports that sound economic conditions in the first quarter of 2018 have helped bolster air transport demand. Passenger traffic grew 6.7% year-on-year for the first quarter and was up 8.1% year-on-year for the month of March.

**North America** continued to achieve growth rates well above its mature market status, says ACI. Spanning almost two decades, average annualized growth rates have hovered in the realm of 1%. The region’s growth rate of 4.8% for Q1 indicates the resurgence and strength of the United States aviation market.

Major Canadian airports saw passenger traffic grow by 6.5% with traffic at airports in the United States increasing of 4.7%.

Los Angeles (LAX) grew by 6% in the first quarter. San Francisco (SFO) also experienced strong growth of 8.5%. Capitalizing on the spring break period, both Fort Lauderdale (FLL) and Orlando (MCO) observed robust growth on year-to-date basis to March posting growth of 9.6% and 8.7% respectively.

Toronto (YYZ), grew by 6.5% in total passengers yoy, with international passenger growth up 7.8%.

**Latin-America-Caribbean**, after a lackluster year in 2017, saw passenger traffic resurging with a gain of 5.4% in the first quarter. Passenger traffic in Brazil rose in tandem with this recovery. São Paulo (GRU) achieved growth of 3.5% in the first quarter. Mexico experienced 9.6% growth across the country's airports. Mexico City (MEX) had quarterly growth of 7.2% and Guadalajara (GDL) rocketed up 16.1% during the quarter. Major commercial airports in Argentina, Chile and Peru registered growth of 11.0%, 15.6% and 10.9% respectively.

Colombia, however, showed some weakness as passenger traffic experienced a decrease of -0.35%.

The major aviation markets of **Asia-Pacific** increased by 8.2% for the 1Q and were also the largest contributor to global growth in air transport demand. China, the leading market in Asia, accounted for more than 35% of the region's passenger traffic. Guangzhou (CAN), the third busiest airport in China and one of the fastest growing hubs in the world, grew by 6.4% in the first quarter.

India continued to capitalize on its strong appetite for air travel. Bangalore (BLR), New Delhi (DEL) and Mumbai (BOM) grew by double digit proportions at 33.1%, 14.7% and 11.4% respectively for the first quarter.

In Korea, Incheon (ICN) grew by 10%. Route segments from Incheon to Japanese destinations represent some the busiest in the world and continue to grow.

The **Middle East** delivered one of its weakest growth rates since 2001, up 1.2%. Traffic at Dubai International (DXB) grew by 1.1% in the first quarter; traffic at Abu Dhabi declined by 10.7%. Doha (DOH), in Qatar, also declined by 10.8%. But both Kuwait City (KWI) and Tel-Aviv (TLV) achieved sharp increases just shy of 20% for 1Q.

**European** airports achieved record gains in passenger traffic well above historical average annual growth rates, which are estimated at 4% per annum since the year 2000. Traffic jumped by 7.7% yoy in 1Q. Frankfurt grew by 10% and Amsterdam-Schiphol (AMS), was up by 8.2%.

Air travel across **African** airports continued to make a strong comeback with passenger traffic up by 12.7%.
Calling the concessions program at Dallas Fort Worth International Airport, “a great example of the innovative work airports are doing to improve the passenger experience,” ACI-NA President and CEO Kevin M. Burke awarded DFW with the prestigious 2018 Richard A. Griesbach Award of Excellence last week.

This is the top prize at the annual ACI-NA Airport Concessions Awards that this year was held on June 14 at a gala dinner attended by more than 600 aviation and business representatives from the North American airport industry.

“ACI-NA’s Richard A. Griesbach Award of Excellence recognizes the most innovative and outstanding work in airport concessions,” said Burke, citing Terminal D at DFW’s innovation while it is “generating business that is vital to their bottom line.”

DFW Terminal D, which served 8.5 million international passengers in 2017, continually evolves to offer passengers luxury shopping and dining experiences as well as everyday travel essentials, said ACI-NA in its announcement.

“To appeal to all a variety of passengers, DFW’s goal is to showcase known and loved brands as well as local favorites in Terminal D. The airport also strives to be on the cutting edge of innovation with the DFW Airport App, a mobile app that serves as a useful tool for travelers with step by step directions in the terminal, restaurant menus, and flight information,” said the statement.

The highlight of the DFW program is the 19,000-square-foot, two-level Duty Free store opened by a DFASS-led joint venture in Terminal D last December. The store offers passengers experiential shopping including two executive mezzanine lounges, $2 million in dynamic digital displays, multiple tasting bars, and VIP concierge services. The store is billed as the largest duty free store in the western hemisphere.

In other honors, the 2018 ACI-NA Concessions Person of the Year was awarded to Laurie Noyes of Tampa International Airport. As the Vice President of Concessions, Noyes has led the airport’s largest concession redevelopment program, and implemented new lines of business that generate millions of dollars annually. She is also an active member of the ACI-NA Commercial Management Committee, serving as a member of the steering group.

ACI-NA announced 37 other awards during the dinner, some of which included:

**Best New Duty Free Concept:**
1st Place: DFS Duty Free Pop-up Shops, John F. Kennedy International Airport, Terminal 4; and
2nd Place: The Runway, Tampa International Airport (Operated by BRICKANDMORTAR-ME.INC), 2nd Place: The Runway, Tampa International Airport (Operated by Paradies Lagardère), 3rd Place: Nuts on Clark, O'Hare International Airport (Operated by Nuts on Clark).

The **Best Retail Program** for a large airport went to DFW, followed by George Bush Intercontinental Airport, Terminal A in second place and Vancouver International Airport, International Terminal in third place. Louisville International Airport won the award for **Best Retail Program** for a medium/small airport.

The award for **Best Innovative Consumer Experience Concept** or Practice went to the Hollywood Theatre in Portland International Airport. WeWatt, Indianapolis International Airport, came in second, followed by ROAM Fitness at Baltimore-Washington International Airport.

Two Paradies Lagardère concepts won awards for the **Best New Consumer Service Concept** for the Mobile Point of Sale (mPOS), and Server Pager System. The Be Relax Spa, at Washington Dulles won third place.

Texas airports also won big in the food categories. The **Best Food & Beverage Program** awards for large airports went to Houston’s George Bush Intercontinental Airport, Terminal A (#1) and Dallas Fort Worth International Airport, Terminal D (#3), with John F. Kennedy International Airport, Terminal 4 coming in at second place. Dallas Love Field Airport and Houston’s William P. Hobby Airport swept the medium airport category. Louisville International and Tucson International came in 1 and 2 in the small airport category.

Hudson Group announces the world’s largest
Hudson Store at the world’s busiest airport

Hudson Group is opening the world’s largest Hudson store at the world’s busiest airport, Hartsfield–Jackson Atlanta International Airport (ATL). Called ATL Shops by Hudson, the store will cover over 5,000 square feet of retail space, and will feature modern visuals and new products. The store will also present shop-in-shop experiences with proprietary brands Ink by Hudson, a contemporary bookstore, and confectionery specialist Sweet Indulgences.

The store design of ATL Shops by Hudson is part of the travel retailer’s overall growth strategy to convert and modernize its travel essentials and convenience locations to Hudson stores.

The store openings are part of a joint-venture mid-term refurbishment plan for Hartsfield–Jackson Atlanta International Airport’s Terminal F to deliver an elevated retail experience for travelers and improve efficacy.

The ATL store opening is part of a multibillion-dollar renovation and expansion project, dubbed ATLNext, expected to be complete by 2031.

As part of the retail revitalization of Terminal F, Hudson Group will also open Tumi and 5th & Sunset later this summer, joining Kiehl’s and M•A•C.

“We are grateful for Hudson Group’s support in the mid-term refurbishment plan, and we look forward to welcoming the addition of the new 5,000 sq. ft. ATL Shops by Hudson — the world’s largest Hudson store concept — into our retail portfolio,” said Chilly Ewing, director of concessions management of Hartsfield–Jackson Atlanta International Airport.

“Our goal is to meet the changing needs and preferences of customers traveling through the world’s busiest airport by providing them with a variety of exceptional retail offerings,” said Joseph DiDomizio, president and CEO of Hudson Group.

“Hudson Group is eager to continue enriching the retail program with the world’s largest Hudson store at the world’s busiest airport—Hartsfield–Jackson Atlanta International Airport.”

Hudson Group became the operator of World Duty Free stores at ATL after Dufry acquired World Duty Free Group in 2015.

In related news, Hudson Group has announced that it was granted a three-year extension of its retail operations at Baltimore-Washington International Thurgood Marshall Airport (BWI).

The contract extension awarded by Fraport Maryland includes over 15,900 square feet in retail space, and includes the conversion of two Hudson News locations to Hudson store concepts.

AT THE POINT OF SALE

Estée Lauder TR unveils a mega multi-brand pop-up in Qatar and debuts new Tom Ford Beauty concept in London Heathrow

The Estée Lauder Companies has opened its first mega multi-brand pop-up in Travel Retail at Hamad International Airport (HIA) within the departures area in Qatar Duty Free (QDF). The site is 180sqm – the biggest of its kind in the airport—and features luxury brands Estée Lauder, Clinique, La Mer and Tom Ford. Each brand is offering passengers unique and personalized experiences, along with bespoke gifting opportunities. Celebrating Eid al-Fitr, the pop-up is open until July 10, 2018 throughout this holiday period.

Tom Ford Beauty has launched its brand new store concept in London Heathrow’s Terminal 3—a luxury shopping experience expressed through Tom Ford’s singular vision. Travelers can discover Tom Ford’s collection of Cosmetics, Signature and Private Blend fragrances for both men and women, including Tom Ford’s personal scent laboratory, color cosmetics, lip color and gifting options.
Royal Caribbean Cruises Ltd is acquiring a 66.7% equity stake in privately-owned luxury line SilverSea Cruises.

The Miami-based RCL will pay approximately $1 billion to SilverSea’s owner Manfredi Lefebvre D’Ovidio, who may also receive another 472,000 RCL shares if certain 2019-2020 performance goals are met.

SilverSea has five all-suite ships and three expedition ships that sail to more than 1,000 destinations globally, and adds a pioneering ultra-luxury brand to RCL’s portfolio.

RCL’s largest brand, Royal Caribbean International, is a contemporary brand focused on adventure-seeking families, Celebrity Cruises is a premium brand providing a modern luxury experience to discerning global travelers, and Azamara Club Cruises is a destination immersive brand offering luxury voyages to unique ports.

The company also operates the regional TUI Cruises and Pullmantur brands as part of long-term joint ventures.

“SilverSea is a crown jewel, and the acknowledged leader in luxury and expedition cruising, two key markets that are poised for growth,” said Richard D. Fain, Chairman and CEO of Royal Caribbean Cruises Ltd.

“Uniting our two companies presents an extraordinary opportunity to expand vacation options for guests and create revenue in strategic growth areas.”

Lefebvre will remain Executive Chairman of SilverSea, continuing to lead its strategy long term. SilverSea’s CEO Roberto Martinoli will continue in his role, working with the existing SilverSea management team.

The companies say that the deal will drive long-term capacity growth in the burgeoning luxury and expedition segments at a much larger scale than what SilverSea would achieve independently. For Royal Caribbean, the deal would diversify its portfolio and increase its expedition offerings by adding a premiere ultra-luxury brand. It will also result in significant synergies related to global market access, supply chain, purchasing power and other economies of scale.

The closing is expected to be completed later in the year, subject to customary closing conditions and regulatory approvals.

Giles Marks, Travel Retail Director, comments: “In every market, it is the unique quality of the polarized lenses combined with their aesthetic appeal that sets Maui Jim apart from regular high street and luxury brands. Indeed last month two high-tech, trend-setting Maui Jim styles were finalists in the consumer-voted Travel Retail Awards. They were praised particularly for the high quality of the product and their suitability to travel retail. Consumers all over the world are coming to appreciate how Maui Jim sunglasses boost color, clarity and detail in the world around them. As we say ‘The view is better from here!’ with Maui Jim.”

This story has been modified since it originally appeared. LRP
Tourism chief delivers upbeat assessment of Caribbean’s future

Tourism chief Frank Comito has expressed confidence in the Caribbean’s tourism future. Comito, CEO and Director General of the Caribbean Hotel and Tourism Association (CHTA), says that high consumer demand for a Caribbean travel experience and increased tourism investments in hotels and airport improvements bode well for the future of the Caribbean’s tourism sector.

The region is exceeding 2018 expectations despite the fact that some hotels in six of the Caribbean’s 32 major destinations are still in rebuilding mode following last year’s hurricanes, says the CHTA.

Thanks to the robust upturn in the tourism sector, many parts of the region are seeing corresponding growth in employment, visitor spending, government revenue, and public and private sector investments to upgrade and expand the tourism product.

“Capitalizing on these trends and getting the region to work together on marketing and addressing other matters which can cause tourism to be an even greater economic engine for the region is a challenge which the region’s public and private sector leaders must embrace,” states Comito.

Calls for more cooperation
Comito echoed a challenge by Frank Rainieri, the noted developer of the Punta Cana region in the Dominican Republic, to attendees at the Caribbean Hotel and Resort Investment Summit (CHRIS) in Miami last month to work together on common matters which impact the entire Caribbean region, in particular aviation, marketing and sustainability.

Rainieri, chairman and founder of Grupo Puntacana, received CHRIS’ Lifetime Achievement Award at the event.

A CHTA study earlier this year revealed that 58% of hoteliers have a positive or extremely positive outlook for the industry’s future. According to data recently collected by the World Travel and Tourism Council, hurricane-affected destinations themselves anticipate annual tourism spending growth of 8.7% in 2019 through 2021.

Increased airlift
Airlift coming into the region from North America and Europe is increasing at a record pace, says Comito, with all the major carriers serving the region announcing new and expanded service. Regional carriers are increasing service significantly. InterCaribbean Airways, for example, served a dozen locations in five destinations four years ago but currently covers 22 airports in 13 countries.

Several airport expansions have also been completed in recent years and more than a dozen other airports are under construction or in the planning stage, he said.

Tourism investments
CHTA also reported major expansion by leading hotel brands and chains and the debut of new independent boutique and luxury hotels as well as the growth of the sharing economy.

Industry stakeholders will discuss Caribbean travel and tourism issues at CHTA’s fourth Caribbean Hospitality Industry Exchange Forum (CHIEF), taking place at the Hyatt Regency Miami from June 22 to 24.

Florida WiTr raises $1,800 for school in India

Florida-based members of industry networking group Women in Travel Retail held a get-together in mid-May in Miami Beach hosted by Virginie Cordero, of distribution agency Sunnytouch, and raised $1,800 to assist the Primary and Anganwadi School complex in Mudh, India. The school was built with support from TFWA CARE, and the Florida WiTRs under Cordero previously funded beds and supplies for the children in the school. This year’s project aims to fund all of the school supplies for the coming year.

Cordero comments: “We gathered a small but very dedicated crowd, with 10 WiTRs plus friends, and had a very good time sharing stories of our business and life but more importantly, raised such a nice amount of money for these children. The very generous gifts were a hit and made the raffle a lot of fun. Thank you to those who sent in donations also.”

Cordero will be visiting the school in August and it is not too late to send in a donation. Please contact TMI for more information.

Mexico resort tourism officials form Quintana Roo Tourism Board

Officials from the State of Quintana Roo in Mexico have created a unified tourism board that represents the destinations of Cancun, Cozumel, Riviera Maya, Playa del Carmen, Holbox, Isla Mujeres and Tulum.

Each destination will maintain its unique identity, but the new organization will pool resources to create strategic marketing, advertising, and PR campaigns targeting the US.

Dario Flota Ocampo, the former director of the Riviera Maya and Cozumel Tourism Boards, will lead the Quintana Roo Tourism Board.

More than 16.9 million visitors traveled to Cancun and Riviera Maya in 2017, up 5.3% over 2016 and Quintana Roo will add around 4,000 hotel new rooms this year, spurring more growth.

In the most recent air traffic figures from ASUR, which operates Cancun and Cozumel airports that serve Quintana Roo, total air traffic in May for Cancun was up 7.2% to 10.7 million year-to-date. International traffic at Cancun was up by 4.8% to 7.5 million in May.

For the first quarter of 2018, total air traffic at Cancun was up by 9.6%, and international traffic increased by 7.2% over the same period last year.
BREITLING CARIBBEAN /LATAM
Assistant Retail Manager (Boutiques)
Miami Office

We are looking for an Assistant Retail Coordinator/Manager for the growth in the Caribbean Latin American Market. He/she will be responsible in assisting the Retail Manager in developing the Boutique sales team, to ensure customer experience, enhance loyalty to the Breitling brand name, with the end goal of achieving the Business and sales objectives.

**MAIN RESPONSIBILITIES**
Lead the team and drive sales performance to consistently achieve sales budget objectives while ensuring operational integrity. Communicate, support and monitor company KPI’s and proactively identify strategies to ensure performance standards are met. Implement all Boutique brand guidelines and procedures. Promote brand awareness, establish store presence, and capture competitive market share through company events. Ensure the implementation, execution, and measurement of company CRM initiatives through team action plans. Lead Boutique operations (stock management, reporting, expenses, etc.)

**REQUIRED QUALIFICATIONS, EXPERIENCE AND SKILLS**
Solid experience in managing a luxury goods brand. Ability to effectively communicate effectively across the levels of the organization (written and oral) in English and Spanish. Business acumen combined with strong analytical and organizational skills. Very good interpersonal skills and flexibility. Ability to travel 40-50%

Please send resumes to:
info@breitling.bs

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BREITLING CARIBBEAN /LATAM
Sell-In Sell-Out Analyst
Miami Office

Using proprietary analysis and reporting tools, position will monitor and access performance and support management decision making. **Specific responsibilities include but are not limited to:**

* Extracting and interpreting data.
* Updating and running statistical models, tracking results against forecasts, and fine-tuning future Forecasting.
* Creating budget modeling through sales analysis, interpretation of future forecasting variables.
* Build reporting structures on SKU, category and whole business performance.
* Prepare key weekly, monthly and quarterly reports via PowerPoint presentations, conference call and or meetings.

**Other functions:**
* Developing databases, data collection systems, and other strategies for statistical efficiency.
* Research, evaluate, and implement new analytic techniques or technologies.
* Providing support and training to other analytics staff. Analyze customer sales databases, tabulating sales reports for contest results.

**Position Requirements:**
* Full Time, Miami based office
* Minimum 3 years of relevant professional experience.
* Exceptional analytical and MS office skills.
* Strong attention to detail.

To apply, please email: Francesco Orlando forlando@fairplayconsulting.com

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**SALES ANALYST**

Miami-based high-end watch distributor operating in Latin America, the Caribbean and Travel Retail has an immediate opening for a SALES ANALYST

**Main Tasks and Duties**
- Performs sales analysis and providing regular and significant insights to the sales team about trade sales
- Collecting and analysing market reports
- Collecting and producing sell out statistics of the trade sales and driving product re-assortment from Switzerland
- Responsible for product assortment reports on the trade sales from the field

**Skills Required**
- Analytical skills
- Precision
- Planning
- MS Office package
- Project management

**To apply, please email:**
info@breitling.bs

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ERINGTON AMERICAS TRAVEL RETAIL

**Associate Manager – Cruise**
The Cruise Associate Manager role provides support to the Global Cruise Manager with the strategy, development and execution of cruise line activations. With a focus on training and implementation of various brand concepts, he/she is instrumental in driving the success of the portfolio in both on premise and the retail stores on board the ships.

**Brands:**
The Macallan, Highland Park, Glenrothes, Famous Grouse, Cutty Sark and Brugal Tito’s Handmade Vodka, Disaronno, Tia Maria, Buffalo Trace, Blantons, Fireball, Southern Comfort amongst others

**Responsibilities:**
Assist in creating new cruise concepts, manage/create new concepts, lead implementation of concepts onboard cruise lines, etc.

**Requirement:**
Bachelor’s Degree, 2-3+ years of relevant experience, with cruise and/or spirits background preferred. Willing to travel 50% of the time to cruise ships and key destinations in the World. Strong proficiency with Microsoft Excel and PowerPoint with the ability to work with data from multiple data sources for reporting and analysis. Flexible approach to work in a cross-functional team. Must have excellent interpersonal and written/verbal communication skills. Strong project management skills, attention to detail and the ability to meet aggressive deadlines and manage multiple projects simultaneously.

Willingness to roll up your sleeves and do whatever it takes to help your team win. Ability to multi-task and effectively prioritize efforts in a fast-paced, change oriented environment where continuous innovation is required.

THE SHISEIDO GROUP
Shiseido

has immediate openings for the following positions based in Miami:

**International Trainer**
Responsible for training sales staff on brand, product, and sales techniques. Must have a dynamic personality and excellent interpersonal and presentation skills in English and Spanish. Portuguese is a plus. Must be available to travel 60-70% throughout the Americas. 2-3 years Travel Retail luxury industry is a must.

**Retail Manager/Account Executive for North America - Southeast region**
Ideal candidate will have a minimum of 2-3 years’ experience in the Travel Retail luxury goods industry. Responsibilities include developing sell-out figures through supervision of salespeople, implementation of the brands’ merchandising and promotion guidelines. Experience in retail sales is a plus. Must be able to travel 40 to 50% of the time.

**Operations Analyst – Cosmetics Division**
Responsible for managing the new launch order process for the Cosmetics Division. This position is vital in contributing to the integration and delivery of all launches. Acts as a liaison between internal departments and our headquarters to streamline the procedure and communications throughout the item creation and ordering process. This position will also support key forecasting analysis and is responsible for managing the Travel Retail allocation. Demand planning experience is ideal for this position. Candidate must possess strong organizational and analytical skills.

**Sales/Market Coordinator**
The ideal candidate is highly proficient in Microsoft Office and possesses strong organizational and customer service skills. Must be a team player as this position will support management and the sales team with various projects and sales analysis. Experience in Travel Retail industry is a plus.

Please submit resumes to gcamplani@sac.shiseido.com and/or mfernandez@sac.shiseido.com.

Please refer to the job title on the subject line when sending your resumes.

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CLARINS, a luxury beauty brand, is seeking an

**Area Manager, based out of Miami, FL.**
The position will be responsible for the development of brand equity, sales, profit, and market share in the territory within Company guidelines and strategies, will ensure effective communication to obtain the information for an adequate development of the brands of Clarins Group in the assigned area, will adapt marketing, investment, HR and distribution strategy to local needs, and will assure the achievement of the growth and profitability objectives fixed by the Company.

**Responsibilities include, but are not limited to:**

**Essential Skills and Abilities**
- Bachelor’s degree in business, marketing or related field.
- At least three to five years related experience (sales and marketing)
- Good Negotiation skills
- Strong interpersonal skills
- Ability to adapt to diverse markets according to business needs and strategies.
- Willingness to travel internationally: 40-50% of the time.
- Strong analytical skills.
- English & Spanish (Read, Write, and Speak) required.
- Computer literate in Microsoft Word, Excel, PowerPoint

Please send resume to Amanda.Brinkerhoff@clarins.com

Equal opportunity Employer

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Clarification:

**Johnnie Walker Black Label Triple Cask Edition**
There was an error in the composition notes regarding Diageo’s new travel retail exclusive Johnnie Walker Black Label Triple Cask Edition, which is launching with Dufry in more than 300 travel retail stores worldwide this month. The correct information should read:

“The development of this rich, sweet and spicy Scotch has been led by Johnnie Walker Master Blender, Jim Beveridge, and expert blender, Chris Clark. This new expression has been crafted using a blend of malt and grain whiskies from distilleries such as Cardhu and Cameronbridge and has been finished in casks previously used to mature American bourbon, then Scotch whisky and finally Caribbean pot still rum.”

The distilleries originally cited were incorrect.

**Greenhall’s Gin launches first flavored liqueurs**
Greenall’s Original Handcrafted British Gin has launched its first flavored gin liqueurs exclusively with World Duty Free. Greenall’s, which has a history going back to 1761, will feature Greenall’s Green Apple & Hibiscus and Greenall’s Blood Orange, Fig & Ginger at World Duty Free stores in June and July before being made available to other domestic markets from August 2018.

Master Distiller Joanne Moore says she was inspired to create the new liqueurs by her desire to fuse quintessentially British flavors with more modern flavors, reflecting the botanicals Greenall’s sources from around the world.

Greenall’s Green Apple & Hibiscus and Greenall’s Blood Orange, Fig & Ginger are presented in a new 50cl bottle size, have an ABV of 20% and a recommended retail price of US$22.