

# Travnews

**NATAK**  
NATIONAL ASSOCIATION OF  
TRAVEL AGENTS SINGAPORE

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† NATAS HOLIDAYS 2017 BRINGS TRAVELLERS  
ANYWHERE AND EVERYWHERE

† FAM VISITS WHICH ENTICE AND EXCITE

† EXPLORING THE HIDDEN  
BEAUTY OF NEPAL



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2016/2018

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**SAY HELLO TO OUR NEW MEMBERS!**

**NATAS welcomes the following companies as new members.**

**Buffalo Tours (S) Pte Ltd**  
Buffalo Tours is a leading travel company in Asia, offering the very best customised small group and private guided tours across 11 Asian countries.

**Conference & Exhibition Management Services Pte Ltd**  
Conference & Exhibition Management Services Pte Ltd (CEMS) is a regional professional exhibition organiser that runs exhibitions, conferences and other special events for government agencies, associations and private enterprises.

**Hua Sin Trading Pte Ltd**  
Hua Sin Trading is a chartered bus service that offers standard, VIP and business coach trips tailored to the Chinese market.

**JAC Travel Pte Ltd**  
JAC Travel is a fully licensed agent and member of IATA that offers customers travel-related services such as flight tickets, accommodation, car hire, travel insurance, visa application and tours.

**Joytour Holidays Pte Ltd**  
Joytour Holidays is a fully licensed travel agency selling tickets to local attractions such as professional tours and fine dining restaurants.

**JUMBO Group of Restaurants Pte Ltd**  
JUMBO is one of Singapore's leading multi-dining concept food and beverages establishments, with 16 F&B outlets in Singapore and 3 F&B outlets in the PRC.

**Kingdom Pot Pte Ltd**  
Kingdom Pot owns the GoroGoro Steamboat Korean Buffet restaurant, which provides customers with a light-hearted, affordable dining experience.

**M O Tourist (Singapore) Pte Ltd**  
Launched in 2013, M O Tourist is a travel agency that specialises in corporate travel and tours.

**Mega Travel Galaxy Pte Ltd**  
Mega Travel Galaxy brings together a wide range of products and services to provide complete travel solutions for global tourists.

**Pacific Leisure Marketing Pte Ltd**  
Pacific Leisure Marketing Pte Ltd is affiliated with the Pacific Leisure Group and specialises in marketing destinations and travel-related products.

**QQ Travel Pte Ltd**  
QQ Travel is a Singapore Tourism Board licensed travel agent that specialises in affordable flights and customised tour packages worldwide.

**Satguru Travel & Tours and Shivam General Trading Pte Ltd**  
Satguru Travel & Tours is a global travel management company that offers corporate and leisure travel services from offices in South East Asia, India, Middle East, Brazil and Africa.

**SBM Travel & Tours Pte Ltd**  
SBM offers customers a choice of holiday type to suit any budget, including beach breaks, family holidays and adventure tours.

**Seamax Travel Pte Ltd**  
Seamax Travel offers a complete range of travel services to the modern business traveller.

**Travel Media Pte Ltd**  
Travel Media's team of experienced service agents and sales executives take care of all things travel, from flight and hotel bookings to transport requests and visa applications.

**Unitek Travel Pte Ltd**  
Unitek Travel prides itself on offering tourists from around the world the best holiday experiences in Singapore, with tailor-made travel experiences for both individuals and group travellers.

**Vacation Planners Pte Ltd**  
Vacation Planners is a member of the International Air Transport Association (IATA), and issues affordable air tickets for various major airlines operating in Singapore.

**Sentosa Development Corporation**  
Sentosa Development Corporation manages Asia's leading leisure destination and Singapore's premier island resort, Sentosa.

**Winter Time LLP**  
Winter Time provides a wide range of quality winter apparel worldwide, sourced from leading fashion countries like Europe, United Kingdom, USA, Japan, Taiwan, Hong Kong and China.

**APPROVED MEMBERSHIPS**

The total number of NATAS members as at 21 September 2017  
Ordinary Members: 330 • Associate Members: 66 • Honorary Life Members: 5



Helping NATAS Members Go Above and Beyond with Our Inaugural Business Transformation Series

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Inspiring Wanderlust at Singapore's Largest and Most Celebrated Consumer Travel Fair

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# Inspiring Wanderlust at Singapore's Largest and Most Celebrated Consumer Travel Fair



Last year's NATAS Holidays travel fair drew in 53,563 visitors. This year, we wanted to make Singapore's most popular travel fair even bigger and better!



airlines, cruise operators, hotels and resorts, national tourism organisations, travel agents and other travel-related companies come together to showcase an astounding array of travel opportunities, from family vacations and solo adventures to tropical beach getaways and winter wonderlands.

Held at Suntec Singapore Convention Centre, NATAS Holidays 2017 opened its doors to new and seasoned travellers between 11 and 13 August, with the Opening Ceremony graced by Mr Alex Hungate, President & CEO of SATS Ltd. This year's theme was 'go anywhere', which saw over 80 exhibitors from





With so many choices of tour packages and itineraries, it's no wonder the fair inspires wanderlust in so many Singaporeans. As Mr Clifford Neo, Chairman - Outbound Tours of NATAS, summarised: "It is no secret that Singaporeans love to travel and the outbound travel market is thriving. According to the Immigration & Checkpoints Authority, outbound departures of Singapore residents increased by 3.8% last year. NATAS Holidays has always been a biannual event that the travelling public can look forward to."



This explains why thousands of Singaporeans joined us on the day to turn their dreams of far-flung destinations into reality. The ever-anticipated NATAS Grand Draw offered visitors the chance to win a top prize of Singapore Airlines business class tickets to any A350 destination, with extra chances to win for every \$500 spent at the fair. A 10-day tour around Prague, Vienna and Budapest was also up for grabs, as were airline tickets to Bali, Colombo, Europe, Hong Kong, Mumbai and Taiwan. And that wasn't all - the top three Grand Draw winners who had



charged their purchases to Mastercard cards each received an additional \$1,000 in shopping vouchers!

NATAS Holidays wasn't just an opportunity to book a trip away - it also proved to be an educational experience. Visitors enjoyed interesting talks such as The Northern Lights - Nature's Own Theatre, which exposed the secret of how to get up close and personal with the Northern Lights in real life, as well as the chance to learn more about travel photography classes from an experienced Canon photographer.

Cultural displays were the cherry on top of the truly dynamic event, with belly dancers, samurai sword fighters and traditional Fijian dancers from all taking to the stage for riveting performances filled with grace and skill. And with talks on cruises, dreamy romantic breaks and finding happiness abroad, NATAS Holidays truly had it all!



We were delighted to welcome over 81,000 visitors of all ages, backgrounds and travelling patterns to our 51st travel fair. See you at the next one!





# Helping NATAS members go above and beyond with our inaugural **BUSINESS TRANSFORMATION SERIES**



Since the launch of the Travel Agent Roadmap last year, NATAS has been working hard to educate and inspire our members to go beyond ticketing by focusing on three key areas: Business Transformation, Manpower and Technology. The brand-new Business Transformation Series, with a specially curated line-up of talks and seminars took place from 27 to 28 April 2017 at the Parkroyal Hotel on Beach Road. The two-day event brought together 80 travel agent owners, senior management, HR directors and travel staff for a HR Seminar, Travel Towkay Talk and Global Distribution System (GDS) Bootcamp.



To launch the event, keynote speakers and panellists discussed hot HR topics such as business profitability and talent retention strategies, before SPRING Singapore shared their expertise on the benefits of HR diagnostics. Next, Dr Ronald Lim from SIMTech imparted his advice for sustainable business growth

in a thought-provoking Travel Towkay Talk. Travelport ran a concurrent GDS Bootcamp to train travel agent staff and expand their knowledge in the areas of ticketing and inventory management.

The event was supported by Singapore Tourism Board (STB) and Workforce Singapore (WSG), in partnership with Travelport and Singapore Institute of Manufacturing Technology (SIMTech). As Ms Fiona Lim, Chairman of Manpower and Training expressed; this event and future planned initiatives aim to “further educate and inspire travel agents to leverage their strengths and continue to value-add, in order to remain relevant and competitive in today’s fast moving business environment”.



## **MINGLING IN STYLE AT THE NATAS NETWORKING NIGHT**



A chance to relax, unwind and chat with fellow industry professionals is always welcome - and our Networking Night offered just that! Held at The Pump Room in Clarke Quay on 4 October 2017, the evening brought together over 120 front and mid-office travel agent professionals

to meet, mingle and make friends in a comfortable, laidback setting. It was a great platform for participants to meet so many people from different companies and organisations in the same industry, an opportunity that is rarely chanced upon.

STB was also on hand to explain the merits of the Study Awards programme, and share insider information on the different courses that travel agents can enrol in to enhance their skills.

For attendees who took the time to fill out our short survey, there were also some



amazing lucky draw prizes up for grabs, including weekend stays at Pan Pacific Serviced Suites, Mercure Singapore Bugis and Intercontinental Singapore Robertson Quay, Takashimaya vouchers and official Liverpool Football Club jerseys. We would like to say a huge thank you to our sponsors Garuda Indonesia, Intercontinental Singapore Robertson Quay, Pan Pacific Serviced Suites and Pytheas Infosys for their generous contributions and support!

# FAMILIARISATION TOURS

## SPICING UP LUNCHTIMES WITH FAM VISITS TO JUMBO RESTAURANTS JUNE - AUGUST 2017

Would you like to offer your customers a delicious dim sum lunch with no queue and a cheeky little discount, AND get commission for every sale? We thought so! That's why we rolled out a series of FAM visits for companies interesting in partnering up with JUMBO restaurants.

Held between June and August 2017, the visits showed representatives how a partnership with JUMBO works, and included separate opportunities to explore JUMBO Seafood restaurants at Changi Coast Walk and Riverside Point, Ng Ah Sio Bak Kut Teh restaurant on Tanjong Katong Road, and JPOT Hotpot in Tampines.



## EXPLORING CHANGI AIRPORT'S BRAND-NEW TERMINAL 4

7 AUGUST 2017



A new passenger travel experience, a unique terminal design and innovative technology - that's what visitors to Changi Airport's Terminal 4 (T4) Open House enjoyed on 7 August this year.

Visitors were invited to play exclusive games by downloading the specially designed T4 Open House App, while various lucky draws also offered them the chance to win airline tickets, retail and F&B vouchers, and T4 memorabilia.

The 90-minute Open House tour experience was the only way for individuals to explore the brand-new, state-of-the-art terminal - unless they bought a boarding pass, of course!

## LIVING THE HIGH LIFE WITH A FAM VISIT TO VALENCIA YACHTS

30 AUGUST 2017



Imagine cruising Singapore's coastline, soaking up views of the iconic skyline and watching the sunset as it sparkles in the water... that's what 30 NATAS members enjoyed on their FAM visit to Valencia Yachts!

A luxury yacht company that offers cruises around the Southern Islands, Valencia Yachts sails out of the marina every day to anchor in the calm waters of Lazarus Bay. Travellers can enjoy a spot of lunch, try fishing, swimming or kayaking, or visit the island to explore the sandy beach.

On 30 August 2017, members embarked on a 4-hour sailing trip to enjoy this incredible experience for themselves, which included refreshments and drinks on deck.

## ALL-ABOARD THE GOROGORO KOREAN STEAMBOAT BUFFET

7 SEPTEMBER 2017

GoroGoro Korean Steamboat Restaurant is a popular new venture at tourist hotspot Orchard Gateway. Priding itself on offering fun, light-hearted dining experiences at an affordable price, the restaurant serves delicious buffet lunches with up to 70 different items to choose from!

We invited 44 NATAS members interested in partnering with GoroGoro Korean Steamboat Buffet to experience its tasty treats for themselves with a FAM visit on 7 September 2017.





# Seeking an adrenaline rush at **AJ Hackett Sentosa's Skybridge**

Soaring high above Sentosa Siloso Beach, AJ Hackett Sentosa's 40-metre-high Skybridge offers magnificent panoramic views across Sentosa island – particularly at sunset, when visitors can hang out on the scenic Paulaner Sundowner Deck. Thrill-seekers looking for a burst of adrenaline can even take part in activities such as the Vertical Skywalk, Giant Swing and Bungy Jump at Sentosa's newest attraction, now open to the public.

On 25 August 2017, 33 NATAS members visited AJ Hackett Sentosa to scale the bridge and enjoy welcome drinks, fun activities and a Q&A session during a laidback FAM visit. Some members were even brave enough to try out the Vertical Skywalk for themselves!



## UPCOMING

# **CITM, Kunming, China** (17-19 November 2017)

The annual China International Travel Mart (CITM) will take place in Kunming, China from 17 to 19 November 2017. CITM is the largest professional travel mart in Asia and together with Changi Airport Group (CAG) and Singapore Tourism Board (STB), NATAS will be organising this year's Singapore Pavilion, with 15 participating exhibitors. NATAS would like to wish all participants a great show and continued success at CITM 2017!



# Learning to resolve conflict positively at the **'Managing Disputes in the Travel Industry' Seminar**

Disruptions and disputes easily arise in a world where travellers are reliant on technology and consumer expectations are high. We held our first 'Managing Disputes in the Travel Industry' Seminar to help our members learn how to tackle these challenges head-on and channel their energy into positive conflict resolution.

Held on 21 July 2017, the 1.5-hour seminar included talks from Mr See Chern Yang, Director, Premier Law LLC & Principal Mediator at Singapore Mediation Centre; Mr Loong Seng Onn, Executive Director,



Singapore Mediation Centre; and our own Mr Ismail Hussain, General Manager, NATAS. These covered the benefits of mediation, how it differs from other dispute resolution processes such as litigation, and how travel businesses can safeguard their interests moving forward.

The informative event successfully helped 33 participants discover more about staying in control, preserving valuable business relationships and saving time and costs when it comes to resolving issues.





# STAYING UP TO DATE WITH THE LATEST AIR REGULATIONS



On 3 October 2017, NATAS members were invited to take part in a comprehensive air travel training session at Changi Airport Terminal 2. Led by Changi Airport Group (CAG), Singapore Airport Terminal Services (SATS) and Civil Aviation Authority of Singapore (CAAS), this informative full-day session covered all the latest on airport operations, travel policies, immigration, group/early check-in and air travel security concerns. 60 NATAS members took part to refresh their knowledge on all things air travel!

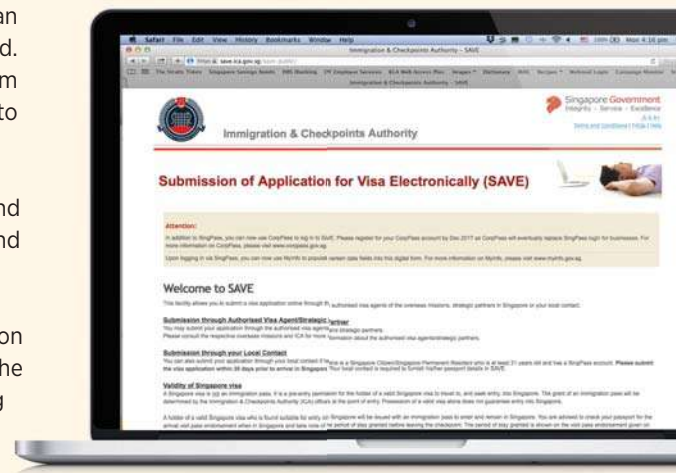
## Improving understanding of the **CGV SAVE** process

After obtaining a PRC Collective Gratis Visa (CGV), groups of Singaporean tourists have permission to travel to Mainland China for a specified period. However, the actual visa application process can be complicated. Following from an initial discussion with ICA in April, NATAS organised a training session to properly explain the processes involved.

Together with Immigration & Checkpoints Authority Singapore (ICA) and Singapore Tourism Board (STB), the CGV SAVE training for operational and frontline travel staff took place on 22 June 2017.

The two-hour course covered the dos and don'ts of the entire CGV application process, including common causes of penalisation and visa suspension, and the limitations in place for student tours. The session finished with an enlightening Q&A session to clarify any doubts.

Participants can now feel more confident in their ability to obtain CGVs without stress.



## Get into the swing of things at the **NATAS CHARITY GOLF EVENT 2017**



NATAS is thrilled to be hosting a Charity Golf Event 2017 and post-event dinner at the Orchid Country Club on 20 November 2017. Bringing together tourism and industry leaders from Singapore's top travel agencies, airlines, attractions, theme parks, hotels and restaurants to raise money for Asian Women's Welfare Association (AWWA), a beloved charity that supports children, seniors and low-income families, it promises to be an enjoyable day out for a good cause. There will even be incredible lucky draw prizes to be won, including two Singapore Airlines

Premium Economy tickets to Milan and two Turkish Airlines tickets to Europe!

You are invited to participate in and support this meaningful event as well as enjoy the opportunity to engage with many other professionals in Singapore's tourism industry. Sign up as an individual golfer or for a flight, and receive 2.5 times tax exemption! To join the fun, please contact [ismail.hussain@natas.travel](mailto:ismail.hussain@natas.travel) or [events@natas.travel](mailto:events@natas.travel).

# Transition to CorpPass for TRUST

Travel agents can now use CorpPass to log in to their TRUST accounts, as an alternative to their TRUST IDs. Using CorpPass will give users access to all existing features available.

## What is CorpPass?

Singapore Corporate Access (CorpPass) is a single corporate digital identity for businesses and other entities (e.g. non-profit organisations and associations) to transact online with government agencies. More than 100 digital services managed by approximately 50 government agencies have started using CorpPass as a login mechanism.

## What are the benefits of CorpPass?




**Enhanced Data Protection:** Previously, employees had to share their SingPass IDs and passwords in order for colleagues to help carry out business transactions or processes. Having separate login IDs for corporate and personal matters will better protect the information of both businesses and employees.

**Better Control for Businesses:** With CorpPass, business owners or executives enjoy better internal visibility and control, as they can assign administrators to manage employees' access to different government digital services.

**Increased Convenience:** CorpPass is a single platform to manage authorisation across government digital services, and allows a simpler process to deactivate accounts when employees leave.

## Transiting to CorpPass

To get started on CorpPass, travel agents should identify personnel to undertake the following roles:

	 <b>Registered Officer (RO)</b>	 <b>CorpPass Admin</b>	 <b>CorpPass User</b>
<b>Description</b>	<p>Person officially registered to the entity with ACRA or a relevant UEN-issuance agency:</p> <ul style="list-style-type: none"> <li>Nominates CorpPass Admin</li> <li>Approves CorpPass Admin's registration request</li> <li>Does not need a CorpPass account, unless he/she chooses to be a CorpPass Admin</li> </ul> <p>Find out who your RO is from the <a href="#">UEN-issuance agency</a> your entity is registered with.</p>	<p>Person nominated by RO to register for a CorpPass Admin account:</p> <ul style="list-style-type: none"> <li>Initiates CorpPass registration for entity</li> <li>Oversees and manages entity's CorpPass-related matters</li> <li>Must be a SingPass holder for Local Entities with UEN</li> </ul>	<p>Person who transacts with Government agencies on behalf of entity:</p> <ul style="list-style-type: none"> <li>Account is created by entity's CorpPass Admin or Sub-Admin</li> <li>One account for each user of the entity</li> </ul> <p>* For users in the entity who just need view-access of CorpPass accounts and transaction history, create <a href="#">Enquiry User(s)</a>.</p>
<b>Examples</b>	Business Owner, Partner, Director, Board Member, Corporate Secretary	Director of Corporate Services (Admin / Finance / Human Resources)	Corporate Services Executive (Payroll / Human Resources Manager)
<b>No. of Persons</b>	Depends on the entity	<p>Maximum of 2 per entity</p> <p>* If more than 2 CorpPass Admins are needed for the entity, create <a href="#">Sub-Admin(s)</a> to help manage CorpPass/</p>	Unlimited

To find out more about CorpPass and register for an account, please visit <https://www.corppass.gov.sg/corppass/common/findoutmore>.



# STB-NATAS TRAVEL AGENT INDUSTRY FORUM

*Becoming Designers of Travel Experience*

Wednesday, 15 November 2017

Suntec Singapore Convention & Exhibition Centre

## PROGRAMME

13:00

**Registration & Welcome Tea**  
Room 324

**Speech by Guest of Honour**  
Room 324-326

Ms Sim Ann  
*Senior Minister of State, Ministry of Culture, Community and Youth  
& Ministry of Trade and Industry*

14:00

**Keynote Address: The Travel Agent of the Future**  
Room 324-326



Mr Jason Clampet is the co-founder of Skift, the most-visited travel industry news site in the U.S., and a veteran of digital travel media. As Skift's head of content development, he has unique insight into travel trends affecting both businesses and consumers.

At TAIF 2017, he will address the opportunities and challenges for travel agents presented by evolving travel trends and technology.

15:45

**Breakout Session 1**  
Room 324-326

**Becoming the Employer of Choice for Millennials**

*Gain new insights on Millennials' career aspirations, and learn insider tips on retaining talent in your company.*

**Breakout Session 2**  
Room 309-310

**Uncovering the Building Blocks of Successful Business Models**

*Uncover the key to the success of travel agents overseas, and find out how you can transform your business to remain relevant to your customers.*

17:00

**Technology Showcase & Tea Break**  
Nicoll 1 & 2



The event is for registered participants only. Register here: <http://www.cvent.com/d/ctq0m5/4W>

# NAVIGATING NEPAL

It has been less than 100 years since Nepal first opened its borders to visitors. Since then, hundreds of adventure-seekers have traversed its snowy peaks, hiked through its lush valleys, plunged through its rivers and explored its grand temples. With flight times from Singapore as short as five hours, will it be your turn next?



## A city of contrasts

In Kathmandu, majestic Newari palaces and Hindu and Buddhist temples vie for space with crumbling yet charming houses. Everywhere you turn, there is something new to discover. Immerse yourself in Nepali culture as you wander through narrow alleyways and crowded market streets. Must-visit sites include Swayambhunath Temple, also known as the Monkey Temple, where a cheeky primate might just steal your hat, and Pashupatinath Temple, which stretches both sides of the Bagmati River. Don't



forget to take a trip to the UNESCO World Heritage Site of Kathmandu Durbar Square to see more spectacular architecture, some of which dates as far back as the 10th century.



Once the sun goes down, Thamel, Nepal's glitzy tourist area, comes to life. Lit by strings of coloured lights, you will find market stalls selling traditional souvenirs, bars playing live music and a jumble of upmarket and street-style dining options. After indulging yourself with traditional cuisine like lentil soup, Tibetan-style dumplings, yak curry and buffalo steak, it's the perfect place to enjoy a cold Gorkha beer and watch the world go by.



**The tallest mountain in the world**

Nepal is known for adventure. Trekking to Mount Everest Base Camp may be a once-in-a-lifetime experience, but it isn't for the faint-hearted. A mere dot at the base of the glittering Khumba Icefall, the camp sits 17,590 metres above sea level, and getting there will take at least two weeks. If you're up for the challenge, join a guided trek that flies out of Kathmandu. As you traverse rugged paths through valleys and over hills, you will catch a glimpse of awe-inspiring icy landscapes, remote Sherpa villages and ancient monasteries, as well as lush forests, spiralling summits and Tibetan Buddhist mani stones. Waiting for you at the peak are panoramic vistas and an incredible sense of achievement.



Keen trekkers who don't have two weeks to spare can head to Pokhara (via bus or plane) and sign up to see the sunrise over Annapurna instead. A 4-day trek will take you through the bamboo and rhododendron-filled Annapurna Sanctuary, a giant glacial basin, to reach the 3,210-metre-high vantage point that is Poon Hill. Alternatively, if you would rather enjoy spectacular close-up views of the mountains without all that effort, many tour companies offer scenic flights over the Himalayas at a price.

If you love walking but are really strapped for time, why not explore some of the easier mountain trails close to Kathmandu? A day hike in Nagarkot, just over an hour outside of the city, will take you past sculptured fields, shady copses, traditional thatched houses and bright green valleys, with views of the snow-capped Himalayas in the distance. Head toward Changu Narayan to explore the oldest Hindu temple in the entire country, or visit the old town of Dhulikhel for a perfect view over the mountains.

**Walking on the wild side**

If you have always dreamed of seeing a Bengal tiger in the wild, you will be happy to make the 5-hour drive to the Chitwan National Park, the first national park to

open in Nepal and a World Heritage Site. Home to more than 68 species, including tigers, leopards, rhinos, Bengal foxes, honey badgers, hyenas, elephants and the highest population density of sloth bears in the world, it's no wonder that the park's name translates to 'heart of the jungle'. Chitwan is also a popular spot for keen birdwatchers thanks to its hundreds of species of birds, several of which are considered globally threatened. Grab your binoculars to spot greater spotted eagles, slender-billed babblers, peafowl, grass warblers and more.



Consider yourself a thrill-seeker? Sign up for an adrenaline-pumping kayaking or rafting excursion on the Bhoté Koshi River, famous for having some of the best short river trips in Asia. Only a few hours' drive northeast of Kathmandu, its relentless rapids flow straight from the mountains, offering a challenging and action-packed day out for those who dare to dive in. If you'd rather hang out over the river than in it, the Bhoté Koshi River gorge is also widely regarded as one of the best bungee jumping spots in the world.

There is so much more to explore in the mysterious region. Nepal may be most famous for its soaring summits, but it is more than its mountains. It is up to you to discover its hidden beauty for yourself...







# CHANGI AIRPORT'S EXCITING NEW FEATURES



Designed with features to resemble an orchid. Bigger than 26 football pitches. Worth 985 million dollars. Yep, Terminal 4 (T4) is here!

We are excited to announce that Changi Airport's new T4 commenced operations on 31 October 2017 with the first flight operated by Cathay Pacific and flying to Hong Kong at 6.50 am! The new terminal will add a handling capacity of 16 million passengers per annum to the airport's total operations.

### Discover Singapore's new gem

Travellers and residents can soon look forward to a one-of-a-kind lifestyle experience at Jewel Changi Airport, with the opening of the world-class Canopy



Park in early 2019. Approximately 14,000 sqm in size (the equivalent of 11 Olympic swimming pools!), Canopy Park will feature everything from mazes and walking trails to dining facilities and play attractions, all hidden inside a lush indoor landscape of gardens and greenery.



In line with Singapore's evolution into a City in a Garden, Jewel will house one of the largest indoor collection of plants in the entire city, with 1,400 trees and palms in Canopy Park alone. Two specially created gardens – the Topiary Walk and Petal Garden – will also offer visitors a chance to wander wonderful walkways lined with vibrant, verdant displays of flowers and animal-shaped topiaries.

Inside Jewel's unique indoor garden environment, kids will be able to bounce on 25-metre-high Sky Nets, navigate two different Canopy Mazes, and explore an interactive art-sculpture-turned-playground, with four Discovery Slides and an 8-metre platform overlooking the Forest Valley. Toddlers can also play



amongst clouds in one of the four Foggy Bowls, which are concave bowl pits filled with mist.

The crowning glory of the new Canopy Park will be the Canopy Bridge. Fifty metres in length and 23 metres high, it will offer breath-taking views of the 40-metre-high Rain Vortex sky fountain, with a sheer glass floor panel overlooking Jewel Level 1.



"This will be a place where 'Singapore meets the World, and the World meets Singapore', right at the doorstep of Singapore Changi Airport, one of the most acclaimed icons in the world," says Mrs Hung Jean, CEO of Jewel Changi Airport Development. We can't wait to explore!



# Being vigilant with the Anti-Terrorism Planning for the Tourism Sector seminar

Terrorism has no borders. Attacks can be unpredictable and unprecedented, and the harm and fear they cause truly damaging to our society. To address some of the current terrorism concerns we have in our industry, NATAS' Tourism Management Institute of Singapore (TMIS) collaborated with Global EC2, an expert in security certification and training, to hold an informative seminar on 5 October 2017.



Held at Lifelong Learning Institute, this 'Anti-Terrorism Planning for the Tourism Sector' seminar saw experts Dr Jolene Jerard, Dr Graham Ong-Webb and Munies Pillai engage the audience in discussions on strategic tactics, latest challenges and personal experiences around preventing or monitoring the threat of terrorism. SOPs and checklists

were also handed out for participants to use as templates in day-to-day operations.

This event helped drive home the message that the security of customers is always a collective responsibility. As Kelvin Ang from New Shan Travel Services said: "It has woken us up. The speakers elaborated on complacency and the things that may happen. Safety is something people take for granted."



To continue spreading the word, TMIS hopes to hold similar seminars soon – so keep an eye out for more information.





# WSQ Higher Certificate in Tour & Travel Services

## Introduction

The WSQ Higher Certificate in Tour & Travel Services is a qualification developed within a national framework that equips learners with skills and knowledge to become a competent staff in the fast-changing tourism industry. Learners are required to complete a variation of modules ranging from professional correspondence, technology, promoting Singapore, customer service, tour consultancy, cruise and GDS.

## UNITS

- Conduct Professional Correspondence (16 hours)
- Assist Visitors through Use of Technology (12 hours)
- Promote Singapore as Tourist Destination (20 hours)
- Provide Safety and Security (12 hours)
- Create Customer Experience (20 hours)
- Provide Tour Consultancy (20 hours)
- Handle Cruise Packages (20 hours)
- Handle Reservation and Ticketing using Global Distribution System (GDS) (30 hours)
- Advise Corporate Travel Options (24 hours)

## Course Duration

Full Time: 3 months  
Part Time: 6 months

## Mode of Instruction

Lectures, group discussions, assessments, case-studies, exercises and activities

## Entry Requirement

- GCE 'N' Level with minimum credit in English and Mathematics OR
- WSQ ES Workplace Literacy & Numeracy Level 4

## Certification

Upon successful completion of the course, participants will receive a WSQ Higher Certificate in Tour & Travel Services certificate.

**Up to 95% funding from SSG\***  
**Absentee Payroll of \$4.50/hr Eligible\***

*\*Terms and conditions apply*