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Airmall USA begins “new chapter” with name change to Fraport USA

Airport retail developer Airmall USA, celebrating 25 years in business in North America, is changing its corporate name to Fraport USA, effective immediately.

Fraport USA is a wholly-owned subsidiary of Fraport AG Frankfurt Airport Services Worldwide, the global airport company based in Frankfurt, Germany. Fraport acquired 100% of U.S.-based AMU Holdings Inc – owners of Airmall USA Holdings, on Aug. 1, 2014.

The company says that the name change reflects the start of a new chapter for the developer of award-winning airport retail programs in North America

“The future of airport development is here,” said Ben Zandi, president and CEO, Fraport USA.

“As the North American subsidiary of one of the largest airport operators worldwide, Fraport USA is primed to take the passenger experience to the next level with best-in-class airport development, superior services and operational excellence. Our new name reflects the full scope and depth of our services and expertise as a global airport company.”

Globally, Fraport serves more than 320 million passengers in 29 airports and 10 countries.

Airmall USA pioneered modern airport retail programs that enhanced the travel experience by introducing quality shops and restaurants, a street pricing model and competition in U.S. airports.

As Fraport USA, the company builds on its legacy of creating better airports and better communities through innovative technology, strategic partnerships and customized programs that ensure travelers receive exceptional service from curb to gate.



Fraport USA currently manages the retail programs at Baltimore/Washington International Thurgood Marshall Airport, Boston Logan International Airport (terminals B and E), Cleveland Hopkins International Airport and Pittsburgh International Airport.

In 2016, Fraport was selected by JetBlue for the future development of the retail program in T5, JetBlue’s home terminal at New York’s John F. Kennedy International Airport

Three cruise ships reportedly pulling out of Jamaica’s Falmouth Port

At least three cruise ships will no longer stop in Falmouth, Jamaica for the upcoming cruise season the *Jamaica Gleaner* reported on July 7.

In a story that has been picked up by all the specialized cruise media, Falmouth’s mayor, Colin Gager, told the *Jamaica Gleaner* that the ships are leaving due to visitor harassment, conduct of tour bus operators and craft vendors, and other issues.

Reportedly, two Royal Caribbean ships and one from Celebrity Cruises will call on other Caribbean ports this upcoming cruise season. The only ship named in the report was Royal Caribbean’s *Allure of the Seas*.

Gager is cited as saying that “the pullout of the three vessels, which together bring in about 10,000 visitors per call to the port, will result in losses of about \$5 million (Jamaican dollars) monthly.”

Jamaica’s Port Authority (PAJ) states that the *Allure of the Seas*, which carries around 6,000 passengers, will return to Falmouth in December 2018 and that several other cruise lines are committed to the port. Royal Caribbean currently has 5 cruise ships calling at Falmouth, which was built through a partnership between RCCL and PAJ.

In Memoriam - Jim Reisgl, 1943-2017
We are very sad to announce the death of Jim Reisgl on June 20. Jim’s Florida marketing company Reisgl Associates created many of the innovative, iconic point of sale displays for spirits and other category brands around the region. TMI adds its condolences to those of the industry to his wife Lynn, sons James and John, daughter Danielle and the rest of the family.
Anyone wishing to make a donation can send it in Jim’s name to the Fisher House Foundation at <http://www.fisherhouse.org/>.

PEOPLE
Alexandre Tabacoff has joined **Dufry Group** as Head of Cruise Asia – Oceania. The experienced travel retailer was most recently senior consultant at Grand Cayman-based Savage Consulting Ltd., following 5 years as CEO at Island Companies. Before that he was Head of Direct Retail at Aeroporti di Roma and Sales & Operation Director Europe at Starboard Cruise Services.
Javier Brandwain has joined fashion brand **7 For All Mankind** as Director for Latin America & Caribbean, based in Montevideo, Uruguay and Medrisio, Switzerland. Brandwain previously held senior positions at Calvin Klein and Italian company REPLAY, among others.
In his new position, Brandwain is handling business developments and operations in the LAC region at the retail, wholesale, and travel retail levels.
Paola Pinto has been promoted to General Manager of **Pernod Ricard Travel Retail Americas**. She was previously Commercial Manager, following more than 10 years at Elizabeth Arden, and then Parlux.



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



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

Dufry supports UN's Sustainable Development Goals awareness campaign

Dufry is supporting the UN's Sustainable Development Goals awareness campaign through more than 80 airports in five continents.

Following successful trials at Geneva, Zurich and Heathrow airports late last year, Dufry has reached agreement with the United Nations in Geneva to continue to raise awareness of the 17 Sustainable Development Goals (SDGs), as part of a campaign called #YouNeedToKnow.

This project aims to inform 2 billion people by the end of the year about the importance of these 17 goals and how each of us can contribute towards a more sustainable and fairer world, by just making small changes in our day to day lives.

Dufry, present in 63 countries and supported in many locations by its airport partners, is using its global network of stores to give prominent space and visibility to the campaign. Starting this month (July), Dufry will roll out the campaign across 80 airports, a list that continues to grow.

Using a variety of mechanisms from print to digital, Dufry has designed creative advertising campaigns and engagement activities to bring home to passengers the importance of the 17 SDGs.

Dufry CEO Julián Díaz comments:

"With over 29,000 colleagues and a footprint in 63 countries, we have a responsibility to ensure that we contribute to a better and more sustainable world for future generations. With over 2.5 billion passengers using the airports at which we operate each year, we have a unique opportunity to work with our airport partners to convey this message to a wide audience of all ages, cultures and nationalities.

"Through this partnership, we want to play our part in raising awareness of the development goals set by the UN and ultimately to motivate people to take responsibility and immediate action."

SUSTAINABLE DEVELOPMENT GOALS

17 GOALS TO TRANSFORM OUR WORLD



"People around the world need to know about the global goals and how each and every one of us can do something to be part of the solution in creating a safer, friendlier and healthier planet for all its inhabitants. It is up to us to

spread the word around the world. This is our only home," says Michael Møller, Director-General of UN Geneva.

More information about the campaign can be found at www.youneedtoknow.ch

DFASS names former Nuance head Roberto Graziani as Executive Vice Chairman



Roberto Graziani

Miami-based DFASS Group has announced the appointment of Roberto Graziani as Executive Vice Chairman.

The respected travel retail executive headed Nuance Group as president and CEO between 2004 and 2014, when Nuance was sold to Dufry. He then joined Korean travel retailer Shilla Group in March 2015, after Shilla announced it was acquiring a minority share in DFASS. Graziani was brought in as Vice Chairman of the joint venture with DFASS.

Graziani's new appointment came just a few days after the news that DFASS and Shilla Group had agreed to pull out of the joint venture that would have given Shilla 44% of DFASS.

DFASS owner and Chairman of the Group Benny Klepach stated: "In the last 15 years I have been partnering with Roberto in different opportunities and we developed a very strong relationship that goes beyond our professional interests. I'm, therefore, very pleased we were able to partner to further develop the global DFASS business."

Graziani reports to the Board of Directors, chaired by Klepach. All of the Group's functions are directly reporting to him.

Graziani added: "I'm pleased to have the opportunity to further develop my partnership with Benny and proud to have his full trust in driving his own business into the future. I sincerely hope to be up to his expectations."

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BY THE NUMBERS

UNWTO: Strong tourism results in the first part of 2017

International tourist arrivals worldwide grew by 6% in January-April of 2017 compared to the same period last year, with business confidence reaching its highest levels in a decade, reports UNWTO.

Sustained growth in most major destinations and a steady rebound in others drove results. Prospects for May-August 2017 remain high, says the agency.

Destinations worldwide received 369 million international

tourists (overnight visitors) in the first four months of the year, 21 million more than in the same months of 2016 (+6%), according to the latest *UNWTO World Tourism Barometer*.

The January-April period usually represents about 28% of the yearly total and covers the winter season of the Northern Hemisphere and the summer season of the Southern Hemisphere, as well as the Chinese New Year and Easter holidays, among others.

International arrivals reported by destinations around the world were positive overall, with very few exceptions. Most of 2016's strong performers maintained momentum, while destinations that struggled in previous years continued to rebound in the first part of 2017. This is especially reflected in the better results of the Middle East (+10%), Africa (+8%) and Europe (+6%).

Asia and the Pacific (6%) and the Americas (+4%) continued to enjoy robust growth.

"Destinations that were affected by negative events during 2016 are showing clear signs of recovery in a very short period of time..." said UNWTO Secretary-General Taleb Rifai.

Regional Results

International arrivals in the Americas were up 4% with strong results in South America and Central America (both +7%), while arrivals in North America grew by 3% and in the Caribbean by 2%.

International arrivals in Europe

(+6%) rebounded in January-April after mixed results last year, as confidence returned to some destinations that were impacted by security incidents. Results improved particularly in Southern Mediterranean Europe (+9% as compared to +1% in 2016) and Western Europe (+4% as opposed to +0% in 2016). Northern Europe (+9%) continued to record strong growth, while Central and Eastern Europe recorded 4% more international arrivals, in line with results of last year.

In Asia and the Pacific, international arrivals were up 6% through April with sound results across all four sub-regions. South Asia (+14%) led growth, followed by Oceania (+7%), South-East Asia (+6%) and North-East Asia (+5%).

Limited data available for Africa points to an 8% increase in international arrivals, with North Africa (+18%) recovering strongly. International arrivals in the Middle East rebounded by an estimated 10% following a 4% decline in 2016.

International travel to the U.S. falls in December, full year 2016

International travel to the United States fell by 5% in December 2016, reports the U.S. Department of Commerce in its latest analysis from the National Travel and Tourism Office.

Six million international visitors traveled to the U.S. last December, down slightly (-294,733 visitors) from December 2015.

In December 2016 the top inbound markets continued to be Canada and Mexico. Non-resident visits from Canada grew 0.5 percent while visits from Mexico decreased 9.6%. The United Kingdom (-5.8%), Japan (-4.4%), and the People's Republic of China (excluding Hong Kong) (+13.9%) rounded out the top five.

Only one of the top inbound overseas regional markets⁽¹⁾ - Asia - posted increases in non-resident visits in December 2016, with Western Europe, Eastern Europe, Middle East, South America, Central America, Oceania, the Caribbean, and Africa all posting declines.

For the calendar year 2016, international visits (75.6 million) were down -2.4% when compared to the same period in 2015.

Top 10 Countries

In December 2016 four of the top 10 countries generating travel to the United States posted increases in non-resident visits.

During the calendar year 2016, three of the top 10 countries (based upon the annual 2016 totals) posted increases in non-resident visits to the United States.

⁽¹⁾The nine major overseas regions are: Western Europe, Eastern Europe, Asia, the Middle East, Africa, Oceania, South America, Central America and the Caribbean.

Top 10 Countries (Based on YTD December 2016)

Country of Residence	% Change December 2016 vs. 2015	% Change YTD December 2016 vs. 2015
Canada	0.5	-7
Mexico	-10	2
United Kingdom	-6	-7
Japan	-4	-5
People's Republic of China (excluding Hong Kong)	14	15
Germany	-5	-10
South Korea	10	12
Brazil	-24	-24
France	5	-7
Australia	-6	-7

**WORLD'S TOP TOURISM SPENDERS**

INTERNATIONAL TOURISM EXPENDITURE 2016



© World Tourism Organization (UNWTO), July, 2017



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Tito's Handmade Vodka targets millennials at LAS with pop-up bar

Tito's Handmade Vodka is launching a speak-easy style pop-up bar to engage with passengers traveling through Las Vegas' McCarran International Airport T1 this summer. The activation coincides with one of the peak airport traffic periods at LAS (PAX 28.2m). Dufry is the first duty free operator to feature the pop-up, which will be rolled out to other key airport locations in North America later in the year. Many of the passengers are millennials, says the company.

The bar is housed within a Chicago-style brick warehouse façade, playing on the brand's no fuss, craft image. The interior features distressed wood, a copper bar and copper bar stools mirroring the traditional copper-pot stills used to produce Tito's Handmade Vodka.

Visitors to the pop-up can sample Tito's Handmade Vodka

in cocktails or neat so they can discover the sweeter, rounder flavor profile of America's original craft spirit, which is derived from its corn base.

In the nearby Dufry store, 1-litre bottles of Tito's Handmade Vodka are packaged in red, white and blue burlap bags launched to celebrate America's Independence Day (see sidebar below).

This is the second in the series of promotional gift bags launched this year. Tito's is also available in 1.75-litre and 375 ml bottles, which together with the seasonal gift bags considerably increase on-shelf presence.

Managing director of Tito's International, John McDonnell says: "This activation is a great opportunity for those traveling through Las Vegas International Airport to experience Tito's quality and craft credentials, which are at the heart of its approval among



millennials. The highly engaging pop-up invites brand engagement, and together with the seasonal gift bag will further heighten interest in this American brand."

Tito's Handmade Vodka is distilled and bottled by Fifth Generation Inc. in Austin, Texas, and is available in Liter, 1.75L, 750ml, 375ml, 200ml and 50ml sizes.

Tito's celebrates 4th of July around the world



Tito's International celebrated the 4th of July by partnering with U.S. embassies and on-trade customers around the world for themed festivities where Tito's Handmade Vodka cocktails were served.

In honor of the U.S. Independence Day, the company released the premium Texan vodka in limited edition red, white and blue burlap bags in the travel retail channel. The bags, which pay homage to the American flag, became available as of July 1.

Tito's cocktails, such as the American Mule, [Ed. Note: the delicious drink served at the 2017 WiTr meeting in Orlando!] was served at U.S. embassies in countries including France, Costa Rica, Cuba, Dominican Republic, Guatemala, Bermuda, the Bahamas, Bulgaria, Peru, Italy and Barbados during their 4th of July parties to celebrate this iconic holiday.

An example of the American Dream, Tito's Handmade Vodka is also supporting its customers in the on-trade with POS including Texan Stetsons and corn cups, giving expats and those looking to tap into American culture an opportunity to experience a piece of Americana at its best.

Managing director of Tito's International, John McDonnell, says: "More and more consumers worldwide are becoming interested in American culture, notably millennials. They seek out unique experiences and the 4th of July is just one of many American holidays that has found roots in countries outside the U.S. Tito's Handmade Vodka is the perfect spirits partner for this holiday. Its American Dream story resonates with consumers and provides customers with the opportunity to maximize sales during this peak summer period."

Argentina "crosses the red line" with the Polo Red Extreme event in Ezeiza Airport in May

Polo Red Extreme, the latest fragrance for men from Ralph Lauren, is a powerful, masculine scent that launched in April in Travel Retail Americas.

An oriental gourmand fragrance embodied by American model Kenneth Guidroz Jr., it is a blend of vibrant blood orange, black coffee essence, and super-charged ebony wood.

The company says that it targets the "thrill-seeker who pushes limits to the edge and thrives on extreme sensations."

The Polo Red Extreme event in Buenos Aires Ezeiza Airport, which took place from May 15-30, 2017, captured this "extreme" at the point of sale with an experiential podium that invited passengers to participate in a Virtual Reality activation. There, passengers were fully immersed in a virtual skydiving experience to feel the adrenaline of Polo Red Extreme.

During 2:40 minutes, including 60 seconds of countdown, participating passengers got a shot of adrenaline in a high speed wingsuit flight through alpine mountains pushing the limits to the extreme.



L'Oréal says that the animation perfectly embodies the essence of the launch: extreme power, extreme adventure and extreme sensations. L'Oréal reports that the Polo Red Extrême event in Argentina was a great success, and is a new illustration of retailtainment that allows travelers to live a one-of-a-kind experience.



TFWA announces a Digital focus for 2017 Cannes workshops

The workshop program for this year's TFWA World Exhibition & Conference in Cannes will focus heavily on the impact and potential of new technology. The workshop themes also mark the launch of TFWA's new exhibition TFWA DIGITAL VILLAGE, which will run parallel to the long-standing industry event.

The workshops kick off on **Tuesday, Oct. 3**, with a session entitled **Digital Focus**. This will explore the latest initiatives in digital and online marketing to travelers, along with solutions being launched by airports, retailers and brands. Speakers will include Lewis Allen, director of environments at Portland Design, whose Strategic Insights Unit will publish *The Digital Journey*, the second in a series of TFWA Monitor reports for association members later this year. Also speaking are Adil Raïhani of The Blueprint Partnership, specialists in challenging and reshaping the airport retail model, and Stéphanie Metz-Thevenod, EVP marketing & digital duty free global at Lagardère Travel Retail. 8:00am to 9:00am in the Salon Croisette at the Majestic Hotel.

TFWA's **Inflight Focus** workshop on **Wednesday, Oct. 4**, will explore issues and challenges facing the airline retail market. With an estimated 1 to 2% of international travelers currently making a purchase during their flight, the potential for growth is evident. Industry experts speaking include Inflight Sales Group Europe president Karen Durban-Villeval, All Nippon Airways Trading Co. Ltd general manager inflight sales merchandising Kensuke Nishimura, Gebr Heinemann sales director inflight & catering John Baumgartner and L'Oréal Luxe Travel Retail EMEA commercial development manager Cyril Coulareau. 8:00am to 9:00am at Salon Croisette, Hotel Majestic.

L'Occitane Americas has an opening for Area Manager Travel Retail Latin America

Responsible for the proper development of L'Occitane brand in airports and border shops of Latin America, delivering sellin, sellout and profitability objectives. At least 5 years of experience in account management in luxury cosmetics/skincare are required.

Candidates must have strong analytical skills and advanced knowledge in Excel, with ability to create sales analysis and control complex clients' supply chain operations. Previous experience in managing teams.

Ability to manage priorities and open to work extended hours. Must be bilingual in English and Spanish (Portuguese a plus).

Must be able to travel 40% of the time.

Position based in Miami - **Don't spend time sending your CV if you don't have a work permit. We'll not sponsor Visas**

Please send your CV to: Tatiana.pannell@loccitane.com

The **TFWA Research workshop** will present highlights and key findings of the Association's most recent research studies, which are all available free of charge to TFWA members via the association's website. New additions to TFWA's Research include traffic reports and forecasts, plus trend-watching initiatives released under the TFWA Monitor series. The TFWA Research workshop will take place on **Wednesday, Oct. 4**, 6:00pm to 7:00pm at Auditorium K, Palais des Festivals.

The week will conclude with a return to the technology arena. At **TFWA DIGITAL VILLAGE** in Gare Maritime on Friday morning, an Ideas Lab, curated

NEW 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 Vigerat gvigerat@tpgbeauty.com

by Portland Design, will offer exhibitors and visitors to the TFWA DIGITAL VILLAGE the opportunity to share insights, experiences and ideas on how new technology can benefit brands, retailers and landlords.

The workshops are open to all delegates at TFWA World Exhibition & Conference; please pre-register by emailing conference@tfwa.com.

For more information please visit: http://www.tfwa.com/duty_free/Conference-workshops.156.0.html

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Brand Manager

reporting to the Executive Director – Marketing. This position will supervise a Marketing Coordinator. The ideal candidate must have excellent communication and presentation skills and strong marketing or commercial experience, preferably within the luxury industry.

This individual will be the liaison directly with the brands and will be responsible for purchases, inventory and assortment management, business reviews, A&P investments, promotional activities, marketing plans, price lists, brand communication to all teams and reporting to brands. Must have a high level of analytical skills, using Excel, PowerPoint and other MS Office applications. Fluent in English, French and Spanish both written and oral is a must.

Marketing Coordinator

reporting to a Brand Manager. The candidate must be fluent in English and Spanish (French is a plus). Advanced knowledge of Excel, PowerPoint and other MS Office applications. Team player whom is motivated and with a sense of urgency. A multi-tasker with strong organizational skills, detail oriented and extremely efficient with the ability to work in a fast paced environment.

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.

For all three positions, please email your resume to musallan@essence-corp.com