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**BACK TO THE
FUTURE**

**21ST. CONFERENCE
6-9 JUNE / RIO**

Westfield redevelops nine specialty retail shops at Orlando International Airport

The Greater Orlando Aviation Authority and Westfield have partnered to redevelop nearly 10,000 square feet of space at Orlando International Airport's Main Terminal.

The redeveloped area houses nine new retail destinations that include luxury and specialty retail, plus a 2,000+ square foot old-fashioned arcade.

Westfield transformed six existing spaces into nine new concepts that will "maximize the fun for Orlando travelers," says the company.

"Our guests expect the highest caliber travel experience at Orlando International Airport. Part of that expectation is a lineup of world-class retail destinations," said Ray Anderson, Greater Orlando Aviation Authority Senior Director of Concessions and Properties. "The more quality options we can offer, the more enjoyable the visit."

"Working with our partners at GOAA, we really wanted to extend



The Power Play Arcade is one of nine new retail concepts opened at Orlando International Airport by Westfield.

the vacation for travelers and bring the excitement of Orlando into the airport," said Dominic Lowe, EVP, Westfield Airports.

The new destinations include fashion brands Desigual and Guess and footwear at Skechers; watches at Timeless Travel; eco-friendly hand-crafted wares at Naturally Inspired; confectionery

mecca Natalie's Candy Jar; and TUMI along with XpresSpa and the Power Play Arcade.

Seven operating partners worked together with GOAA and Westfield including DFASS, Master ConcessionAir, Naturally Inspired Inc., Melshire DFW, LP, Power Play Arcade Inc., Skechers USA Inc. and XpresSpa Orlando.



Carefully selected and beautifully packaged in keepsake boxes, our gift set collections of the complete Tea Forté experience are a most welcomed gift.

Tea Forté
The Exceptional Tea Experience



Patrick Bouchard, former Global Managing Director & VP Commercial at Puig International, has joined **The Estée Lauder Companies, Travel Retail Worldwide** as VP, Client Management, effective March 1, 2017. Bouchard will report to **Israel Assa**, Senior VP and GM, Business Operations, Travel Retail Worldwide.

"Patrick is an accomplished and seasoned Travel Retail executive with demonstrated strategic and operational skills which he has developed during his extensive career in Travel Retail. I am looking forward to working with him in this new capacity," said Assa.

Bouchard is active in the Tax Free World Association, (TFWA), serving as Board Member and Vice President Commercial from 2012 to 2016. He will be based in Switzerland.

Cindy D'Aoust, President and CEO of **Cruise Lines International Association (CLIA)**, has announced the speaker lineup for the general sessions taking place at the **2017 Cruise360 Conference** on April 18-24 in Fort Lauderdale, FL. The speakers include **Arnold Donald**, President / CEO of **Carnival Corporation & plc.** and CLIA Global Chairman; **Richard D. Fain**, Chairman/CEO of **Royal Caribbean Cruises Ltd.** and **Karl Holz**, President of New Vacation Operations and **Disney Cruise Line**.

For more information on the 2017 Cruise360 Conference, please go to www.cruising.org

Global TR: Hanan Fraysse, hfraysse@actium.us; Latam-and Caribbean TR: Daniel Bras, dbras@actium.us;

LAX breaks ground on \$1.6 bn Midfield Terminal

The groundbreaking for the new \$1.6 billion Midfield Satellite Concourse (MSC) at Los Angeles International Airport --marking another milestone in the modernization of LAX -- took place February 27, 2017.

The 750,000-square-foot Midfield Satellite Concourse will add 12 new gates, a new baggage system, and additional dining and shopping amenities.

The new MSC will be an extension of Tom Bradley International Terminal (TBIT). It is located in the airfield just west of TBIT, and will connect passengers to it directly through a 1,000-foot underground tunnel.

The MSC is set for completion in 2019. The terminal is part of a \$14 billion modernization plan that includes upgrades to nearly every terminal in the airport.

It also encompasses a rail project that will connect airport passengers directly into L.A.'s public transportation system.

The modernization includes nearly two dozen projects with almost \$3 million spent each day to improve the guest experience, points out the airport announcement.

The new construction is taking place on the airfield and will have minimal impact on passengers. Tunnel and Gateway building construction around the Tom Bradley International Terminal (TBIT) will be phased so that no more than two TBIT gates will be closed at any time.

LAX welcomed nearly 81 million passengers in 2016.

DFA wins Travel Retailer of the Year Icons of Whisky America award from *Whisky Magazine*

-Beam Suntory also wins big-

Duty Free Americas has won Travel Retailer of the Year in *Whisky Magazine*'s Icons of Whisky America 2017 awards.

"An operator of duty free shops in the western hemisphere, Duty Free Americas is proving itself as the company to beat having topped this Icons category for the second year running," says the magazine in its online iconsofwhisky.com site.

"Offering a vast range of products from the finest brand names, including some of the most exclusive whisky releases, this Travel Retail provider offers a high quality shopping experience for business and holiday travelers alike," it goes on.

DFS Group was noted as highly commended. The shortlisted companies also included Dufry, International Shoppes and Starboard Cruise Services.

Beam Suntory was also a big winner in the America's category, with its brands taking home five awards. These included Whiskey Brand Ambassador of the Year (Adam Harris); Brand Innovator of the Year (Maker's Mark); Distiller of the Year; Distillery Manager of the Year (Maker's Mark); and Visitor Attraction Manager of the Year for the new Jim Beam American Stillhouse.

Other top awards went to Jack Daniel's' Jeff Arnett for Master Blender of the Year; Tullamore Dew's Tim Herlihy for Irish Whiskey Brand ambassador, Martin Daraz of The Edrington Group for Scotch Whisky Brand Ambassador and to the Buffalo Trace Distillery for Visitor Attraction of the Year.

The regional winners now compete against the Scotland, India and Rest of World sector winners for the overall Icons of Whisky title in each category.

MCO's South Terminal complex nears construction start

In more news from Orlando, construction will begin soon on the \$1.8 billion South Terminal Complex (STC) Phase 1 Terminal C at Orlando International Airport (MCO).

The airport reports that the design team (Fentress Architects, HNTB and Schenkel Shultz) recently reached the 60% threshold, with only two design benchmarks remaining.

The Greater Orlando Aviation Authority Board approved initial concepts, which had been presented in November.

The STC design focuses on a unifying theme through "The Boulevard"--a corridor that runs the length of the terminal and connects the major civic areas, including the ticket hall and concessions hub. Other innovative aspects of the STC include:

+ Arrivals and bag claim will be located on the third level so passengers can view the Central Florida landscape immediately after deplaning. Departures, ticketing and security will be located on the second level and ground transportation on the first level.

+ State-of-the-art Baggage Handling System using Radio Frequency Identification (RFID) technology will offer 100% baggage tracking.

+ More concessions will be located beyond security. Club/Lounge opportunities will be available along with a "concessions in the park" area.

+ Interactive video displays will be featured in the ticket hall and concessions hub.

The first phase of the South Terminal Complex will feature 16 gates with a flexible configuration that will be able to accommodate narrow body, jumbo and super jumbo aircraft. Construction is set to begin in the first quarter of 2017 with projected completion in 2020.

The total STC building program will comprise approximately 2.7 million square feet with a terminal that will serve both international and domestic flights.

MCO handles nearly 42 million annual passengers, and is the second busiest airport in Florida and 14th busiest in the U.S.

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Tea Forté names Ferreira VP of Retail, brings in ACTIUM for global travel retail growth

Global luxury tea brand Tea Forté will be escalating its efforts in the travel retail channel to the next level, with new management and a worldwide agency to represent the brand.

David Ferreira (previously Head of Global Travel Retail with Cross) has joined Tea Forté as Vice President of Retail. In his new role, Ferreira is responsible for travel retail, wholesale and distributors. He will be assisted in the channel by Kendra Silvestri, Global Travel Retail director, who has been with Tea Forté more than 10 years and has been active in the brand's Travel Retail business since its inception. Ferreira will bring his retail expertise with multiple channels to support Tea Forté's retail growth, says the company. He reports to CEO Michael Gebrael, a well-known travel retail executive.

The company has also appointed Miami-based agency ACTIUM as Tea Forté's exclusive representative for Travel Retail World Wide and Latin America and Caribbean domestic markets, effective as of February 10, 2017.

The US company, with offices in Miami, Mexico, Panama, Chile and France, is a leader in the retail and distribution of luxury brands in Latin American & Caribbean domestic and Travel Retail channels, where it operates through airports, airlines, cruises and border stores, as well as North America Travel Retail.

Ferreira tells *TMI* that the relationship with ACTIUM will bring more added value to Tea Forté's business relationship with its customers and clients around the world and accordingly allow its business to go to the next level.

Actium represents some of the world's top ranking brands and operates three independent business units, one of which covers premium wines & spirits; and another handling perfumes, cosmetics and accessories. ACTIUM also operates retail for high end fashion, accessories, watches & jewel brands, and in partnership with Panama-based Saint Honoré, operates stores for Hermès in Panama and Chile, GUCCI in Panama and Chile, Cartier in St Barth and St Marten and M Kors in Chile.

Tea Forté is known for the variety and quality of its handcrafted teas, design-driven accessories, packaging and opulent approach, which it says allows them to deliver the "ultimate tea experience."

Tea Forté is available in more than 35 countries through leading travel retail operators, hotels, restaurants, prestige resorts and luxury retailers.

DEN sets record for passenger traffic in 2016

Denver International Airport (DEN) reports that 58,266,515 passengers traveled through DEN in 2016, up 7.9 % over the passenger traffic in 2015. This was an all-time passenger traffic record, surpassing the previous high by more than four million people.

December 2016 also was the busiest December in DEN history, and was the 16th consecutive month of record-setting passenger traffic.

DEN served 181 destinations around the world during 2016, welcoming 12 new destinations over the course of the year, including international routes such as Monterrey, Mexico; Montreal, Canada and Munich, Germany.

Denver's total international passenger traffic had strong gains in 2016, with a total of 2.3 m international passengers – an increase of 5.1% over the 2.19 m international passengers in 2015.

Second Shiseido activation in Hawaii with DFS Interactive installation created by Bloommiami

Shiseido Travel Retail Americas has opened its second interactive activation for the Shiseido brand in the U.S., with an installation in Honolulu, Hawaii that was created by Bloommiami.

The new installation is located inside the luxury T Galleria by DFS, Hawaii. The retail focused design and production agency, which also created Shiseido's first U.S. retail activation at LAX, was additionally tasked with project management and vendor coordination.

The activation, on display through April 30, showcases the DFS exclusive Shiseido Ultimune and White Lucent Power Bright Set, which includes some of the brand's leading products meant to prevent signs of aging and damage. To celebrate the DFS-exclusive set, Shiseido will share beauty lessons derived from the brand's Japanese beauty heritage with DFS customers through the activation's interactive digital photo booth.

The activation's design also features origami butterflies that

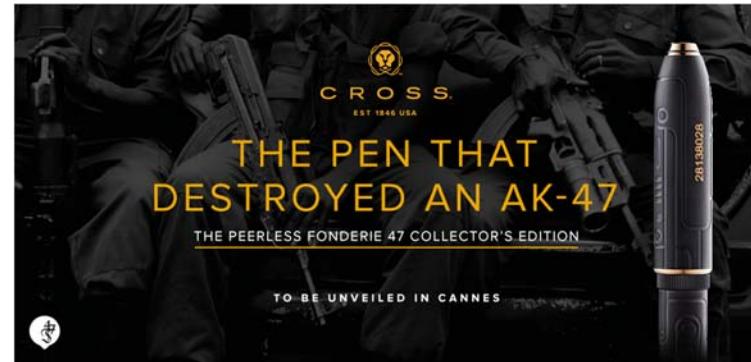
suspend from above. An on-site printer lets customers personalize and share their own digital origami butterfly and mini movie on social media, and receive a printout version of their personal butterfly with Shiseido beauty tips.

"The use of origami is also a first for us and it's certainly a clever way for Shiseido to engage consumers in a very tactile, very human manner," said Darin Held, partner at Bloommiami. "Also, they are creating memorable, sharable experiences that go beyond the initial engagement point."

The Shiseido activation is the first in Hawaii for Bloommiami.

"Having the opportunity to partner with Shiseido once again is exciting for Bloommiami," said Held. "We are thrilled that they felt confident in our ability to execute their project almost 5,000 miles away from our home base."

Held says that the agency built the activation in three weeks in order to meet Shiseido's promotion deadline.



Canadian tourism arrivals hit 14-year high in 2016

Canada welcomed 19,979,334 travelers in 2016—the highest number since 2002 and second highest ever.

International arrivals increased by 16% in Destination Canada's 10 overseas markets, and 10% in the US market, for an average of 11% growth across the board.

"I'm excited to say that 2016 was a fantastic year for our tourism industry," said David F. Goldstein, Destination Canada's CEO and President.

"Canada is open, welcoming, and has something for everyone—and people are seeing that. Together with our industry partners, we are encouraging travelers to explore Canada and experience a life less ordinary. I couldn't think of a better time to visit than right now."

The almost 20 million visitors to Canada was only 0.4% below the record set in 2002. The impressive number includes a record-breaking number of US travelers by air—up 17% over 2015.

DOT assigns MEX, JFK slots to 5 low-cost U.S., Mexican carriers

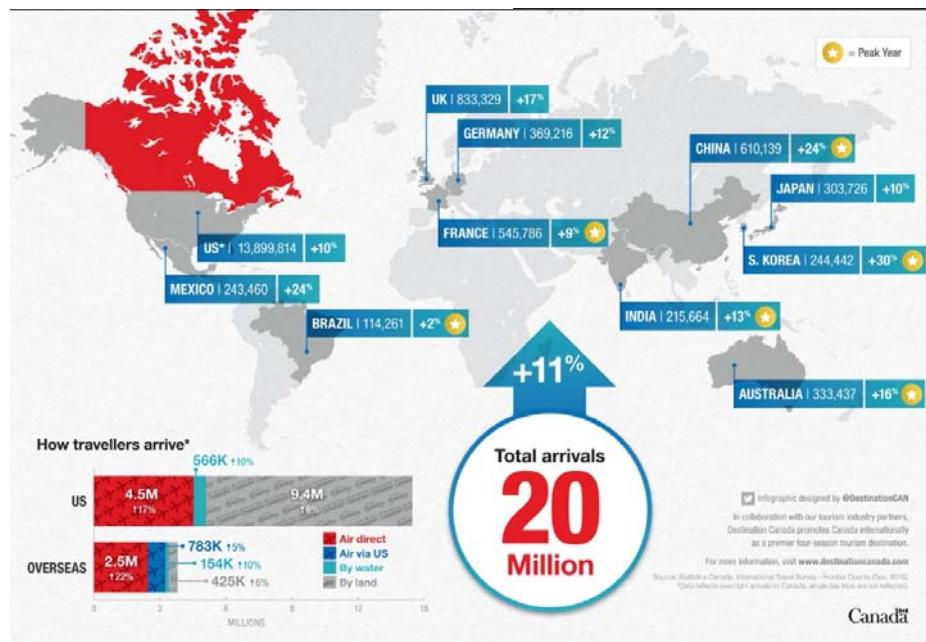
The U.S. Transportation Department (DOT) has proposed awarding the hotly contested slots at Mexico City International Airport to six low-cost airlines, according to Reuters and aviation media.

The DOT has tentatively assigned 24 slot pairs at Mexico City's Benito Juarez International Airport to Alaska Airlines, JetBlue Airways Corp, Southwest Airlines, Volaris and Grupo Viva Aerobus SAB de CV. The department also proposed awarding four slot pairs at New York-JFK to Interjet, Volaris and VivaAerobus that will provide new service to Mexico City.

The tentative Mexico City allocations will result in new or additional low-fare service to 15 U.S. cities, including Chicago O'Hare, Denver, Houston Hobby, Los Angeles, New York-JFK, San Diego, San Francisco and Washington-Dulles.

As TMI reported last week, the new slots were made available as part of the proposed transborder agreement between Delta Airlines and AeroMexico as a condition to avoid antitrust issues. The plan is that the five airlines will provide competition for the Delta-AeroMexico venture.

It is expected that the airlines will begin using the Phase One slots—14 in Mexico City and two at JFK—by this summer.



Canada set new records in a number of markets in 2016: South Korea—244,442 arrivals, up 30% over 2015; China—610,139 arrivals, up 24% over 2015; Australia—333,437 arrivals, an increase of 16% over 2015; India—215,664 arrivals, up 13% over 2015; France—545,786 arrivals, an increase of 9% over 2015; and Brazil—114,261 arrivals, up 2% over 2015.

Destination Canada markets Canada internationally in 11 countries: Australia, Brazil, China, France, Germany, India, Japan, Mexico, South Korea, the UK and the US.

CiR tracks Chinese traveler attitudes and behavior

Alcohol attracts the most footfall, but beauty has the highest conversion rate among Chinese travelers surveyed by Counter Intelligence Retail in its largest and most comprehensive study of Chinese travelers' attitudes to shopping in the duty free and travel retail market.

Travel retail analyst, research and category expert CiR conducted online research among over 1,400 recent Chinese travelers living in or near 80 Tier 1, 2 and 3 cities, across 29 regions for its *Chinese International Traveller & Shopper Report 2017*, says CiR President Garry Stasiulevicius.

"As well as uncovering general buying trends, one of the aims of the survey was to identify key variations in shopping and travel behavior between Tier 1 city residents, and the emerging middle classes in Tier 2 and 3 cities," he said.

CiR reports that international travel has become relatively commonplace with close to half (47%) of respondents taking 2-3 trips in the past year, and 27% taking four or more trips.

More than 8 out of 10 duty free shoppers of both sexes visit the alcohol category, higher than the others categories of beauty, confectionery, tobacco, fashion/accessories

and jewelry/watches; but 80% of visitors go on to purchase a beauty item, says the CiR research. This percentage rises to 84% among female shoppers.

Tobacco appeals to Tier 1 shoppers more than expected, whereas Tier 2 shoppers have a strong propensity to purchase confectionery and jewelry & watches.

Another highlight of the report indicates that 70% of Chinese travelers say their spend on duty free is higher now than two years ago, primarily due to more frequent travel and taking advantage of cheaper prices in duty free.

The report is a fresh perspective on the important Chinese shopper and comes at a time when traveler numbers are soaring.

"The Chinese are the fourth most travelled nationality, with over 65m flight passengers in 2016, an increase of +17% on the previous year, higher than any other in the top 30 list of traveling nationalities," says Stasiulevicius.

CiR's forecasting data predict that Chinese international flight passengers will have increased by +38% to 90m by 2025, indicating that Chinese shoppers will continue to be a key nationality for the duty free and travel retail channel in future.

EMPLOYMENT OPPORTUNITIES***NEW*****WEBB Banks**

Has an opening for an Accounting Manager based out of Miami, FL

The Accounting Manager will have an active role in monthly account analysis, book close and for either supervising or performing the functions of Accounts Payable, Accounts Receivable, 401 (K) plan administration, and Payroll.

Region: Caribbean Domestic

Qualifications:

Bachelor's degree in accounting
3 to 5 years experience
Excellent communications skills required
Good computer skills including Microsoft Suite with emphasis on Excel, ADP or compatible payroll systems
Able to handle multiple tasks and stay organized

Please send resume to:
swelch@ewtra.com

HEINEMANN AMERICAS INC

Has a position available for a **Supply Chain Manager/ Demand Planner**

- o Reach purchasing targets, Supply Chain KPIs
- o Optimization of the Supply Chain to increase efficiency
- o Optimize stock level/prevent out of stock
- o Review, manage, identify seasonal trends.
- o Forecasting future demand

Requirements:

Minimum 3 years of experience
Bachelor's degree in Business Administration or comparable level of education
Experience in the field of international luxury good/ and or consumer goods
Advanced Microsoft programs
Excel, Word, Power Point
Advanced experience with SAP R/3 ERP
Excellent data evaluation and analytical skills
Pls send resume to
info@heinemann-americas.com

NEW**L'OREAL TR Americas**

Has openings for a **Retail Education Manager (Kiehl's & Urban Decay)**

Responsible for delivering stellar training strategy, material, and vision to the field education executives and makeup artists. At least 4 years of experience in training/sales in luxury cosmetics and skincare.

Must be bilingual in English and Spanish (Portuguese a plus). Strong communication and presentation skills required.

Must have experience managing and coaching a team. Must be able to travel 50% of the time and the position is based in Miami.

Please apply directly online <http://career.loreal.com/careers/JobDetail?jobId=31070>

Account Coordinator

Responsible for maximizing sales and market share for multi-brands through building partnership with Area Sales Managers and other internal stakeholders.

At least 2 years of experience in business analytics/sales.

Must be bilingual in Spanish and English.

Strong follow up, negotiation, and analytical skills.

Must be advanced Excel, PowerPoint (SAP a plus).

Must be able to travel 5-10% of the time and the position is based in Miami.

Please apply directly online <http://career.loreal.com/careers/JobDetail?jobId=32009>

* To be considered, candidates must be eligible to work in the United States. No visa sponsorships will be provided.

* To be considered, candidates must be able to work in Miami, FL. No relocation assistance will be provided.

ACTIUM

Has an opening for a **Brand Director (Luxury non/alcoholic Beverage)**

Position overview: The Brand Director will be responsible for managing the brand and its full mix from marketing, sales, merchandising, animations, new product launches, training of sales associates to business development

Region: Travel Retail Worldwide all channels (airports, cruises, border stores, airlines etc) + LATAM and Caribbean domestic.

Qualifications:

Minimum Bachelor's degree
7-10 years of experience in Travel Retail Americas, LATAM and/or Caribbean domestic markets.

Bilingual English - Spanish

Brand Manager Cruises & US TR (Multiple brands - Accessories)

Position overview: Responsible for the business development for multiple luxury brands within ACTIUM's Lifestyle and Beauty Division. Position includes sales (including sales analysis reporting, budgets, etc.), marketing, visual merchandising, training and brand management tasks at all levels to ensure brand growth within the US Travel Retail and Cruises' industry.

Qualifications:

Minimum Bachelor's degree
5 years of experience in Travel Retail and or cruise ships industry

Bilingual English - Spanish
Proficiency in Excel and Power Point

Both positions are based in Miami

Please send resumes to:
Dflores@actium.us

HERMES PARFUMS

has an opening for an **Account Executive, Fragrance based out of Los Angeles Hermès office.**

General role / activities:

The West Coast Fragrance Account Executive will be in charge of developing the fragrance business through trainings, stock management, in-store activation and merchandising for the US West Coast Hermès boutiques as well as the Travel Retail stores. This position will also be responsible for collaborating on forecasting stock needs for sales/stock reporting.

Key Travel Retail Clients are:
DFS: LAX, SFO / DFASS:
Dallas / Dufry: Seattle, Houston, Las Vegas / Heinemann Houston / DFA San Diego.

Profile:

At least 3-year experience in luxury goods or fragrance industry.
Bachelor's Degree
Able to collaborate well with others and work in a team environment.
Self-motivated.
Excellent organization skills.
Analytical and personable.
Strong interest in Fragrance and Hermès core values.
Knowledge of Spanish and/or French is a plus.
Proficient in Microsoft Office, particularly Excel and Word.
Able to travel extensively and work autonomously.

Please send resume to
emmanuelle.refalo-lopez@hermes.com