



## CTO Caribbean Tourism Performance Report 2017: some growth after hurricane impact; recovery underway

Despite the devastating September hurricanes, Caribbean tourism reached a milestone of more than 30 million stay-over/tourist visits for the first time, announced CTO Acting Director of Research & IT Ryan Skeete, during the annual Caribbean Tourism Performance Report 2017 & Outlook presented on Feb. 15. Total visitor spending reached an estimated US \$37 billion.

Stay-over arrivals had been on track for a strong performance during the first-half of 2017, growing by an estimated 4.8%. But there was a major slowdown in the second half performance due to the impact of the hurricanes, after which tourist visits declined by 1.7%.

As a result, overall tourism visits increased only 1.7% to reach 30.1 million visits for the full year, said Skeete. This marks the eighth consecutive year of growth, albeit slower than the average global growth rate of 6.7%. As a result, the Caribbean market share of global visits in 2017 shrunk by 0.1 percentage points, to register 2.3% of the market.

Tourist arrivals showed uneven growth among destinations. Several countries reported double-digit increases in 2017 including

Saint Lucia, 11%, Belize, 10.8%, and Bermuda, 10.3%, while the hurricane-impacted countries recorded decreases ranging from -18% to -7%.

Contributing factors to the excellent performances in those countries reporting increases include greater air access from the source markets and significant investments, including in hotels, to enhance the tourism product.

The major Caribbean sub-regions with declines included the US Territories (-7.9%), the Dutch Caribbean (-6.6%) and the Organization of Eastern Caribbean States - OECS (-3.6%).

The grouping dubbed Other Caribbean comprising Cancun, Cozumel, Cuba, the Dominican Republic, Haiti and Suriname, which accounts for almost half of all arrivals to the region, recorded an increase of 6.0% and Caricom tourism arrivals grew by 1.7%.

### Market Trends

Most major source markets recorded growth except the South American and Caribbean markets which declined by 6.5% and 1.3% respectively, reflecting weak economic conditions.

The major Caribbean source market, the U.S., grew by approx-

imately 0.5%, reaching an estimated 14.9 million visits.

Arrivals from the European market totaled 5.8 million and improved by an estimated 6.2%, the strongest growth among the main markets.

Visits from the Canadian market rebounded in 2017, growing by 4.3% compared to a decline of 3.1% in 2016. The country's strong economic performance and increased seat capacity to the region helped support this recovery.

### Cruise Trends

Cruise passenger arrivals also set a new landmark in 2017. Despite the hurricanes, cruise arrivals reached an estimated 27.0 million visits to the region, 2.4% higher than in 2016.

Cruise passenger performance mirrors the performance of tourist arrivals, as it grew strongly (4.6%) in the first half of 2017, but contracted marginally (-0.4%) in the second half of the year, said CTO. Cruise passenger arrivals fell dramatically in September by some 20%. However, growth resumed in October, which saw a 2% increase.

*Continued on next page.*

## Brazil considers raising airport duty free allowance to \$900

At the end of January, Brazilian newspaper *O Globo* reported that duty free companies operating in the region were negotiating with the government to raise the duty free allowance for inbound air passengers from the current limit of US\$500 to US\$900.

*O Globo* says that Dufry, which is by far the largest duty free airport operator in Brazil, as pushing hard for the higher limit.

The article argues, however, that convincing the staff of Brazil's Ministry of Finance to raise the exemption during Brazil's current economic struggle could be a challenge. The Ministry managed to bar a request to raise the limit to \$1,200 last year, said the article.

**Jose Luis Donagary**, Secretary General of South American Duty Free Association ASUTIL, conversely, is optimistic that the higher exemption will be adopted.

"We have done a lot of work preparing our arguments in favor of the higher allowance, and presented a lot of data," Donagary tells *TMI*. "We expect to have a good response to our petition."

"The allowance in Uruguay was previously \$300, one time per month. We did a lot of work with the government, I think it was 2012, and the allowance was raised to \$500, and now it is \$650 as of the end of last year."

"And we were just successful in raising the allowance to \$500 in Argentina -- which went into effect this January -- so I think we can do this in Brazil as well."

One argument for the increase is that the current allowance is worth less than when it was first implemented.

"The amount of the current allowance was fixed many years ago. Since then, the dollar has lost value because of inflation. At the same time, prices have gone up. So passengers can buy much less for this allowance than they could ten years ago. This is one of the main reasons we are requesting an increase in allowances," he explains.

*Continued on next page.*



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Global TR contact: Zack Boiko, [zboiko@actium.us](mailto:zboiko@actium.us); Latam-and Caribbean TR: Daniel Bras, [dbras@actium.us](mailto:dbras@actium.us)

## Hawaii Gov. unveils plan to build \$1.1B concourse at Honolulu airport

Hawaii Gov. David Ige unveiled plans for a new \$1.1 billion Diamond Head concourse at Honolulu's Daniel K. Inouye International Airport.

The new concourse will replace the 50-year-old existing Diamond Head Concourse, which consists of six wide-body gates, serving domestic and international flights.

Construction is slated to take as long as ten years, said the Governor in his official announcement.

The new Diamond Head Concourse, while still in the preliminary planning stages, is conceptualized to cover approximately 800,000 square feet to replace the existing building; have between 12-14 wide-body gates in initial phase, expandable to 21 gates; house a new 200,000 sqf Customs and Border Protection (CBP) facility with the ability to process 4,000 arriving passengers per hour; offer improved security screening checkpoint and baggage screening facilities for the Transportation Security Administration (TSA) and provide a new parking area for airport employees.

The first pre-design planning phase, followed by an environmental assessment, will occur over the next three to four years. Construction is scheduled to begin in five years, said the Governor.

"This is a major investment in the airport, and my administration is committed to improving HNL's facilities for its passengers, airlines and businesses," said Gov. Ige.

"This project, combined with other airport modernization projects happening now, will result in more gates, faster processing for international travelers and greater efficiency."

"The new Diamond Head Concourse will help ease the current congestion during peak times and provide a much needed increase in airport capacity that will be necessary over the next decade," said Matt Shelby, co-chair, Airlines Committee of Hawaii.

Funding for the project is provided through concessions and airline revenue, said the release.

## Brazil considers raising airport duty free allowance; border shops likely to open in 2H 2018

*Continued from page 1.*

Donagaray also disputes the tax argument.

"Every time you sell something in a duty free store, a percentage is paid to the airport authority. Since the airports are 50% public, the state will get money whether through the tax or through the sale of the additional duty free goods. So we are encouraging the sale of more duty free goods through the higher allowance."

Marcos Reis, Brazil-based retail and operations consultant, believes that it might take some time yet before the government approves the higher allowance.

"Personally I believe that the approval for the border stores to open on the Brazil border [Ed. Note. The border stores are

scheduled to open later this year] will happen before any change in the allowance at the airport free shops. I think that the border shops have more interested players behind them (cities, other companies) and the legislation is already approved, only lacking the regulation of the Federal Revenue Service," he explains. "I do not believe that at this moment the Federal Revenue would give up those taxes on purchases above \$500 dollars from abroad."

Brazil approved the formation of border stores on the border back in 2012. The maximum allowance on the border will be \$300, one time per month.

As reported in TMI, Vol. 19 No. 15-16, the first stores are expected to be implemented later this year.

## CTO tourism forecast

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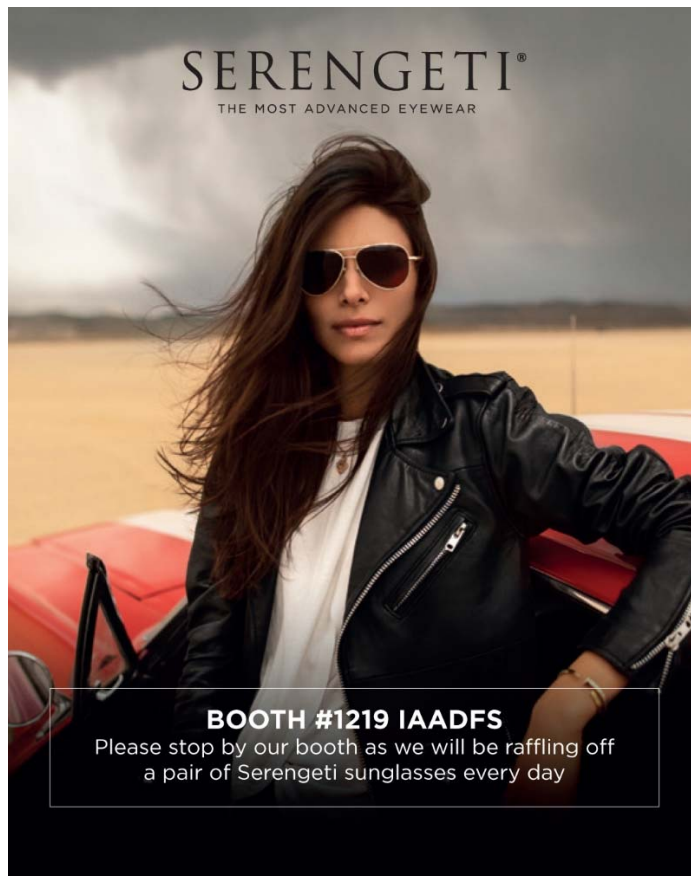
### Visitor expenditure

Consistent with increases in stay-over and cruise visits, total visitor expenditure is estimated to have increased by approximately 2.6% to reach US\$37 billion in 2017. This performance marks the eighth consecutive year of growth. Overall, stayover visitors spent an estimated US\$34.2 billion or US\$1,230 per trip compared to US\$1,129 per trip in 2016.

### Outlook

Global economic conditions are expected to be favorable in 2018. All of the major economies are projected to grow strongly, oil prices are expected to remain relatively low, and hourly wages are expected to increase again in the US following years of stagnation. These factors bode well for tourism in the Caribbean. On the downside, there is rising geopolitical tensions, the persistent threat of major terrorist attacks, and the heightened risk of extreme weather events. The CTO is projecting that tourist arrivals will increase between 2 and 3% in 2018.

According to the Florida-Caribbean Cruise Association (FCCA), booking data indicates that demand for Caribbean cruises remains quite strong. The demand is supported by their multimedia campaign, "The Caribbean is Open," launched soon after the hurricanes. Consequently, CTO projects that cruise arrivals will accelerate in 2018, to register a growth rate of between 2 and 3%.



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## Canadian tourism has best year ever, but land border DF sales stay flat

Canada welcomed a record breaking 20.8 million tourists in 2017 (+4.4% over 2016), the highest ever in Canadian history but the rise of tourists to Canada did not translate to higher sales at Canada's land border stores.

The preliminary tourism data, released by Statistics Canada, shows that Canada surpassed the previous record, set in 2002, by almost one million.

"Today's results are yet another reminder of what has been clear for a while now: Canada is back. And more and more, the world wants to come and visit. We are excited to share our vibrant cities, beautiful natural attractions, diverse cultures and proud history with record numbers of visitors," said Bardish Chagger, Minister of Small Business and Tourism and Leader of the Government in the House of Commons.

"This is great news for our tourism sector, and the more than 1.8 million jobs that depend on it. We are only just getting started, too. Our government is investing in Canada's tourism sector and we have a comprehensive plan to increase tourism even further. As we celebrate the Canada-China Year of Tourism this year, I am certain that the record we set in 2017 is just the beginning of the amazing news for this vital sector."

Overnight arrivals to Canada from countries other than the United States reached an all-time high of over 31% in 2017, up from 19% during the previous peak year of 2002.

Overseas tourists typically stay in Canada longer and also spend more, benefiting tourism businesses across Canada, and the Canadian economy, says Destination Canada.

The Government of Canada has implemented visa changes for priority markets by introducing the eTA and opening seven new visa application centers in China, Canada's third largest source

## Lambretta Watches launches timeless Italian designs as business expands in the Americas



Lambretta Watches, which launched the elegant vintage-inspired Classico 36 & 40 collections as a tribute to the brand's 70th Anniversary in Cannes, will be presenting its line-up of novelties for this spring and summer at the 2018 Summit in Orlando at Booth #831, says Christian Hoffmann, Marketing Director of Capella/Lambretta Watches.

Lambretta Watches, inspired by the iconic Italian scooter with its Italian flair and distinctive, retro feel, have been enjoying good growth in the Americas travel retail channel since team-

ing up with Int'l Brand Builders, says Jonas Dahlgren, CEO for Capella/Lambretta Watches.

"We have expanded our presence in the Americas market into key locations throughout Canada, USDF, the Caribbean, and Latin America and are now present in all channels, with a focus on airports where we are shipping our new self-select towers," says Dahlgren.

Katherine Sleipnes, President of IBBI, added that "Lambretta Watches have been well received by our retailers, due to their trendy and sleek designs, packaging, and price points. Our team of eight will be sharing the new collections in Orlando at the 2018 Summit. Watches retailing for less than \$100 are considered an impulse purchase, and few other brands play in this category.

"With today's mix changing, people are looking more for affordable luxury brands, and this is exactly what Lambretta Watches offers," she said.

Among the new collection is Volta 39, a vintage-inspired men's watch with a slim case, dome-shaped glass and slightly curved dial. A new updated chronograph collection, Imola 44 Racing Edition, is also launching as a tribute to Lambretta's racing heritage back in the 1960s.

On the women's side, a brand new minimalistic feminine design is introduced, Mia 34, which has an ultra-thin and sleek case, matched with stunning Italian leather straps and elegant Milanese mesh bracelets. Lambretta Watches' best seller for ladies, the Cielo 34 collection, will also be released with soft and stylish suede straps.

market. New flight routes and increased service to Canadian airports have flight capacity soaring by 7% over 2016 to the highest level ever

### Duty Free

Despite the higher number of international tourist arrivals, Canada's Land Border duty free sales were flat for the year, down .10%, to \$156 million, according to year-end figures from the Canada Border Services Agency (CBSA).

Number one category alcohol was up slightly in 2017 (.85%) with sales of \$68.4 million. Tobacco, the second most popular category on the land border, slipped .29% for the year to \$33.7 million. Perfume, Cosmetics, Skincare dropped 4.74% to \$21 million.

Year-end airport numbers have not yet been released.

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## Companies throughout the industry provide major Hurricane relief efforts

### Costa del Mar brings aid

With parts of Texas, Florida and the Caribbean still repairing and recovering from the impact of three devastating hurricanes late last year, companies throughout the industry developed a variety of ways to provide aid and money to assist those impacted by the storms.

**Florida-based Costa del Mar** committed to contributing 100% of the profits from orders placed during International Vision Expo West in September to the Red Cross hurricane relief efforts. Costa is based in Daytona Beach, Florida and employs over 250 people in one of the areas impacted by Irma.

In the wake of the devastating impact of both Hurricane Harvey and Hurricane Irma, the Costa team rallied support for area first responders, assembling hundreds of gear packs and working with Houston-based customers to distribute to workers on the scene. In addition, over 20,000 T-shirts were sent to area shelters for those in need of basic supplies.

A multi-step relief plan was also put into effect for those affected by Hurricane Irma.

"Our Costa family extends from Texas to Florida, Georgia, South Carolina and the Caribbean islands – they all faced a devastating blow ... The impact was felt here at home as well as by thousands of our customers, reps, partners and loyal consumers. We will be there for all our communities as they rebuild," said CEO Holly Rush. "Our efforts at Vision Expo are one way we can quickly rally together to bring help to where it's needed most."

### Stansfeld Scott and supplier partners come together to help rebuild

After the devastating Hurricane season, Stansfeld Scott, supported by its trading partners from all over the globe, launched a Caribbean Hurricane Relief Fund to bring much needed building and emergency supplies to some of the most severely impacted islands.

Hurricanes Irma and Maria left unprecedented damage in Barbuda, St. Martin/Maarten, St. Barthelemy, Anguilla, Dominica, the British and US Virgin Islands, Turks and Caicos, and Puerto Rico last September.

Immediately after the storms passed, Stansfeld Scott, the largest independent supplier of wines and spirits to the Caribbean, reached out to its distribution partners from each of the affected islands and determined that all employees were safe but many homes and businesses suffered extensive damage.

Based on feedback received from the affected countries, Stansfeld Scott launched its Caribbean Hurricane Relief Fund, pledging containers filled with building and emergency supplies to be sent to a few of the most severely impacted islands.

"For Stansfeld Scott, many of these people are not nameless. They are our friends and colleagues who work with our brands daily," noted Brian Cabral, President/CEO of Stansfeld Scott. "We wanted to assist them, their families and communities with essential building supplies to ease their transition to normalcy."

With the support and generosity of almost all Stansfeld Scott suppliers along with key logistics partners, the fund surpassed the initial goal (US\$125K) and reached US\$150,000.

The first of six 20-foot con-

tainers of building supplies shipped mid-November. Distribution of supplies is being coordinated through local trading partners.

Stansfeld Scott expresses its deep appreciation to its trading partners who supported the initiative, including Accolade Wines of Australia and the UK, Grupo Claro and Veramonte of Chile, Bardinet, Gabriel Meffre & Patriarche of France, Bosca and Santa Margherita of Italy SPI Spirits of Latvia, Babich Wines of New Zealand, William Grant of Scotland, Distell of South Africa, Casamigos, Constellation Wines, Premium Ports and Sazerac of the USA and Principle Healthcare of the UK.

Transportation of the containers was provided by JF Hillebrand and TGD Consolidators. D & M Construction of Barbados also volunteered a generous donation.

### Morgan & Oates to debut in Americas TR in Orlando; signs with IBBI

Iconic UK fashion brand Morgan & Oates, cashmere blend scarves and wraps, is presenting at this year's show for the first time, expanding their popular TR exclusive products to ground shops throughout the Americas TR channel.

They have partnered with International Brand Builders Inc (IBBI) to represent them in the region. Since the mid 70's the name Morgan & Oates has been synonymous with the highest quality cashmere and fine wool accessories. They are one of the largest family-owned textile manufacturers in the UK, using only natural fibers including cashmere, merino wool and silk.

"We have developed a TR merchandiser that allows us to merchandise their lovely products in a very small space," adds Katherine Sleipnes, President of IBBI. "The feedback received from our debut in FDFA last November was very positive and we look forward to sharing this new concept and high quality products with retailers throughout the Americas soon."

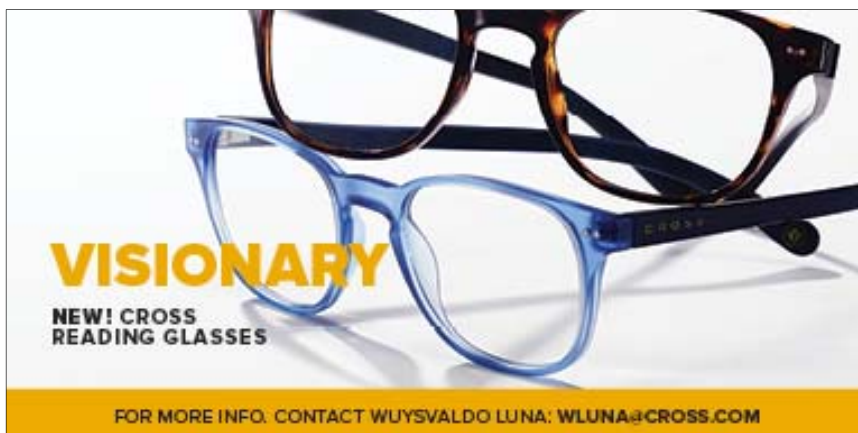
Morgan & Oates Designer Carmen Henrys will be in Orlando at booth #932 to share the 2018 collections with interested retailers.



### Belize raises funds a dollar at a time

The Belize Tourism Board (BTB), in collaboration with industry stakeholders, raised nearly US\$60,000 as part of the **Dollar for the Caribbean Relief Fund campaign**.

As part of its Dollar for the Caribbean Relief Fund Campaign, each participating tourism stakeholder donated a \$1 for every guest; the BTB also donated \$1 for every tourist arrival for the month of October, creating a multiplier effect. The BTB initiative was supported by the Belize Tourism Industry Association (BTIA), the Belize Hotel Association (BHA), Tropic Air, the Belize Airport Concession Company (BACC), Tour Operators, water taxis, and hoteliers among many others.







**EDRINGTON AMERICAS  
TRAVEL RETAIL**  
has an opening for a  
**Marketing Associate**

**Objective**

The Marketing Associate role provides support to the Regional Marketing Manager with the strategy, planning and developing of consumer and trade marketing programs as well as monitoring competitive activity.

The Regional Marketing Manager provides relevant metrics and qualitative feedback from the sales team to assist with program evaluation and implications for future investment.

These responsibilities include Marketing Management, Public and Press Relations and Digital Marketing.

**Requirements**

Bachelor's Degree  
(MS is a plus).

2-3+ years of relevant experience preferred.

Strong proficiency with Microsoft Excel skills, PowerPoint and Photoshop with the ability to work with data from multiple data sources.

Must be able to work and develop relationships in a cross-functional team.

Must have excellent interpersonal and written/verbal communication skills.

Fluent written and spoken English and Spanish is required.

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.

Demonstrate a proactive approach and drive to improve current procedures and processes.

Must be eligible to work in the US.  
Must be at least 21 years of age.

**Please send resume to**

[Lilian.Sanchez@edrington.com](mailto:Lilian.Sanchez@edrington.com)



**COTY**  
Is looking for an  
**Area Sales Manager**  
to join our

**Travel Retail Americas Team.**

This position will be responsible for achieving Sales and Profit Plan, account management on the North America territory (including negotiating/ implementing marketing plans & supervising in-store execution) and managing a team of Retail Specialists.

**Qualifications:**

Minimum 3-5 years' experience in sales in an International environment

Excellent written and spoken communication.

Strong Analytical skills

Fluent in English.

Spanish and/or French a plus.

Industry knowledge and Travel Retail experience a plus.

Must be able to travel up to 50% of the time.

Position is based in Miami.

Please apply at:

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**WEBB Banks**

has an opening in Miami for a  
**Finance Manager**  
to join its Caribbean and Latin American domestic business and its Global Travel Retail Division.

You will have an active role in ensuring financial stability of the business, managing cash flow, budgeting, pricing and reporting.

**Responsibilities include:**

Oversee operations of the finance department, set goals and objectives; Analyze cost, pricing, variable contributions, sales results; Develop finance trends and projections, review and evaluate cost reduction opportunities, Manage preparations of the company's budget, Liaise with outside accounting firm, etc.

**Required Experience**

Bachelor's degree in finance, accounting or economics (Master's degree not required but is a plus). Proven experience as a Finance Manager.

Proficient use of prevalent financial software.

Strong interpersonal, communication and presentation skills required.

Able to manage, guide and lead employees to ensure appropriate financial processes are utilized. A solid understanding of financial statistics and accounting principles is required.

Professional qualification such as CFA/CPA is not required but is a major plus.

Please send resumes to

[sandy@webbbanks.com](mailto:sandy@webbbanks.com)

**William Grant & Sons**

has an opening for a  
**Regional Marketing  
Specialist, Americas**

to join its

**Global Travel Retail team**  
in its Miami office.

You will work closely with the Regional Marketing Manager on the development and execution of all brand, category and new product development activations across North America, LATAM and the Caribbean regions, helping to promote William Grant & Sons brands within the channel.

This includes iconic Glenfiddich, unique Hendrick's Gin, fun Sailor Jerry, and many more.

**Responsibilities include**

Conducting product trainings; Analyse competitor activity;

Monitor promotional costs and identify new promotional opportunities;

Participate in the NPD agenda for the region;

Audit and direct retail outlets;

Provide regional team with the necessary materials and tools, and more.

**Qualifications:**

Must have previous experience in trade marketing (minimum 2-3 years);

Previous experience in Global Travel Retail channel or the Beverages / Spirits industry; Strong communication skills; Ability to multi task and meet deadlines;

Conversational level fluency (or better) in Spanish; Culturally aware.

**About William Grant & Sons**

William Grant & Sons is an independent family-owned company, founded by William Grant in 1887. Today, it operates in over 130 countries.

Please send your resume and cover letter to

[polina.sharova@wgrant.com](mailto:polina.sharova@wgrant.com)

**HERMES PARFUMS****has openings for an  
AREA SALES MANAGER – US  
TRAVEL RETAIL**

Miami office

The Area Sales Manager will be in charge of managing East and West Coast of US Travel retail and Inflight accounts to develop the Hermès Parfums business in this high-potential area.

Our client portfolio is composed of 10 DF accounts, 2 Inflight clients - 69 Duty Free doors / 5 airlines

**Requirements**

4 to 6 year experience in luxury fragrances and/or cosmetics, ideally in North America Travel Retail – Bilingual English/Spanish. –

US citizenship or green card if possible. Visa will be considered for strong candidates –

Excellent with MS Office, Excel in particular –

Very open to travel extensively and work extended hours –

Ready to work in a small, multi-task and fast-growing team environment  
Excellent organization, analytical and human skills

**ACCOUNT EXECUTIVE – US TR**

General role: In coordination with the US Travel Retail Area Manager, the account executive will be in charge of animating and developing the fragrance activity business within Travel Retail stores, to ensure and develop sell out in the territory, in respect to the strategy – Improve image and visibility

**JUNIOR BUSINESS  
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The Operations Coordinator will be directly reporting to the Business and Operations Manager and will be responsible for forecasting, sales operations, pricing, accounting and administrative topics.

Minimum Education Required:  
Master degree

Minimum 1 year experience. Luxury goods or fragrance is a plus.

Fluency in English, Spanish (and French a plus) –

Excellent computer skills and software skills: excellent with MS Office, Excel and Powerpoint – Excellent organizational, analytical and interpersonal skills –

Able to find solutions or come up with recommendations - Strong interest in Fragrances and Hermes core values.

Please send resumes to

[emmanuelle.refalo-lopez@hermes.com](mailto:emmanuelle.refalo-lopez@hermes.com)

**Clarins Americas Export &  
Travel Retail**

has an immediate opening for a  
**Brand Manager**

in our corporate office in Miami  
**Responsibilities include, but  
are not limited to:**

This position will maintain the flow of information regarding new Export developments, launches and promotional activities, coordinate and implement marketing projects with responsibilities that include forecasting and ordering, budgeting, promotional activities coordination, special events, communication and merchandising.

**Marketing, Launches &  
Promotional Activities:**

Collaborate closely with the Area Managers on the implementation of monthly launches (products + all the related supportive tools)

And Specific promotional activities (GWPS / SPP / HPP / SPECIAL SPACES / etc.)

**Responsible for A&Ps:**

Collaborate to the A&P construction based on bespoke marketing plans by client;  
Work closely with Area Managers and Finance in order to get all the necessary information

**Merchandising:**

Work to have the best merchandising possible in each TR POS.

**Reporting & Data Management:**

Management of the Order Flow (recap of sales forecasts, with valorization and split by month).

Monthly stock analysis and discontinuation lists update.  
Regular check of novelties' performances.

**Special Events:**

Attend and present at the yearly Export Seminar and any other Internal Seminar.

Attend and present to the main clients (DFA, ISHOPPEES, DUFREY, DFS, etc.)-more

**Requirements:**

Good academic background with tertiary education

Relevant skin care/export industry experience in marketing management

Successful track record of managing a Brand

Able to formulate business strategy and carry out implementation plans

Good communication and presentation skills

Fluency in English and French will be an advantage.

Equal Opportunity Employer

Please send resumes to:

[Amanda.Brinkerhoff@Clarins.com](mailto:Amanda.Brinkerhoff@Clarins.com)  
Clarins.com

**ACTIUM**

has an opening in Miami for a  
**Customer Service  
Specialist**

for distributor of luxury goods representing the Caribbean.

Responsible for providing exceptional customer service to clients and processing all orders.

Position serves as a liaison between distribution team and 3<sup>rd</sup> party warehouse ensuring logistics procedures are being followed.

Responsible for maintaining and updating internal reports and systems by direct contact with clients, warehouse and brand. MUST be able to work with little to no supervision; strong follow-up and organizational skills are a must.

Bachelor's degree in related field 1-3 years of relevant professional experience

Bilingual English - Spanish.

French is a plus

Excellent written and verbal communication skills

Attention to detail/ accuracy

Time management and sense of urgency

Proficiency in Excel

Proficiency in Quickbooks

Please send your CV to:

[prodriques@actium.us](mailto:prodriques@actium.us)

**THE SHISEIDO GROUP  
COMMERCIAL  
ASSISTANT/MARKET  
COORDINATOR**

The Shiseido Group has an immediate opening for a full-time Commercial Assistant/Market Coordinator position in the Miami office.

The ideal candidate must possess exceptional customer service skills.

This position will be responsible for processing orders, serve as support to the sales, marketing and operations departments, as well as act as main liaison with logistics.

This position calls for knowledge of all MS Office applications (with strong proficiency in Excel) and ability to learn new programs/systems.

**Contact Information:**

[gcamplani@sac.shiseido.com](mailto:gcamplani@sac.shiseido.com)

Ref : MCCOSM

**TAG Heuer**

Caribbean & Latin America has an immediate opening for the following position:

**Trainer – Merchandiser  
Coral Gables, FL**

Reporting to the Director of Marketing, this position is responsible for delivering product and merchandising training programs in the CLA / Caribbean & Latin America region (includes Travel Retail doors in North and Latin America, Caribbean, as well as Cruise Ships) to create a fleet of TAG Heuer "experts" at the retail level and to deliver perfect merchandising execution in all stores.

Knowledge, Skills & Abilities

- Excellent Presentation Skills (to represent TAG Heuer as a subject matter expert)
- Must be fluent in English and Spanish. Portuguese is a plus.
- Expertise with MS Office Suite – Excel, Power Point, Word.
- Ability to work effectively in a fast-paced and dynamic environment.
- Ability to work independently with minimal supervision.
- Ability to manage multiple projects simultaneously with strong attention to detail and follow-through.
- Good understanding of the luxury environment and of the Caribbean & Latin America culture.
- Ability to travel up to 70%

Education and Experience

- Bachelor Degree
- Minimum 4 years' experience in retail and training
- Project management experience is a plus.

To apply, please go to:

<http://human-resources.tagheuer.com/en/job-offers/job-details.php?jobId=113175>