



DFA opens 10,000 sqm Panda Free Shop on the border in Rio Branco, Uruguay

Duty Free Americas last week opened the doors to its major shopping and entertainment complex in the city of Rio Branco in Uruguay.

A unique proposal in the region, the free shop is operating under the name Panda Free Shop, as part of the new Rio Branco Shopping.

The Shopping center also comprises several commercial premises, including a pharmacy, optics store and a money exchange.

It also has the only national and international bus terminal in the area as well as an open promenade with gardens and playgrounds, a food court and a car park with capacity for 700 vehicles.

Two large entertainment rooms for children and adults will soon join the entertainment activities. It also offers amenities such as a Wi-Fi zone, a children's area and the only Gaming Zone on the border.

Themed retail

Each area of the Panda Free Shop will operate under a specific theme and the store includes a beautiful cellar for high-end wines.

A food and drink area will provide a gourmet experience, stocked with chocolates and sweets, more than 25 brands of beers from around the world,



Part of the rich and inviting wine cellar featured in DFA's new Panda Free Shop in Rio Branco, Uruguay. The cellar houses one of the best selections of high-end wines in the region, says DFA.

premium whiskeys and single malts and the largest variety of wines from across the border.

Fashion, accessories and beauty

Panda Duty Free also carries the latest collections of exclusive brand clothing, including Tommy Hilfiger, Desigual, Polo Ralph Lauren, Under Armor, Nike and Calvin Klein. In addition, there will be a wide range of high quality garments at affordable prices in 2,000 square meters of space which will include clothing from America Today, the line focused on teenagers, Harvard and the Royal

County of Berkshire Polo Club.

Accessories will also take pride of place with personalized spaces dedicated to brand name optics and watchmaking such as Michael Kors, Diesel, Citizen, Guess, Swatch, Invicta and Tommy H and an exclusive high-end area that includes Montblanc, Bvlgari and TAG Heuer.

Perfume and cosmetics include Lancôme, Dior, Chanel, Carolina Herrera, Bvlgari, Armani and NYX makeup. A 60-sqm Victoria's Secret lingerie boutique will carry panties, apparel, beauty items and accessories.

Continued on page 2.

McLoughlin honored with BURJ CEO "Lifetime Achievement" Award



DDF's Colm McLoughlin receives award from Tariq Nizami

Congratulations to Colm McLoughlin, Dubai Duty Free's Executive Vice Chairman and CEO, who was honored with the BURJ CEO "Lifetime Achievement" Award last month.

The award, which was part of the 3rd BURJ CEO Awards held last month in Shenzhen, China, was personally presented by Tariq Nizami, Founder and CEO of CEO Clubs Network Worldwide.

McLoughlin was honored for his achievements and leadership skills demonstrated during his distinguished 35-year career with Dubai Duty Free. The operation, which is the single largest airport retailer in the world in terms of turnover, is expected to achieve sales of US\$2 billion in 2018.

Hosted by CEO Clubs Network Worldwide and held under the patronage of His Highness Sheikh Juma Bin Maktoum Juma Al Maktoum, the awards in Shenzhen honored top global CEOs and organizations in different categories and industries.

A judging panel composed of respected executives, entrepreneurs, innovators and business educators selected the winners of The Burj CEO Awards based on their achievements and outstanding contributions to business.

In 2017, McLoughlin received the "Global Burj CEO of the Year" award while in 2016 the operation was awarded the "Best Global Services" award in a ceremony held in Washington DC, USA.



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DFA's Panda Free Shop border store opens in Rio Branco *Continued from page 1.*

Toys and electronics to kitchen and custom furniture

Shoppers will find children's items from baby accessories to inflatable pools and an immense variety of games and toys such as Lego, Hasbro and Mattel, as well as a fun corner dedicated exclusively to Disney, where they can find backpacks, lunch boxes and more games.

A complete electronics sector will offer technology lovers space with tables so that they can experience notebooks, cell phones, tablets and smart watches. Brands on offer include Apple, JBL, Marshall, Bang & Olufsen and Bose.

The store will allocate 720 sqm. to bazaar items, kitchen and cus-

tom furniture by Cuori, Magefesa, Pasabache and Joseph, a signature that will only be found in Panda Free Shop.

In addition, the store will offer an area exclusively dedicated to camping products from Shimano, Shilba, Gamo, Muela, Trento, Opinel, National Geographic, Bestway and Intex.

Added to this will be tools from the Good Year, Milwaukee, Bahco and Goldex brands.

Hotel to come

In a strong commitment to the development of the area, Rio Branco Shop-ping will have a hotel with 80 rooms in the second stage of development.



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LAX, Southwest celebrate new Terminal 1 guest experience

Los Angeles World Airports (LAWA) and Southwest Airlines unveiled the new Los Angeles International Airport Terminal 1 on Nov. 30. The half-billion-dollar, curb-to gate redevelopment showcases a new check-in area featuring self-service ticket kiosks, a nine-lane security checkpoint, new area for baggage claim, and dining and retail destinations with state-of-the-art design.

Completion of the Terminal 1 redevelopment comes as part of LAWA's multibillion-dollar Capital Improvement Program, considered the largest public works program in history for the City of Los Angeles. The Terminal 1 renovation is part of an overall LAX modernization program, which includes an elevated train expected to be completed by 2023.

Terminal 1 now offers 22 dining and retail destinations comprising 23,543 square feet, including 13 brands new to LAX and eight that are making their airport debut.

As part of the Terminal 1 unveiling ceremony, Mayor Eric Garcetti also opened the first long-term LA Original store, operated by Mar-shall Retail Group.

LA Original will be the first-year occupant of a retail space at the front of the terminal that will rotate regularly to introduce guests to trending brands and new products. LA Original, a pilot program of the Mayor's Fund for Los Angeles and the Mayor's Office of Economic Development, provides a platform to showcase diverse makers and promote locally designed, assembled, or manufactured goods through a line of LA-branded products from across Los Angeles. Proceeds support creative entrepreneur programs.

In addition to the LA Original store, other retail offers include news and travel essentials from **I Love L.A.**; **Kiehl's Since 1851**; **MAC Cosmetics**; confectionery from **Treat Me Sweet**; Southern California brand **Sol Surf**, an air-

port first; and **New Stand** store and kiosk carry a rotating mix of travel essentials, gifts and accessories while its free mobile app serves up entertaining articles, music, deals and a digital wallet.

The four-year, \$516.7 million project completely refreshed the aging terminal, which was initially constructed in the early 1980s in advance of the 1984 Olympic Games.

The project was completed with minimal impact to customer service and flight operations, keeping approximately 10 million customers moving through the facility each year of the redevelopment.

"The T1 modernization has been a phenomenal effort by all partners at LAWA, Southwest, and URW Airports, and the results raise the bar for what guests can expect when they come to LAX," said Deborah Flint, CEO, LAWA.

A major goal of the T1 project was to eliminate lines that crowded the approaches to ticketing, security and at shops and restaurants in previously cramped gate areas. Now the terminal runs efficiently with a fleet of new self-service check-in stations, the repositioned security checkpoint and additional retail and dining offerings post-security.

The new and expanded dining options include local brands Urth Caffé, Trejo's Tacos and Cassell's Hamburgers, among others.

Additional improvements at Terminal 1 include renovation of airline support office space; modernized aircraft parking/apron pavement and modernized hydrant fueling system; improvements to the building facade; a new roof; and relocation of the main terminal entrances to ease traffic congestion.

Construction is underway on Terminal 1.5, a connecting structure between Terminals 1 and 2 that will further expand baggage claim areas and offer Southwest Customers connectivity to the new LAX automated people mover.

DFA wins top performer retail award for its Shoppes at Venetian in Macau, China



Cecily Ho – DFA Operations Manager, Odi Lee – DFA Store Manager, and Leong Choon Keong - Director of Mall Management, Shoppes at Venetian

Duty Free Americas is also garnering recognition on the other side of the world from the Uruguay border.

DFA was awarded 2018's Best Store Performance – General Retail Award for its store in Shoppes at Venetian, Macau, China last month. The Sands Retail Awards ceremony is held annually to recognize and reward retailers for their commitment to service excellence at Shoppes at Venetian, Shoppes at Four Seasons, Shoppes at Cotai Central, and Shoppes at Parisian. The General Retail Award is the most prestigious of the various award categories, and Duty Free Americas was selected as the top performer from among more than 850 retailers.

Jerome Falic, Chief Executive Officer of Duty Free Americas, said: "We are immensely proud to have won this award. It is a confirmation of the superb results we have achieved by continuously seeking to improve our store through remerchandising and remodeling and by paying especially close attention to product range and customer service.

Continued on next page.



*New retail offers now available in LAX Terminal 1 include news and travel essentials from **I Love L.A.**; **Kiehl's Since 1851**; **MAC Cosmetics**; confectionery from **Treat Me Sweet**; Southern California brand **Sol Surf**, an airport first, among others.*

Tito's Handmade Vodka now available at all three major Canadian airports

Tito's Handmade Vodka is now available at all three top international airports in Canada, following its launch last month with Hudson Group at Vancouver International Airport.

Sales of Tito's have been in double digit growth since its introduction in the Canadian duty free market in 2014, initially in land border stores and now with a strong focus on airports.

The first airport listing was with Aer Rianta International at Montreal Pierre Elliott Trudeau International Airport, followed by Toronto Pearson International Airport in 2017.

"The timing of this expansion into Vancouver International Airport is significant, as we leverage the booming demand for Tito's, not only from US and Canadian shoppers but also Asian travelers who enjoy non-stop daily flights to Vancouver and other Tito's fans from around the world," says Tito's Managing Director International, John McDonnell.

"We have seen demand for Tito's grow remarkably strong in the Canadian travel retail market and it's great that Hudson Group recognizes this success and values Tito's as a crafted, quality spirit that offers its World Duty Free shoppers in Vancouver a genuine story," he noted.



Bacardi names five finalists for 2019 Legacy Cruise Competition

Five top bartenders from the world's cruise lines and ferry companies have been selected as finalists for the 2019 Bacardi Legacy Cruise Competition, which will take place in Puerto Rico in February 2019.

Contestants were required to create their own original cocktail using Bacardi Superior, Bacardi Gold, or Bacardi Ocho.

The five finalists are: Sanja Cvijetic from Carnival Cruise Line, Narciso 'Archie' Mariano Jr from Holland America Line, Marc MacArthur from Norwegian Cruise Line, Siddhant Naik from P&O Cruises Australia, and Mattias Nilsson from Tallink Silja Line.

"Being part of the Bacardi Legacy Cocktail Global Competition, the finalists from cruise and ferry are required to build on their recipe developments skills and now develop their prowess in sales and marketing," says Zachary Sulkes, International Key Account Manager Cruise, Bacardi Global Travel Retail.

"A fundamentally important phase of the competition is the measurement of how well the bartenders get behind their creation and demonstrate its potential to become established in the drinks industry as a true classic. This can only be achieved by securing trial, consumer and trade awareness and distribution.

"So our five finalists are now busy promoting their recipe direct to guests and sharing it with fellow bartenders in their company so as to get it listed and served across the fleet. These are incredibly useful business skills that we help them to develop but are theirs to keep enabling them to further develop commercial acumen."



Marc MacArthur from Norwegian Cruise Line Cocktail: Up, up and Away

Furla opens new store in Trinidad and Tobago as Munday announces retirement



Furla's latest opening in the Americas took place on Nov. 2 at Piarco International Airport in Trinidad and Tobago, in partnership with travel retailer Gone Bananas.

The 15sqm space is featuring Furla's Autumn Winter 2018 collection.

Furla's Global Travel Retail Director Gerry Munday said: "The store looks great and I'd like to extend my thanks to Gone Bananas for their support."

In related news, Gerry Munday has announced that she is retiring from Furla at the end of this week, following 32 years in the industry. We join all those in travel retail to wish Gerry an enjoyable and successful next chapter in her life.

DFA wins top award for its Shoppes in Macau

Continued from page 3.

"Sands Retail and its judges had hundreds of first-class retailers to choose from, and we are extremely grateful to them for their support. The Sands team has been instrumental in helping us move our business forward, and we look forward to a continued partnership with them in the future. We would also like to thank our suppliers for helping us provide our customers with many

of the world's best brands.

"Finally, we deeply appreciate Yvelisse Diaz, Cecily Ho, and the entire Duty Free Americas Macau team for their tireless efforts and dedication. Duty Free Americas constantly strives for excellence, and we are delighted and proud to have received an award such as this, which reflects our status as a leader in the travel retail industry."

WiTR update and request for 2019 charity nominations



Women in Travel Retail networking group has had an extremely eventful year end.

TFWA Cannes Fundraiser for Hand-in-Hand for Haiti

The annual WiTR meeting at the TFWA World Exhibition & Conference in Cannes in October attracted a record number of attendees and raised nearly €25,000 for Hand-in-Hand for Haiti, this year's chosen charity.

The amount raised far surpassed the target of €15,000, and received a notable boost from an initial donation from *Travel Retail Business* from its Singapore event and an exceptionally generous donation from Miami-based Steffen Brandt (InnoTRI) - who donated his €2000 win from a competition on *The Moodie Davitt Report*.

The funds will help to purchase musical instruments, providing access to music lessons for pupils in one of the poorest communities.

WiTR sends a big thank you to all who contributed items for the raffle and the hugely successful silent auction, and for participating so generously.

Outstanding Contribution to the Industry

Also during TFWA Cannes, WiTR received the Frontier Award for **Outstanding Contribution to the Industry**.

"This was completely unexpected and a recognition of all of

us as a force for good within the industry – for raising the profile of women, and for supporting others less fortunate than ourselves," said the organization leadership in its latest newsletter.

Sarah Branquinho and Gerry Munday accepted the award on behalf of all WiTR members (see photo above). The Frontier statuette will be on display at WiTR's meeting in Singapore in May, and in Cannes in October.

2019 Charity Nominations

The 2019 Women in Travel Retail charity project nominations are **now open**.

WiTR members have until December 14 to nominate a project. The nominated projects will be profiled in the Members' section of the WiTR website from Dec. 19, and voting will be open until 23.59 CET (Central European Time) on January 14, 2019. Only fully paid WiTR members will be eligible to vote.

Nomination Criteria

Members of WiTR are invited to nominate a specific project (not a charity) which will directly benefit women and/or children and which matches these requirements:

- The proposed project must be nominated by a WiTR member;
- The proposed project must be managed by a registered charity with a clear and clean track record;

- The project must be an end-to-end project (e.g. classroom) or a quantifiable project (number of operations) that can be completed solely with funds raised by WiTR;

- Only projects with a maximum target of €15k will be considered;

- Any part of the bid which would cover administration costs must be clearly indicated – priority will be given to projects where 100% of the funds raised are used to directly benefit women or children;

- You or your company must be actively involved with the charity and be prepared to follow the project through, reporting to WiTR at regular intervals.

Nominations must be received via email by 23.59 CET (Central European Time) on December 14, 2018 addressed to contactus@womenintr.com.

Nominations must be made using the nomination form posted in the Members section of the [WiTR website](#).

Chinese tourism in Brazil increases and it becomes easier to get a visa

The Rio Convention & Visitors Bureau reports that the number of Chinese tourists arriving in Brazil has been increasing every year, and reached 61,000 last year. According to data from Embratur, the government agency responsible for promoting tourism in Brazil, China advanced four positions in the overall ranking of countries sending visitors to Brazil.

Nevertheless, 135 million Chinese went on business and leisure trips in 2017, so Brazil still has a long way to go to attract a larger share of this demographic.

In order to boost the tourist flow between the countries, China and Brazil have entered into an agreement to facilitate visas for citizens of both countries. Since October 1, tourist visas started being valid for five years, with multiple comings and goings, with a stay period of 90 days, renewable for up to another 90 days, every 12 months. In addition, the Ministry of Tourism has an open call notice to accredit specialized tourism agencies.

With these efforts, the Ministry expects to welcome 90,000 Chinese tourists by 2022.

Of the total number of Chinese tourists who visit Brazil, 68% go for business, and 19%, for leisure. When the trip is for leisure, Rio de Janeiro is the top destination, reports the RioCVB. In fact, the city has been nominated in three categories for the Ctrip Top Destination Awards 2018, the annual award of China's largest online tourism agency.

The nominations are in the categories of "Best Destination for Photography," "Best Destination for Outdoor Sports" and "Best Destination for Beer and Wine Culture."

In 2017, Rio won the competition in the category "Best Destination for Photography."

A view of Rio de Janeiro from the iconic Cristo statue. Photo courtesy of the Rio Convention & Visitors Bureau





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.

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Breitling has an immediate opening for an
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Based in Miami

The Area Sales Manager is responsible for the development and improvement of Breitling business in the region Caribbean /LATAM ensuring that sales, visibility, quality of services and quality of customer's relationship is in line with the company guidelines.

Key Responsibilities:
Development of the Business and our Commercial Partnership:

- Reach the monthly budget by continuously monitoring account performance, tailoring account strategies & action plans, leading to maximizing retailers' sales.

Account Management:

- Maintain privileged contact with all clients in the market and ensure high levels of account satisfaction.
- Advice and plan the replenishment of watches with the retailers, ensuring optimal product mix / assortment policy.
- Monitor the stock as well as the sell-in/sell-out per POS and draw action plan to strengthen the sell-out.

Ideal Candidate:

- Position based in Miami office.
- Degree or equivalent experience
- Solid experience in wholesale of jewelry/watch or luxury goods brands.
- Strong communication and problem-solving skills.
- Excellent organizational skills.
- Proficiency with computer programs including MS Office Suite, Excel and Power Point
- Entrepreneurial spirit.
- Regional sales experience Caribbean/LATAM
- Ability to travel 40-50%
- Bi-lingual English/Spanish

Interested applicants email resume to: info@breitling.bs



GROUPE CLARINS

Clarins, a luxury beauty brand, is seeking a Senior Brand Manager, based out of Miami, FL.

This position will maintain the flow of information regarding new Export developments, launches and promotional activities, coordinate and implement marketing projects with responsibilities that include Forecasts Management, A&P Management, Prices Analysis, Promotional activities coordination, PR Event Coordination, Media Strategy and Merchandising.

Responsibilities include, but are not limited to:

Forecast Management, Marketing, Launches & Promotional Activities, Responsible for A&Ps, Merchandising, Reporting & Data Management, Special Events

Essential Skills and Abilities

- *BA Degree in Marketing or equivalent
- *Relevant Skin care experience in Operational Marketing management
- *Successful track record of brand management
- *Able to formulate business strategy and carry out implementation plans
- *Strong communication and presentation skills
- *Fluency in Spanish and English: Portuguese or French will be an advantage
- *Advanced skills in Excel and PowerPoint
- *Travel required

Please send resume to
Amanda.Brinkerhoff@clarins.com

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NEW
ESSENCE CORP.
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Retail Store Supervisor

The ideal candidate will provide critical support to franchise field teams by providing consistent sales growth, visual merchandising planning and execution of new store openings.

Primary Responsibilities include but not limited to:

- * Support field teams in the delivery of consistent, high quality in-store customer experience.
- * Provide on-going support to ensure replication of the Brand and achievement of specific goals.
- * Ensure operational efficiencies and brand standard across multiple stores.
- * Identify development needs of store personnel and coordinate training.
- * Partner with buyers and store managers to influence inventory levels and assortments based on specific market demands;

Qualifications

- * Bachelor's Degree in Business Management or equivalent experience.
- * 5 + years of experience in Retail Operations/Field Management
- * Franchise and multi-unit store management experience preferred.
- * High level of analytical skills using Excel, PowerPoint, and MS Office applications.
- * Strong leadership skills, deadline and detail-oriented.
- * Ability to travel up to 75% within wide geographic markets.
- * Fluency in English & Spanish both written and oral is a MUST. French is a plus.

Please send resumes to
Marlene Usallan @
musallan@essence-corp.com