

Brazil's airport privatization marches on: Fraport signs concession agreements for Fortaleza and Porto Alegre

Fraport AG has signed the concession agreements with the Brazilian government for managing and developing Fortaleza (FOR) and Porto Alegre (POA) airports.

Following its double airport win at the government's public auction on March 16, 2017, Fraport AG has been planning and creating the foundation for the new Fraport Brasil airport companies, which are expected to take over operations at the Fortaleza and Porto Alegre gateways by the beginning of 2018.

Before the concession signing could take place, Fraport AG had to establish Brazilian subsidiaries.

Dr. Stefan Schulte, Fraport AG's executive board chairman, underscored the importance of the company's expansion to Brazil and the signing of the concession agreements:

"We have been closely watching the Brazilian market for some years and are excited to be operating at not one, but two airports. We are convinced of the great potential offered by the strategic, 'best-located' gateways of Fortaleza and Porto Alegre."

Fraport will be working closely with Infraero – the current operator of the two airports – along with the SAC (Civil Aviation Secretary of the Brazilian Presidency), ANAC

(National Civil Aviation Agency), and other state institutions.

Under the terms of the concession agreements, Fraport Brasil is required to develop the infrastructure at Fortaleza and Porto Alegre airports via a so-called Mandatory Construction Program. This provision includes expansion of the existing terminals, extending the existing runways, refurbishing taxiways and apron areas, and re-designing the airport road system.

Both airports will also receive new automated baggage management and security screening systems, and new aircraft boarding

bridges. Numerous refurbishment projects will be carried out at the existing passenger terminals of FOR and POA. Free high-speed Wi-Fi will also be introduced in passenger areas to improve the customer experience.

More details about Fraport Brasil are available via the recently launched website at fraport-brasil.com.

Individual websites (with passenger and B2B information) for Fortaleza and Porto Alegre will be launched in tandem with the transfer of operations to Fraport Brasil, says the company.

TECHNOLOGY

MIA launches first airport app to include Mobile Passport Control for U.S., Canadian visitors

MIA has an app for that!

Miami International Airport is the first airport in the world to implement a fast-track way to clear passport control with mobile passport screening. The app allows U.S. citizens and Canadian visitors to fill out their customs form before they even land. The information is saved and the passenger is pre-screened for future use.

The U.S. Customs and Border Protection (CBP) has authorized MIA to integrate Mobile Passport Control into MIA Airport Official, its mobile application. Previously, travelers had to download the separate Mobile Passport Control app if they wanted to clear passport control via a mobile device.

U.S. and Canadian visitors arriving at MIA who have downloaded MIA Airport Official will be automatically prompted by the app to complete the CBP process upon arrival. Pending customs declarations are saved within the app and accessible from the home screen.

PEOPLE

Isabelle Dlachasse has been promoted to the position of General Manager TR EMEA & Americas at **L'Occitane**, and has relocated to Geneva to handle her new responsibilities. **Felipe Grant** has been promoted to Regional Director TR Americas, and is still based in Miami. Grant reports to Dlachasse.

Juan Miguel Cabrera has stepped down from his role as Head of Travel Retail for Rigo Trading's **Haribo** confectionery division, as of Aug. 1. He is succeeded by **Gilles Hennericy**, who formerly worked with Ferrero.

Andrea Pal has been appointed as chief executive officer of **Fraport Brasil**. A highly respected aviation executive, Pal is a Fraport Group veteran with more than 16 years in the inter-national airport business. During her past seven years at Northern Capital Gateway (NCG) — the consortium involving Fraport that manages Pulkovo Airport in St. Petersburg, Russia — Pal has held executive management responsibilities and served as deputy general manager and chief financial officer.

The service, which was developed by global air transport IT provider SITA and certified by CBP for Mobile Passport Control, speeds up the entry process into the U.S. The new mobile service builds on the personal travel assistant experience already being offered to Miami's passengers.

After first-time users of MIA Airport Official create and save a traveler profile, those traveling with family will have the option to create multiple traveler profiles and include them in their submission to CBP.

Once the desired number of travelers is selected, users will be asked to provide airline information and answer five questions about their travel itinerary.

Continued on page 3.



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

Norwegian Cruise Line's Marc McArthur named Diageo Global Travel's Best Bartender

Norwegian Cruise Line's Marc McArthur was crowned Diageo Global Travel's best bartender at the semi-finals of the World Class Best Bartender of the Year event in Miami last month.

McArthur beat competitors from Celebrity Cruises and Seabourn Cruise Line to advance to the global final against 56 of the world's best bartenders in August in Mexico City.

"The World Class program is devised to educate and inspire bartenders to deliver outstanding drinking experiences, and I'm delighted we can offer this experience to cruise line bartenders on board our partners' ships. Last night we witnessed a thrilling competition showcasing a remarkable standard of craftsmanship and creativity. We want to congratulate all of our finalists and wish Marc the very best of luck at the World Class Global Final in August," says Marcos Bibas, Commercial Director, Diageo Americas, following the competition.

Speaking with *TMI* at the event, Bibas added: "Traditionally, travel retail has been focused on airports. Now cruise is growing. It is the perfect channel to show our brands. For Diageo it is a channel to invest, it is a channel that is growing, and we have the best portfolio of award-winning spirits from the Diageo Reserve collection."

The judging panel was made up of some of the bar industry's top experts, including Enrique De Colsa, Master Distiller of Tequila Don Julio; Ben Potts, one of Miami's best bartenders; and last year's World Class Bartender of the Year, Jennifer Le Nechet.

The judges graded the semi-finalists on a range of elements of their craft, creativity, knowledge, storytelling, presentation and the overall delivered drinking experience.

"Cruise is part of our key strategic items on our agenda. We've put a lot of emphasis over the years on our cruise partners. We realize there is a lot of opportunity there to elevate the drinking experience. When we think about World Class, our portfolio and

what we have to offer is a great combination," Adriana Pocater, Director Cruise Channel, Diageo Global Travel Americas, told *TMI*.

"The amount that Diageo has invested in the online platforms to train the bartenders on board, and sending staff to train them, is truly geared towards growing the cruise channel. There are lots of opportunities, and there are more ships everywhere. We see that the staff is rotating more and more, and we want to keep them engaged, we want to retain them, and we want to elevate the guest experience," she said.

Karl Muhlberger, Vice President of Food and Beverage Operations and Development, Norwegian Cruise Line Holdings Ltd., went on to comment:

"We are really proud of this win and we thank Diageo Global Travel Americas for recognizing Marc for his talent and skills. We are continuously investing in the training and development of our beverage team and we pick the top team member every year to compete with the best of the best. The great thing is the World Class program not only inspires other team members to what they can achieve, but it also benefits our onboard guests.

"We hold a lot of onboard tastings and educational events for our guests: wine tastings, beer tastings, and tastings events with different types of whiskey. Our guests are also interested in the ingredients that we use, so we hold a lot of mixology events. The guests have high expectations as they see a lot of this now on Food Network on a daily basis at home. And they are booking Norwegian Cruise Line because of the superb bartenders and the great service that they deliver on our ships, the quality of our beverage packages, and the variety of onboard bars and lounges - such as the industry's only ice bar at sea on some of our ships.

"Bartending is a fascinating business on our ships, and the Food and Beverage team is significant on our ships. Dining has evolved over the years so that bars and lounges became an important aspect of our



Marcos Bibas, Commercial Director, Diageo Americas, Marc McArthur, Diageo Global Travel's best bartender and Karl Muhlberger, Vice President, Food and Beverage Operations and Development, Norwegian Cruise Line. Marc will now compete against 56 of the world's best bartenders for the World Class Bartender of the Year title in Mexico City on Aug. 20-24.

guest experience, and we have approximately 2200 talented team members delivering great food and beverages experiences aboard each of our ships," concluded Muhlberger.

70 YEARS OF DUTY FREE
1947 - 2017

**70 YEARS OF DUTY FREE...
SPREADING
SMILES**

Holidays are the best time of the year - not to mention a moment for a little self-indulgence. For seventy years, the duty free store has been the first port of call for generations of holidaymakers. That's well worth celebrating.

DUTY FREE & TRAVEL RETAIL: PART OF THE JOURNEY

TFWA TAX FREE
WORLD
ASSOCIATION

Industry veteran Laurent Lamotte launches new agency for luxury brands in Latam

Well-respected travel retail executive Laurent Lamotte brings together his wide range of experiences to his new position of managing partner for his new company HERA Latam, an agency of luxury brands in Latin America.

Lamotte's former roles, ranging from representing the Longines watch brand from the Swatch Group, overseeing Latin America retail development for fashion house Ralph Lauren and serving as commercial manager for Puig fragrances in North America and the Caribbean, gives his company the expertise to represent a portfolio of accessible luxury brands, including niche "haute parfumerie" fragrances, writing instruments, and a very selective Swiss eyewear brand, luxury brands with a unique Swiss high complication watch, as well as ultra-luxury with a very established diamond and jewelry French Maison.

"We are proud to represent some of the best brands," Lamotte tells *TMI*.

The company now represents Swiss watch brand Cuervo y Sobrinos; family owned independent luxury jewelry and watch brand Korloff Paris; high quality writing instruments made in Italy from Montegrappa; luxury eyewear brand Von Arkel Switzerland; Ulrich Lang NY fragrances and Gellé Frères, one of the oldest perfumery French houses.

Hera Latam has also a strong partnership with Disney and Marvel watches for duty free in the region, and represents a very established luxury writing instruments company for the local markets.

"My company's business expertise is based on a strong experience in export sales in local markets and Travel Retail in the Latin America and Caribbean region. Our main driver is to help to build Luxury Brands with a long term perspective, by establishing a solid partnership with the best retailers of the region," he says.

The company focuses on a very small portfolio of highly selective brands, which do not compete between themselves, with a fantastic growth potential in the Latam region and a long-term strategy and vision. Those brands have a solid historical background, as well as a strong personality which adds some newness in the Latam territory, he says.

The company is named for Hera, the mythological Greek goddess of marriage, women, childbirth, good health and family. As one of the 12 Olympians, she married Zeus and was titled as the Queen of Heaven.

"The very powerful personality of the goddess has inspired the creation of the company," explains Lamotte.

For more information, please email laurent@hera-latam.com



Hera managing partner Laurent Lamotte (right) with Ulrich Lang (left), creator of the Ulrich Lang New York fragrances.

Puerto Rico cruise ship numbers up 10.6% at end of Fiscal '17

Cruise ship passenger traffic at the Port of San Juan recorded a 10.6% increase at the end of Fiscal 2017, in comparison to the prior year.

The most recent results represent the second highest number recorded in the past five years at the Port of San Juan, which hosted 10 more cruise ship visits compared to the previous fiscal year.

Ports Authority Executive Director Omar Marrero-Díaz and Puerto Rico Tourism Co. Executive Director José Izquierdo said in a joint statement that at the end of June 2017, the Port of San Juan received more than 1.4 million passengers on cruise ships, or 125,596 passengers more than in the 2015-2016 period.

The Port official attributed the increasing trend to improvements made to increase capacity, such as the infrastructure of Pier 3 which allows the arrival of Oasis-class ships with a capacity of about 6,000 passengers and offers tourists a better experience on the island.

Source: PR-based journalist *Michelle Kantrow* at *News is my Business*.

TECHNOLOGY

MIA launches first airport app to include Mobile Passport Control for U.S., Canadian visitors

Continued from page 1.

The app then provides users with a digital receipt to be used at dedicated Mobile Passport Control entry lanes. The expedited service does not require pre-approval and is free of charge.

MIA also has more than 500 Bluetooth data beacons installed throughout the airport, enabling users of MIA Airport Official to scan their boarding pass and receive turn-by-turn, blue-dot navigation with estimated walk times, or get real-time flight updates and shopping and dining suggestions nearby based on their customizable personal profile.

MIA is one of only a handful of airports in the world to incorporate beacon technology with its mobile app to provide this personalized travel experience.

MIA Airport Official 2.0 is available for free at the iPhone and Google Play app stores.

The app's location-based features require Bluetooth, location services and Wi-Fi network settings to be turned on.



Bacardi rum activation brings fun and Latin vibe to San Juan's International Airport

A four-month activation from Bacardi that celebrates the company's heritage in pioneering classic rum cocktails is currently running with Dufry at Puerto Rico's San Juan Luis Munoz Marin International Airport. Bacardi rums are mainly produced and aged in Puerto Rico, using lightly charred American white oak barrels.

Featuring the full range of Bacardi aged rums, the activation is running from June 1 until September 30, 2017.

The event invites passengers to 'Discover Classic Rum Cocktails with Bacardi', engaging them with classic cocktail-making in a pop-up bar prominently positioned in-store.

The bar celebrates Bacardi in its main country of production, and is designed as a reminder of the Bacardi classic cocktails visitors enjoyed during their stay on the island.

The activation encourages travelers to mix their own rum cocktails as retail brand ambassadors advise and guide them across the range of rums. The goal is to show visitors how easy it is to conjure up an authentic taste of holiday once they are back home.

The activation will roll out to other locations globally this

summer as part of a category-driving initiative to engage and excite shoppers with rum, grow understanding of its versatility in cocktail-making and also to create easy learning about its heritage and craft.

With its credentials as the world's most awarded rum brand Bacardi is keen to drive a significant commercial opportunity for the rum category in Travel Retail, notes Geoff Biggs, Regional Director Americas, Bacardi Global Travel Retail:

"Rum has all the age and craft credentials of whisky plus the massive driver of its appeal as a social, fun spirit at the heart of many of the world's most popular cocktails.

"The extent of the Bacardi portfolio means we are the only rum brand with the credentials to cater across all shopper need states and to accelerate the overall category growth opportunity.

"Our Carta brands are highly accessible both in terms of taste profile and price point, with plenty of opportunity for rum-lovers to progress through the range.

"For more experienced aficionados, our super premium rums, including Bacardi Ocho Anos and Bacardi Reserva Limitada, offer

sublime sipping-rum occasions," says Biggs.

Featured cocktails include Bacardi Carta Blanca in a Mojito or a Rum Collins, the Bacardi Carta Ora Cuba Libre and the Bacardi Ocho Anos Old Fashioned.

Gustavo Barba, Commercial Director, Dufry adds: "Shoppers are loving the chance to enjoy one last classic rum cocktail before they leave the island, the obvious local link with Bacardi and its role as a key ingredient in classic holiday drinks.

"The new bottle tags are also

helping people choose the right rum for their kind of cocktail, as we're seeing with the quantity of bottle being sold," said Barba.

The Bacardi distillery in Puerto Rico is the largest premium rum distillery in the world.

Bacardi has operated the state-of-the-art Casa Bacardi Visitor Center since 2004. It is the second most visited tourism venue in metro San Juan, drawing more than 200,000 visitors a year to learn about the history of the Bacardi family and brand, as well as its unique production.



Dufry considers an IPO for its North American business as 2Q 2017 growth accelerates

Travel retailer Dufry reports that second quarter organic growth reached 8.9% from 7.2% in Q1 2017. Most markets performed well and performance was particularly strong in the U.K. as well as businesses welcoming Brazilian and Russian travelers, says the company.

The strong organic growth helped push turnover up 5.8% to CHF 3,821.3 million in the first half of 2017. Gross profit margin improved by 110 basis points to 59.5% in 1H17 and EBITDA grew by 7.8% to CHF 411.2 million.

Dufry also reported that the company is considering an initial public offering of its North American business including both duty free and duty-paid travel retail.

The North American travel retail market differs from Dufry's other markets with its focus on food & beverage. An IPO would create strategic flexibility for the business to pursue growth opportunities specific to this market, Dufry said in its statement.

Proceeds from an IPO would be used initially to reduce leverage. Dufry says it would retain a majority stake in the business and continue to fully consolidate it. The NA business is an important component of Dufry's global diversification strategy, and its operations would remain integrated with Dufry Group across all major functions.

Dufry CEO Julian Diaz, comments: "The second quarter of 2017 confirmed the positive trends,

in the business. After three consecutive quarters of positive growth organic growth reached 8.9% in the 2Q, which is the highest since 2012."

In line with its strategy of accelerating organic growth, Dufry is maintaining its Shop Development Plan for 2017, and foresees the opening and refurbishing of 70,000sqm (300 shops).

"The plan is moving well as in the first six months of 2017 we have already opened close to 14,500sqm of new space and refurbished close to 13,500sqm of retail space," says Diaz. "We have already signed contracts to open a further 21,800sqm of new commercial space in 2017/2018 and are also currently working with a pipeline of additional opportunities

which add to around 35,000 sqm.

Latin America turnover grew by 13.8% to CHF 819.6m in the 1H of 2017 from CHF 719.9 m one year earlier. Organic growth in the division reached 12.4% in the same period.

In Central America, Mexico, Dominican Republic and Puerto Rico had a good performance. In South America, Brazil continued to post strong growth. Argentina, Chile, Uruguay and Peru also performed well.

In **North America**, turnover grew to CHF 849.5m from CHF 790.1m in the 1H of 2016. Organic growth reached 6.3% as a result of solid performance in the United States and Canada, in both the duty free and duty-paid businesses.

NEW**The Hershey Company**

has a career opportunity for an
Associate Business Manager (81426)

Location: South Florida or Hershey, PA

Summary:

The WTR Associate Business Manager will execute store level sales and promotion plans with customer retailers in the North America travel retail channel; implement and maintain promotional and merchandising standards, and ensure 100% distribution on aligned portfolio across the channel. Needs to understand the complexities of a multi-national, multi-channel travel retail environment. Location preference South Florida.

Major Responsibilities include but are not limited to:

Supports achieving all financial and growth targets of NA TR; Achieves distribution & merchandising objectives in NA TR;
 Builds excellent collaborative partnerships with all key retail accounts and distributors.

Minimum requirements:

- * Fluent English, Spanish a plus
- * Strong analytical skills, proficient in understand and utilizing syndicated data from many sources
- * Excellent PC skills in Excel, Word, Power Point and Outlook
- * Excellent Planning and Execution Skills, Action oriented,
- * Should love traveling often, Self-reliant and can work alone or away from office
- * Proven account management and negotiating skills, strong Finance understanding.

Minimum Education and Experience Requirements:

- * College graduate preferably in Marketing/ Finance/ Business Management with at least 3 years' experience in Distributor/Key Accounts Management in a fast-moving consumer goods company.
- * Experience in Travel Retail preferred. Must possess cultural awareness appropriate to the region.
- * Be passionate about our company and our brands and hungry to succeed.

https://career4.successfactors.com/career?career_ns=job_listing&company=Hersheys&navBar_Level=JOB_SEARCH&rcm_site_locale=en_US&career_job_req_id=81426&selected_lang=en_US&jobAlertController.jobAlertId=&jobAlertController.jobAlertName=&s_crb=HSDtuwTVWQQkFOSxH9t%2byhu4SY0%3d

The Hershey Company is an Equal Opportunity Employer - Minority/Female/Disabled/Protected Veterans

**Kate Spade Fragrances
 The Premiere Group**

has an opening for an **International Trade Marketing Manager**

Reporting to Sr. VP International Bachelor in Marketing, International Trade or equivalent

The ideal candidate must have excellent communication and presentation skills
 3 to 5 years' experience, be Well-travelled and multilingual.

Responsibilities include:

- Adapt Global Marketing presentation to international needs at country level
 - Review and validate marketing calendar at country level with Global Marketing
 - Review country unit forecast vs individual marketing calendar.
 - Liaise with Global Marketing on artwork for logos, Duratrans
 - Maintain POS, Duratrans photo library
 - Validate Ad spend with Global Marketing
 - Receive and validate stock order vs forecast and marketing /launch/promo calendar.
 - Allocate G's Testers, Sample, gift sets and other promotional items at country level.
 - Process Press/Health registration product orders
- Other duties as required.

Please send resumes to
 Gilles Vigeral
gvigeral@tpgbeauty.com

NEW**L'Occitane Americas**

has an opening for a
One-year Internship in Marketing Travel Retail Americas

Great learning opportunity - The Marketing Intern will be responsible for helping to coordinate and execute the day-to-day operational marketing activities for the entire Travel Retail Americas perimeter.

BA/BSC required

Must be bilingual in English and Spanish (Portuguese a plus)

Good knowledge in MS Word, MS Excel and PowerPoint

Should be eager to learn, able to multi-task, work under pressure and prioritize

Position based in Miami –

Don't spend time sending your CV if you don't have a US working permit or OPT valid for 1 year. We'll not sponsor Visas.

Please send your CV to:
beatriz.londono@loccitane.com

ESSENCE CORP.

Has an immediate opening for a

NEW

Trainer – In Store Promoter Caribbean Territory

- Knowledge and understanding of retail environment to organize promotions and Sell-out Actions at Point of sale.
- Ability to work independently, prioritize and handle multiple deadlines
- Expert knowledge on makeup, skincare and fragrances.
- Extraordinary level of attention to detail
- Excellent organization
- Must be able to travel 50% of the time
- Fluent English and Spanish
- 3+ years in retail sales, training/ education
- Experience in luxury beauty related industry

Please email your resume to
musallan@essence-corp.com

Other available positions:**Marketing Coordinator**

reporting to a Brand Manager.

The ideal candidate must be fluent in English and Spanish.

Highly proficient in Excel and PowerPoint. Responsibilities include but are not limited to key administrative tasks, order processing and customer support. Must possess strong organizational skills, self-driven, team player, and have the ability to multi-task in a very fast paced environment.

Please send resumes to
musallan@essence-corp.com

Accounts Receivable Clerk

Essence Corp is currently seeking to fill the position of an Accounts Receivable Clerk reporting to the Controller.

The candidate must have excellent communication skills verbal and written in English and Spanish.

Customer service orientation and negotiation skills with a high degree of accuracy.

Advanced knowledge of Excel with hands on experience in operating spreadsheets. Knowledge of SAGE software is a plus.

A team player whom is motivated, proactive and a quick learner.

A multi-tasker with strong organizational skills.

Associates degree or BS degree in Finance, Accounting or Business Administration is preferred.

Please email your resume to
musallan@essence-corp.com