

## DFA raises record \$275,000 at 4<sup>th</sup> annual golf tournament



Duty Free Americas' Dov, Jerome and Leon Falic present a \$275,000 donation to Joseph A. Aniello, president of United Community Options of South Florida at the DFA Charity Golf event on Feb. 1. From left, Jonathan Bonchick, Samuel and Joseph Falic look on, with Dania Roig at far right. Photo by M. Pasternak

Breaking the record amount of money it raised in 2017, Duty Free Americas held its 4<sup>th</sup> Annual Golf Tournament last week in Miami bringing in more than \$275,000 for United Community Options of South Florida, formerly United Cerebral Palsy.

People from all aspects of the duty free industry supported DFA and the Falic Foundation by attending the golf and tennis tournaments as well as the dinner and silent auction on Feb. 1.

Diamond sponsors included Moët Hennessy Global Travel Retail, Pernod Ricard Americas Travel Retail, Diageo and Edrinton Americas Travel Retail.

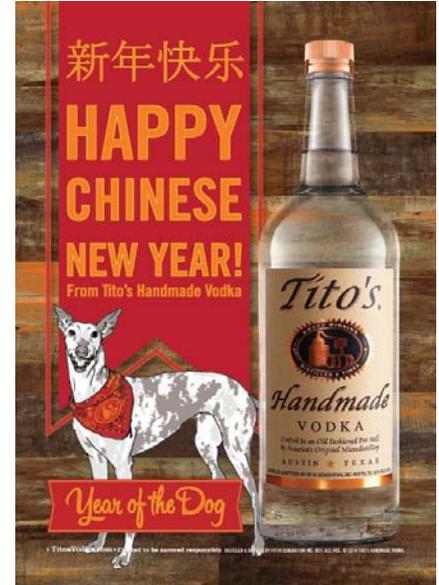
DFA CEO Jerome Falic thanked those in attendance for attending and giving back, with a special mention to Jonathan Bonchick who has spearheaded the tournaments since they began four years ago.

"There is nothing better than having a great time and raising money for a great cause. I want to thank all of you for participating. Without you this would not happen. It makes us proud as the Falic family and Duty Free Americas to be a part of this incredible industry where everyone gives back. Thanks to everyone out there we raised \$275,000," said Falic.

United Community Options of South Florida serves more than 1,600 infants, children and adults at 60 locations in Miami-Dade, Broward, Palm Beach and Mid-Coast Counties.

The charity serves children and adults with a range of needs and abilities including physical, intellectual, and neurological disabilities.

Since its first charity golf tournament, DFA and the Falic Foundation have raised more than \$900,000 for a different cause each year including the Breast Cancer Research Foundation, the Children's Tumor Foundation, and the Nicklaus Children's Hospital.



### PEOPLE

**Andreas Lemke**, General Manager of Imperial Tobacco's Global Duty Free and Export team is leaving the company, saying that "Our business environment changes and we have to adapt to external circumstances."

**Christian Münstermann**, Director Sales and Marketing Global Duty Free and Export, Dr. **Jennifer Cords**, Director Corporate Affairs and Compliance and **Andrew Heley**, Director Finance will take care of the business with immediate effect.

"I would like to acknowledge the contributions and leadership of my management team," he said, underlining that the trio will continue the strong performance of Imperial Brands (Davidoff, Gauloises, West – to name a few) in Duty Free.

Lemke attended 20 years of Cannes, visited the first MEDFA conference in 2000, built up Imperial's Duty Free presence in Hong Kong and inspired teams and business partners around the world to "truly think and work global," said the company statement.

For more information, please contact [gtr.enquiries@uk.imptob.com](mailto:gtr.enquiries@uk.imptob.com)



## MATCHA

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## “Stellar results” for Estée Lauder Companies in 2Q; TR delivers double-digit growth

Travel retail, makeup and skincare are doing very well for the The Estée Lauder Companies, which reported net sales of \$3.74 billion for its second quarter ended December 31, 2017.

“In our second quarter we continued our strong momentum and generated stellar results,” said Fabrizio Freda, President and Chief Executive Officer. “In constant currency, our sales grew 14%,” he noted, “led by exceptional strength in travel retail, global online and Asia, along with strong double-digit growth in several markets in Europe, including Italy and Benelux.”

In travel retail, double-digit sales growth was generated across most brands, led by Estée Lauder, Tom Ford, M•A•C, Jo Malone and La Mer. Growth in global airline passenger traffic, particularly by Chinese travelers, solid new launch initiatives, and targeted expanded

consumer reach contributed to the sales gains, said the company earnings report.

ELC delivered double-digit sales gains across most product categories and many brands, including Estée Lauder, luxury brands and most mid-sized brands.

“In the holiday season, our brands achieved outstanding results from their e-commerce businesses, and customizable gift options were significant contributors. These elements, along with our accelerating cost saving efforts and our progress executing our Leading Beauty Forward initiatives, resulted in an impressive adjusted 23% earnings per share growth in constant currency,” continued Freda.

ELC said that it was impacted by one time charges of \$394 million related to the U.S. Tax Cuts and Jobs Act (TCJA) that was signed into law in December 2017.

## ASUTIL launches new website



South American duty free association ASUTIL this week unveiled an updated new website, [www.asutil.org](http://www.asutil.org).

The site carries information on the history of the association, its objectives, events, membership, news and links to other associations, plus other topics of interest as they arise.

ASUTIL members will have access to exclusive information. A special section for press-partners will be added at a later date.

“One of our main goals of this website is to be a constant reference for our members and duty-free actors and to have constant improvements and updates,” according to the official ASUTIL announcement.

### New ASUTIL Board elected

The new officers of ASUTIL for 2018-2019 were chosen at the December 1, 2017 meeting of the Board of Directors, which was held jointly with the Annual Ordinary General Assembly. The officers are chosen for a two-year term

President:

**Gustavo Fagundes - DUFREY**

Vice President:

**Enrique Urioste - NEUTRAL**

Secretary and Treasurer:

**Martín Laffitte - ZEINAL HNOS.**

Directors:

**Oscar García Pedrosa - DUFREY ARGENTINA**

**Álvaro Neto - DUFREY URUGUAY**

**Francisco Heredia - LONDON SUPPLY**

Rafael Parodi from SIÑERIZ, and Juan Campomar and Gabriel López from Diageo also attended the General Assembly.

## Coty touts Luxury in its strong results for 2Q 2018.

Coty Inc. generated \$2.63 billion in net revenues in 2Q of fiscal year 2018, ended December 31, 2017. This was up 14.8% on the same period in 2017. For the first six months of F18, net revenues were \$4.87 billion, up 44.4% compared to the prior year.

Camillo Pane, Coty CEO said: “Q2 was a very strong quarter marked by Coty’s return to organic top line growth. We delivered excellent growth in Luxury, an acceleration in positive momentum in Professional Beauty and a significant improvement in Consumer Beauty.

“Our recent acquisitions continue to have strong performance. Across each of our three businesses we continue to see improving results with our strong performance in Q2 directly linked to our growth strategy.”

In the luxury division, Coty reported net revenues of \$951.2 million increased 13.9% compared to the prior year and 9.1% on a constant currency basis. The increase in constant currency reflects 8.1% growth in the underlying business driven by the on-going success of the debut Tiffany & Co. and Gucci Bloom fragrance launches as well as growth in Chloe, and a 1.0% contribution from Burberry.

## ACI: High growth continues for passenger traffic in November

Airports Council International (ACI) World reported global passenger traffic up 7.5% in November on a year-over-year basis. This is above the already robust 6.5% year-over-year from January to November.

Asia-Pacific (+10.6%), Africa (+10.5%) and Europe (+8.1%) all posted particularly high growth in November. International traffic was a key driver for these increases, especially for European and Asia-Pacific markets.

Asia-Pacific's domestic traffic also rose significantly during the month, reaching +9.3%. The figure remained below the region's international traffic growth, however, which stood at +12.9%.

Total passenger traffic in North America, Latin America-Caribbean and the Middle East grew at a more moderate pace, reaching +4.8%, +3.8% and +3.5% respectively. Both North America and Latin America-Caribbean were negatively affected by weather events during September, the effects of which are progressively receding.

Latin America-Caribbean international passenger traffic reached +6.5%, close to its year to date figures of +6.6%, after sustaining a decline in October. This recovery could bring the region's growth rate to over 7% by end-of-year.

At the local level, Asia-Pacific's largest markets enjoyed significant growth in November. On a year-to-date basis, India and Indonesia are set to post double-digit growth in 2017.

Current global growth by November's end was 6.5%, in line with 2016 numbers. Unless December numbers bring surprises, this year should bring another period of high growth for the airport industry, says ACI.

## POST-HURRICANE UPDATE

# US Virgin Islands reports encouraging progress; “still more work to do” with 60% of rooms under repair

Nearly five months after the U.S. Virgin Islands endured two Category 5 hurricanes, Beverly Nicholson-Doty, USVI Commissioner of Tourism, reports that even though there is more work to do before the islands return to full normalcy, they are “greatly encouraged” by the progress they have made to date.

In her Feb. 6 update, Nicholson-Doty said that the “the resilient spirit of Virgin Islanders; an effective emergency management leadership team; the partnership and care of our tourism industry partners, including cruise lines and airlines; and essential assistance from our federal partners and mainland-based linemen have all helped to propel the Territory’s recovery forward.”

A recap of progress to date includes:

Airports on St. Croix and St. Thomas have been operational for months, and several carriers have recently increased flight service from key cities to meet the growing demand.

Cruise ship ports of call to St. Thomas have returned to pre-

hurricane levels, with nearly 50 ships arriving in January alone.

Power has been restored across 98% of the Territory.

All beaches and most activities and attractions have opened, with restaurants and attractions reopening each week.

National Park sites, including the Virgin Islands National Park on St. John, have reopened.

The Virgin Islands will be able to host several important annual special events including the St. Thomas International Regatta (March 22-25) and the V.I. Carnival (March 31-April 28).

Approximately 40% of traditional hotels/rooms in the Territory are operational, and many of these are housing relief workers. Villa accommodations of all sizes and configurations are available and

many visitors are staying at a family-run guest house or booking a timeshare or condominium rental. Yacht charters are also available.

The Cruise lines have been a life line to the islands. Retailers and residents tell *TMI* that the cruise ships are full and that passengers are disembarking and visiting shopping and whatever shore excursions are available.

### Airlift returning

In related news, three scheduled carriers will soon increase air service to St. Thomas. Spirit Airlines will increase its Fort Lauderdale-St. Thomas frequency to daily, effective Saturday, March 10, 2018.

Delta Air Lines will reinstate its daily service from New York

to St. Thomas, effective May 24. JetBlue Airways will operate a second daily flight from San Juan to St. Thomas from February 15. The airline will provide daily options for travelers between Boston and St. Thomas between Feb. 15 to May 1, over San Juan.

With the latest flight additions, the U.S. Virgin Islands is now being served by approximately 13,000 seats each week - 9,000 to St. Thomas and 4,000 to St. Croix (not including intra-island service).

The USVI has also unveiled an abridged marketing budget for FY 2018. Since marketing activities are funded by room tax revenues, the Tourism Dept. is working with a significantly reduced budget, said Commissioner Nicholson-Doty.



## Pure Grenada Wins Expedia Caribbean Destination of the Year 2017 Award

Expedia has named Pure Grenada, the Spice of the Caribbean, as the Caribbean Destination of the Year 2017. The award was presented to members of the Grenada Tourism Authority (GTA) at a press luncheon held at the Puerto Rico Convention Center during the two-day Caribbean Hotel & Tourism Association’s Travel Marketplace industry event on Jan. 31.

The annual awards recognize original and groundbreaking partner campaigns that demonstrate exemplary innovation, creativity and success in digital travel marketing and advertising. Grenada’s 2017 campaigns exemplify innovative and collaborative ways to engage travel audiences and drive impactful results. Expedia Inc works with 85 properties in Grenada and Carriacou.

Grenada experienced an overall increase of more than 8.14% in stayover arrivals in 2017 (see cover story in *TMI*’s 2017 Orlando magazine). “Pure Grenada” is in the midst of numerous tourism developments and hotel renovations, including a significant airport expansion.

The destination expects a strong upcoming year with additional developments, vigorous marketing efforts and increased airlift to match demand.

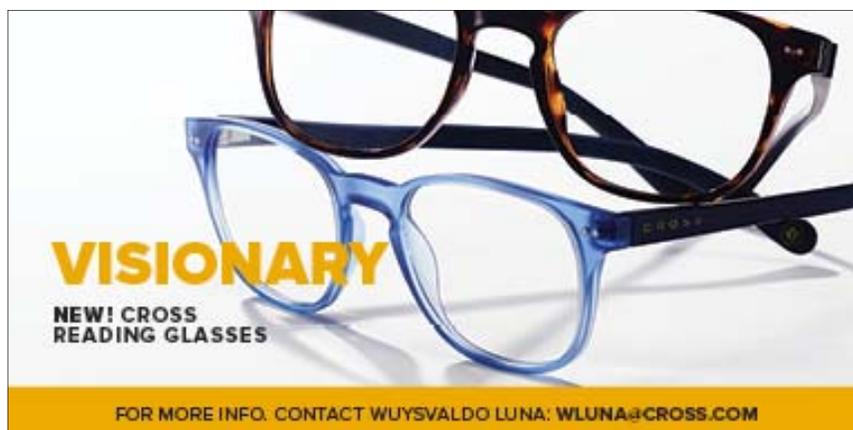
## Brown-Forman invests in renewable energy

Brown-Forman Corporation has announced a major commitment to renewable energy with an agreement to purchase 30 megawatts (MW) of electricity annually from Solomon Forks Wind Project, a new wind power project in Kansas.

The wind farm is expected to generate the equivalent of more than 90% of Brown-Forman’s annual electricity usage in the United States. Brown-Forman is the first major U.S. spirits and wine producer to commit to a power purchase agreement (PPA) in the U.S.

Brown-Forman will purchase the wind power generated over the next 15 years and retain ownership of the resulting renewable energy credits to offset the greenhouse gas emissions from electricity usage at its U.S. facilities. The electricity generated by the wind farm will then be sold on the wholesale market.

In 2012, Brown-Forman set a series of environmental goals, including adopting an ambitious target to reduce absolute greenhouse gas (GHG) emissions by 15% by 2023. While the company will continue to pursue additional reduction opportunities within its own operations, the power purchase agreement will enable the company to meet this target once construction of the Solomon Forks Wind Project is complete.



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## Paradies Lagardère unveils two additional TripAdvisor Travel Retail stores

Airport retailer Paradies Lagardère has opened two more TripAdvisor travel essentials stores, one at George Bush Intercontinental Airport (IAH) in Terminal 1, and one at Phoenix Sky Harbor International Airport (PHX) in Terminal 4.

The TripAdvisor website features user-generated reviews to help travelers worldwide find real information about hotels and travel options, and generates more than 455 million site visitors per month.

These TripAdvisor branded stores, in addition to offering travel essentials, feature a large, interactive screen that travelers can use to learn more about the surrounding area. With just a tap, customers are able to easily access the latest TripAdvisor reviews and traveler photos for nearby hotels, attractions, restaurants and more to help them plan their trip.

Paradies Lagardère's partnership with TripAdvisor began in 2016. The first store it opened with TripAdvisor, at Toronto Pearson International Airport, is already exceeding expectations and sales, says the company, which plans to introduce one more TripAdvisor concept in 2018 in Raleigh-Durham International Airport (RDU).



Paradies Lagardère has opened new TripAdvisor stores at Phoenix Sky Harbor International Airport (PHX), left and at George Bush Intercontinental Airport (IAH) in Houston.

## Floating cruise pier SeaWalk makes first sale in the Caribbean

SeaWalk, the Norway-based producer of the break-through floating cruise pier, has announced its first sale in the Caribbean. The SeaWalk pier will become a central part of an extensive tourist development project in Port Royal, Jamaica.

The announcement comes five years after the installment of the first floating cruise pier in the UNESCO-listed fjord of Geiranger, Norway.

The customer is the Port Authority of Jamaica, and the SeaWalk pier is scheduled to be delivered in the fall of 2018 for Port Royal, part of "the sunken

pirate city," which is being preserved by the Jamaica National Heritage Trust.

"The SeaWalk pier has already been used for more than 350 cruise calls in five different destinations in Scandinavia. The clear advantage of the SeaWalk is that cruise passengers can be brought to shore at almost any destination possible," says Arthur Kordt, Partner of Cruise Ventures, which delivers the SeaWalk piers.

Kordt says that SeaWalk's operation in the fjord of Geiranger in Norway was a decisive factor behind the Jamaican government's choice of choosing the technology. The fjord is a UNESCO World Heritage Site, while the UNESCO application is pending for the Underwater City of Port Royal.

"SeaWalk is one of the most important environmental measures in Geiranger as it eliminates the need for tender boats," says Rita Berstad Maraak, Harbor Master in Geirangerfjord Cruise Harbor. Maraak says that delegations from near and far come to check out the floating innovation.

"We use mooring installations based on the Extreme North Sea environment which up until now has been unprecedented in the Caribbean region," says Capt. Svein Sleipnes, regional representative for SeaWalk. "SeaWalk can utilize safe havens previously not available until now," he adds.

"This is a big breakthrough for us, and creates many opportunities in the future," says Kordt. "We see that there is a large potential for flexible, environmentally friendly cruise piers in the world markets these days, and we expect to do more installations in the near future."

Ole Heggheim, Chairman of SeaWalk and a partner of the world patented concept together with Kordt, explains that the cost compared to a fixed pier is one of the best sales arguments.

SeaWalk will be represented at the upcoming Seatrade cruise ship convention in Ft. Lauderdale in March.

For information, contact Cpt Svein Sleipnes for USA [ss@seawalk.no](mailto:ss@seawalk.no)

## Chicago-O'Hare to offer first direct flights to Africa in June

### Ethiopian Airlines to fly to Addis Abba 3x per week

The Chicago Department of Aviation has announced that it will begin new nonstop service between Chicago O'Hare International Airport (ORD) and Ethiopia's Addis Ababa Bole International Airport (ADD) on June 2, 2018, through its newest air carrier partner, Ethiopian Airlines.

This new service represents the first-ever direct scheduled passenger service between Chicago and Africa, and the eighth new international service to Chicago that is planned to launch in 2018. Flights will take place three times a week.

O'Hare will become one of few airports in the U.S. offering frequent, direct passenger service to the nation of Ethiopia, as well as the continent of Africa. Further, the service is expected to bring \$70 million in annual economic impact to the Chicago region.

Passengers arriving in Chicago via the new route will have convenient connections to many North American destinations through Ethiopian's Star Alliance partner, United Airlines.



A floating SeaWalk pier in Scandinavia.

**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; Analyze 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)



**\*NEW\*  
 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:  
[www.coty.com](http://www.coty.com)


**\*NEW\*  
 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)


**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>

### 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:**

**Forecasting & Ordering:**

Avg. 15 novelties forecasted per year: 10 Skincare+5 Make-Up) plus TR specific item (Sets/GWPs).

**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, ISHOPPES, DUFY, DFS, etc.)-more

**Requirements:**

Good academic background with tertiary education

Relevant skin care/exporta 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](mailto:Amanda.Brinkerhoff)

### 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:

[prodrigues@actium.us](mailto:prodrigues@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