

# Travnews

**NATAS**  
NATIONAL ASSOCIATION OF  
TRAVEL AGENTS SINGAPORE

Nov 2016-Jan 2017 • ISSUE 42

**HAPPY  
LUNAR NEW YEAR**

万事如意



- + JOURNEY TO THE MAGICAL LAND OF FIRE:  
AZERBAIJAN
- + ENHANCING THE TRAVEL EXPERIENCE  
AT THE TRAVEL TOW KAY TALK
- + HOT TRAVEL TRENDS FOR 2017

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Singapore 169877

Westminster Travel is now known as  
**Corporate Travel Management (S) Pte Ltd.**

**SAY HELLO TO OUR NEW MEMBERS!**

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

**Asia Pacific International MICE & Travel Centre Pte Ltd**

Asia Pacific International MICE and Travel Centre is a newly established travel agency in Singapore. With a focus on the Asian market, the company specialises in inbound and outbound services, tour guides and local sightseeing tours. It also offers customised private tours for incentive groups visiting Singapore.

**Global Travel Experts Pte Ltd**

Global Travel Experts Pte Ltd is a Singapore incorporated travel agency committed to providing top-quality personalised service. The company's extensive list of services includes free-and-easy packages, escorted public, incentive and conference packages for corporate firms as well as learning trips for student groups.

**Golden Bridge (Singapore) Travel Services Pte Ltd**

Golden Bridge (Singapore) Travel Services Pte Ltd offers wholesale prices for attractions and hotels in Singapore. The company's comprehensive packages include a wide range of exciting half-day and full-day tours from arrival to departure.

**Hotelbeds Pte. Ltd.**

Hotelbeds Pte. Ltd. is a provider of services to the global travel trade with leading positions in fast-growing segments. Besides hotel accommodation, the company also offers transfers, excursions, tours, meetings and incentive services, visa outsourcing and cruise handling solutions.

**TravelGuru Pte Ltd**

Founded in 2014, TravelGuru Pte Ltd strives to offer the best admission rates for Singapore's attractions and value-for-money travel packages to exotic destinations. By offering a one-stop solution for travellers, the company simplifies the process of planning to provide satisfying and hassle-free holidays.

**APPROVED MEMBERSHIPS**

Company	Classification	Approval Date
Hotelbeds Pte. Ltd.	Ordinary Member	August 2016
Golden Bridge (Singapore) Travel Services Pte Ltd	Ordinary Member	August 2016
TravelGuru Pte Ltd	Ordinary Member	August 2016
Asia Pacific International MICE & Travel Centre Pte Ltd	Ordinary Member	September 2016
Chubb Insurance Singapore Ltd	Associate Member	September 2016
Global Travel Experts Pte Ltd	Ordinary Member	November 2016
Media Markt Pte Ltd	Associate Member	November 2016

The total number of NATAS members as at 30 November 2016  
Ordinary Members: 348 Associate Members: 70 Honorary Life Members: 5



## Azerbaijan – A Country of Contradictions and Contrasts

8

## Another great showing at China International Travel Mart (CITM) 2016

3



## A Fiesta in Catalonia

12



### NATAS EVENTS

- 2 Familiarisation Tours
- 3 Discovering the Wonders of Myanmar at the Myanmar B2B Roadshow  
Learning all about Vietnam at the Vietnam Tourism Roadshow  
Another Great Showing at China International Travel Mart (CITM) 2016
- 4 Nurturing Young Talents at the Temasek Polytechnic Hospitality Tourism Management SIP Induction Session  
Exploring Beautiful Jiangsu at the Jiangsu Tourism Promotion and Seminar  
Creating Awareness Through the NATAS-MOE EBS Workshop
- 5 Building Better Businesses at the Travel Towkay Talk 2016  
Creating Unique Travel Experiences with the LDR Pocket Trips Workshop

### FOOD FOR THOUGHT

- 6 2017 will be the Year of Sustainable Tourism

### FEATURED DESTINATION

- 8 Azerbaijan – A Country of Contradictions and Contrasts

### FEATURE STORY

- 10 Creating Better Experiences for Singapore's Tourist Scene

### WORD ON THE STREET

- 12 A Fiesta in Catalonia  
CAG Updates

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# FAMILIARISATION TOURS

## HOLIDAY INN EXPRESS SINGAPORE KATONG

26 AUGUST 2016

26 NATAS members joined us for a site visit at the Holiday Inn Express Singapore Katong on 26 August 2016. Located in the former Joo Chiat police station, the hotel is one of the latest additions to the InterContinental Hotels Group in Singapore's first heritage town.

Catering for both business and leisure travellers, Holiday Inn Express Singapore Katong offers discerning guests a relaxing and hassle-free stay and features 451 rooms across 16 floors. Many of the rooms offer beautiful views over East Coast Park and beyond, and Singapore's most famous sights are only a short bus or MRT ride away.



*Image Credits: Holiday Inn Express Singapore Katong*

## HOTEL INDIGO SINGAPORE KATONG

26 AUGUST 2016



NATAS members were invited to attend a site visit at Hotel Indigo on 26 August 2016. Housed in the former Joo Chiat

police station and adjacent to the new Holiday Inn Express Singapore Katong, the boutique hotel boasts stunning interior design inspired by local Peranakan culture.

Each room is home to an art mural that represents the laidback communal lifestyle of the neighbourhood. To offer a truly unique experience for its guests, the hotel features a rooftop infinity pool, 24-hour gym and on-site restaurant. It's

a tranquil retreat hidden away from the hustle and bustle of the city centre but still close enough to reach the city's main attractions.



*Image Credits: Hotel Indigo Singapore Katong*

## PREMIER INN SINGAPORE BEACH ROAD

1 DECEMBER 2016



On 1 December, 40 NATAS members explored the first Premier Inn in Singapore. Situated just 10 minutes away from Suntec Convention & Exhibition Centre, 15 minutes away from Changi Airport and close to popular attractions like Marina Bay Sands, Premier Inn Singapore Beach Road is the ideal choice for both business and leisure travellers.

The swanky hotel features 300 guest rooms, each with its own Premier Inn signature Hypnos queen-sized bed, plus unlimited Wi-Fi access throughout the hotel, a rooftop swimming pool, and all-day dining in the restaurant and licensed bar.

## Discovering the wonders of Myanmar at the Myanmar B2B Roadshow

It was a wonderful day of discovery for 50 representatives from 30 of our outbound member agencies as they gathered at Peninsular Excelsior Hotel for the Myanmar Road Show. Held on 2 December 2016, the event was organised by the Myanmar Tourism Marketing Association with the aim of marketing and promoting the country as a tourist destination.

Participants watched a presentation on the various local attractions before embarking on table-top discussions to explore opportunities with the participating Myanmar companies.



## Learning all about Vietnam at the Vietnam Tourism Roadshow

On 9 December 2016, NATAS outbound member agencies gathered at Furama City Centre Hotel to attend the Vietnam Tourism Roadshow. Organised by the Vietnam National Administration of Tourism (VNAT), the event aimed to introduce the vast potential of Vietnam as a tourist destination.

Attendees were treated to a series of performances, speeches and destination presentations and enjoyed the opportunity to network and mingle with tour agencies from Vietnam.



## Another great showing at CHINA INTERNATIONAL TRAVEL MART (CITM) 2016



The much-anticipated China International Travel Mart (CITM) 2016 made its return at the Shanghai New International Expo Centre on 11-13 November 2016. As the largest professional travel mart in Asia, the three-day tradeshow not only provided a platform for industry partners to establish new relationships but also strengthen existing connections with trade partners both in China and abroad.

Together with the Changi Airport Group (CAG), NATAS successfully organised this year's Singapore Pavilion, with good results all around for the 22 participating exhibitors. Consumers too were in for a treat as they feasted on food samples from Fei Fah Novelty Food, which was participating in the Singapore Pavilion for the first time.



In a show of the strong relationship between both nations, the Singapore Tourism Board hosted a gala dinner for Singapore delegates and Chinese trade partners at the Shanghai Pudong Mandarin Oriental Hotel.

In all, CITM 2016 was a huge success, and feedback from participating exhibitors was positive, with many indicating that the event was a beneficial experience for their businesses.





## NURTURING YOUNG TALENTS AT THE TEMASEK POLYTECHNIC HOSPITALITY TOURISM MANAGEMENT SIP INDUCTION SESSION

It was an exciting day for 27 Hospitality Tourism Management students as they gathered on 7 September 2016 for an induction session. Held at Temasek Polytechnic, the event served to provide the students with an overview of their upcoming internships and prepare them for what to expect.

Participants were treated to a presentation by three of our NATAS Youth Committee members (NATAS Youth Khakis) Ms Natalie Vine, Flight Centre Travel Group (Chairman of NATAS Youth Committee); Ms Mabel Cheang, The Travel Corporation (2011) Pte Ltd; and Ms Angeline Yet, Flight Centre Travel

Group, as well as a host of interactive activities. Each of the NYC members also shared their own experiences. For maximum interaction, students were given the opportunity to speak to our committee members and clear up any doubts they had.



## Exploring beautiful Jiangsu at the Jiangsu Tourism Promotion and Seminar

An afternoon of networking, exciting presentations and a sumptuous buffet lunch. This was what 31 representatives from 27 outbound member agencies had to look forward to when they gathered at Sheraton Towers Hotel for the Jiangsu Tourism Promotion and Seminar. Held on 18 November 2016, the session was hosted by Jiangsu Provincial Tourism to introduce the scenic attractions of this beautiful province.

FREE Admission

# NATAS TRAVEL 2017

17 - 19 February 2017  
Singapore Expo

www.natastravelfair.travel

## Creating awareness through the NATAS-MOE EBS Workshop

On 22 September 2016, 70 teachers from MOE gathered at the STB auditorium for the NATAS-MOE EBS workshop. The objective of the event was to equip teachers with a better understanding of the landscape and trends in the travel and tourism industry; an awareness of marketing practices common in the sector; and the skills needed for the employability of professionals in the industry.



Participants heard from a host of professional speakers and veterans from the industry including Ms Fiona Lim, Chairman, NATAS Manpower & Training Committee; Mr Helmy Osman, Regional Business Development Director – Asia Pacific, Carlson Wagonlit Travel; Ms

Reshel Chan, Senior Customer Service Manager, Chan Brothers Travel Pte Ltd; Ms Natalie Vine, Peopleworks Leader South East Asia, Flight Centre Travel Group; and Ms Candace Lim, Manager, Tour & Industry Development, Singapore Tourism Board.

The event was enjoyable and insightful for all.

# BUILDING BETTER BUSINESSES AT THE TRAVEL TOWKAY TALK 2016



In line with our Travel Agent Roadmap, which was launched in August 2016, NATAS hopes to enable our members to go beyond ticketing to design unique and exciting travel experiences for customers. Business transformation forms one of the core pillars for this Roadmap, which is why we established the Business Transformation Committee (BTC) at the same time.

To follow-up on the Travel Agent Industry Forum earlier this year, BTC collaborated with STB to bring our valued members

a brand-new event on sustainable business growth. 80 members joined us for the first event of Travel Towkay Talk, held on 22 November at the Singapore Institute of Manufacturing Technology, which featured a carefully curated line-up of informative talks and thought-leadership sharing sessions from leaders in the industry.

Proving to be a huge success, the event successfully addressed many of the recent changes in the travel industry,

including increased competition, increased disintermediation and ever-changing shifts in consumer preferences and patterns, as well as the prevalence of technology and its impact on personalised travel experiences. With insights and ideas to improve productivity and achieve sustainability across travel businesses, key topics included operational transformation, with suggested methods to make businesses work better, faster and cheaper; core transformation, with suggested methods to strengthen the core building blocks of business models; and strategic transformation, with suggested methods to build new business models from scratch. Attendees also benefitted from the OmniMethodology programme, a unique operations management programme developed by SimTech and employed by over 180 companies worldwide.

## CREATING UNIQUE TRAVEL EXPERIENCES WITH THE LDR POCKET TRIPS WORKSHOP

With the rise of digital media, travellers are seeking more out of their travel experiences. No longer are they content with mundane, cookie-cutter tours. Instead, they are searching for immersive, interactive experiences on-the-go. And this is what 27 representatives from 16 inbound member agencies learnt when they attended the LDR Pocket Trips Workshop – the ability to create and publish unique trails and tours.



Organised by LDR Technology on 14 December 2016, the workshop provided attendees with the skills and knowledge

they need to craft their own specially curated tours. As part of the programme, participants were introduced to a powerful web-based mobile authoring platform where they could design and create immersive experiences for travellers, without any programming knowledge.

The result: a better traveller experience, higher agency productivity and reduced operating costs.

# 2017 WILL BE THE YEAR OF SUSTAINABLE TOURISM



According to the United Nations, 2017 will be the International Year of Sustainable Tourism for Development: “the importance of international tourism... [is based] in a better understanding among peoples everywhere, leading to a greater awareness of the rich heritage of various civilizations and bringing about a better appreciation of the inherent values of different cultures, thereby contributing to the strengthening of peace in the world.” The public is becoming increasingly aware of the impact that humans have on the environment, which is why so many are making the conscious decision to plan eco-friendly holidays. Sustainable ecotourism is the future.



The impact of climate change on our planet is beginning to take centre stage, particularly with the recent release of Leonardo DiCaprio's documentary, *Before the Flood*, which has brought some of the more devastating changes to the environment to the public's attention. As climate change awareness increases, more and more travellers are seeking out bucket-list adventures before it's too late. 2017 will be the year that tourists plan their holidays to areas of the world that are most likely to disappear, such as the Great Barrier Reef in Australia, where the coral is disappearing; Antarctica, where temperatures are increasing and melting the ice; and Venice, where the rise of the sea level threatens some of the most historic parts of the city.

To move with the times, tour operators will be looking to plan lower-impact getaways that don't have such a negative impact on the environment. Packages with eco-friendly accommodation and transport will be an added bonus for many travellers hoping to go green in 2017, with numerous hotels and resorts beginning to acknowledge the importance of sustainability. The Star Island Resort in the Bahamas, for example, is powered by its own solar, wind and micro-hydro generators, while the Turtle Bay Resort in Hawaii is STOKÉ certified, meaning it is committed to the use of available renewable energy sources. Many travel operators are also now committed to supporting their community with eco projects and programmes.

Travellers want to make a difference, too. Wildlife conservation holidays can provide them with the chance to give back to the environment and enjoy a once-in-a-lifetime experience, whether

that's rescuing sea turtles in Malaysia or helping at an elephant sanctuary in Thailand. Other less conventional but popular accommodation options for travellers include eco-friendly camps or lodges, which incorporate wellness activities like yoga, walking and cycling, as well as those built from sustainable materials, such as the ICEHOTEL in Sweden, which is carefully crafted from ice and snow every year, and the De Vrouwe van Stavoren Hotel in the Netherlands, which is built entirely from re-purposed wine casks. These quirky offerings stand out from the crowd of average hotels and package holidays.

As well as sustainability, travellers now crave real insights into the cultures and traditions of the country they are visiting, and the popularity of homestay networks suggest travellers want to enjoy authentic experiences by immersing themselves fully in the countries they visit. Some travellers may opt for traditional homestays, which give them the chance to integrate with new people and experience what life is really like in their chosen destination. Culture immersion through travel is enhanced by visual online platforms like Instagram and Pinterest, which serve to increase travellers' wanderlust. These platforms regularly feature visually beautiful and awe-inspiring destinations like the Sólheimajökull Glacier in Iceland, Petra in Jordan and Bagan in Myanmar. With inspirational travel images at their fingertips, more and more travellers are seeking adventures that are off the beaten track. Cookie-cutter package deals will be replaced with highly personalised, one-of-a-kind experiences in 2017.

The predicted popularity of sustainable adventures gives credence to our Travel Agent Roadmap, launched earlier this year in conjunction with the Singapore Tourism Board. Detailing our vision for travel agents to become designers of travel experiences in an increasingly digital world, the Roadmap is intended to give comprehensive advice on planning personalised trips for individuals or families looking for the trip of a lifetime.

Beyond sustainability, people are also increasingly viewing travel as a way to bring balance to their lives. In fact, almost 50% of travellers use their holidays to reflect and evaluate their lifestyle choices. And this focus on health-conscious trips is set to rise in the coming year, particularly among travellers from India, China and Thailand. Travel agents can expect groups of tourists seeking wellness destinations offering spa and wellness activities for the entire family.

But it's not just the leisure travel industry that travel agents have to look out for in 2017. With many travellers mixing business with leisure, the 'bleisure' sector is set to boom. Travel agents can expect a surge in bookings for MICE events with an added leisure itinerary as business travellers combine work and play.

The adventurous eco-tourist, the health-conscious wellness seeker, the fun-loving business traveller; 2017 will be all about them. Are you prepared?



# AZERBAIJAN

## A country of contradictions and contrasts

Branding itself as the Land of Fire, Azerbaijan is truly a tangle of contradictions and contrasts. Neither Europe nor Asia, it's the home of ancient historical empires but also a 'new' nation that's rapidly transforming into a dazzling example of modernity. Bound by the beautiful Caspian Sea and backed by the soaring Great Caucasus mountains, this eclectic post-Soviet city promises intriguing oddities that will have even the most world-weary travellers tapping their toes in glee. Welcome to Azerbaijan.



### Captivating Baku

No trip to Azerbaijan is complete without a visit to its well-known capital Baku and for good reason. Stepping into this cosmopolitan city, many are struck by the dizzying blend of East and West, old and new, manmade and natural. With its soaring skyscrapers, jaw-dropping architectural wonders and pedestrian tree-lined streets filled with exclusive boutiques, it's little wonder that Baku is touted as the architectural love child of Paris and Dubai. But the true allure of this mysterious city lies in the quirks and idiosyncrasies of its surroundings.

### The Old City

At the heart of Baku lies the UNESCO-listed Old City, which lists the Maiden's Tower and Palace of the Shirvanshahs

among its top attractions. Travel back in time to the 15th century as you explore the majestic sandstone palace complex of the Shirvanshahs. Walk in the footsteps of royalty as you trace the paths of Shirvanshah Khalilullah I and enter the main ceremonial courtyard of the 1428 *Divanxanə*, where he once assembled and addressed his loyal subjects.







“ The tourism industry in Azerbaijan is set to boom in the coming years. Now that we are exploring the potential of the tourism industry, there’s no better time to discover the beauty and wonders of our exotic country. Welcome to Azerbaijan. ”

*Mr Orkhan Musa, Head of International Office, Azerbaijan Tourism and Management University.*



If you’re looking for something more relaxing, why not take a ride in a gondola at Little Venice on the Boulevard or join hordes of romantic couples and enjoy the view on the Caspian-front bulvar (promenade)?

**An experience like no other**

Baku offers more than just the typical tourist attractions. Home to the Armwrestling Federation, the city hosts the country’s professional league. Limber up your arm muscles and demonstrate your strength and skill in Baku’s gyms and bars. For something less physical but equally quirky, take a bath in a tub of crude oil just like the Azeris did in 6th century BC. If carpets are your thing, drop by the State Museum of Carpets and browse more than 14,000 exhibits including rare carpets, exquisite jewellery pieces, clothing and embroidery.



Up for a little travelling? Take a short trip out of the city to the deserts in search of the mud volcanoes. Azerbaijan has more mud volcanoes than any other country

on earth (we’re talking more than 400!), and the biggest of these has even made its way into the Guinness Book of Records. Be careful not to fall in though!



End your trip of the weird and wonderful with a visit to Burning Mountain (Yanar Dag), a 116-metre hill that has been on fire for as long as anyone can remember.

**An exciting new destination**

With so much to offer, it’s little surprise that Azerbaijan is becoming increasingly popular among tourists. The government has also put several plans in place to further boost its tourism sector and promote the country as an attractive holiday destination. Travellers can now look forward to a world-class international airport, well-known hotel chains and resorts and even online tourist visas with the ASAN Visa system. And with Azerbaijan having hosted the Formula 1 Grand Prix and preparing to host the Islamic Solidarity Games in 2017, as well as the quarterfinals and three group games of UEFA Euro 2020, this little-known sliver of Central Asia is fast establishing itself as an exciting new destination.



*Image Credits: Julia Chang*



When you’re done strolling the palace grounds, head to *Qiz Qalasi*, or the Maiden’s Tower. Standing at 29-metres tall and offering rooftop views of Baku Bay and the Old City, it’s little surprise that this massive tapering stone tower is Baku’s foremost historical icon.

**Modern Baku**

Another world awaits just a few steps from the Old City. Shimmering, glittery and glamorous, countless towers line the horizon, dwarfing old-school Soviet apartment blocks. Taking centre stage is the famed Flame Towers. Made up of a trio of sinuous blue-glass skyscrapers, this contemporary architectural wonder is the perfect backdrop for stunning light shows of fire, water and even the country’s national flag.





## Creating better experiences for Singapore's tourist scene

Local travel agents can now rejoice as the long-awaited WSQ Tourist Guide Programme finally kicks off 11 months after the plan to include blended learning (E-learning, applied learning and practical performance) was first put in motion. Tourism Management Institute of Singapore (TMIS) is proud to be the first training provider to receive approval from SkillsFuture Singapore (SSG), previously WDA, to launch the course from October 2016.

In November last year, the existing Tourist Guide Training Programme was revamped under SSG's National Curriculum. The course was redesigned such that the information provided and skillsets identified were comprehensive and relevant to tour guides in meeting the challenges of a rapidly developing tourism industry.



To ensure that trainees are fully equipped with the right knowledge, skills and attitude, training hours have been extended to 244 hours as compared to 146 hours previously. With the introduction of an online learning component, trainees also learn how to use the Internet and online platforms to search for information. In addition, all applicants are required to attend a mandatory course preview and undergo a 30-minute interview to assess if they have the right attitude, aptitude and communication skills.

The first WSQ Tourist Guide Programme commenced on 31 October 2016 with a full-time class. Current student Mr Derrick Koh, who has completed the first module, expressed: "The foundation module 'Creating Customer Experience' is critical for the tour guide profession and also very applicable to the general retail and hospitality industries." TMIS trainer Mr Sowaran Singh, who is also a professional tourist guide, shared his thoughts, saying: "We are excited to be working in tandem with STB's marketing plans and equipping students with new methods of learning, such as eLearning and storytelling skills. By going beyond history and facts, we help our trainees deal with the challenges of changing tourism needs."

TMIS is currently conducting three part-time and two full-time courses. All classes for this year have been fully subscribed.

The next Tourist Guide Programme is scheduled on 6 February (English/Part Time) and 13 February (Mandarin/Part Time). For more information, please visit [www.tmis.edu.sg](http://www.tmis.edu.sg) or call **(65) 6238 8688**.

Sign up now and enjoy up to 95% off your course fees and absentee payroll subsidies of up to \$4.50 per hour\*!

\*Terms and conditions apply.





### Diploma Programmes

WSQ Diploma Units in Tour and Travel Services

### Certificate Programmes

WSQ Higher Certificate in Tour and Travel Services

### WSQ Tourist Guide Programme/ Professional Development Courses (PDC)

WSQ Tourist Guide Programme (English/Chinese)  
WSQ Provide Guiding in Eco-Tourism and Nature Tourism  
WSQ Provide Guiding in Celebrity Restaurants (English/Chinese)

### Corporate Training

Tourism Management and Destination Marketing  
Customized WSQ and non-WSQ Short in-house Courses

### Short Courses

WSQ NATAS Professional Tour Leading (English/Chinese)  
WSQ Handle Reservation and Ticketing using GDS  
WSQ Promote Singapore as Tourist Destination  
WSQ Handle Cruise Packages  
WSQ Manage Travel Operations  
WSQ Create Customer Experience  
WSQ Advise Corporate Travel Options  
WSQ Develop Risk Management Plan

### Others (Not Applicable for SkillsFuture Credit)

Certificate of Proficiency in Travel Insurance  
IATA Foundation in Travel & Tourism Diploma  
IATA Smart Programme  
Service English for Tourism Professionals

 Tourism Management Institute of Singapore (TMIS)  
 11 Eunos Road 8 #05-02 Lifelong Learning Institute Singapore 408601  
 (65) 6238 8688  
 [www.tmis.edu.sg](http://www.tmis.edu.sg)  
 [info@tmis.edu.sg](mailto:info@tmis.edu.sg)



# A FIESTA IN CATALONIA



Home to four provinces – Barcelona, Girona, Lleida and Tarragona – Catalonia is one of Spain's most fertile regions. From sandy beaches to soaring mountain ranges, cosmopolitan cities to rural countryside, the area is famous for its panoramic landscapes, ancient architecture and ingrained Mediterranean traditions, making it the ideal escape for a holiday in the sun.

To say *ihola!* to the beauty of Catalonia, 18 NATAS members attended our

special 'Catalonia – Barcelona & Spain' travel trade event on 20 October 2016. In collaboration with Qatar Airways, Catalonia Tourism Board and Spain Tourism Board, the event was a feast for the eyes and the taste buds! Wine was served by Codorníu Wines, the world's oldest producer of sparkling wine, and Torres Wine, one of Spain's leading brands. Traditional tapas was also prepared by Michelin-starred chef Nandu Jubany, offering guests a true taste of Spain.



The crowning glory of the event was a special display by the Minyons de Terrassa, a troupe of castellers who create impressive human towers by climbing each other in quick succession. Traditionally performed at festivals in Catalonia, castells have been deemed one of the Masterpieces of the Oral and Intangible Heritage of Humanity by UNESCO. It was a fitting tribute to the spirit of Catalonia as we introduced our members to the wonders of the region. Perfecto!

*Image Credits: Catalonia Tourist Board*

# CAG UPDATES

Singapore Changi Airport continues to accentuate its status as a major global air hub with record passenger traffic and aircraft movements. In October 2016, the airport handled 4.77 million passengers in the month, marking a 3.7% year-on-year increase. Aircraft movements also grew by 3.4% and cargo shipments rose to 8.9% from the previous year.

These record figures can be attributed to Changi Airport's unparalleled connectivity. As of 1 November 2016, Changi Airport is now connected to some 330 cities in 80 countries and territories worldwide, and serves over 100 airlines operating more than 6,800

weekly flights. And these numbers are expected to grow with the addition of new services, airlines and outlets.

In fact, Changi Airport has commenced the introduction of a total of 45 new services to 10 destinations since the last Sunday of October. With these new airlines, travellers can look forward to increased service frequencies to destinations such as Fuzhou, Xiamen, Bangalore, Chennai, Cebu, Yangon and many more.

Besides its new services and airlines, Changi Airport has also opened new stores and restaurants for its visitors.



*Image Credits: Changi Airport Group*

Passengers at the Terminal 1 Transit Area can now enjoy classic Chinese cuisine at Crystal Jade La Mian Xiao Long Bao. Over in Terminal 2, Christine's by The Cookie Museum offers hungry travellers handcrafted cookies with special local flavours such as chicken rice, chili crab and even durian!

With all these exciting new developments, Changi Airport looks set for another great year ahead!



Calling all agencies with inbound services

## Business Collaboration

with one of the largest bedding manufacturers  
in South East Asia

100% Natural Organic Latex Pillow

100% 纯天然有机乳胶枕

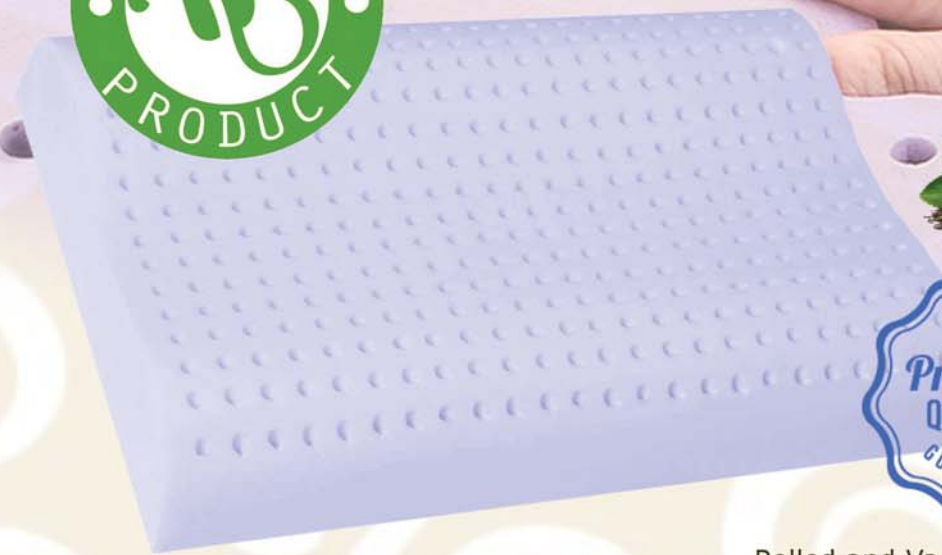
100% Ten'nen yuki ratekkusu-makura 天然有机ラテックス枕

Unlike most other foams, natural latex breathes, which discourages buildup of moisture and heat in the pillow interior. Latex is naturally hypo-allergenic, anti-microbial and dust mite resistant making it the perfect bedding material for allergy sufferers.

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