



Victoria's Secret Beauty & Accessories partners with Nuance in Toronto Pearson International Airport

Nuance, in partnership with lingerie and beauty retailer Victoria's Secret, opened a 700sqft Beauty and Accessories store in Toronto Pearson International Airport, Terminal 1 Domestic on April 18. The new store follows openings of Victoria's Secret stores in partnership with Nuance in Toronto T1, Singapore, Gothenburg, Lisbon and Hamburg last year, and in Las Vegas in 2012.

A store in St. Petersburg will open soon.

The new Toronto store will focus on an "iconic, fashion-forward range of beauty products and accessories designed for the modern jet-setter," says the company.

The store carries fragrances like the FiFi Award-winning Victoria's Secret Bombshell, and collections

including the new Body by Victoria and favorites like the VS Fantasies, signature lip glosses and body-care products. It also features accessories such as branded cosmetic cases and multi-use fashion bags passport holders, phone wallets, travel adaptors and headphones, as well as scarves, sunglasses and panties.

The luxury store sports a modern façade and sophisticated storefront with an interior with black-cherry fixtures, enhanced by a gallery of iconic black and white images and a video wall that

broadcasts footage of the Victoria's Secret Angels, designed to convey the feeling of "sexy, sophisticated and forever young," says the company announcement.

"We are delighted to partner with Victoria's Secret in Toronto," comments Richard Rendek, CEO Nuance North America. "At Nuance we strive to bring excitement to our traveling consumers, and the new Victoria's Secret store is definitively a key element of shaping a truly attractive retail offer for Toronto Pearson."

The new Victoria's Secret Beauty & Accessories store at Toronto Pearson International Airport, T1



YVR wins Skytrax' Best Airport in North America for 5th time in a row

Vancouver International Airport was named the Best Airport in North America by air travelers at the 2014 World Airport Awards held at Skytrax Passenger Terminal EXPO in Barcelona, Spain in March.

YVR's award was its fifth consecutive win. YVR finished ninth overall in the world and was the only airport in the Americas to make the top 10 list.

Changi Airport in Singapore has been voted the World's Best Airport globally by air travelers for the second year in a row, followed by Incheon International Airport, Munich, Hong Kong, Amsterdam Schiphol, Tokyo International Airport Haneda, Beijing Capital International, Zurich Airport, Vancouver and London Heathrow International Airport.

Skytrax' World Airport Awards are based on 12.85m customer nominations across 110 nationalities of air travelers, and included 410 airports worldwide. The survey evaluates customer satisfaction across 39 key performance indicators for airport service and product - from check-in, arrivals, transfers, shopping, security and immigration, through to departure at the gate.



PEOPLE

U.S. airport concessionaire company **Paradies** has appointed **Bill Casey** to its executive leadership team as the Sr VP of Food and Beverage. Casey joins Paradies from HMS Host where he most recently held the position of VP, Food & Beverage Restaurant Portfolio and developed brand offerings.

Casey inherits a rapidly growing food and beverage division at Paradies which recently won *Best Food & Beverage Program* by Airport Council International-North America (ACI-NA) for Long Beach Airport, and *Best Restaurant Design* by Airport Revenue News (ARN) for Pittsburgh International Airport's Bar Symon.

Paradies has also named **Nikki Harland** as the VP of Human Resources and **Jeff Flowers** as Regional VP of Store Operations, where he will oversee more than 30 of the company's airport locations. Harland joins Paradies from Gap, Inc.'s Old Navy Stores; Flowers has held senior positions at Party City; Toys-R-U's; and Gap Inc. - Old Navy.

Miami-Dade Aviation Department (MDAD) Director Emilio T. González announced four new executive appointments: **Gregory C. Owens** was promoted to Ass't Dir. for Business Retention and Development; **Joseph Napoli**, formerly with Booz Allen Hamilton, has been named Chief of Staff and Senior Policy Advisor; **Dan Agostino** joined the MDAD team from JFK as Assistant Director for Operations, responsible for overseeing the Terminal, Landside and Airside operations divisions at MIA; **Hiram L. Barroso**, previously on the staffs of **Senators Marco Rubio, Mel Martinez and George LeMieux**, was named Senior Executive Assistant to the Director and Deputy Chief of Staff. All of the new executives report to Director González.

AIRPORT/AVIATION NEWS ROUNDUP

Will Brazil's airports be ready for World Cup traffic?

Amid speculation by aviation experts that Brazil is running out of time to complete all necessary improvements to airport terminals to handle the influx of World Cup visitors, Brazil says that all but one airport will be ready when the event kicks off on June 12.

According to *AerolatInnews*, Moreira Franco, head of the Brazilian Ministry of Civil Aviation (SAC), says that the airport in **Fortaleza** will need a temporary terminal for the World Cup, but that the airports in the other host cities will be completed in time for the tournament.

Minister Franco says that the construction in **Guarulhos** and **Congonhas** airports in Sao Paulo will be completed in May as planned and the new domestic terminal at **Brasilia International** was officially opened by Brazil's President Dilma Rousseff on April 16.

According to Brazil's official World Cup website, the departure lounge features ten new boarding bridges, conveyor belts to facilitate passenger access, restaurants and shops. Built over a period of 16 months while the airport was open, the new structure is part of the R\$ 1.2 billion in investments that the Inframerica Group will make until August 2014. These investments will increase the airport's capacity from 16 million in 2013 to 21 million passengers/year in 2014.

Quoting the *Aeropuertos-de-Brasil* website, *aerolatInnews* said that Minister Franco did voice concern about the possibility of technical problems with new computerized systems and in a twitter post at the end of April reported that Galeao Airport in Rio de Janeiro has also been plagued with some recent power outages that Franco says are being addressed.



Venezuela still owes airlines \$3.9 billion in unpaid funds

The Venezuelan government has yet to pay international airlines nearly \$4 billion for the sale of airline tickets, a situation that the International Air Transport Association says is "unacceptable."

In Venezuela, airlines are forced to sell their tickets in local bolivars and then wait for the government to allocate them foreign currency, which are blocked by tight controls.

In March the Venezuelan government promised airlines that it would release their money for repatriation at fair exchange rates, but little to no progress has been made since then and the amount of money owed has risen from \$3.5 billion to \$3.9 billion.

"Airlines are committed to serving the Venezuelan market but they cannot sustain operations indefinitely if they can't get paid," said Tony Tyler, IATA's Director General and CEO.

IATA said that the Venezuelan government made some offers to release some of the airlines' funds in April, but at inferior exchange rates or with arbitrary discounts.

Some 24 airlines are affected by the Venezuelan currency controls, a situation exacerbated by other charges and taxes including a 70% airport hike in December and the levying of special taxes unrelated to air transport.

According to *Bloomberg News*, American Airlines (AAL), the U.S. carrier with the most service to Venezuela, has \$750 million in cash awaiting repatriation. Panama's Copa (CPA) is owed almost \$500 million, and Avianca of Colombia has about \$300 million. American and Copa carried the most passengers from Venezuela in February, according to IATA data.

1Q 2014 traffic, revenues up at ASUR's Mexican airports

Mexican airport group ASUR reports that for the first quarter of 2014, total passenger traffic year-over-year in the nine airports it operates in southeast Mexico was up by 6.16%, reaching 5,877,000.

Domestic passenger traffic rose by 4.85% while international passenger traffic increased by 6.90%. Cancun accounted for 4,515,600 of the total traffic.

Total revenues increased by 0.63%, reflecting increases of 3.04% in aeronautical revenues and 11.32% in non-aeronautical revenues, which were partially offset by a decline of 76.65% in construction services revenues.

Commercial revenues per passenger increased by 5.00% to Ps.77.95 (US\$5.96).

Among the commercial categories, retail operations were up +14.23%, food and beverage sales rose by +12.87% and duty free sales grew +5.36%; advertising revenues were +5.24%; car rental revenues were +17.62%; ground transportation was +9.93%; banking and currency exchange services were +18.62%, parking lot fees were +12.4% and other revenue was +19.68%, reports the company.

Arden Takeover Speculation.

Reuters and other media last week reported that South Korea's LG Household & Healthcare Ltd is considering a bid for U.S. cosmetics firm Elizabeth Arden Inc. The acquisition would reportedly give the Korean company a globally recognized luxury brand and would be its most ambitious to date. LG Household has completed 12 acquisitions since 2007, though the biggest of these has been a relatively small \$375 million purchase of a local retailer. Four of its five latest deals were overseas acquisitions, including Japanese cosmetics firm Everlife and Canadian retailer Fruits & Passion.

"Because I'm Worth it"

L'Oreal has been named the world's most valuable cosmetics brand by The Brand Finance Cosmetics 50, an annual study conducted by brand valuation consultancy Brand Finance in London. The study reports that L'Oreal, which moved up a rank from #2 last year, is worth US\$10.8 billion and gave it a AAA+ brand rating. To see the full Top 50 listing, go to http://brandirectory.com/league_tables/table/top-50-cosmetics-brands-2014



LOOKING AT LOGISTICS

Giltner Inc.: Smoothing the route to market after Customs clearance in North America



Duty free operators and suppliers looking to maintain in-bond status for their alcohol and tobacco products once they clear Customs, as well as state-of-the-art logistics services for non-bonded items, should take a look at transportation company Giltner, Inc.

TMI recently had the opportunity to speak with Bob Smith, Giltner's Vice President of Sales, who explained about the company's rapidly growing brokerage division that services the contiguous United States, Canada and Mexico with regional offices throughout the US.

Giltner Logistics is an asset based US Customs/Homeland Security bonded transportation provider offering refrigerated and dry Truckload, LTL, Intermodal and transportation brokerage services throughout the United States, Canada and Mexico. Established in 1983, Giltner began focusing on niche markets in 2003. One such niche has been serving the duty free retail industry.

"We saw a need for quality US Customs Bonded carriers so over the last few years we have been providing supply chain, transportation and logistics solutions for bonded and non-bonded merchandise to include beer, wine, spirits, fragrance and

edibles as well as other Duty Free related merchandise. We use state of the art equipment and best practices for everything we do," said Smith, who has been handling duty free customers for 25 years since the days of Samuel Meisel.

"There is so much more to the supply chain than just bringing product to port and dealing with Customs. We want the industry to know that there is a service out there. We are one of the larger players for our industry that has the authority, and the ability, to provided bonded transportation.

"We are currently transporting product within the United States, Canada and Mexico, whether it is truckload – or intermodal (rail) – or less than truck load," says Smith.

"We are the logistics and transportation provider for Duty Free Americas. We also transport custom bonded and non-bonded products for Fairn & Swanson, International Duty Free, International Shoppes and Carisam-Samuel Meisel. We pick up product from Kuehne & Nagel, DB Schenker, Brown-Forman, Miller and Anheuser Busch to mention a few," says Smith.

Giltner has over 350 of its own trucks equipped with satellite tracking technology and access to over 4,000 approved carriers. It also provides refrigerated services:

"For instance, we are picking up wine in Napa for Fairn & Swanson and bringing it to their facility in Pompano (Florida)," says Smith.

Giltner takes care of deliveries post customs, including duty free/bonded goods, as well as tax-paid items, whether bonded or not. "For Duty Free Americas, for example, we pick up product from suppliers like Brown-Forman, Pernod-Ricard, Beam Global, anywhere from what I call the liquor valley. We pick up multiple truck loads, or less than truck loads, on a weekly basis and deliver it mainly to the Laredo UETA warehouse. When it is time, we also assist in taking product out of the warehouse to deliver it to their SOBO (Southern Border) or NOBO (Northern Border) stores, and/or some of the airports. We also sometimes pick up product in Miami for stops such as Atlanta, Baltimore and Detroit. Along the way we could be dropping off 8 pallets, 10 pallets, 3 pallets."

Because of Giltner's US Customs Bond, the products stay in-bond throughout the entire delivery process.

"To do this, your transportation partner, in this case us, has to be US Customs bonded. We have the ability to transport tobacco, alcohol, edibles, whatever the case may be."

Giltner started working with Fairn & Swanson about a year ago, and Smith says that business is growing. The company also works periodically with International Duty Free out of Miami and with International Shoppes in the Northeast.

To sum up, Smith says that Giltner offers a unique service to the duty free industry due to the customs requirements that dictate the rules of engagement with transporting bonded product, which is critical for both the operators and the suppliers. For more information, go to www.giltner.com or contact bobsmith@giltner.com

Go Travel wins Lima Airport Partners awards



Go Travel's dedicated kiosk in Lima Airport followed its win for customer service and sales assistance in the recent Lima Airport Partners (LAP) awards, with a successful showing at the IAADFS Duty Free Show of the Americas, reports Les Roner Hansen, Design-Go VP, Latin America Sales.

"It was great to be back at IAADFS. Anytime you can meet most of your customers and show products all in one roof is always good. In our

industry, presentation of the product is extremely important to get immediate feedback and the positive results we want. I feel this was greatly achieved," Hansen tells *TMI*. The Go Travel kiosk at LAP was rated by the airport's mystery shopping survey program, where it gained top scores for customer service and sales assistance, and also ranked highly overall, coming 6th out of the 68 selling spaces reviewed. Go Travel opened the kiosk in May 2012 in conjunction with Class Complements S.A.S.





SPI Group sees positive results for Stoli in US TR following Chase International appointment

SPI Group, brand owner of the Stolichnaya range of premium vodkas, reports 'very positive results' for its Americas business in the last six months since the company took domestic distribution in house and appointed Chase International as its distributor for the US duty free/travel retail business.

According to the company, the appointment of Chase International is an important element of SPI's decision to take greater ownership of the Stolichnaya brand within the US – in both domestic and travel retail, with a target of being in the Top 10 US International airports along with cruise ships and border stores North and South.

SPI's Global Commercial Director International Rob Cullins cited Chase International's experience in and understanding of the business in the US, which it said was "without precedent."

"Chase International was an obvious choice to expand our presence and visibility within the US travel retail sector... and has quickly proved to be the right choice; Chase understands the brand and the results are already paying off notably in international airports," said Cullins.

"Since September 2013 we've significantly invested in resources to ensure the brand's forward momentum and growth," continues Cullins, detailing activities such as focused programs of price promotions, tastings and staff incentives, and the appointment of John Karem as North American Duty Free Director.

"Chase is very much the lynch-pin between SPI and retailers, presenting the brand and implementing programs designed to suit the specific customer profile," comments Karem. "Different customers and consumers with different needs require a tailored approach to product offerings and pricing strategy. Getting this right is critical to success."

Adds Chase International president Chase Donaldson: "It's been a busy half year for Chase and we're delighted with the initial response from retailers to our marketing efforts for the Stolichnaya portfolio. Stoli is not only a global brand, it's also one of the most innovative and original vodkas in the market place today with its limited editions, exclusives and strategic support program.

"It's going to be a great year for Stoli in US duty free," says Donaldson.



Rob Cullins, Meagan Sacher -Global Brand Ambassador, Stoli, John Karem, Jean-Philippe Aucher - Global Duty Free & Travel Retail Director, Chase Donaldson

BPI –

Beauté Prestige International has immediate openings in the Miami office for the following positions:

AREA SALES MANAGER TRAVEL RETAIL for Central/South American Region.

Ideal candidate must have a minimum of 3-5 yrs experience in the luxury brand industry, preferably in TR. Must be highly organized with outstanding sales and managerial skills. Must be fluent in English and Spanish and have good computer skills. Ability to travel 40-50%.

MARKETING ASSISTANT for TRAVEL RETAIL

Candidate will assist Brand Manager with marketing plans, visuals, merchandising, etc. Must be organized and detail oriented and have excellent computer and communication skills in both English and Spanish. Experience in the luxury industry is preferred.

Send resumes to
gcamplani@bpi-sa.com

ESSENCE CORP.

has an immediate opening for an
**Account Manager/
Area Manager**

This position is based in the Miami Office and the ideal candidate must be willing to travel 50% of the time. Must have minimum 3 years within the luxury brand industry.

Candidate must be organized, dynamic and self-motivated, with strong sales skills and proficiency in Excel, Word, PowerPoint and other MS Office applications. Fluent in English and Spanish both written and oral.

Please send resumes to
musallan@essence-corp.com

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