

Caesars Travel Group honors 14 employees for Years of Service



Photo: (First row from left to right) - Shinu Joseph, Suresh George, Sukhvinder Singh, O.P. Basheer, Vishal Kumar Shukla, Aji Thomas, Joseph Chavakula
(Second row from left to right) - Roy Thampi, Raghuram Bhat, Abdul Ghafour ,Shahadat Hussain, Ramlal Patel, Nassar Hussain, Made Samuel

Caesars Travel Group recently celebrated the company’s employees at a "Long service award ceremony" where long service awards were presented to 14 employees of the company celebrating their length of service and loyalty ranges from 15 to 25 years of service while also recognizing their exceptional performance. The commemorative event "The long service award ceremony" hosted by the Company’s Chief Executive Officer, P.N.J. Kumar and senior management, was held at the Caesars Travel Group meeting room.

This years of service award is the highest level of recognition for employees on support and their loyalty towards the organization. The award recognizes members of staff and administration who have been with us for fifteen or more years

for their dedication, contributions and service .These service awards were given to full-time employees who have reached certain anniversaries of service 10, 15, 20 and 25 years with Caesars Travel Group. The winners received a memento with their names inscribed on it along with a cash award.

Long Service Award is one of the most important corporate award recognition programs to recognize the loyal employees for their contributions and commitments which Caesars Travel Group management has started from 2016 by realizing the fact that it’s an opportunity for an organization to recognize an employee for his or her longevity or tenure with the organization.

During the event, P.N.J. Kumar, Chief Executive Officer, Caesars Travel Group

said "Our staff really is our most important asset. I am delighted to recognize their commitment and loyalty to Caesars Travel Group to congratulate them on their long service awards. Moreover, this will be an inspiration to others and truly exemplify our mission. For more than 25 years since Caesars Travel Group’s inception in Kuwait, our employees have been giving their time, talents, and resources to the causes that matter most to us—service to our valued clients. On this special occasion, we want to celebrate our employees’ passion and dedication to making a difference in their life with us and this award is a true reflection towards it. Let me make it more clear once again that their dedication underpins the continuing growth of our business in Kuwait and the other parts of the world and our drive to deepen our relationships with our customers and clients."

“I feel honored because we have our organization filled with dedicated and talented people at every level, so I think that this award is a wonderful recognition and I feel very honored to receive it," Commented by Mr. Sukhvinder Singh, Operation Manager, one of the recipients of this award who has completed more than 18 years service with Caesars Travel Group.

“I extend my sincere gratitude to these outstanding employees on their service, dedication and commitment to Caesars Travel Group. Through their hard work and years of service, the company continues to grow and provide our customers with the quality service. I am honored to recognize them for their excellence and exceptional performance day in and day out,” said Seneviratne, HR Manager of Caesars Travel Group.

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Editorial

Do you think online booking is best?

Planning your trip using the Internet can be convenient and easy. You can research destinations at your own pace, shop around for the best fares and hotel deals and make reservations right from your computer. But online booking can have its pitfalls. It may not

travel online frequently requires that you pay at least a deposit and many times requires that you pay the whole cost of your service up front. You put yourself at risk to have your credit card number stolen or even your whole identity by booking through an insecure website.



always be the right choice, especially if you have special needs. Prior to the invention of the Internet, travelers sought out travel agents or booked guided tours, accommodations, flights and car rentals directly through the operator. Today, travelers use the Internet as an informational tool that allows careful consideration of all booking options. The Internet offers a new convenience never before experienced, but you have to think a bit before you hit.

When you book online, you usually can't ask a live person questions about hotel rooms, flight routes, visa requirements or anything else you're concerned about. You may not be able to confirm special requests at the time of your online reservation. Online booking rarely gives you the opportunity to speak with someone knowledgeable about the service you are booking. In some cases, you may find testimonials on a website, but you can never be sure if they are real testimonials or paid advertisements

Many travel websites can't handle complicated itineraries, such as a trip that combines train, bus and plane travel. Booking

Many online travel sites advertise low rates to attract your attention and then add fees and surcharges for a much less competitive deal. Low cost booking sites offer deep discounts for booking travel blindly, but the discount you receive comes with many conditions. For example, when booking a flight or a hotel, you will sometimes be able to choose only your day of travel, class of service and class of hotel.

The bargain rates that make booking online appear so attractive often mean giving up flexibility in your dates of travel or other such constraints. Booking online does not allow you to build personal relationships with the operator or to take advantage of personal relationships between a travel agent and the operator. These relationships may allow you to get a booking when none are available online or to receive a free upgrade. Some small inns and tour guides may not have an online presence. If you only look for businesses that have websites and online booking capability, you could miss out on some local color. Yes, online booking is convenient and easy to handle, but you have to beware about the pitfalls.

That detail is spelled out when you buy a ticket, but if you overlook the fine print of the less-expensive fare and show up at the gate with that larger bag anyway, you can (and will) be forced to check it. Unlike gate-checked bags when the overhead is simply just full, gate-checking when you're on a Basic Economy fare can get pretty expensive.

For now, American and United are the only two airlines that don't include a carry-on in their Basic Economy option. You can only bring a personal item such as a purse or backpack on board with those fares. The Wall Street Journal reports that some customers are getting caught off-guard when they get to the gate and are asked to pay.

Corporate Arena

Gate-checked bags come not only with a \$25 charge (or \$35 if you've already checked another bag), but also a "gate-handling charge," an additional \$25 you need to pay for the hassle of having a gate-agent check the bag last minute while people are boarding. That additional \$50-\$60 can often kill any savings you got by buying the cheaper fare in the first place.

The solution? Make sure you know what fare you've purchased before you arrive at the airport. If you do buy a Basic Economy fare, either check your bag when you get to the airport, or be prepared to pay once you get to the gate.

U.S. ENDS LAPTOP BAN ON FLIGHTS FROM MIDDLE EAST

The United States has ended the ban on large electronics in the cabins of airlines that it announced in March.

King Khalid International Airport in Riyadh, Saudi Arabia, was the last airport to be taken off the Department of Homeland Security's ban list, which originally affected 10 airports and nine airlines, mostly Middle Eastern carriers.

DHS spokesman David Lapan tweeted Wednesday evening that the restrictions on large electronics had been lifted. "With enhanced security measures in place, all restrictions on large PEDs announced in March for 10 airports/9 airlines have been lifted," he wrote.

The DHS had banned electronic devices larger than a smartphone in the cabins of airplanes on direct flights to the U.S. from 10 airports in the Middle East and North Africa. The ban affected airports in eight countries: Saudi Arabia, Qatar, Kuwait, United Arab Emirates, Turkey, Jordan, Egypt and Morocco. These countries did not overlap with those included in President Trump's travel ban.

As NPR's Greg Myre explained in March, the countries on the laptop ban list were generally stable nations allied with the U.S. Unlike the more troubled countries on the travel ban list, "you think of these countries on the airline list, and you're talking about a wealthy businessman, jet-setting around the world."

Security experts have said the threat of explosives hidden in a laptop is real, as NPR's David Schaper reported last month. But with laptop restrictions now lifted, DHS seems to believe the enhanced security measures implemented at the 10 airports are sufficient.

Meanwhile, the U.S. has issued a new directive to airlines on additional security measures they must take, including increased security and screening protocols, affecting direct flights to the U.S. from about 280 airports around the world. Lapan, the DHS spokesman, tweeted Thursday that "all 180 airlines" have implemented the first phase of the security measures.

WATCH OUT FOR THIS UNEXPECTED AIRLINE FEE NEXT TIME YOU FLY

The next time you fly, you might get hit with an unexpected fee: a gate-handling charge.

Recently a number of major airlines have started to roll out Basic Economy fares. They're less expensive than your typical airfare, but they sometimes come with a catch: they don't include carry-on bags. And if you wait until you're at the gate, checking that bag can be twice as expensive.

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Why Cruise vacations are so popular?

Tourism highlights

There is perhaps no better way to unwind than taking a great vacation. However, many people find that planning for a vacation can be an additional source of stress. A vacation is supposed to be relaxing, but the preparation for the trip is little tedious. Questions such as: where to go, what to do, and how to get there will undoubtedly arise when choosing the specifics for your trip. A cruise vacation offers many benefits to the traveler with a variety of options in one location. This is part of the reason why cruises have become an increasingly popular solution for individuals and families who want the most out of their vacation experience. There is no such thing as a one-size-fits-all holiday at sea. Like any vacation or trip, hitting the high seas—or may be a rushing river—is loaded with the potential for fun, adventure and lasting memories. Just as there are cheap and cheerful hotels for budget travelers and luxury establishments for those for whom money is no object, so there are cruise ships to suit every style and every pocket.

Cruise Center, a dedicated cruise platform, first of its kind in Kuwait is the Hub for all Cruise Holidays by representing world’s most of the cruise companies. One of the greatest benefits of a travel professional is their knowledge of what makes each cruise line unique and the product knowledge which is more important than it has ever been before, especially now that cruise lines have worked in recent years to differentiate their individual brand identities from their competitors. Clients look to agents to guide them through the noise of so many brands and options to find the perfect fit. The professionals working with the Cruise Center can suggest you where to board, when and how to travel and offer the best cruise ships that suits your budget and travel, all available under one roof.

Holiday Cruising has become one of the fast growing sectors in Tourism Industry and at **Cruise Center**, we have the key role in contributing a good share to this industry since its inception in Kuwait. When we are dealing with guests ranging from budget to premium, nationals to expatriates and nevertheless, the leading corporate in Kuwait those started finding an avenue for their MICE on board with leading cruises are very popular now. The combination of cruising and corporate travel is a solid proposition for travel sellers, cruise providers and their customers – and it’s the perfect way to mix business and pleasure so everyone wins. Understanding this psychology, the new twist on land-based company meetings is making a splash at sea with corporate and mid-size customers, becoming very popular among the Kuwait business platform during these days.

Currently, Cruise Companies are deputing



Thomas Sebastian - Master Cruise Specialist, Cruise Center

and launching new floating beauties every year in order to cater to this fast growing industry. Needless to say, new destinations are also added by these companies into the list of destinations like Arabian Gulf, irrespective of all ongoing conflicts and even the cultural attributes between the westerners and gulf citizen ; shows how important have cruising become in the minds of Tourists and travelers.

Cruise lines recently have taken a remarkable step to operate in the Arabian Gulf region. This region is now playing a major role in cruising, just because of the warm, sunny season, unexplored beaches, culture, cuisine and shopping. Cruise companies like MSC, COSTA, and Celebrity Cruises now have regular itineraries from Dubai and Abu Dhabi till end of this winter (March 2018) and being **Cruise Center** represents all these cruising companies, it’s an easy access to make the bookings on any of these cruises under one roof.

The main attraction about cruising holidays is that the time spent on Cruise like 7 – 9 Nights is a good way to enjoy all the aspects of the travelling region and having not to worry about the prices associated with living the high life in the cities. Every morning you wake up to a new destination, feel the warmth of sunrise on you from a new land with a cup of Tea / Coffee catered by the best hospitality professionals on board. Unpack your luggage and get ready to explore the city you are on port. Let alone you, but your family too will enjoy this. Kids are offered free entertainments and are kept busy in

their own world. You will be in a different world altogether; no restrictions on what you wish and would like to do. It’s really this freedom that makes the cruise vacation a unique. From elderly to young ones, couples to bachelors or family with kids; cruise has everything to offer so can everyone enjoy to its fullest. You name it from shopping, food, spa, entertainments and many more activities...

Cruise Center also offers River Cruises, for those who are yet to discover the beautiful pristine rivers and untouched cities. River Cruises are always charming and mesmerizing; it gives the wonderful feel of untouched destinations, where the bigger ones can’t reach. It carry’s less number of passengers and are best for those who more privacy and personalized services.

To conclude, let me put it this way “Cruising is like dream travel on a floating resort where you are free to sail on deeper waters without any limits and visit destinations of your choice like an endless ocean.” Those of who have travelled and explored world destination should try once in a life time and fulfill their dream of sailing on cruise vacation. Your Cruise Departures for 2017 & 2018 is ready and **Cruise Center** welcomes you to choose your next vacation and our office access is easy, we are on the Al Nafisi Tower (Ground Floor) of Abdulla Al Mubarak Street (Near Mirqab) with telephone contacts : 22414340/22404075/22454301, Email:info@cruisecenter-kwi.com &ops@cruisecenter-kwi.com

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3	Sir Bani Yas Island	09:00	17:00
4	Day at sea	-	-
5	Muscat	08:00	18:00
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Caesars Int'l Travel ONAM Celebration

The Company Album



Caesars Int'l Travel Co. W. L. L., the airline management division of Caesars Travel Group, celebrated ONAM on 20th September, 2017. ONAM is an annual Hindu festival with origins in the state of Kerala in India. With an exotic floral design in the foreground and an array of visual treats, the programme started at 1pm. The entrance of the legendary emperor Mahabali marked the start of the program which was followed by a plethora of ONAM related recreational games and performances. FOLKSONGS, 'PULIKALI' (the play of the

tigers) and a miniscule of percussion ensemble (CHENDAMELAM) were a few of them.

The multinational staff members adorned themselves in the traditional Kerala attire inculcating a warm example of togetherness, love and brotherhood. An authentic Kerala sadhya, prepared by the renowned chef Chandran Irinjalakkuda, was relished by each and every person there. The program ended with a smile on each face and mirthful memory in each heart to cherish forever. Mr. Rajesh Reghunath, Director (Commercial & Marketing) conveyed his

felicitation and proposed a vote of thanks to each and every one for organizing such a gorgeous feast for the eye.

Our staff, Mr. Amalraj, has prepared a remarkable video highlight with the glimpses of the entire program in the back score of the renowned trendsetting Malayalam song 'JIMIKKI KAMMAL' which is available on youtube.

(Link: www.youtube.com/watch?v=h7jFJPj80k)

My Onam with Caesars Travel

By Ann Faleiro



Onam reminds me of my childhood days, when we learnt about the various festivals of India. The festival of Onam always grabbed my attention, probably the colors, the huge mythical figure of King Mahabali, the big snake boat races with so many

oarsmen rowing to make it at the finishing end. So fascinating.

I literally could imagine and visualize the festive fervor along with the traditional costumes coming live through my school books. Always wanted to be part of the festivity and learn more about it. Well my wish came true in some aspects, down here in Kuwait. All thanks to my colleagues and friends who with all pride and pomp celebrate Onam festival at work.

Onam, the harvest festival celebrated by the Hindu families in Kerala is a 10 day long festival. Celebrating the annual homecoming of the mythical King Mahabali. Whose spirit is said to visit Kerala on this day, to see his people living happily. With the beautiful floral carpet (floral rangoli) at the entrance of every house, which is known as Pookalam.

And for all the foodies, just like me, here comes the main highlight of the festival 'Onam Sadhya'. A grand feast which is traditionally

served on a Banana leaf which consists of about 26 dishes and can go upto 30 plus. Sadhya in malayalam means banquet, and true it's a huge banquet of delicious dishes, curries and the yummy desserts, varieties of Payasam my favourite.

Relished the Onam Sadhya, starting with the Kerala red rice with ghee sprinkled and the special dishes which follow. There is a style and sequence to all of it, an art you could say and something one should not miss on. And yeah not forgetting the traditional attire, mundu by the men and set saree by the women. I too go into the exact feeling of the festival by wearing the traditional set saree.

The rich cultural heritage of Kerala comes out in its best form and spirit during Onam. Will make it possible someday, celebrating Onam and catching the glimpse of the snake boat race in Gods own Country – Kerala.

Onam Ashamsakal!!!!



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The Loyalty Effect: Hidden Force behind the growth of Caesars Travel Group (An interaction with a Senior Staff)

Loyal employees are always an asset for our company. In this edition, we would like to spare an interactive session with one of our very senior staff, Mr. Roy Thampi who led a way to different developmental activities of our organization.

Just a brief walking through your academic credentials?

Actually I am a B Com graduate and after that I did a Travel and tourism crash course from ITATS (International Travel and Tourism Studies) under the guidance of Mr. Jayachandran. That inspired me to put my step in travel industry.

You are a commerce graduate and why this deviation to travel field, any kind of inspiration?

It is not about inspiration but I found very difficult to get a job in commerce at that time. I waited for so long after my graduation but I couldn't see an opportunity. Later my father advised me to choose some other field to get my own world as time will not wait for anyone. That was a brain teaser for me and I started exploring. Luckily, one of friend suggested travel domain and about the course, which made me confident to choose my career.

How was your first job experience in this travel domain?

I started my career in one of the GSA, Aviation Services Pvt Ltd, Trivandrum in Kerala. I worked there almost a year. I have learnt a lot from there as it was my first experience about travel domain and services. Unfortunately, they didn't give me confirmation on my job due to some management issues. After that I struggled a lot to get the next opening and that led the thought of moving abroad.

How was your abroad experience, is Kuwait is your first country?

When I was struggling to get a job, my uncle put an offer to me in Sharjah, UAE. At that point of time, I thought of grabbing that opportunity and went to UAE and got a placement with Al Sadek Industrial & Trading Co as supervisor but was not comfortable in that position as my intention was to work in travel industry. In a way it was not a good experience and returned to my native after completing one year. After my return from Sharjah, I joined in Riya Travel & Tours, Trivandrum, Kerala in 1997 and my experience



Roy Thampi - Senior Officer , Corporate Sales - Caesars Travel Group

here molded me into a travel professional. I worked there for 3 years and I equipped a lot from that company.

Then how you come to Kuwait and joined Caesars?

That is what we all say, all upon God. Actually I lost my interest to work abroad because of my previous experience, but my wife inspired me to get a job as she saw an ad from Caesars, Kuwait. Then I applied for that and my interviewer was Mr. Kumar our CEO. He was happy with my credentials and ability and asked me to join immediately.

How Caesars treated you and how was your experience?

In one shot I can say it was a hand of God. Caesars made me think about my dreams and abilities. I am really thankful to our CEO Mr. Kumar, my mentor as he molded me to true professional and gave me a chance to show my capabilities. He guided me like a brother in my all difficult situations and given a ladder to build my career.

What is your likes and dislikes about our company?

I can say only likes as I couldn't figure out any dislikes. Likes are many, that what I am here with Caesars and will continue with more contributions. We all know success is the result of hard work and commitment, but to do that we need a good management and team which already have with Caesars.

How was your career ladder in Caesars as you are one of the senior employee?

I started my career in Caesars as reservation officer and got promoted to different levels in different departments. I got opportunity to become a part of company expansion by contributing my skills for opening branches in Jaleeb area and served as branch manager for couple of years. Later I moved to airline representation to learn and explore more on to business strategies. Currently I am in Corporate sales department, one of the leading wing of Caesars Travel under the guidance of Mr. Kishore.

What is your plan or ideas to expand your division on this competitive market?

As I am in corporate sales, my main intention is to improve sales to our company. My plan is to become more selective while identifying and analyzing business opportunities as payment collection is one of the major hurdles we are facing. Main focus is to get good companies with proper payment track and good volume of business.

Who is your ideal personality, what makes you feel inspired?

Our CEO, Mr. Kumar. I learned a lot from him and he guided me like his brother. His mentorship gave me the courage to climb my career ladder and I am very much successful in my career till date.

HOW YOU CAN BE A PART OF “expressions”

By sending your submissions to “expressions” newsletter, including articles, photographs, aviation updates, personal information which can be released in our newsletter, etc. The next issue will be out in January 2018. Please send us your article or similar texts as soon as you can and it should reach us on or before 15th December, 2017. The contribution Articles should be submitted in Word format. All articles which are selected for publication will be proof read for content, spelling and grammatical errors. Also please note that it is not mandatory that these articles will be published in “expressions” newsletter as it is strictly subject to screening before publishing. Furthermore, we may make minor editorial changes or correct spelling mistakes. To establish the identity of the authors, your name will be published with your article.

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