

Key industry leaders to discuss trends and research at Summit of the Americas sessions

The 2019 Summit of the Americas taking place from March 24-27 in Orlando, Florida, will highlight three morning Executive Conference Sessions from 8:30 – 10 on Monday, Tuesday and Wednesday.

The preliminary slate of speakers includes opening remarks by Erasmo Orillac, Chairman, IAADFS and Gustavo Fagundes, President, ASUTIL on Monday morning, followed by a Buyer and Supplier Panel made up of Yannick Raynaud, L'Oréal; Humberto Manuel Lira, Philip Morris International; Marshall Farrer, Brown-Forman Beverages Worldwide; and Rene Riedi, Dufry Americas and moderated by Martin Moodie, *The Moodie Davitt Report*. The panel will be discussing "Plotting a Positive Travel Retail Future in an Uncertain World."

On Tuesday, March 26, Barbara Wold, internationally known speaker and authority to the retail, consumer, hospitality and tourism industries, will examine how Millennial Tourists are changing the TR landscape.

Then mInd-set's Peter Mohn will present research findings from a study on *Duty Free and Travel Retail Shopper Behavior and Expectations of the Different Generations*.

The Wednesday session will look at the aviation side of the industry, with a presentation by Pedro Helibron, Copa Airlines, followed by a speaker to still be confirmed.

ASUTIL Secretary General José Luis Donagaray and IAADFS President Michael Payne will sign off with the closing remarks.

Participation in the Executive Conference Sessions is open to all registered attendees.

Temporary respite in U.S. government shut-down as air traffic concerns become "intolerable"

U.S. President Trump on Friday agreed to a short-term deal that would temporarily reopen the federal government for three-weeks, after the 35-day partial shutdown that led to some federal employees working with no pay.

The deal will reportedly give federal employees the back-pay, although it does not provide funding for the President's border wall. It could all start again on Feb. 15, however, and Trump said he would consider invoking a national emergency to build a

border wall if the Congress will not fund it. (Bloomberg)

The President's capitulation, however temporary, may well have been forced by the dire situation in America's skies.

The FAA temporarily halted flights into New York's LaGuardia Airport on Friday due to air traffic control staff shortages, after issuing a statement confirming that increase in sick outs at two air traffic control facilities, combined with severe weather, were affecting New York and Florida and that it would

"adjust operations to a safe rate to match available controller resources."

Over the past week, airline CEOs had called on the federal government to end the shut down; and unions representing air traffic controllers, flight attendants and pilots voiced growing safety concerns and TSA screener sick-outs reached 10%.

"The pressures and strains that the shutdown is causing on the U.S. aviation system are becoming intolerable," tweeted industry group Airlines for America, who later issued a statement, saying in part:

"As we have seen over the past 35 days, the pressures and strains of a shutdown are not sustainable; the disruptions to passengers, commerce and the economy are not tolerable. We urge elected leaders to continue working together to identify a solution that will keep the government open beyond February 15 and will continue paying the dedicated federal employees."

On Thursday, San Francisco International Airport hosted two food service programs to assist federal employees who had been working without pay due to the partial government funding lapse, and also launched a free Farmer's Market for them.



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Duty Free Americas opens new store in Confins (Belo Horizonte) Airport, Brazil



Banner year for MIA as it surpasses 45m pax for first time in 2018

Miami International Airport passed the 45-million-passenger milestone for the first time ever in 2018, serving nearly one million more travelers than the previous year.

MIA is also the busiest U.S. airport for international freight, and also set a new record of 2.3 million tons of freight, adding 60,000 tons to the 2017 total.

MIA served nearly 21.9 million international passengers for the year – up 403,380 from 2017 – and more than 23.1 million domestic travelers in 2018, compared to 22.6 million the previous year. The airport’s audited 2018 traffic statistics were finalized this week.

Hub carrier American Airlines launched new international routes to Bonaire, Netherland Antilles in June, and Saint Vincent and the Grenadines, Pereira, Colombia and Georgetown, Guyana in December, as well as new and increased service to 11 domestic destinations.

MIA also added four new passenger airlines: Air Italy to Milan; Brazilian low-cost carrier GOL began daily flights to Brasilia and Fortaleza; Sunwing Airlines began 10 weekly flights to Montreal, Quebec City, Toronto and Ottawa; and Flair began weekly service to Edmonton, Winnipeg and Toronto. Existing carriers Viva Air and United Airlines also added additional routes.

Four international carriers are scheduled to enter into the Miami market in 2019: Low-cost carrier Norwegian will begin first-ever service at MIA on March 31 to London Gatwick Airport; Moroccan national carrier Royal Air Maroc will launch the first-ever Miami-Casablanca route on April 3 – MIA’s first passenger flights to Africa since the year 2000 and Florida’s only nonstop service to the continent; LOT Polish Airlines will begin four weekly flights to Warsaw on June 1 – MIA’s first service to Poland and the only nonstop route between Florida and Eastern Europe; and French airline Corsair will launch service to Paris Orly Airport on June 10, with four weekly flights.

“We are extremely encouraged by the substantial gains made at MIA last year, from both our passenger and cargo operations,” said Lester Sola, MIA Director and CEO. “With more new international service launches coming soon, we are expecting another strong year of growth.”

Duty Free Americas (DFA) has opened a new travel retail store located landside in the passenger terminal lounge in the Confins (CFZ) - Belo Horizonte Airport in Brazil.

The store will offer customers duty-paid perfumes, cosmetics, clothing accessories, electronics, wines and spirits, watches, chocolates and snacks.

DFA Brazil currently operates in nine Brazilian airports. The new Belo Horizonte store is an important step in DFA’s expansion in Brazil that included the recent opening of a new duty free arrivals store in Salvador, and 11 convenience stores in a joint venture with WHSmith in Rio de Janeiro (Galiao GIG) and Sao Paolo (Guarulhos GRU) airports, said the

company announcement.

Coming up, DFA will continue to expand in Brazil with two new stores in Sao Paolo (Guarulhos GRU) airport, one new duty-paid store in Salvador and a complete renewal of two stores in Porto Alegre.

“With the largest economy in Latin America, Brazil continues to be a key market in our regional strategy. We are committed to the development of DFA Brazil operations and continue to look forward to a prosperous future together with our local partners,” commented DFA President, Leon Falic.

Duty Free Americas (DFA) currently operates 236 travel retail stores in more than 180 locations.

Fraport USA adds new retail, food and services at BWI

Fraport USA recently opened three new retail, food and services at Baltimore/Washington International Thurgood Marshall Airport: The UPS Store, Urban BBQ and Diva By Cindy.

“Our latest additions to the program respond to specific passenger wants,” said Brett Kelly, vice president, Fraport Maryland, developer and manager of the retail program at BWI Marshall Airport.

The 600 sq. ft UPS Store is a full-service outlet in the main terminal offering packing, shipping, printing and small business services, including notary services, office supplies and passport photos. The store is located pre-security near the Concourse C exit.

Diva By Cindy are natural, alcohol-free hair care products that are now available in a new specialty retail vending machine located in Concourse D. Owner Cindy Tawiah also supports homeless women and survivors of domestic violence by offering shampoos, pampering and a day of rejuvenation. Diva By Cindy products are sold at grocery and beauty supply stores in the Baltimore/Washington region.

Urban Bar-B-Que Company’s (1,250 sq. ft.) new airport outlet in Concourse C is an award-winning fast casual local restaurant.

Midway Airport’s 3-year concession redevelopment underway

The Chicago Department of Aviation (CDA) and its airport partners celebrated the opening of Big Shoulders Coffee at Midway International Airport on Thursday. This new location is part of the 70 new food and retail brands arriving to Midway as part of the \$75 million concessions redevelopment led by the CDA with Midway Partnership, which is a joint venture of Vantage Airport Group, SSP America, and Hudson Group.

The Midway Partnership is tasked with transforming the dining and shopping options at Midway Airport. When completed in 2020, the expansion will increase the total concessions area from approximately 40,000 square feet to more than 70,000 square feet

The concessions modernization project is part of the larger \$400 million Midway Modernization Program.

European industry groups regroup and prepare for Brexit



Julie Lassaigne

There was a lot of news from European trade associations this week, ranging from new board appointments to discussions on how best to deal with fallout from Brexit.

Julie Lassaigne appointed ETRC Secretary General

First, the European Travel Retail Council appointed Julie Lassaigne as Secretary General, effective as of February 1.

Lassaigne joined ETRC in 2013 and has been responsible for product information to consumers, alcohol policy, air passenger rights and transport security. She has also managed relations with ETRC members and EU institutions, and organizes the ETRC Annual Business Forum.

Prior to joining ETRC in 2013, Lassaigne gained extensive experience with Hume Brophy in Brussels, working with clients in aviation, food and sports. A French national, she holds a Masters in Political Science and Communication from the Institute of Political Science of Bordeaux and lives in Brussels with her husband and their two children.

Keith Spinks, Secretary General of ETRC since it was established in July 2004, will now take on the role of Senior Counsel, providing expertise and advice to the organization and will continue to work on a number of key industry challenges. Spinks was also Director General of ETRC's predecessor, the International Travel Retail Confederation, since 2000.

CEETRA announces new chairman and board changes

CEETRA – the Central & Eastern European Travel Retail Association – announced several changes to the board of directors and outlined plans for the future during its 7th Annual General Meeting at Amsterdam Schiphol Airport on January 23, 2019.

CEETRA aims to bring together the travel retail industry representatives from across Central and Eastern Europe to foster a greater sense of 'industry community and to help raise its profile with key stakeholders.

Dr. Patrick Bohl, Head of Retail and Advertising at Budapest Airport, took over the position of Chairman succeeding Dr. Fritz Janach, who stepped down after having served as Chairman since October 2016. The members also welcomed to the board of directors Dr. Jennifer Cords, Director of Corporate Affairs and Compliance at Gebr. Heinemann GmbH.

Speaking at the AGM, Bohl commented: "Despite the significant contribution to our region's economy, the travel retail business is still widely misunderstood and often overlooked by policy makers in the region. Our increasing member base and the cooperation with ETRC will ensure an exchange of knowledge and best practice amongst members."

The Association acknowledged the outstanding achievement of the outgoing Chairman, Dr. Janach.

ETRC Business Forum – Record attendance debate future industry strategy

A record 150 Industry representatives representing 90 companies gathered in Amsterdam for the Annual European Travel Retail Confederation (ETRC) Business Forum this past week, where they discussed key industry issues and the business outlook.

The Forum covered analysis of industry performance and trends, and in-depth discussions on major developments including Brexit, Beauty trends, digital labelling, new rules on plastics & packaging, and recent experiences with emerging alcohol and tobacco legislation.

ETRC urged members to prepare for all eventualities, including a hard Brexit. On Brexit, ETRC President Frank O'Connell, said: "The challenges we are facing from regulatory change across Europe should never be underestimated and today's turnout reflects that concern. We are very happy that member companies are realizing such value from the ETRC Business Forum."

Travel Retail Consortium names new Chair

UK-based suppliers' networking group The Travel Retail Consortium (TRC), which represents the travel retail industry within the UK, announced that Jonathan Corbett has stepped up from the position of Vice Chair to become Chair of the group. He succeeds Swiss Eyewear Group's Rebecca Harwood Lincoln, who has completed her two-year term.

Corbett is the Sales and Operations Manager of CG Hibbert, a leading supplier of duty free wines, spirits, beer, tobacco and other tax free products to the travel retail Industry in the UK and Europe. Within the Travel Retail Consortium CG Hibbert represent Guinness.

Jeannie Archer, Sales Manager of Morgan & Oates, and Sophie Blundy, Regional Executive - Southern & Eastern Europe & Travel Retail for the Twinings tea company, are named Vice Chairs.



Travel Retail Consortium: Sophie Blundy, Jeannie Archer, Jonathan Corbett



ETRC Board at Annual Business Forum

Estée Lauder celebrates Chinese New Year with new flagship store



Estée Lauder's newly renovated 1,510 square feet flagship store at Haitang Bay in Sanya is the brand's largest such store in travel retail.

Estée Lauder, in partnership with China Duty Free Group (CDFG), celebrated the start of the Chinese New Year season with an exclusive appearance by Estée Lauder Asia Pacific Spokesmodel Yang Mi and the opening of the brand's largest flagship store in travel retail.

Yang Mi's special appearance took place on December 20 at China Duty Free Group's Haitang Bay in Sanya, China. Over 1,000 shoppers, along with KOLs and press, gathered to welcome Yang Mi at Estée Lauder's Chinese New Year exhibition space that was located in the mall's central atrium, from December 1–30.

The event also marked the grand opening of Estée Lauder's newly renovated flagship store at Haitang Bay in Sanya. At 1,510 square feet, Estée Lauder's largest such store in travel retail, introduces a fresh, dynamic and welcoming environment for shoppers.

The store's curated product selection of Estée Lauder skin care, makeup and fragrance collections are tailored to reflect the latest beauty trends and beauty essentials for the frequent traveler.

Shoppers can explore the collections through LED monitors for self-navigation or through the guidance of Estée Lauder's Beauty Advisors.

L'Oréal Paris brings Eiffel Tower to Haitang Bay

L'Oréal Paris is celebrating Chinese New Year by inviting travelers to Haitang Bay Duty Free Shopping Mall for a first-of-its-kind Parisian experience.

On January 4, a 5-meter-high, bold red Eiffel Tower was revealed at the L'Oréal Paris pop-up.

The pop-up symbolized East meets West, combining made-in-Paris chic and a tribute to the Chinese tradition of prosperous red.

The opening of the pop-up was attended by the special appearance of Chinese singer, rapper and songwriter Cai Xukun (seen above).

"Kun" attracted a large crowd of Chinese travelers coming to Haitang Bay and reportedly generated over 120 million interactions on Chinese Weibo.

At the event, Kun and L'Oréal Paris Travel Retail Asia Pacific General Manager Olivier Tessler, unveiled a special engraved "Kun ♥ L'Oréal Paris" Color Riche Moist Matte lipstick.

The pop-up invites holiday travelers to discover L'Oréal Paris' accessible-luxury products for both men and women, appealing to travelers of all different types of aspirations, and will remain open until the end of the month, says L'Oréal Paris.

"To be able to surprise Chinese travelers by bringing an Eiffel Tower to Haitang Bay is definitely a first for me! L'Oréal Paris is my first choice of beauty brand, and I'm happy to share the brand story with my fans in such a vivid and striking way," says Cai Xukun.



New: Miu Miu with a Twist

Prada's Miu Miu brand has launched Miu Miu Twist, a new fragrance for women.

Miu Miu Twist opens with Vert de Bergamot and Apple Blossom, with a warm base of Cedar Wood and an exclusive new Pink Amber accord.

The bottle is a take on the brand's signature matelassé material, rendered in high contrast, combining camp hallmarks of modern art and the flamboyant elegance of boudoir accessories to create a new version of a classic vintage perfume flacon.

It features a gold miu miu-branded collar under the cap and an opulently studded glass base adds weight to the sharpened edges.

The Miu Miu Twist campaign stars Elle Fanning, who modeled in the Miu Miu fall/winter18 runway show. Launching in AP TR this month and in the US TR market in February, Miu Miu Twist is available in 50 and 100 ml Eau de Parfum.



Has the following positions available:

Regional Sales Director – Travel Retail North America

This position reports to the General Manager for the Americas and is responsible for all travel retail sales-related activities in the North-American region. Accountable for developing and executing business strategies to deliver sales objectives including sell-in and sell-out goals for the region; providing strategic solutions and input for key corporate initiatives; forecasts and implementation of action plans; management of Sales team.

Requirements: BA degree in Business Management or related field (MBA ideal); 4-5 years in sales position in the Cosmetics/Perfume industry.

Submit resumes

to: gcamplani@sac.shiseido.com or mrfernandez@sac.shiseido.com

Product Manager Cosmetics – The Americas Travel Retail & Local Markets Latin America (MIAMI-BASED)

Candidate reports to the Cosmetics Marketing Manager and will be responsible for the implementation of the marketing strategy of existing and new products and adherence to brand's guidelines. Will execute animation plans throughout the Americas region, assist with the development of marketing plans for assigned products/brand; oversee market research and analysis, promotions, and advertising.

Requirements: BA/BS degree; minimum 2-3 years working in operational and/or trade marketing with a known cosmetics brand. Must be fluent in English and Spanish.

Submit resumes

to: gcamplani@sac.shiseido.com or mrfernandez@sac.shiseido.com

International Trainer Fragrances – The Americas Travel Retail & Local Markets Latin America (MIAMI-BASED)

Position reports to the Training Manager for the Americas. Responsible for organizing and conducting training sessions/seminars and providing on-counter coaching throughout the region, reinforcing product and brand knowledge. Motivates sales force, beauty consultants, and counter managers and monitors. Acts as brand representative for PR events.

Requirements: 2-3 years of experience as a trainer in TR or in retail sales preferred; dynamic personality with impeccable communication skills in English and Spanish. Portuguese, a plus.

Submit resumes

to: gcamplani@sac.shiseido.com or mrfernandez@sac.shiseido.com

Associate Marketing Manager - Travel Retail & Open Sell / NARS Brand (NY-BASED)

Position will report to the VP NARS International Marketing & Business Development and will be key marketing contact in the NY office for Travel Retail (60%) and Open Sell (40%) channels in the EMEA and Asia regions (i.e. Sephora, Mecca in Australia, amongst others). Key responsibilities are to influence the marketing strategy, plan product and launch initiatives and ensure brand guidelines are followed. Responsible for managing and driving growth of the brand in partnership with the Travel Retail and the EMEA Local Markets teams. Lead cross functional efforts with global marketing, product development, visual merchandising, communications, education, and operations/sales administration teams to drive channel-specific initiatives, retailer exclusives, and supporting assets.

Requirements: BA/BS degree required; 2-3 years Travel Retail experience; Retail Marketing and International business experience, a plus; superior written and verbal communication skills; demonstrated leadership abilities and experience working with different cultures.

Submit resumes to: hcekovic@sac.shiseido.com.

TEMP TO PERMANENT POSITIONS (MIAMI-BASED)

Marketing Assistant – provides operational and administrative support to Brand Manager with general day-to-day marketing duties; communicates with vendors, generates purchase orders, maintains supplier data base. Industry experience preferred.

Commercial Assistant/Order processing – reports to the Forecasting Manager; receives purchase orders to process and follows up with logistics team to ensure on-counter timely delivery of products; liaises with Marketing, Sales, and Logistics departments.

Submit resumes for Miami-based positions

to: gcamplani@sac.shiseido.com or mrfernandez@sac.shiseido.com.



Hershey's The World Travel Retail (WTR) group has an immediate opening for an **Associate Customer Marketing Manager**.

Based in Miami, Florida, or London, U.K., the ideal candidate will be responsible for projects and activities in support of specific WTR geographic regions and Commercial Sales Team. The Associate Customer Marketing Manager should possess strong marketing and analytical skills with previous experience in brand or customer marketing with a top tier consumer products company.

Key Responsibilities:

- Develop region specific customer account marketing plans aligned to the global marketing principles, corporate strategic imperatives and WTR global strategy for design and promotions.

- Manage all coordination of promotional elements for activations to include POP Material, GWP's, Sampling Stock, and Displays.

- Support commercial team needs in development of merchandising units at retail in collaboration with creative design agency.

- Support for implementation, planograms, customer training decks, and presentations to support the commercial team selling initiatives.

Qualifications:

- Superior strategic thinking and planning
 - Retail travel experience
- Overall business knowledge and holistic general management approach
- Demonstrated strong organization skills and ability to multi task
 - Understands how strategies and tactics work in the marketplace. Maintains working knowledge of competitors as well as current and possible future policies
 - Pushes self and others to exceed goals and achieve breakthrough results
 - Establishes and maintains constructive and effective relationships built upon trust

Experience requirements:

Education: Bachelors Degree in Marketing, Business Administration or related fields; MBA degree preferred
Experience: Minimum of 3-5 years' experience in marketing or sales role working with cross-functional

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<https://careers.thehersheycompany.com/us/en/job/HERSA005H5037/Assoc-Mgr-Customer-Marketing>