

# Travnews

**NATAS**  
NATIONAL ASSOCIATION OF  
TRAVEL AGENTS SINGAPORE

Aug-Oct 2016 • ISSUE 41



† REDESIGNING THE TRAVEL EXPERIENCE  
WITH THE TA ROADMAP

† FULFILLING DREAMS OF WANDERLUST  
AT NATAS HOLIDAYS 2016

† UTAH: EVERY ADRENALINE JUNKIE'S  
ULTIMATE ADVENTURE BUCKET LIST

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2016/2018

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**CONTACT DETAILS UPDATE**

With effect from 1 August 2016, **Scenic Travel Pte Ltd** and **Global Travel Pte Ltd** will be relocated to a new address:  
151 Lorong Chuan #04-08 New Tech Park (Lobby H) Singapore 556741

**SAY HELLO TO OUR NEW MEMBERS!**

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

**Alisin Travel Pte Ltd**

Alisin Travel adopts a service-oriented culture aimed at delighting their customers; thus achieving long term customer loyalty and relationship.

**Exclusive Tours & Travel Pte Ltd**

Exclusive Tours and Travel offers a wide variety of guided tours, free and easy packages and family trips to regional cities and beaches. It also provides special interest tours and sports trip such as diving trips, golf trips and mountain climbing for leisure travellers.

**Hard Rock Café Singapore**

Since its establishment in February 1990, Hard Rock Café Singapore is located at the heart of the vibrant Merlion city in its entertainment and retail epicenter. An amazing repertoire of live music, to the wide range of iconic American diner and local cuisines served at the café. Hard Rock Café continues to deliver exceptional taste in music, providing patrons in Singapore with first-rate Hard Rock experience.

**Huamei Holidays Pte Ltd**

Huamei Holidays is an inbound travel agency that specialises in the handling of tourists from China. The company offers local tours as well as the arrangements of meals and accommodation for tourists in Singapore.

**Jacco Tours (S) Pte Ltd**

Jacco Tours is an inbound travel agency. Despite being young in the industry, the company has exhibited professionalism and passion towards Singapore Inbound travel service.

**Jamie's Italian Singapore**

Jamie's Italian was originally founded in Oxford in 2008, and it has expanded its presence to over 40 restaurants globally. In Singapore, Jamie's Italian restaurant is currently located at Vivocity and Forum Orchard Road respectively.

**KKKL Travel & Tours Pte Ltd**

KKKL Travel & Tours provides coach services from Singapore to Kuala Lumpur, Malacca and Genting Highlands. Apart from Malaysia, KKKL Travel & Tours also provides free & easy packages to Thailand and Indonesia. Moving forward, the company aims to venture into inbound market such as Cambodia, China and Vietnam groups.

**New Effect Pte Ltd**

New Effect was established in January 2015. Founded by Mr Shi Wei, the company specialises in inbound tours as well as local attraction packages.

**Sky Travel & Tours Pte Ltd**

Sky Travel prides itself with bespoke services that caters to the individual's desires by offering a wide plethora of exciting customised itineraries and free and easy travel package.

**APPROVED MEMBERSHIPS**

Company	Classification	Approval Date
Alisin Travel Pte Ltd	Ordinary Member	June 2016
Exclusive Tours & Travel Pte Ltd	Ordinary Member	June 2016
Hard Rock Café Singapore	Associate Member	June 2016
Jamie's Italian Singapore	Associate Member	June 2016
KKKL Travel & Tours Pte Ltd	Ordinary Member	June 2016
Huamei Holidays Pte Ltd	Ordinary Member	July 2016
Jacco Tours (S) Pte Ltd	Ordinary Member	July 2016
New Effect Pte Ltd	Ordinary Member	July 2016
Sky Travel & Tours Pte Ltd	Ordinary Member	July 2016

The total number of NATAS members as at 26 July 2016

Ordinary Members: 343

Associate Members: 68

Honorary Life Members: 5

**NATAS Vision**

To be a world-class association leading and shaping the travel industry.

**Mission Statement**

To strengthen and upgrade the professionalism and capabilities of the travel industry for sustainable growth and profitability.



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NATAS Holidays 2016 is no doubt the choice of quality travel products and services offered to our consumers," said Mr Devinder Ohri, President of NATAS.

The August event didn't fail to deliver on this promise, with a huge range of exhibitors offering customers more choice than ever before. Visitors had access to representatives from cruise operators, travel agents, boutique hotels and luxury resorts, each providing discounts and rewards on their services, alongside tailored travel itineraries to suit individual needs.

Guests also had the opportunity to win monetary contributions to their next holiday, courtesy of MasterCard. The NATAS Grand Draw prizes included tours to Prague, Vienna and Budapest. One lucky winner even snagged two Singapore Airlines Business Class tickets to San Francisco, worth a whopping \$22,600!

# NATAS HOLIDAYS 2016

*everyone's favourite fair!*

Variety was the name of the game at NATAS Holidays 2016. Held 12-14 August at Singapore Expo Hall, the celebrated travel show was opened by His Excellency I Gede Ngurah Swajaya, the Ambassador of the Embassy of the Republic of Indonesia in Singapore. With over 53,000 visitors across the three days, the event attracted a huge crowd of eager holidaymakers, no doubt searching for their next dream destination.



Representing the very best in travel tourism, NATAS Holidays' fair is often considered the perfect opportunity for visitors to snag first-rate deals and seek advice for their individual travel needs. "The biannual NATAS travel fairs continue to showcase the best of travel ideas to consumers all under one roof. The central tenet of







The event's enthralling entertainment took inspiration from traditional cultures, with performances endorsed by the Republic of Indonesia's Ministry of Tourism and Lao Airlines, as well as a spectacular belly dancing show from the Aliyah Rising Stars Troupe. Visitors were also invited to tuck in to the NATAS 'Taste of the World' International Food Trail, serving a feast of tasty treats from all over the world. Turkish kebabs, Sichuan noodles and scrumptious churros were just some of the delicacies on offer.

The continued success of the NATAS Holidays fair demonstrates our dedication to excellence in the travel industry, tempting newbies and experienced explorers alike. We're already looking forward to the next one!





# Indulging in a Taste of Valencia



and travel tips to this vibrant port city and also picked up a few things about paella's origins as they tucked into a hearty meal of paellas.

With full stomachs and fuller smiles, attendees left the event knowing more about Valencia than just its famous soccer team and delicious paella.



It was an unforgettable day for 24 of our NATAS members when they turned up at the El Tardeo Spanish Restaurant for some "Paella in Valencia" on 25 May 2016. Organised in collaboration with the Spain Tourism Board's Regional Office, the event showcased the sights, stories and cuisine from Valencia, the home of paella. Members gained valuable insights



# Touring the streets at the Qingdao Tourism Administration Roadshow 2016

It was an insightful day as more than 46 NATAS members gathered at Hotel Jen Tanglin on 24 June 2016 for the Qingdao Tourism Administration Roadshow. Organised by the Qingdao Tourism Administration, the roadshow featured the cosmopolitan areas, vast sea scape and many tour landmarks the city has to offer.

Kicking off the event were informative presentations by the Qingdao Tourism Bureau, which provided participants with an overview on the sights and sounds of this major seaport. Attendees were also treated to a showcase of the city's latest tour products before engaging in a Q & A session where they were given the opportunity to raise any questions they might have.

With these insights, our outbound members can better promote Qingdao as one of the key destinations in China, especially among Singaporeans.



# China International Travel Mart 2016 – The Largest Travel Mart in Asia



NATAS is proud to announce that we will be organising a Singapore Pavilion in conjunction with the Changi Airport Group (CAG) at the China International Travel Mart (CITM) 2016, held from 11–13 November 2016 in Shanghai at the Shanghai New International Expo Centre. This is the fifth consecutive year that NATAS has partnered CAG in hosting the Singapore Pavilion.



In a further show of Singapore's support for CITM, the Singapore Tourism Board will also be hosting a networking dinner for the Singapore delegation and China Travel Trade on 11 November 2016.



As the largest professional travel mart in Asia, CITM attracts the attention and attendance of the tourism industry worldwide. Participants include international and domestic organisation, travel agents, airlines, hotels and travel-related companies. With the high quality of buyers at CITM, exhibitors can look forward to promoting their tourism products, while enjoying great benefits. Exclusive trade days are catered to ensure maximum value for registered participants.

NATAS would like to wish all participants a great show and continued success in this year's CITM!

For further information on how your organisation can participate in the Singapore Pavilion at CITM 2016, kindly write to Julia / Amy at [ia@natas.travel](mailto:ia@natas.travel).

## TRAVEX @ ATF 2017



# Shaping Our Tourism Journey Together

Meet more than 1,500 delegates, including at least 400 buyers from all over the world and 900 sellers of ASEAN tourism products and services, at TRAVEX @ ATF 2017 from 18–20 January 2017. A key event at the ASEAN Tourism Forum 2017 (ATF 2017), TRAVEX serves as a platform for prospective buyers and sellers of ASEAN tourism products and sellers to present, network, negotiate and finalise agreements and partnerships.

Showcase your work and speak to potential partners through registered booths and networking sessions. Sellers can look

forward to generating new business opportunities while buyers source for ASEAN's latest in tourism products and services through one-to-one pre-scheduled appointments. With so much on offer, what are you waiting for?

Register for TRAVEX @ ATF 2017 at [www.atf2017.com](http://www.atf2017.com) now! Hurry! Registration closes 30 September 2016.

For more information, contact the ATF 2017 TRAVEX Secretariat at [info@atf2017.com](mailto:info@atf2017.com).





# Transforming the Face of Travel

NATAS has always been dedicated to providing the very best travel services for consumers, and our plans for this year are no different. On 2 August 2016, we launched our Travel Agent (TA) Roadmap at the inaugural Travel Agents Industry Forum, working in conjunction with the Singapore Tourism Board. The Roadmap details our vision for travel agents to become designers of travel experiences, providing a tangible connection between customers and providers in an increasingly digital world.



landscape,” said Lionel Yeo, chief executive of the Singapore Tourism Board. Forward planning is now crucial to stay ahead in the industry.

will be achieved with a new Business Transformation Committee and the production of a clear guidebook for travel agents to implement across business models. STB’s commitment to the project includes the support of grant schemes, such as the Business Improvement Fund and Experience Step-Up Fund, and the cultivation of partnerships with key players in the travel industry.



“With more consumers becoming discerning and going online for their travel needs, travel agents must rethink their businesses in order to value-add and remain relevant, competitive and productive in a dynamic travel

Tackling three main areas - business transformation, technology and manpower - we hope to transform the agent process to provide a more bespoke service to customers. This



Devinder Ohri, President of NATAS, concluded: “We believe the TA Roadmap can create unprecedented opportunities to bring about business transformation for the travel industry, thereby ensuring viability and sustainable growth in the years to come.”



# FAMILIARISATION TOURS

## STEPPING INTO OUR PAST – THE LIVING HERITAGE MUSEUM

29 JUNE 2016



More than 20 NATAS members took a trip down memory lane at The Living Heritage Museum, curious and excited to see memorabilia of old Singapore. Also known as the Tools Museum or Tools of Old Singapore, The Living Heritage

Museum celebrates the many workers who built Singapore to what it is today. Exhibits in the museum showcase the various tools of trades used in Singapore since the 1940s, most of which have become obsolete today.

Participants were treated to an introduction and a tour of the museum, where they marvelled over the instruments and equipment used by construction workers, trishaw riders, Samsui women and even bartenders! Besides indulging in a bit of nostalgia, attendees also took the opportunity to capture the experience, taking photos and posing with the many exhibits including a trishaw once used in Singapore Airlines commercials.

Even as we look to our future as Singapore progresses, we should all take a trip to the past to remember the efforts, hard work and contributions of those before us.



## PACKING A PUNCH

8 JULY 2016



It was an action-packed day for 14 of our members when they were treated to a ringside view at Evolve MMA at Far East Square on 8 July 2016. Ranked Asia's #1

Martial Arts Organisation by CNN, Yahoo! Sports, FOX Sports and ESPN MMA among many others, Evolve MMA offers group classes, one-on-one training and an Evolve Vacation Training Programme.

Participants were introduced to an impressive team of champion and world champion instructors as they watched demonstrations of the different martial arts and went on a tour of the facilities. One of the fastest growing sports in the world, Mixed Martial Arts has

helped Singapore become Asia's hub for martial arts training and the home of Asia's largest sports event, 'ONE Championship'. And Evolve just happens to be one of the biggest names offering classes for Muay Thai, Brazilian Ju-Jitsu, Mixed Martial Arts and many more.

With the rising trend of active travel and fitness tourism taking the world by storm, this visit to a renowned martial arts gym couldn't have occurred at a better time.

## HOTEL SITE INSPECTION – OASIA HOTEL DOWNTOWN SINGAPORE

5 JULY 2016



Approximately 30 NATAS members gathered for a site visit at the Oasia Hotel Downtown Singapore on 5 July 2016.

Strategically located along Peck Seah Street in the heart of the Central Business District, is a lush, green oasis in the middle of a concrete and steel jungle.

Oasia's guestrooms are complete with a selection of modern amenities, including free Wi-Fi, limousine services and meeting facilities equipped for guests' business needs. Hotel guests can also look forward to the hotel's 24-hour gymnasium, sky terraces, two rooftop

pools and an infinity pool that is exclusive to club guests.



## ALL ABOARD ON THE ROYAL ALBATROSS

22 JULY 2016



The sun, the sea and an unforgettable experience. That's what 25 of our NATAS members were treated to when they boarded The Royal Albatross on 22 July 2016. Since its arrival from Chicago, this 22-sail sailing ship has docked at various locations around Sentosa, catering to events, celebrations and weddings.

Upon arriving at the Maritime Experimental Museum (MEM), where the ship was docked, participants were treated to a tour of the vessel. Besides its 34m long deck, conference rooms, lounges and bars, the tour also featured the ship's en-suite guest rooms, which are equipped to cater for up to 10 guests for overnight cruises. As the event wound



to a close, staff from The Royal Albatross gave a presentation on the new Morning Sunrise Sail before serving up some light refreshments.

With the insights gained from the tour and presentations, our member will be able to better promote the quality features from The Royal Albatross.

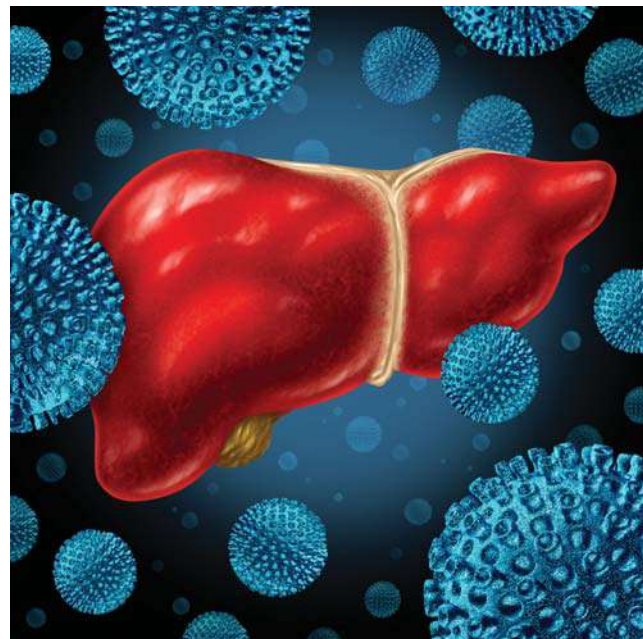




Do you know...

# about hepatitis?

Falling ill in the middle of a trip is a common concern among many travellers. Our bodies may take some time to adjust to differing environments and cultures, so it is best that we arm ourselves against the risks and take precautionary actions – like pre-travel vaccines. When you're at the mercy of unknown food and water sources or questionable hygiene standards, prevention may be the difference between an enjoyable vacation and one you wish you'd never taken.



## 1. Do you know... hepatitis is caused by more than one (1) virus?

- Hepatitis refers to infection of the liver.
- While liver infection can be caused by other viruses such as the Epstein Barr virus (EBV) or cytomegalovirus (CMV), viral hepatitis usually means hepatitis A, B or C.
- Hepatitis D and E exist as well.

## 2. Do you know... you can catch hepatitis from food and water exposure?

- Many people are aware of the risk of contracting hepatitis A by consuming cockles or seafood.
- But few know that hepatitis A and E can be spread through consuming contaminated food, water and/or ice too.
- The risk of hepatitis A and E infection is higher in developing countries.



## 3. Do you know... you can catch hepatitis from sex, needles and receiving blood?

- Unlike hepatitis A and E, hepatitis B, C and D are spread through sexual contact with someone who is infected or through contaminated needles or blood transfusions.
- Infants born to mothers with hepatitis B, C and D infection can also contract chronic infection.
- However, hepatitis D infection only occurs in people who already have chronic hepatitis B infection.

## 4. Do you know... people actually do die from hepatitis infection?

- For every 1,000 older persons (age > 50) who catch hepatitis A, 18 will die as a result (US CDC Health Information for International Travel 2012).
- Pregnant women who get infected with hepatitis E also have a higher risk of death.

## 5. Do you know... hepatitis infection can result in cancer?

- Unlike hepatitis A and E, those infected with hepatitis B and C can develop chronic infection.
- Chronic hepatitis B and C carriers have a higher risk of liver cancer and should have regular medical check-ups. Their spouses and sexual partners should also take the necessary precautions during sex.

## 6. Do you know... hepatitis A and B can be prevented by vaccines?

- The hepatitis A vaccine is a two-dose series, administered six (6) months apart.
- The hepatitis B vaccine is a three-dose series, administered over the course of six (6) months (0, 1, and 6 months).
- If you need both vaccines, the combination hepatitis A+B vaccine comes in three (3) doses, administered over the course of six (6) months (0, 1, and 6 months).
- There is currently no vaccine against hepatitis C, D or E.

Consult your doctor about hepatitis A or B vaccines and be protected against these infections.





# UTAH

## Every adventurer's dream

With the bright lights of Nevada to its west and the rocky mountains of Colorado to its east, it can be easy to discount Utah in the grand scheme of the United States. Their red-rock canyons, vast lakes and ski resorts, however, beg to differ. Small town or big city, the Utahns know how to make you feel comfortable – indoors or out.

Utah's natural landmarks read like the avid adventurer's bucket list – ski resorts, petrified forests, sand dunes, canyons and Native American sites, just to name a few. If adventuring is not your cup of tea, Utah is also home to numerous summer events – Ballet Under the Stars, the Shakespeare Festival and the internationally-recognised Sundance Film Festival being among them.

### A Land of Geological Wonders

Love geography and natural rock formations? Why not drive through all of Utah's five National Parks and discover

the geological wonders stretching across Southern Utah. Eroded and twisting in weird but beautiful ways, the reddish-orange-pinkish hues that colour the landscape are not just a tick on your bucket list, they're art appreciation.



The beauty of Utah's 5 is that one can start at any point. The southernmost park, Zion National Park, is the oldest and most visited in Utah. Popular among hikers, it features geologic layers of the Grand Canyon that are around 150 million years old as well as the world-renowned Angels Landing. Next, drop by Bryce

Canyon National Park and marvel at the beauty of Bryce Amphitheater, which is formed by iron-rich layers of mud, silt and limestone that have been naturally sculpted by water and frost.

Capitol Reef National Park beckons with its 100-mile long geological pinch of the earth's crust. Into camping? Spend a night in teepees or the Conestoga wagons of the pioneers. Moving northeast, the cut red-rock and meandering rivers of Canyonlands showcase nature's sculpting workshop and one of the most strenuous hikes experienced adventurers will be more than happy to tick off their list. Finally, Arches National Park sits at the northeastern-most point of all five parks. For the adventurer and the photographer, Arches stays true to its name with over 2,000 arches in gravity-defying rock curvature – where one can hike, climb, take photographs, watch the sun set and gaze upon the stars when night falls.

outdoorsy vibes. This classic desert town is also home to several of Utah's national parks such as Dead Horse Point State Park, which offers a bird's eye view of the Colorado River winding its way into the remarkable Canyonlands National Park.



### Wildly Picture Perfect

Apart from the Utah 5, the state is peppered with national monuments, salt flats and trails for hikers of all levels. And if you've planned your trip based on the seasons, you may be able to capture landscapes no screensaver can rival.



### City Hopping

If the National Parks are too daunting for you, why not check out Utah's towns and cities. And where better to start than Salt Lake City, the state's capital and Fodor Travel Guide's top travel destination in 2016. Next, take a scenic four-hour drive to Moab to soak in some laid-back



Image Credits: Julia Chang

not stay level with the ground and take in the view of the Bonneville Salt Flats – kept in its pristine state all year round.

### Salt and Snowfall

Averaging 500 inches annually in snowfall, Utah's ski resorts are topped with the driest, lightest, powder-like snow – making it the ultimate winter destination. And with options for hiking, biking and other outdoor activities available during the rest of the seasons, the resorts have become a hot spot for vacationing all year round.

While each resort has its own quirk, the Salt Lake City resorts are the most popular with their breathtaking views of Salt Lake Valley. And with abundant lodging options and bundled offers on ski lift passes, it's little wonder that many travellers opt to drive to a different resort each day.

### Bright Lights, Festive Sights

For those who trek theatres and concert halls instead of mountains, Utah's summer festivals welcome you. Today, thousands fly to Park City to attend one of Utah's major festivals – the Sundance Film Festival. Centred at Park City, this international festival is held every January with events in neighbouring Salt Lake City, Ogden City and Redford's Sundance Village. This state is also home to many country music, food and literary festivals like the Shakespeare Festival, held in Cedar City.

With myriad activities for the adventurer and the festival buff, Utah frames the outdoors like no other place. And with their natural rock sculptures, powdery snow-topped ski resorts and festivals across the state and over the year, a visit to Utah will make that tick off your bucket list worth it.



# Behind-the-Scenes with TMIS

At NATAS, we emphasise the crucial role our travel agents play in selling travel experiences. In order to fulfill this need, we regularly partner TMIS and its dedicated trainers to develop our staff's knowledge in handling customers, tour products and services and other professional skills. In recognition of their contributions, here's a glimpse into the lives of our TMIS in-house trainers.

In conversation with *Ms Merla Quinones*



Merla has been an in-house trainer with TMIS for 5 years. In this interview, she shares tips on her training and facilitation techniques, and speaks of her passion for teaching and how an educator plays an essential role in motivating participation in class.

## Tell us about the teaching/facilitation techniques you're currently using to engage your students.

I believe that learning is a two-way street. That's why I do away with the typical 'I-talk-you-listen' method of teaching. Instead, I encourage my students to think 'out-of-the-box' and engage them by sharing relevant, first-hand experiences from my days in the industry.

Storytelling is very effective in creating a deeper understanding of the industry for my students. By encouraging and alleviating their uncertainties from time-to-time, I also help them to open up more. Student life can be stressful, and knowing they have someone to guide and listen to them can make a difference in their learning journey.

## How does your passion for the craft drive your future plans?

Tourism is a major economic driver and a catalyst for change and development in the country. As industry players, we contribute to the progress of this field. I'm happy that I'm able to share my experiences and the importance of tourism by engaging and inspiring my students.

## STUDENTS' COMMENTS

“ Thank you for teaching me, Ms Merla. Thank you for your patience.

*Loh May Mei from WSQ Certificate in Tours & Travel and Attractions*

Ms Merla is willing to repeat her explanations when we don't understand parts of her lesson. She is understanding, knowledgeable and able to answer all our questions – a very helpful and experienced trainer.

*Students from WSQ Handle Air Ticketing and Reservations module*

In conversation with *Mr Colin Goh*



“ Teaching is not just about information and imparting knowledge. Teaching inspires changes and makes learning interesting.”

Colin has been an in-house trainer with TMIS for 2 years. Read on as he shares his thoughts on training the next generation of tour and travel professionals and discusses his firm belief that passion is key in the industry.

## What important tips can you share on how to engage your students?

As a trainer, it's very important to engage your learners. I do so by sharing past incidents from the industry and by providing advice based on my personal experience. By bringing these real-life scenarios into the classroom, our students gain a clearer view of the industry.

I also believe that constant encouragement and motivation play an important role in our students' learning. Teaching is not just about information and imparting knowledge. More importantly, it inspires change, makes learning interesting and promotes understanding.

## You've mentioned that you believe passion is key. How has it helped you with your training?

My passion for teaching drives me to help my students as much as I can. It's great to see them expand their knowledge and enhance their interests before they enter the tourism sector.

As a trainer, mentor and career counsellor, my greatest gratification is seeing my students' progress in their professional development while still being eager to keep learning. And it is extremely rewarding to hear that some of my students are now rising through the ranks in their chosen careers.

## STUDENTS' COMMENTS

“ Mr Colin Goh is a great trainer. His lessons were an eye opener for me. We should have more trainers like him – I felt as though I was doing a Degree Programme instead!

*Student from WSQ Diploma in Tourism, DP/WSQ/15-36/FT*

He always ensures that we learn and understand his lessons. I hope to see Mr Colin Goh teaching us once again.

*Student from WSQ Diploma in Tourism, DP/WSQ/HM/15-24/FT*



# WTS Travel & Tours Upgrades Staff Skills at TMIS



With the growth of the travel industry, now, more than ever, it is crucial for travel agents to upgrade their skills to better meet the needs of the modern traveller. And no one knows this better than WTS Travel & Tours.

In an effort to enhance and upgrade the skills of its travel agents, the company recently engaged TMIS to conduct the WSQ Higher Certificate in Tour & Travel Services in-house. Classes are conducted one full day a week in WTS premises for a period of 14 weeks. On 16 July 2016, 10 WTS staff comprised of travel consultants, Asst. Supervisors and Asst. Managers commenced their first class.

Mr Voo Wei Keong, Director of WTS Travel emphasised the importance of training. "WTS Travel & Tours is committed to play an integral part in



shaping the evolution of the industry through innovation and people," he said. "With our people as the crux of our operations, we aim to maximise the potential of our employees and provide a meaningful career for them through the upgrading of their knowledge, skills and attributes."

TMIS trainer Mr Colin Goh shared the same sentiments. He added that in-house training is more conducive as learners are more at ease and this enables them to better associate the lessons to their work experience in the office for higher retention of knowledge.

As the training arm of NATAS, TMIS is committed to upgrading the professionalism, service and productivity of the travel trade through training and education. With the TMIS corporate training programme, agencies with a

minimum class size of 10 trainees can customise the TMIS programmes/modules to meet their staff training and development needs. This also applies to WSQ full qualification programmes i.e. Diploma in Tour & Travel.

Mr JK Lim, who joined TMIS as Director Sales & Marketing on 15 June 2016, applauded TMIS' efforts. "It is always a challenge for agencies to find time to release staff for training. There is no such thing as a good time," he explained. "This is why TMIS decided to conduct training with a flexible schedule on date, time, hours per training session and at a place most convenient to the agency and its team."

Other than the core programmes/modules on offer, TMIS can also customise specific non-WSQ programmes for agencies that wish to specialise in a specific area of need.

And with course fee subsidies of up to 90% and absentee payroll subsidies of up to \$7.50 per hour\* from WDA for WSQ courses, there's every reason for agencies to upgrade the skills of their agents.

\*Terms & conditions apply



# SIA To Expand US Operations With Non-Stop San Francisco Flights And Second Daily Los Angeles Service

Approximately 6,800 flights arrive or depart from Singapore Changi Airport every day, connecting passengers with destinations in over 80 countries. The airport's range of potential destinations is set to increase from 23 October 2016, as Singapore Airlines will be adding a non-stop flight to their daily schedule, transporting passengers from Singapore to San Francisco without a lengthy stopover.

The 13,600 km journey will take between 14 and 18 hours, the longest flight for any Singapore Airlines airbus until 2018, when a new variant of the A350-900 will enter service, enabling even longer flights between Singapore and both Los

Angeles and New York. SIA is the launch customer for the new variant, the A350-900ULR, with seven of the type on order. The service will help to increase freedom of movement between Singapore and the US, with an Airbus A350-900 aircraft departing early each day for a convenient morning landing time.

Singapore Airlines currently serves San Francisco with two daily flights, including a choice of stopovers in Hong Kong or Seoul Incheon. The introduction of the direct San Francisco service will see the Seoul flight rerouted to Los Angeles, increasing the number of daily flights to LA from one to two.



Image credits: Singapore Airlines (SIA)

In addition, Singapore Airlines provides services to Houston via Moscow and New York JFK via Frankfurt, and the launch of the A350-900 airbus in 2018 will offer even more scope for long-haul flights to the US. The sky's the limit for Singapore Airlines!

## A STANDING OVATION TO THE SEAS



Image Credits: Royal Caribbean Cruises (Asia) Pte Ltd



It was an exciting day for almost 250 partners in the travel, government, corporate and media industry as they boarded the Royal Caribbean's Ovation of the Seas for its maiden call on 9 June 2016. Upon arrival at the Marina Bay Cruise Centre, participants were treated to a tour of the ship shortly after embarkation. Too soon, the event

concluded with a catered luncheon, where guests were able to explore and mingle.

Marketing Specialist of the Royal Caribbean Cruises (Asia) Ms Tan Xin Ru credited their agents for the success of the cruise line in Singapore. "Our agents are our most valuable channels



Image Credits: Royal Caribbean Cruises (Asia) Pte Ltd



in representing and promoting Royal Caribbean," she said, "We train them regularly and reward top performers. Key agents will also get opportunities like today to board our cruises to know our products and services better."

The Ovation of the Seas will be returning to Singapore on March 2017.





## TMIS Programmes

### Diploma Programmes

- WSQ Diploma in Tour and Travel Services
- WSQ Diploma in Tourism (Hospitality Management)

### Certificate Programmes

- WSQ Higher Certificate in Tour and Travel Services
- WSQ Certificate in Attractions
- WSQ Certificate in Hotel Accommodation Services (Front Office)

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

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

### 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

### Others (Not Applicable for SkillsFuture Credit)

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

### Corporate Training

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

-  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)
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