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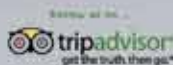
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# MICETalk

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# reader's PAGE



Dear Reader,

As the world gets smaller, imaginations run wild and demand for MICE destinations become fancier and more exotic. People don't want the 'seen this, done that' places anymore – the 'comfort factor' that brought with it loyalty to a place and venue has taken wings; they want to tick off new places on their world maps and share their experiences on social media. It's a different world!

So this time in MICEtalk we tell you about work and fun opportunities at the seaside on Fiji islands and the fascinating destination of Paphos in Cyprus. If you want to go further, the beautiful city of San Francisco on the Pacific coast in the U.S. has one of the most amazing options for MICE, the Moscone Center, large enough to cover almost a whole city block. Complementing these articles are our regular sections, Etiquette Talk - on Business Dining, Biz Talk - on How to get more done in less time.

Summer, which brings on its own lethargy, is a great time to get away to one of these destinations for a corporate get-together for brainstorming, strategising for the coming year, especially now that the election fever is over and the way forward will be clearer soon. One of the five T's on the manifesto is Tourism so let's hope for some good deals and better infrastructure.

Get away this summer!

**Deepa Sethi**



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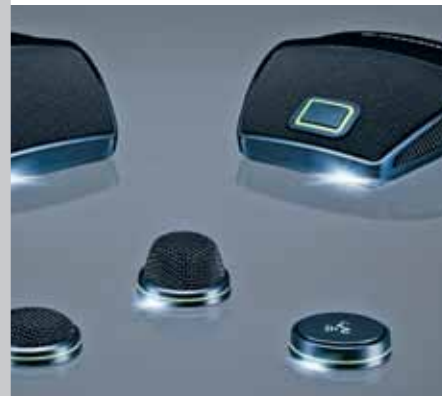
# FACTS



## KW Conferences partners with IT&CM India

■ KW Conferences, India's first accredited Professional Conference Organiser (PCO) has joined hands with IT&CM India to lend its expertise of over 20 years to develop and deliver the show's inaugural Association Day and Corporate Performance forums. Slated for August 20-21, 2014, expert speakers from various industries will present on topics catered specifically for attending association buyers and corporate travel professionals from India or with operations based in India.

## Sennheiser launches audio products for Meeting Rooms



■ Sennheiser, one of the world's manufacturers of microphones, headphones and wireless transmission systems, announced the availability in the Middle East of its SpeechLine microphone range. The new microphones are specifically designed to deliver excellent speech intelligibility and to provide ease of use making them ideal for teleconferencing, meetings, lectures, presentations and speeches. These products supplement Sennheiser's strong portfolio of solutions for the government, corporate, hospitality and education sectors.



## 17 MICE buyers join the 18<sup>th</sup> MITM Euromed 2014

■ The 18<sup>th</sup> edition of the MICE International Trade Market (MITM) Euromed will be held in Cadiz, Spain on June 11-13, 2014. MICE buyers from 17 countries will attend the event: Bulgaria, Canada, Czech Republic, France, Germany, Hungary, Italy, Lithuania, Netherlands, Poland, Romania, Russia, Slovakia, Spain, Sweden, UK and Ukraine. The exhibitors will have the opportunity of having up to 50 appointments with the VIP MICE buyers.





## Virgin Atlantic partners with The Meetings Show to reach buyers

■ The Meetings Show has confirmed a partnership with Virgin Atlantic, providing both organisations with an opportunity to raise their profile and reach buyers across the whole of the meetings sector. In particular Virgin Atlantic will be supporting The Meetings Show's drive to grow buyer numbers from the Americas.

## KLCC adds more zest to their menus

■ Conference programmes at the Kuala Lumpur Convention Centre (KLCC) have been given a new dimension with the introduction of multi-cultural themed food & beverage presentations for popular 'Day Conference Packages (DCPs) with a Difference' and 'Sundown Hour Packages.' The clients will be offered a range of Asian-influenced mocktails and cocktails for TenOnCall (TOC) clients. DCP clients can choose to have a Malay, Chinese, Indian, Muhibbah or Western theme for their half or full-day programme.



## Messe Congress Graz gets digital facelift

■ To mark the beginning of spring, Messe Congress Graz has been given a new digital makeover. The new website went online mid-March and can now present Graz's venues in a new light. The menu structure has been simplified, the graphics improved and the most important areas of content have been prioritised. While people are looking for the perfect facilities for their events, they can also compile lists of the best upcoming concerts and receive reminders of who's performing, where and when.

## New MICE venue launched in Berlin

■ New trade fair and convention centre has been launched in Berlin. With the official opening of the CityCube Berlin, the German capital has obtained a modern venue for fairs, congresses and meetings. The cube-shaped building with a textile façade offers space for up to 11,000 participants over three storeys. A glass-covered walkway connects the multi-function hall with Hall 7 of the Berliner Messe, creating enough space for up to 18,000 participants.



# FACTS



## EBACE conference offers value to business travellers

■ InterContinental Geneva has introduced special rates for The European Business Aviation Convention & Exhibition (EBACE), the annual meeting place for the European business aviation community, which will be held in Geneva between May 20- 22, 2014. Bringing together business leaders, government officials and aviation experts, EBACE sees a large influx of visitors seeking accommodation in the city. InterContinental Geneva is positioned in the heart of Geneva, only minutes away from the airport and a short distance from the Palexpo Exhibition Centre at which EBACE will be hosted.

## Korean Association ties up with TCEB

■ The Association of Korean Exhibition Industry (AKEI) has signed a MoU with Thailand Convention and Exhibition Bureau (TCEB), which will provide in-depth information on the effort to drive the partnership within the exhibition industry between Thailand and Korea. With the MoU, both AKEI and TCEB will support each other in fostering success of the exhibition industry to cooperate in marketing and promotion, exchange information and data and develop new business. Promoting the healthy growth of the exhibition industry in both countries will be realised through several specific areas of collaboration. The first is achieving a mutual increase in exhibitors from Thailand to Korea, and vice-versa. Additionally, both parties will investigate a win-win strategy of bartering pavilions at major exhibitions in Thailand and Korea. The third area is establishing an exchange program for exhibition centers, while the fourth area is conducting matchmaking between Thai and Korean exhibition organisers, encouraging mutually-profitable joint ventures.

## airberlin launches SmartWatch boarding pass

■ airberlin will become the first airline in the world to offer boarding passes on the SmartWatch. Using the carrier's iPhone app, passengers can download the boarding pass and then send the barcode to their Pebble Steel SmartWatch. They can then scan their watch at the airport gate. The watch also displays an overview of flight information for the passenger, including the departure time, gate number and seat.







## UAE hotel room supply to increase by 5.3% annually

■ Sheikh Maktoum Hasher Al Maktoum, Executive Chairman of SHUAA Capital and the Chairman of Dubai International Holding Company delivered the opening remarks at The Arabian Hotel Investment Conference (AHIC 2014), that was held recently under the patronage of Sheikh Ahmed bin Saeed Al Maktoum, Chairman, Dubai Airports, President, Dubai Department for Civil Aviation Chairman and CEO, Emirates, at Madinat Jumeirah in Dubai. Highlights of the conference are: -

- ▶ UAE hotel room supply will increase by 5.3 per cent annually from 2012-2016
- ▶ IFA Hotels & Resorts (IFA HR) has joined forces with Kuwait-based Tijaria to launch their first-ever vacation club business
- ▶ Starwood Hotels and Resorts Worldwide announced an agreement with Century Park and Hotel Residences Ltd. to open a new Sheraton hotel in Kigali, the capital city of Rwanda

## Shangri-La Hotel Vancouver offers new team-building packages

■ Blue Moon Theatre, one of six meeting venues located within the Shangri-La Hotel Vancouver, is a private screening room fully outfitted with AV and HD capabilities and 36 plush leather seats, for conferences and meetings. Shangri-La launched 'Movies at the Market', a perfectly paired evening starring fine food and film. Particularly suited to team-building or a post-conference pick-me-up, each ticketed event starts with a screening of a thought-provoking production paired with champagne and truffle oil popcorn.



## Custom-made meeting accessories by Fairmont Pacific Rim, Canada

■ The brand new 'Curator's Table', perched on the second floor of the Fairmont Pacific Rim, seats just eight people and is the only table in that section of the hotel. The group can network, talk business and enjoy a signature cocktail designed specifically for the event/conference. The custom-made Curator's Table is laid out with Versace chargers and gold flatware. Exclusivity is the name of the game, and organising this personalised and private experience for clients, colleagues or higher-up executives will go a long way to strengthening business connections.

*Balloon Safari in  
South Africa*



# NEW

# AGE

# INCENTIVES



The tourism sector has experienced a rapid growth and gained economic importance for many developing countries and even for several developed countries. This has been pointed out on many occasions, by various tourism bodies from different sectors. **MICetalk** talks to some of the experts in the industry to identify the need of the hour, focussing on incentives and also pinpoints some creative activities that are gaining popularity.

Neha Oberoi

Incentives relate to events that are designed to motivate participants and increase the effectiveness of a team with a common experience. Incentives are always part of action and intensity. Whatever its duration or the number of people involved, the keywords are: Live, Share, Act and Discover.

### Growing business-travel arrivals

**Amran Abdul Rahman**, Director, Tourism Malaysia, New Delhi comments, "The business tourists are very significant to Malaysia. Averagely, they form about 5.3 per cent of the overall tourist arrivals to Malaysia. The incentive market makes an important contribution to the national economy.

Under the Malaysian government's Economic Transformation Programme (ETP), business events is identified as one of the Entry Point Projects (EPP) of the tourism National Key Economic Areas (NKEA). The goal is to grow business events arrivals from 5 per cent to 8 per cent of overall tourist arrivals by year 2020. This is to position the country as one of the top five destinations in the Asia Pacific for international meetings."

### Promoting Brand South Africa

**Hanneli Slabber**, Country Head, South African Tourism, adds, "Incentive travel is a management tool mostly used by companies to motivate their

*Surfing in Indonesia*







*Flamenco team-building activity in Spain*



*Team-building activity with local cheese*

## voluntourism

There's a keen interest from the corporates to do things that matters. They don't just want to see South Africa, but meet the country and do varied experiences that are different. Senior groups have been witnessed reduced to tears after experiencing a veterinary safari, and were so humbled that they could make a difference. Some groups volunteer to work with little African penguins - and before they go back home, adopt some in the name of their company, their friends and their grandparents. Adding these elements of voluntourism to MICE programmes do not necessarily change people, but it does change their priorities. It allows them to reconnect with the earth. Like someone put it: You don't deserve what you don't respect.

employees, and recognise top performers or for a key client through an arranged travel experience. For South Africa, this is an extremely important segment considering as per the Q3 reports of 2013, 61.5 per cent of our visitors have been business travellers. With MICE travellers spending three times more than leisure tourists on an average, incentive as a segment has the potential to contribute significantly to economic growth of a destination. Today, corporates are expecting a certain return on investment other than just showing their employee or associates a really good time. They want something more than a seat-in-couch programme for their incentives. They want something unique that no other corporate has ever done and they want something that money cannot buy. This provides South Africa with a perfect opportunity to showcase a variety of experiences to travellers who



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*Camping in Indonesia*



*Para-gliding in Indonesia*

visit the destination on an incentive trip and return as ambassadors and advocates.

Incentives are a great platform for Brand South Africa to showcase our excellent infrastructure and innovative technology solutions. These functional aspects, coupled with home-grown incentive offers carry a distinctly South African flair, and you have a winning recipe."

## Attracting MICE travellers

**Sanjay Sondhi**, Country Director, Visit Indonesia Tourism Officer reiterates, "Incentives are very important because MICE clients are pursued by many destinations as on average they stay more than two-three nights, spend more, and the itinerary of the events is mixed including sightseeing and team-building, which spreads out their impact to other tourism services and attractions' enterprises.

MICE is a highly promising area of Indonesia's tourism industry that has recorded a good growth since 2008. Studies have shown that the economic impact of MICE visitors— both short and long term – outweighs its relatively modest percentage of the total number of arrivals to Indonesia."

## Interactive team-building activities

Interactive team exercises and reality-based events such as the amazing race, music, art-based events as well as location-based team events such as Beach Olympics are very popular with groups. These





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*Jungle Safari in South Africa*

activities work to get people out of their comfort zone and engage and interact with unfamiliar people. These activities need to have the inherent nature that can get everyone to connect with the common goal of the company as well as the theme of the event. This allows people to carry back a fond memory of the event as well as connect with the vision and values of the organisation. Team-building activities related to sports are gaining popularity, especially with younger audiences but sports as a team-building tool is yet to become very popular. The reason is that sports inherently

involves skill and once you have skill as a factor, it is not an inclusive activity for everyone.

**Bhaskar Tygarajan**, Trainer, Great Indian Outdoors opines, "What we do for large corporate programmes is make modifications to sport activities that remove skill from the picture and make it a whole lot of fun and also include quirky local sports and invent our own games to ensure people don't feel left out.

Games allow people to interact with each other and as a welcome break from the confines of conference



*Drumming - Team Activity in South Africa*



*Trabi Safari in Germany*





rooms and long presentations. People feel energised and in fact are far more involved in the sessions with these breaks coming in at appropriate times.”

### Popularity of outdoor activities

**Aishvarya Guhagarkar**, Director MICE, Switzerland Convention & Incentive Bureau (SCIB) affirms, “Incentives groups coming to Switzerland definitely include excursions to mountains peaks, lake cruises, visit to the countryside as the landscape differs from region to region, etc. The new trend that is getting



*Tank ride in Berlin*



*Biking in Switzerland*





*Rafting in Indonesia*

popular is organising outdoor activities with soft team-building programs. Currently, the itinerary is mostly very classic, but we are experiencing more requests for some special programmes and activities from Indian incentive planners. Sport activities are requested from the European countries for smaller and mid-sized incentive groups. From India, the requests for such activities have started coming and are gradually picking up. In India, SCIB is trying to promote some new ideas of soft and easy activities that can be done anywhere, be it in the snow, at a banquet venue, or on the lake. Basically, we are promoting ideas that are feasible for groups coming from India. As an example, incentive planners can easily organise an easy race with scooters or a chocolate tasting tour in a factory.”

### Unique incentive activities

Moreover, imaginative team-building activities spread

out their business to a variety of tourism services and attractions, hence creating greater numbers of employment and increasing revenue. Creativity is the name of the game. It is important to offer a wide range of activities to the incentive groups as this rewarding experience is something that they will take back home to share with others. Here are some of the unique experiences being promoted in some of the countries:

### Indonesia

- ◆ Cruise tourism offers a product for everyone, from large to small, and very often, it is a very all-inclusive type of experience.
- ◆ Adventure activities such as mountain biking, white water rafting, cultural tours and photography lessons because of the interest of employees in nature and outdoor activities.



*Cross-country skiing in Switzerland*



*Sky diving in South Africa*





*Off-road Cave Safari in Fiji*

- ◆ Health and wellness tourism, such as spas because health and wellness are becoming more important for many employees, also healthy employees are likely to perform better and stay healthier.

## Spain

Sports is gaining a lot of importance in Spain, especially in terms of sailing, canyoning and canoeing. Wine tasting, flamenco lessons, tapas cooking and sailing are popular incentive activities as they are not only fun to implement but also enable the cooperation between people travelling on the incentive group.

## South Africa

Visiting the beautiful wine estates to host a special event for them in an African Boma under the starlit sky is a popular incentive activity in South Africa. One can experience the African tradition of interactive drumming and gumboot dancing in the midst of the savannah.

## Germany

Incentive activities offered in Germany include:

- ◆ Driving a world war tank just outside of Berlin or going skydiving and jumping off a world war plane in Berlin.
- ◆ Trying the 'Don 2' movie base jump from the roof of the Park Inn, Berlin Alexanderplatz, 125 m off the ground in Berlin.
- ◆ Explore the city with a Trabi Safari - Rattling and clattering like an asthmatic chainsaw, the convoy of Trabant cars ('Trabi') go from sight-to-sight in the city leaving behind a typical two-stroke engine fragrance. A very unique way to explore the city and an experience people never forget!

---

*Wine tasting, flamenco lessons, tapas cooking and sailing are popular incentives activities in Spain*

---

**Romit Theophilus**, Director, Sales & Marketing, German National Tourist Office, India adequately sums up, "It's easy to see that incentives are very important in order to attract tourists to any destination. Based on the innovation, ease, cost and interest of the travellers, various incentive ideas are carved for all categories of tourists. A variety of incentive ideas have become popular, which include hosting gala dinners; adding 'wellness' to MICE itineraries; adventure sports like white water rafting are available for groups travelling international waters; as well as offering unconventional meeting facilities from huge vibrant cities to culturally infused charms of castles which are now modern conference venues."

The new MICE age is definitely here!



# Seaside Surprises for MICE



# Fiji

As the Pacific's most popular incentive destination, Fiji has come of age now with some new venues to raise its value in the conference market. **MICETalk** looks into the unique meeting and incentive opportunities that the country offers.

Neha Oberoi



**F**iji is popular as a meeting destination because of its quality venues, weather and an array of team-building and incentive activities. From offering small island getaways and world class mainland resorts to deluxe hotel suites, Fiji can cater to the conference and incentive needs of a group of any size.

**Rick Hamilton**, CEO, Tourism Fiji mentioned that, "Fiji is very keen on focussing on the Indian market, especially now that Singapore Airlines plans to introduce the Airbus A380 to Mumbai and Delhi, for the India-Australia route, from May 30, 2014. Fiji is gaining popularity as an add-on destination for the Australian travellers and with this new route, accessibility will become even better."

## Accommodation

Located right across the Nadi International Airport, Raffles offers a mix of deluxe and executive rooms. The location is the key attraction for the hotel and it offers courtesy transfers to the airport and a courtesy shuttle that meets Malolo Cat transfers, which provides a

## why fiji?

- Fiji is easily accessible with connections by Cathay Pacific via Hong Kong and Singapore Airlines via Singapore
- It has a visa-on-arrival facility
- It provides good value for groups because of the dollar exchange rate



*Intercontinental Fiji Golf Resort & Spa*





*Above:  
Plantation  
Island  
Resort Fiji*



*Above: Sofitel Fiji*



*Plantation Island Resort Fiji*

high-speed catamaran boat service between islands, four times a day.

## MICE Offerings

Tourism Fiji has formed the Conference/Incentive Advisory Group (CIAG) along with private companies who are interested in joining forces to attract and further develop the MICE market in Fiji.

There are a number of options available for MICE, from majestic five-star resorts, to chartering a yacht for a conference which makes a stop at some of Fiji's deserted white-sand and palm-studded coral isles.

## Unique Venues

### Sheraton Fiji Resort

Sheraton Fiji Resort has launched a convention centre in Denarau. It has the largest capacity of seated guests in Denarau and can accommodate up to 1,200 pax. The building is attached via an undercover walkway to the resort's existing ballroom which can seat an additional 400 people.

## food frenzy

Fiji's top-class restaurants offer a range of multi-ethnic foods, including cuisine from Fiji, India, Japan, Korea, China, Europe and the Americas. One can also find the best of Australia, New Zealand and the local South Pacific.

*Meke Lawn Dinner**Meetings at sea*





*FTE GMs Cocktail party; Radisson Blu Resort*



*Plantation Island Resort Fiji*

### **Intercontinental Fiji Golf Resort & Spa**

The resort provides extensive meeting facilities positioned around a frangipani-fringed water feature, the Water Court Events Centre. Features include a pillarless ballroom for 670 guests, six break-out spaces and outdoor venues for themed dinners and gala evenings.

### **Sofitel Fiji Resort & Spa**

The Sofitel Fiji Resort & Spa has eight meeting rooms and a ballroom that seats up to 794 guests with an endless choice of garden and beachside locations for themed dinners.

---

*There are a number of options available for MICE, from majestic five-star resorts, to chartering a yacht for a conference*

---



### **connectivity with the islands**

It is possible to travel between the 333 islands of Fiji, through a variety of options, such as sea plane, speed boat links and cruises that run through the day. Pacific Sun, the country's main domestic and regional airline, will be operating from this year, under a new branding of Fiji Link.



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*Plantation Island Resort  
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### Radisson Blu Resort

The resort caters mainly to groups of up to 100 pax who can fit comfortably in their ballroom. Options for outdoor venues with creative use of the space are available.

### Plantation Island Resort

Plantation Island Resort is Fiji's largest offshore island resort with a variety of room types available to suit all budgets and requirements. The total number of rooms is 192 and the resort can cater to up to 550 guests.

Plantation Island Resort has a new Convention Centre and is the only island resort in Fiji offering dedicated conference rooms. It features eight function rooms which offer a total of 800 sq m of well-appointed space; all rooms incorporate natural lighting, high ceilings and a sun filled wrap-around balcony. Individual function rooms are sound-proofed, air-conditioned and cater to all the audio-visual requirements of the clients. Catering from 10-350 people, their dedicated events team will ensure that the delegates have the ultimate Fiji island experience.

### Team-building activities

Fiji has the potential to surprise the conference and incentive organisers with the various options that can be customised especially for them. Organisers can book a true Fijian island experience with a visit to the cultural village and participate with the tribe in





Plantation Island Resort Fiji

## *Organisers can book a true Fijian island experience with a visit to the cultural village*

local activities such as basket weaving, etc. Captain Cook cruises provides a mix of conferencing and team-building activities with inclusions of half-day excursions to host delegates aboard their vessels. Team-building activities conducted by Sigatoka River

### **going organic**

Fiji's Westin Denarau Island Resort offers a SuperFoods Farm trip every Wednesday and Saturday, free of charge. Participants take a walk to the Westin's local farm and are shown the wide variety of fruits and vegetables along with a guided tour with the farm and resorts manager. This is a great success for Westin where, 10 years back, 80 per cent of their food was imported. Now, the food imported from outside is 25 per cent and the rest is carefully chosen from local producers including their own farm.



Safari offer a version of the amazing race experience with their own safari twist. As part of the safari, the group of delegates visit four destinations in the Sigatoka valley and carry out a challenge at each stop.

Most of the resorts offer contemporary island living, spas, swimming pools and kids clubs along with opportunities to enjoy the authentic Fijian hospitality and experience. The Intercontinental Fiji Golf Resort additionally provides both the accommodation and the greens for a golf-break or a corporate meet.



# Kraków



*Main Market Square, Kraków*



# Upcoming MICE City



**Poland's** location, in the very heart of Europe, makes it a perfect location for MICE. The country is easily accessible via air, sea or road. The climate of the country offers great meeting opportunities at any time of the year. Poland has seen many historical events of regional and global importance. These and many other factors make Poland a great incentive destination.

**O**ld castles and imposing manors, with splendid renovated and modernised interiors in Poland, are famous among tourists from all over the world. On the other hand, new infrastructure is being developed, in many cities of Poland such as Kraków, Warsaw and Gdańsk where new congress and conferences venues are being constructed. So Kraków meets the criteria of an upcoming MICE city as it organises a full range of events from small business meetings to international large-scale events.

## why kraków?

The city is famous for its walking trails and the short walking distances within the city. The famous walking trails take the tourist to the most interesting places in the city through numerous cafes, pubs and restaurants, while venturing no further afield than the distance of a short walk. Additionally, a rich and diverse array of hotels await tourists coming to Kraków. The city has an excellent transport infrastructure and an extensive network of railway connection. It also has a modern airport named after John Paul I in Kraków-Balice.





*ICE Kraków*



*EXPO Kraków*



*Auditorium Maximum Kraków**ICE Kraków*

## Unique MICE Venues

### Expo Kraków

Kraków has recently opened the largest exhibition and congress centre in southern Poland. International Exhibition and Convention Centre EXPO Kraków which recently opened on May 14, 2014 is Kraków's first multi-functional trade fair and congress centre. Its total floor area is larger than two football pitches.

EXPO Kraków gives unlimited possibilities for organising trade fairs, congresses, conferences, business meetings, product launches, banquets, trainings, cultural and entertainment events, fashion shows or indoor sports events.

The centre's construction facilitates both filming and television production. This modern complex, with a

total area of 13,000 sq m, includes two halls, a number of air-conditioned and modular seminar rooms of various sizes, meeting rooms, a restaurant and a 1,400 sq m lobby. The floor area of the two halls (5,000 and 4,000 sq m) is not restricted by any structural pillars or partition walls, as its construction is supported by specially reinforced wooden beams allowing optimal use of its space. In fact, the centre's interiors have been designed to allow maximum flexibility in every room so that it can be adapted to their clients' individual needs.

The integrated Building Management System (BMS), combined with an acoustic warning system, gives the highest level of safety and comfort to the visitors.





*ICE Kraków*

## accommodation

The city has about 130 hotels, nine properties of 5-star standard and 24 properties of 4-star standards, with many more to open in the near future. Hilton will also open its upscale 224-room property, DoubleTree by Hilton Kraków Hotel & Convention Center and the 161-room property, Hampton by Hilton Kraków by 2014.

*Main Market Square, Kraków*

The location of EXPO Kraków at Galicyjska 9 Street offers fast access by both city transport and cars. It also provides 700 parking places. The EXPO is well-connected to the railway station and the Kraków International Airport. The modern facility and the potential of the city are the advantages that can make EXPO Kraków a leading trade fair and convention centre in Poland and Central Europe as well.

## Auditorium Maximum

Auditorium Maximum is a complex of modern conference halls built to fulfil the needs of the Jagiellonian University and the Małopolska region. The building process and the furnishing of the complex were co-financed with European funds. The building was officially opened on September 2005. The main amphitheatre is capable of holding 1,200 people and four other new teaching halls, can hold a further 700.

## Collegium Novum

Collegium Novum is the Jagiellonian University administration centre. Built for the University's 500<sup>th</sup> anniversary, its neo-Gothic architecture is intended to match the oldest building of the university. Collegium Novum houses the offices of the Rector, Deans and other university authorities and also has some lecture halls. The venue is used for meetings, conferences, events and incentives.







ICE Kraków

### Larisch Palace

Larisch Palace is located in the heart of the Old Town of Kraków. The building offers a unique atmosphere of the oldest Polish university heritage shared with the modern conference facilities and exhibition area. It is the headquarters of the Faculty of Law and the administration of the Jagiellonian University.

### International Cultural Centre

The Ravens Conference Complex, in the International Cultural Centre, was a result of the construction and adaptation works undertaken in the House of the Ravens in the years 1998-2003. The conference hall,

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*The International Cultural Centre is fitted with a conference interpreting system and a sound system*

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Kraków Shopping Mall

including the foyer which can accommodate 200 pax, is fitted with a conference interpreting system, sound system and other modern technologies. The spacious, modern rooms located on the fourth floor, which used to serve as an attic, fully meet various conference purposes. The newly restored Gothic cellars have provided an additional area for seminars and receptions.





# Meetings in the Land of Aphrodite

## Coral Beach Hotel & Resort, Paphos

Adapting its tourism product and anticipating a successful year ahead, Paphos in Cyprus possesses an array of undiscovered tourism attractions for the MICE segment. Emerging as a popular holiday destination for the Indian market with many varied offerings for MICE travellers, the city of Paphos offers everything from beaches and museums to archeological sites.

Megha Paul



## ATTENTION! SERVICE TAX ASSESSEES



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**G**ulf Air, the national carrier of the Kingdom of Bahrain, flies to Cyprus via Bahrain, thus giving Indian MICE travellers a hassle-free flying experience. Talking about the new emerging interest for corporate groups for Cyprus, **Pervin Sarkari**, Sales Executive, Gulf Air said, "Cyprus is an ideal year-round vacation destination. Gulf Air has been promoting Cyprus, among the Indian travel trade and MICE segment, in a big way. The airline offers convenient flight schedules and excellent connectivity, within three hours, to the Larnaca Airport in Cyprus, through its hub in Bahrain." Commenting on the aspect of educating those selling Cyprus, Sarkari adds, "We recently conducted a FAM trip to Cyprus for a group of travel agents across India.

By boosting connectivity to Cyprus from India, we want to position Cyprus as a stand-alone destination for the Indian corporate clientele."

## MICE with a Cypriot touch

Paphos has been added to UNESCO's World Heritage List since 1980. Offering one of the biggest conventions and meeting spaces in Aphrodite's birthplace is the Coral Beach Hotel & Resort. Situated on 500 metres of natural sandy beach with its own private harbour, it is 25 minutes away from Paphos International Airport and 150 kms from Larnaca International Airport. Combining the traditional Cypriot decor of white walls and authentic woodwork with the modern amenities expected of a five-star resort, the resort is betting big on Indian MICE this year.

## Meeting rooms

A range of theme nights, opening and closing ceremonies and gala nights can all be a part of a







*Most of the meeting rooms overlook the sea and are ideal for coffee breaks or cocktail receptions*

flexible conference or incentive package. There is a choice of six restaurants in addition to the various function rooms all available for private dining or themed events. Most of the meeting rooms adjoin terraces overlooking the sea, ideal for coffee breaks or cocktail receptions.

The hotel can accommodate large or small conferences or incentives within the 7,500 sq m of the meeting space that it offers, incorporating over 20 flexible break-out or syndicate rooms with natural daylight. The Akamas is the pivotal hub of the Conference Centre and is the largest and most flexible, column-free, multi-purpose room with a clear ceiling height of 5.4 m. The Aphrodite Conference Room & Terrace overlooks the beach and pleasure harbour. The Adonis is ideal for a press conference, seminar, syndicate room, boardroom or cocktail reception. Ariadne is a column-free venue, which enjoys a view of the mountains and is perfect for a boardroom meeting.

## Post-event rejuvenation

The hotel is located on the edge of the Akamas peninsula, an area protected by UNESCO. Within a 5-minute drive, you find yourself in Akamas. The area



## services

The Coral Beach Hotel & Resort team offers its assistance to clients, should they wish to utilise the expertise of a production company. There are a number of reputable production companies in Cyprus. The technical manager can provide relevant technical information upon request. The hotel has a 'code of conduct' for all production companies. There is also a wide choice of team-building ideas, historic and cultural activities to do around the Coral Beach Hotel & Resort.

is known for its outstanding natural beauty, perfect for jeep safaris, horse trekking, bird and botany lovers. You can also book an excursion departing from the hotel's private harbour to enjoy sunsets. Within a 20-minute drive, there are three 18-hole champion golf courses to choose from. The Olympic size pool adjoining the resort, ideal for professional athletes has earned Coral beach Hotel & Resort the status of the registered headquarter of the British Olympics teams.



# The Green Convention

Sustainability and conventions are becoming increasingly popular in this day and age. Both physically and environmentally, awareness about global warming has spread across the world and there is pressure on the leading landmarks of cities, such as congress centres and convention spaces to 'Go Green'. **MICETalk** looks into the sustainability efforts made by one of the newer venues, the Swiss Tech Convention Center (STCC).

**F**or decades, École polytechnique fédérale de Lausanne (EPFL) has been committed in favour of sustainable development on its campus. It uses water from Lake Geneva to cool and heat its buildings; it has a 15,000 sq m installation of photovoltaic panels on its roofs; it lacks hot water in washbasins; it preserves ecological green spaces; it promotes soft mobility with close to 80 per cent of commuters walking, biking or using public transport to reach the centres. For its new Convention Center, EPFL went even further in its systemic and innovative thinking by making the best possible use of all energy sources available in the vicinity and by showcasing emerging energy technologies.

## Lake water for heating and cooling

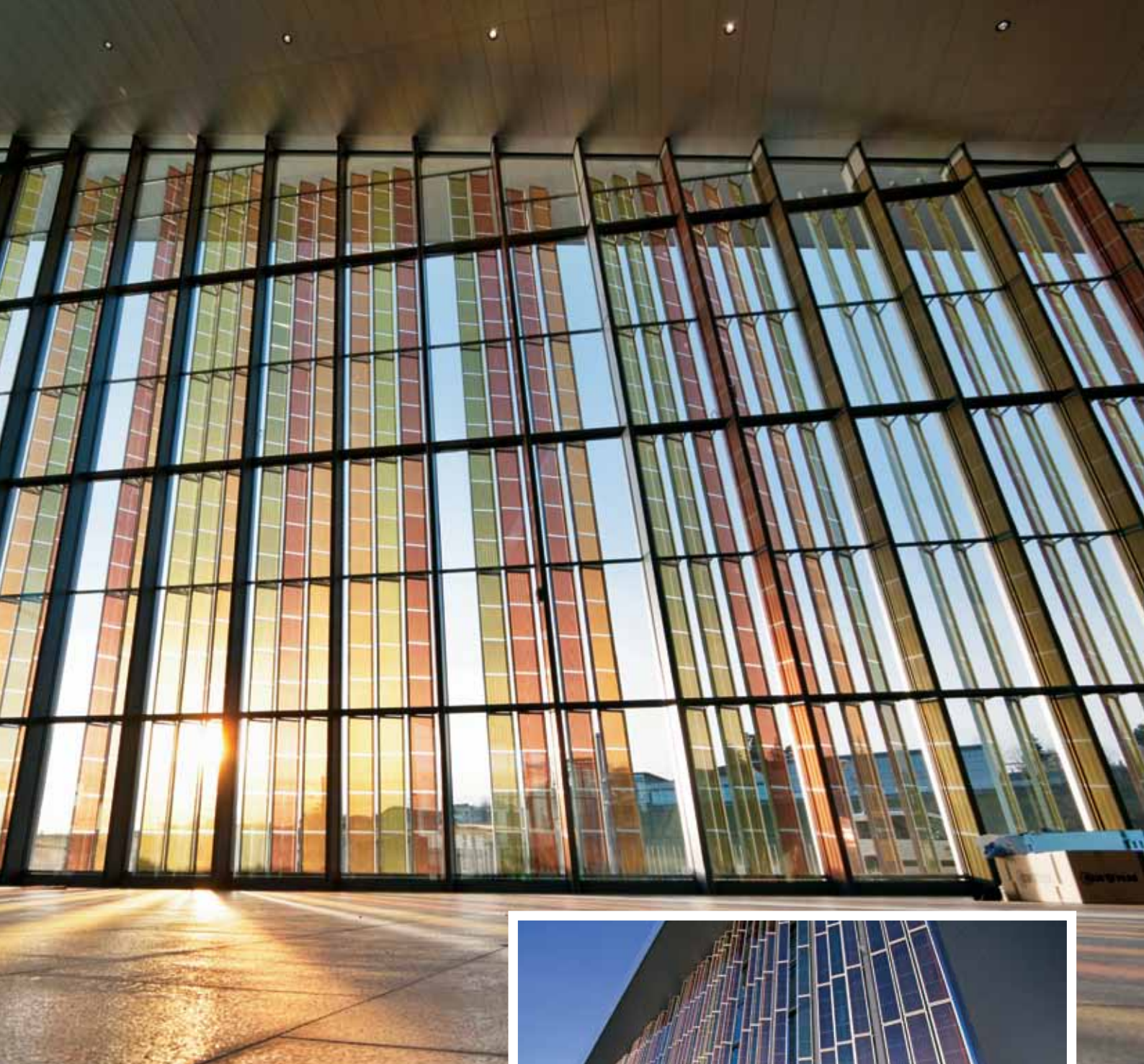
EPFL is cooled and heated with water from Lake Geneva, with a distribution network of cold and

low-temperature hot water produced by heat pumps. The core idea of the STCC's energy concept, originally designed by EPFL operation service, was to exploit the heat of the water used to cool EPFL's buildings to heat the STCC, with a heat pump. This use of by-products of EPFL's cooling water enables to produce more heat in winter and cold in summer. At the end of this heating and cooling circuit, the water is returned to the lake via the river Sorge that flows close by, without causing any harm to the environment.

The sanitary hot water used in the STCC is 100 per cent renewable. It is produced by solar panels on rooftops of the nearby student housing and shops, as well as by heat pumps recovering waste heat from ventilated air or by the heat produced by refrigerators.







### Photovoltaic panels: a world's first

On the western façade, a transparent and coloured glazing performs the double function of solar protection of the façade and producing electricity. It is the first large-scale implementation of the dyed cells invented by Michael Grätzel, professor at EPFL and manufactured by Solaronix, an EPFL spin-off. They produce 2,000 kWh per year, while preventing the inside of the center from overheating. On the roof, a traditional photovoltaic installation will complete the system with 250 kW of power.

### Natural light

Both for users' comfort and saving energy, STCC primarily makes use of natural light, even in the plenary room that seats 3,000 people. In the entrance hall, the western façade's photovoltaic glazing with dyed cells diffuses multicoloured, shimmering reflections.

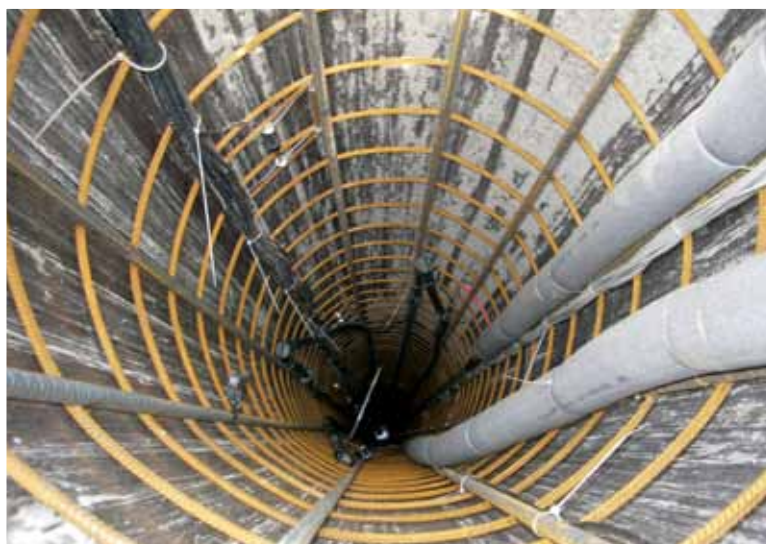


### technical data

Established maximum power at the STCC:

- ✦ Maximum heat: 1,100 kW (ventilation 940 kW + underfloor heating 160 kW)
- ✦ Maximum cold: 1,620 kW (lake water 830 kW + heat pump 790 kW)
- ✦ Maximum electricity: 3,750 kW (3 x 1,250 kW for redundancy), of which 250 kW is photovoltaic





Artificial lights make use of the latest technologies available and supply remarkable energy performances. The electricity EPFL consumes is from 100 per cent renewable material.

### Sustainable mobility

The STCC can welcome up to 3,000 people, but has only 260 parking spaces. Perfectly located in a loop of the metro, with this own stop, the STCC invites congress participants to reach the campus using public

### distinctions

- ◆ First Prize for 'Sustainable Buildings' awarded by the International Sustainable Campus Network in 2009
- ◆ Bicycle-friendly Organisation (Pro-Velo Switzerland, 2009)
- ◆ Quality label for outdoor spaces, given by Foundation 'Nature et Economie' (certifications in 2002, 2005, 2008 and 2011)

transport. An efficient route-calculation tool allows delegates to choose the most sustainable solution.

On site, the participants will find well-designed accesses for pedestrians and cyclists, a car-sharing offer with combustion-powered and electric vehicles, close to 500 parking places for bicycles and a new public bike-sharing station for 20 bikes connected to the Lausanne-Morges network. In front of the entrance, there are full facilities such as shops, restaurants, hotels, medical and dental care services, a pharmacy, newspaper kiosk and pub. Exchange car parks with shuttle services may be organised exceptionally, if necessary.

### Underground geothermal pillars

Built on highly unstable land, the STCC rests on 30m deep pillars. EPFL's Laboratory of Soil Mechanics used the opportunity of the construction to install four geothermic pillars equipped with absorption tubes in which a heat-transmitting fluid circulates, enabling heat exchanges with the ground. The scientists use this lab to study the potential of heating and cooling capacity of these pillars and their deep static deformation.

### STCC reception

EPFL ensures that the STCC is operated respecting sustainability in the following manners:

- ◆ A measured distribution of low-impact material (paper, promotional items, badges, etc.)
- ◆ Exemplary waste recycling (recycling rate of 60 per cent, organic waste to local biogas facility)



# Nominations Started

## India Travel Awards-West

The India Travel Awards-West is seeking nominations from the tourism industry of West India. Nominate those companies/individuals who you think deserve the best in the industry. For further information on categories please visit our website: [www.indiatravelawards.in](http://www.indiatravelawards.in)

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**-West-**



Zaheer E. Najeeb, Executive Director, ATE Group of Companies, receiving the Face of the Future Award from Chandana Khan. Accompanying her are Amila Motwani, Mrs. India-International 2013 and Sanjeet, Publisher, DDP Publications

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Moscone Center,  
San Francisco

# Premier Meeting Facility

The Moscone Center is San Francisco's premier meeting and exhibition facility. Located at the very core of a vibrant and active downtown district, it anchors the city's commitment to the vital tourism industry.







## Meeting Facilities

The Moscone Center has six primary exhibition halls. Halls A, B, and C are in Moscone South with a total of 2,60,560 sq ft. Halls D and E are in Moscone North with a total of 1,81,400 sq ft. Moscone West offers 99,916 sq ft of dedicated exhibit space on Level 1, with an additional 1,99,432 sq ft of flexible swing space on Levels 2 and 3. Today, it has more than two million sq ft of building area, including over 7,00,000 sq ft of exhibition space, up to 106 meeting rooms, and nearly 1,23,000 sq ft of pre-function lobbies.

Moscone West is a freestanding building. It covers the better portion of one city block and rises to three levels, 110 feet, above the street level. With the completion of Moscone West, today's Moscone Center is a collection of facilities covering more than 20 acres on three adjacent blocks. It anchors the 87-acre Yerba Buena Center Redevelopment District in a neighbourhood of hotels, theatres, restaurants, museums, galleries, housing, parks and urban recreation centres. Developed and owned by the City and the County of San Francisco, it is privately managed by SMG, a public facilities management company.



## development history

On December 8, 1978, the Board of Supervisors and Mayor Diane Feinstein declared that the convention centre be named after George R. Moscone, as a fit and proper memorial to the memory of the late Mayor. The resolution also recognised that George Moscone had been a proponent for the construction and operation of a convention center, within the Yerba Buena Center Redevelopment Project Area, by the City and County of San Francisco, throughout the term of his office.







*The Center uses the latest energy-efficient lighting fixtures and daylight sensors throughout the facility*

## Sustainability features

Moscone West has incorporated an extensive program of resource-efficient design. Its features include:

- ◆ High-performance glazing with low emissivity glass that exceeds Title 24 requirements, a critical element given the extensive use of glass and emphasis on natural light and maximisation of views. Frit patterning at 30, 50, and 70 per cent was used to further enhance the glass performance while assuring interior comfort levels.
- ◆ Use of the latest and most energy-efficient lighting fixtures throughout the facility, as well as the use of daylight sensors to control pre-function areas.
- ◆ Mechanical systems designed to exceed Title 24 energy efficiency standards, including a chilled water plant and cooling towers, heating water plant, air and control systems.

## location

The Center is located at the heart of San Francisco's downtown district. It has convenient access to local and regional mass transportation, such as local metros and trains.

## exhibition space

The largest contiguous exhibition space and the largest column-free exhibition space is in Moscone South. Moscone South's Halls A, B and C, when combined into a single exhibition space, measure 260,560 sq ft.





**Shital Kakkar Mehra**  
Practitioner of Corporate  
Etiquette and International  
Protocol in India



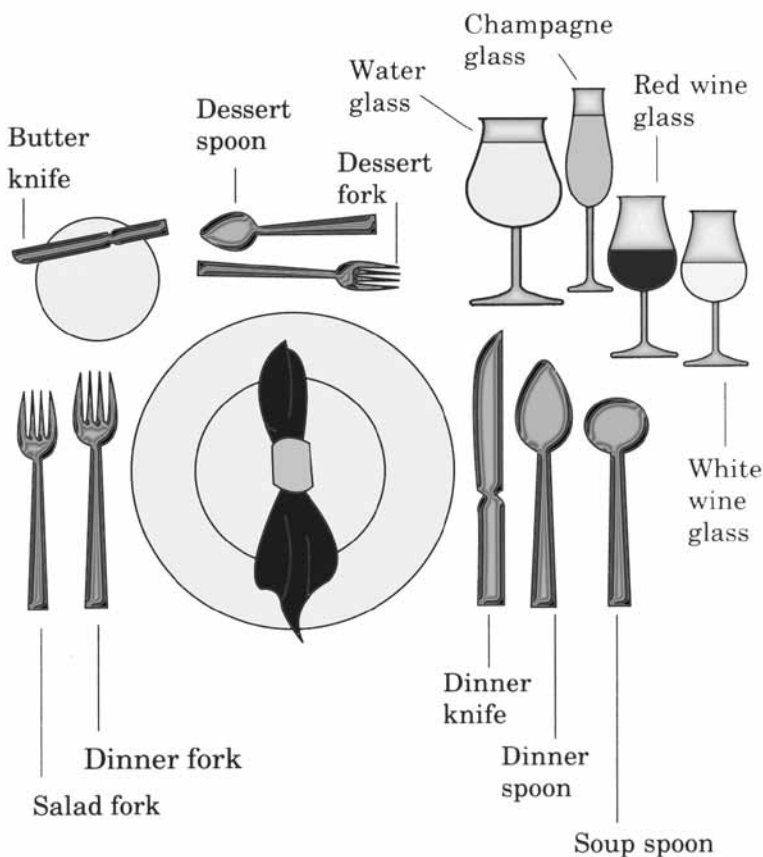
# Business Dining Etiquette

The global economy is rapidly changing. In this competitive atmosphere, good dining skills are a must in the business world, whether you are conducting business abroad or entertaining visitors in your own city.

**Y**our conduct, especially your table manners, is very important, whether you are attending to visitors in your own country or in the countries you visit to conduct and promote your business. Table manners play an important role in making a favourable impression. They are visible signals of our professional conduct and therefore are essential to success.

## Top Dining Tips

- ✴ Do try a little bit of everything that is being served to you, unless you know you're allergic to a certain food item.
- ✴ Avoid talking with food in your mouth. Take small bites and you'll find it is easier to answer questions or join in the table talk while eating.
- ✴ Remember that solids (food) always go on your left and liquids (beverages) go on your right.
- ✴ When you have finished, leave your fork and knife in the 10:20 position. Visualise the face of a clock and place the tips of the silverware at the 10 o'clock position and the handles at the 4 o'clock position.
- ✴ Butter your bread on the plate, never do it midair.
- ✴ Maintain the correct posture at the table. Sit up straight and keep your arms, including elbows, off the table.
- ✴ Leave the dropped piece of silver on the floor. Quietly signal the waiting staff to bring you another piece.
- ✴ Do point out stones, bugs or hair in your food to the waiter, but in a non-combative manner. You'll get a replacement immediately.





# A Dash of Royalty

## ITC Grand Chola, Chennai

The magnificent Chola dynasty inspired the ITC Grand Chola which merges history and culture to make the corporate experience a superior one.

**L**ocated close to the heart of Chennai, ITC Grand Chola is built in a palatial design that pays homage to one of South India's greatest empires. It subtly incorporates the ancient royalty of the Chola dynasty with contemporary style and futuristic amenities.

With a choice of 600 rooms, suites, and luxury residences, ITC Grand Chola captures the South Indian grace and style and enriches guest experiences by allowing them to submerge in the magnificence of the Cholas. The experience is laced with environmental consciousness and Indian hospitality.



ITC Grand Chola's ten restaurants offer a wide choice in dining options, with cuisines from the Indian subcontinent to Oriental and Italian cuisine. This, along with their spa, luxury retail space, and 4,735 sq m of convention space creates a royal experience.

### Meeting Halls

- ◆ Rajender banquet hall is the country's largest pillarless banquet hall. It is fully equipped with a VIP entrance, a freight elevator, drop-down screens and LCD projectors.
- ◆ Meeting rooms called Kaveri and a boardroom called Tanjore.







- ◆ The auditorium Kalai offers plush exclusivity which can seat 45 persons and may be used for private performances, premiers and viewings.
- ◆ The Connections Lounge completes ITC Grand Chola's bouquet of integrated luxury with business essentials which serve the purpose of being the leisure boutique.

## MICE facilities

ITC Chola offers various meeting packages for the organisers:



## history

The legacy of the Cholas is one of the earliest, grandest, and richest in the world. The pride of the Sangam era, the Cholas who nurtured Tamil Nadu's golden period of architecture, literature, and arts.

## special offers

ITC offers conventions organisers their Chennai Magic, which integrates the unique touches that make the city of Chennai a unique and inimitable place; Southern Spice which redefines how conventions should be; and Weekend Interludes which allow the teams to indulge in gourmet menus, leisure activities and wellness choices.

- ◆ **Premium Meetings** - This package offers fine meeting facilities to suit vital business matters.
- ◆ **Dynamic Meetings** - Professional needs are taken care of as the client sample on a culinary mix created to suit their palate.
- ◆ **Meet & Dine** - Offers an artfully designed menu catering to a wide array of palates.
- ◆ **Green Meetings** - Keeping in mind the famous green trend, ITC Grand Chola offers Green Meetings bringing the concept of responsible luxury, where meetings are conducted with efforts to reduce the carbon footprint. The deliverables, right from the emissions of the lighting use to the size of the dinner plates, are all efforts towards a greener tomorrow.





**Shabnam Mehra**  
Life Coach &  
EFT Practitioner

# Leading by Example

A great vision, the ability to manage people and ambition are some of the traits of a great leader, and every successful leader will have a special story about what worked for them. But the most critical thing about becoming a leader is to have someone to lead.







**A** leader leads a team and aligning that team with the overall vision and purpose is one of the most challenging tasks for a leader. Managing the team and keeping them motivated, while remaining focussed on your own issues can sometimes even result in a conflict of interest. The big balancing act comes in when they have to maintain their good image and also give credit to their team members.

To better evaluate the leader and team dynamics, let us step back to a recent era, when mobile phones and emails did not exist. Managers used to lead their teams and gave them directions, but were unable to permeate the team member's space 24x7, as they can now. The infrequent communication was even more pronounced, when they were in different locations and in jobs that required frequent travel. So typically, a manager would create an action plan, (democratically or autocratically) and identify which goal each team member had to achieve. There would be scope for guidance and feedback, but thereafter, the teams would have space in which they could do their best to achieve the goal. Even that era would have had its share of control-driven managers but chances are that logistics allowed people more space to think and innovate.

Today, the level of connectivity is so intrinsic to our lives, that convenience may be robbing us of the art of delegation. When a manager hands out a job, he is able to monitor the job moment by moment, even though it may end up reducing his efficiency. The team member may also move into the practice of

continually seeking ratification. While this may work for the betterment with the 'four-eye principle', but it definitely can impede efficiency and initiative. So in the present times, in order to delegate, the manager has started believing in his own guidelines, believing them to be appropriate and adequate and at the same time overcome the urge to use connectivity to micromanage each situation.

The relationship between the manager / leader and the team has to allow for the growth of both. Only when the leaders can inspire and motivate their teams to grow in their given roles, can they hope to grow themselves. This becomes a style which eventually impacts an organisation's vision and growth strategy.

It may be a good idea, for each of us to review our present work styles and identify areas of delegation that are under-utilised by us. In the normal course of work, we seldom analyse our work styles and instead restrict our assessment to the parameters of the job objectives. We may then lose out on the potential to delegate and in turn, our potential of growing beyond the existing role. This thought will also allow us to check any fears or insecurities that lurk within us and address them. And when we start thinking from a wider platform, our journey becomes a series of opportunities.

Here's to focussing inwards, so that we can have a better view of the bigger picture.

*For more details contact: [shabnamsmehra@yahoo.com](mailto:shabnamsmehra@yahoo.com)*



# No Net? No worry, Be 'Appy!

When you go abroad on a trip, getting a roaming data connection will not be on your Top Ten things to do. And all apps which require an Internet connection will betray you, and leave you gazing at mundane airport notices, bus back advertisements in alien glyphs or vacantly staring at a moving escalator. This time around, we have concentrated on apps which won't require an Internet connection to keep you engaged/entertained. Internet connection or not, you can depend on these apps not to let you count the number of times the door banged (i.e, get bored!).

Hritvick Sen



## Duolingo

🔴 This app is definitely one of the best ever to come out on the App Market! Voted Google Play's 'Best of the Best' in 2013, this app helps you learn Spanish, French, German, Portuguese, Italian, and English. The operative word: FREE! Even the WSJ is sedately appreciative of the quality put into the app's content. Here, you lose 'hearts' for answering incorrectly, advance by completing bite-sized lessons, and track your progress with shiny achievements. And for India-specific focus - an English course for Hindi speakers! How extremely cool is that?

## Expense Manager Android

🔴 For totting up how much you are splurging on your trip, this little app will come in very handy. It's great at tracking expenses and incomes by week, month and year as well as by 'categories', if you're really into segregating your expenses (that's good, though). For currency conversion on the fly, this app does seek permission, but that's about it for data network drainage. You can also get reminders on when to get ready to pay your next installment. A very neat feature: You can take and attach photos of receipts of payments that you have made. Great for official reimbursement, people. And as you go on despairing how much you have spent over the week/month/ year, the app also offers the option of saving your data to Dropbox, Google Drive and SD Card backup.





## Alarm Pro

For under a dollar, this app will make waking up a little easier. Plus, it can coordinate with your calendar for any event/birthday/meeting. The display turns into a digital clock, and for those who knock things over trying to shush the alarm, it has super-big Snooze/Stop Alarm buttons. Plus, this also doubles up as a mobile 'flashlight'. Means that your screen will glow super-bright to light your way. And another nifty feature – you can set a playlist, and the volume will taper off slowly, leading you to sleepyparty. Pretty neat if you have a dollar to spare!



## Triposo

How many times have you landed in a city, and found out you are alone, without directions, a map and no Internet connection to download one either? Triposo promises you 'one travel guide for the whole world'. And it's free and works offline too. Before leaving for your destination, download the pack for the country/city, and that's it! You're set to explore and never get lost. It even suggests you things to see and do with detailed city maps for the top cities. Each guide includes information about the major sights, great restaurants, different nightlife options and more. It also packs in a mean currency converter (depends on the net to give very accurate conversion, but basic dollars to rupees, yes), a phrase-book, and other very nifty information.



## Dictionary - Merriam-Webster

In addition to all definitions from Merriam-Webster's Collegiate Dictionary, this app offers voice search – to let you look up a word without having to spell it – along with synonyms, antonyms, example sentences, Word of the Day, and more. It's a great tool for reference, education, and vocabulary building. If you want all the fancy pronunciations, you'll need to hook this app up to the Net, but other than that, it has everything else stored. And you need a dictionary. Period.

## Free Wi-Fi Finder

Exactly what it says. It has a list of 550,000 free and paid locations in 144 countries. For both phones and tablets, just open it and search where in your current city you can find free WiFi. Never worry again about not finding a Wi-Fi Internet connection. It also scans for WiFi hotspots around you. And the neat part – you can view Wi-Fi hotspot details, call location, get directions or even share the hotspot. And it works both online and offline (because it has a list stored!).



## ColorNote Notepad Notes

Are you a compulsive note-writer and love Post-Its? Get it on your phone, now. An application that doubles up as a checklist, a calendar, and reminders, ColorNote Notepad Notes is network-independent. Colour-coded, this little app allows you to take notes effectively, and more importantly, instantly. Bonus: It's got its own widget, and the application can be password-locked. There's an easy-reset key, too, for those who put in passwords and forget them. However, if you reset the password, the locked notes go away to La-La Land. So, make sure you don't forget your passwords.





# Effective Time Management

All of us, regardless of the industry or job title, have faced the need to get more done in less time. Here are some tips on how you can achieve more tasks in less time.

**T**he world's moving at a fast pace and everything is becoming increasingly hectic. Often it feels that time is slipping away from us and that it doesn't offer any reward in turn. We check our phones, we check our emails, we attend meetings, and we're constantly being pulled in fifty directions. Then, we wonder what we've accomplished.

Since everyone and everything tends to demand our time at all hours of the day, there's only one way to be more productive: we need to make sure we have the end goals in mind, start with the finish foremost in our thoughts, and that every single action we take, drives us further towards accomplishing those results.







A lot of motivational speakers will tell you about the power of the word 'Yes.' What's equally important to realise, or maybe even more so, is the power of the word 'No.' Time is our most precious commodity, which makes it important for us to prioritise everything we do.

We're constantly being driven to do tasks that don't get us any closer to our end goals. If we have fifty things on our plate but only one of them brings us closer to accomplishing a positive, lasting result, then realise that we've essentially wasted a lot of time and energy running on a treadmill.

Successful people often prioritise hard tasks first. They create a roadmap to their desired outcome, and break that roadmap down into platforms, processes, and action steps that bring them closer to their goal. Think about the concept of 'cutting the box in half'. If your overall goal is, for example, to raise test scores by 20 per cent in one year, or to make millions of dollars more in a particular quarter, it seems like a daunting

process, until it is broken down with monthly, weekly and daily goals. Suddenly, your goals seem a little more attainable.

If you make savvy and strategic decisions, taking the simple action steps that allow you to connect effort directly towards powering desired outcomes, then you would discover that it's suddenly feasible to get to the end of very large tasks. For example, ensuring that the tasks you're performing daily actually work towards your goals, rather than amount to busywork or distractions at the end of the day, helps your productivity. At the end of the day, the trick is to break down necessary actions into task lists, prioritise them, and say 'No' whenever necessary. Ask yourself if a certain opportunity helps you achieve the outcome that you're looking for. If it doesn't, don't be afraid to turn it down.

It's true that 'Yes' can be a powerful word that opens you to new skills, new talents, and new connections. But 'No' is vital because it helps you decide when and how you should build your schedule, and which tasks should enjoy a place within it. You need to focus on the tasks that deliver the biggest impact in the shortest amount of time—not necessarily those that appear to be the most urgent. See the forest, not the trees, and you'll be better equipped to successfully navigate your way through the wilderness.

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*Time is our most precious commodity, which makes it important for us to prioritise everything we do*

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## about the author



Scott Steinberg heads management consulting and corporate training firm TechSavvy Global. A top-rated provider of keynote speeches, workshops and seminars, and an award-winning business author, he's been seen in 600+ outlets from CNN to NPR.



# VISA REQUIREMENTS



## POLAND

- ☒ Original Passport valid for a minimum of three months and two blank pages for the visa stamp
- ☒ Visa Application Form
- ☒ Two recent passport size photographs with matt or semi-matt finish, white background and without a border (Size: 35mm x 45mm)
- ☒ Covering letter from the applicant on the company's letterhead addressed to – The Visa Officer, Embassy of the Republic of Poland, New Delhi/ The Consulate General of the Republic of Poland, Mumbai
- ☒ Invitation Letter from the host/inviting company on its letterhead stating the purpose of travel and the duration of stay
- ☒ Personal and company ITR for the last three years
- ☒ Personal and company bank statement for the last six months mentioning the bank's name and telephone number clearly
- ☒ Credit card copy/Foreign Exchange endorsement/Traveller's Cheque
- ☒ Salary slips for the last three months
- ☒ For the first time traveller: Proof of Occupation: a) Company Registration Certificate / Certificate of Incorporation b) Brief company profile c) Articles of Memorandum (In case the applicant is MD/Director) d) Proof of Proprietorship / Partnership (In case applicant is Proprietor / Partner in a firm) e) Import / Export license
- ☒ If employed, provide an appointment letter
- ☒ Proof of Accommodation: Hotel confirmation for the entire period of stay in the Schengen area
- ☒ Confirmed return air ticket
- ☒ Original medical insurance for the duration of the stay amounting to 30,000 Euros



## UNITED STATES OF AMERICA

- ☒ Original Passport valid for a minimum of six months and minimum two blank pages for the visa stamp, along with old passports (if any)
- ☒ Copy of the first and last page of the current passport
- ☒ Visa Application Form: One online DS-160 form duly filled and signed
- ☒ Valid Machine Readable Visa (MRV) fee receipt
- ☒ Interview Appointment letters for the visa interview at the Embassy or Consulate and one for the Offsite Facilitation Center (OFC)
- ☒ Two recent passport size photographs with matt or semi-matt finish, 80 per cent face coverage and a white background (Size: 50mm x 50mm)
- ☒ Covering Letter from the applicant on the company's letterhead stating his name, designation, passport number, duration, purpose of travel and who is bearing his/her expenses. The letter should be addressed to – The Visa Officer, Embassy of United States of America, New Delhi/ Consulate General of the United States of America, Mumbai/ Chennai/ Kolkata/ Hyderabad
- ☒ Invitation Letter from the American host / inviting company on its letterhead stating the purpose of travel and the duration of stay which should be duly signed with the signatory's name and designation
- ☒ Company's and Personal ITR for three years
- ☒ Salary slips for the last six months
- ☒ Company and personal bank statement for the last three months mentioning the bank's name, bank's telephone number clearly
- ☒ Credit card copy/Foreign exchange endorsement/ Traveller's cheque
- ☒ Company's balance sheet
- ☒ Property papers/Fixed Deposits/Investments
- ☒ Proof of Occupation - a) Company Registration Certificate, Certificate of Incorporation and a brief company profile
- ☒ Confirmed air tickets



# MOVEMENTS

Hotels high on MICE



## WelcomHeritage Hotels appoints Chief Executive Officer

**D. Kavarana** has been appointed the Chief Executive Officer (CEO) of WelcomHeritage Hotels. He has an experience of nearly 35 years with ITC Hotels. In his position as the CEO at WelcomHeritage Hotels, he will focus on expanding the brand to 50 heritage properties by the year 2015, to provide guests with a royal experience at the WelcomHeritage Palace Hotels and an adventure at the nature resort destinations. He joined ITC Hotels as a management trainee in 1977. Since then he has worked in most of the ITC Hotels, mainly in the F&B discipline, until the year 1999.



## The LaLit Ashok Bangalore welcomes new GM

The LaLit Suri Hospitality Group has appointed **Bhaskaran T** as the new General Manager for its Bengaluru property - The LaLit Ashok Bangalore. He brings with him over 16 years of experience in the hospitality industry. Prior to this, he was the General Manager of The LaLit Laxmi Vilas Palace Udaipur for two years. He has also worked with various hotels such as the Hyatt Regency, Novotel Hyderabad, Viceroy Hotels, The Leela Palace Kempinski, InterContinental and The LaLit Mumbai.



## Grand Hyatt Goa announces General Manager

Grand Hyatt Goa has appointed **Jaco le Roux** as General Manager. He has over 20 years of experience in the hospitality industry and has worked with the Hyatt group world over in various positions such as General Manager, Director of Food & Beverage and Executive Assistant Manager. Prior to joining the Grand Hyatt Goa, he worked as the General Manager of Hyatt Regency Oubaai Resort and Spa for three years. Apart from working in his home country, South Africa, he has also worked and managed 5-star chains in various locations such as Muscat, Istanbul, Amsterdam, Moscow, Belgrade and London.

## Courtyard by Marriott, Bilaspur appoints GM

Marriott International has appointed **Amit Midha** as the General Manager of Courtyard by Marriott, Bilaspur. Midha has been associated with the hospitality industry for over 15 years. He has previously worked with Jaypee Hotels and Six Senses Spa in Greater Noida; Oberoi Hotels in Gurgaon, Chennai, Kolkata, Jaipur and Udaipur; Madinat Jumeirah in Dubai; Grand Hyatt in Mumbai and Delhi and JW Marriott in Mumbai.



## Shangri-La Hotel, Bengaluru appoints General Manager

Shangri-La Hotel, Bengaluru has appointed **Jens Peter Corder** as General Manager.

Corder, an Australian national, brings with him more than 25 years of experience in the hospitality industry. He has held executive hotel management positions for over eight years across different Shangri-La properties in Singapore, Hong Kong, China and now in India.



## Park Plaza East Delhi appoints General Manager

Sarovar Hotels announced the appointment of **Jaidev Dutta** as General Manager at Park Plaza in East Delhi.

Dutta has over 15 years of experience in the hospitality industry encompassing expertise in F&B Management, Operations Management and Strategic planning. For a major part of his career, he was associated with the Taj Group of Hotels. His last assignment was as Director - F&B at Novotel Visakhapatnam.







# events calendar

EVENT	VENUE/PLACE	CITY/COUNTRY	DATE
Mini Travel Trade Show & Reception-Tucson	To be announced	Marana, USA	September 02, 2014
Incentives, Business, Travel & Meetings Expo India	ITC Grand Chola Hotel	Chennai, India	September 03-05, 2014
Travel Trade Canada Edmonton	To be announced	Edmonton, Canada	September 04, 2014
Global Hospitality, Tourism Marketing & Management Conference	Kafuu Resort Fuchaku CONDO. HOTEL	Okinawa, Japan	September 04-06, 2014
MATTA Fair-Kuala Lumpur	Putra World Trade Centre (PWTC)	Kuala Lumpur, Malaysia	September 05-07, 2014
India International Travel Mart - Mumbai	Bombay Convention & Exhibition Centre (BCEC)	Mumbai, India	September 12-14, 2014
Oldykh MICE	International Exhibition Centre Crocus Expo	Moscow, Russia	September 16-19, 2014
Pacific Asia Travel Association Travel Mart	Diamond Island Convention & Exhibition Center	Phnom Penh, Cambodia	September 17-19, 2014
China Incentive Business Travel & Meeting Exhibition	China National Convention Center(CNCC)	Beijing, China	September 17-19, 2014
Corporate Travel World Asia-Pacific	Bangkok Convention Center	Bangkok, Thailand	September 30-October 2, 2014
MICE Industry	Lenexpo Exhibition Complex	St. Petersburg, Russia	October 09-11, 2014
India International Travel Exhibition Indore	To be announced	Indore, India	October 10-12, 2014
International Tourism & Travel Show	Place Bonaventure	Montreal, Canada	October 24-26, 2014
ITB Asia	Marina Bay Sands Singapore	Singapore	October 29-31, 2014
International Conference on Business, Hospitality and Tourism Management	To be announced	Montego Bay, Jamaica	October 19-21, 2014
Copenhagen Global Corporate Travel Conference	Bella Center Copenhagen	Copenhagen, Denmark	October 19-21, 2014





# If you have an event, we know how to make it special.



Whether it's a grand occasion or an intimate affair, here's where you'll find the perfect venue.

Situated just 3 kms from the glorious Powai locality, in the heart of Andheri, the hotel is ideally suited to play host.

From the luxurious banquet hall that features high ceilings, magnificent chandeliers and space for up to 700 guests to a rooftop sky terrace that embraces the stars for the perfect celebration. A choice of six modern meeting rooms for small gatherings such as kitty parties and birthday celebrations. No matter what your event is our experienced team will ensure your big day is exactly what you imagined it to be.

For further information, Please contact Rakesh Sawant at 9004617848  
or email [rakesh.sawant@himia.in](mailto:rakesh.sawant@himia.in)



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