

Business Traveller Report.

By Lufthansa City Center.

April 2009

Editorial

Dear Readers,



You as our customers, are doing business on a more and more international level. At the same time, we as travel management company

must further develop our structures so we can offer you the usual consistent service and innovative technologies all around the globe.

We are therefore very pleased that more and more individual companies in the travel agency business join the Lufthansa City Center cooperation in order to profit from our strong brand and the world-wide network. For you, this is a direct advantage: the more travel agencies join the Lufthansa City Center network, the better we can serve you on a local basis.

With 600 offices in 77 countries around the world we are present everywhere, where you need us. The individual service with local expertise is our big added value – thus we can ensure that you and your employees will travel safely, convenient and at cost-effectively and profit from tailor-made service concepts.

Enjoy your trip!

Rainer Schäfer

Managing Director
Lufthansa City Center International

Lufthansa

Lufthansa summer timetable 2009

The new summer schedule includes 206 destinations in 78 countries. In selected growth markets, the route network is to be expanded by investing in new destinations.



As of 27 April 2009, Lufthansa will start flying five times a week to Rzeszów in south-eastern Poland. The daily flights

from Munich to Poznan in the west of the country will be complemented by a new daily offer from Frankfurt. The daily connection from Munich to Lviv in Ukraine is also new. On weekends, Lufthansa will also operate a non-stop offer to the two Adriatic cities of Split and Dubrovnik (Croatia) from Munich.

Italy

The new offer of flights by Lufthansa Italia from Milan Malpensa successfully took to the skies in February and is already being expanded. Since the end of March, Lufthansa Italia offers flights to an additional two European destinations with London Heathrow and Lisbon. At the beginning of April, Lufthansa Italia will then start operating domestic Italian flights from Milan to Rome, Naples and Bari.

Additional flights in the Middle East

Lufthansa will expand its flight offer to Tel Aviv with four flights weekly from Munich. The Saudi Arabian cities Jeddah and Riyadh will each receive a daily non stop flight from Frankfurt. There will also be additional flights to Muscat, Addis Abeba and Beirut.

North America

Six times a week Lufthansa will operate till May a Business Jet offer from Munich to Washington. From May 13 to October 24, 2009, the exclusive Lufthansa Business Jet service will be available from Munich to New York.

There will also be daily flights from Dusseldorf to New York (Newark) and Chicago. The offer from Dusseldorf is topped off with five flights a week to Miami (till May 4th) and Toronto (from May 7th)

News

Air France KLM extends GSM/PDA boarding-pass service

Air France KLM is to extend its electronic boarding-pass service. It can be used on flights departing from Paris and Amsterdam to most European destinations, other than the UK. Customers can check-in using their PDA or smart phone and receive their boarding pass by e-mail or as an MMS or SMS message on their mobile device. The only paper documentation that customers still require in order to travel is their personal ID.



Travel. So close.

Do's and Don'ts

American Business Etiquette

Which rules should business travellers watch out for and avoid embarrassing situations?

Greeting

A handshake between men and women is the usual greeting. Hugs and kisses on the cheek are not common for Americans.

Punctuality

It is polite to arrive 5 minutes early or on time. If at all possible try to never arrive late, it can be considered rude.

Business Negotiations

During the first visit, business cards are exchanged. You should put them in a special case if you have one available. Give not only your discussions partner a card but also all present. When there are multiple participants who do not know each other, then the host makes the introductions. He will usually present the negotiations, and also set up the agenda.

Dress code

Business dress is more conservative. Men wear dark suits (grey or blue) – no combinations; a pant or skirt suit is appropriate for women. In many clubs and some restaurants it is required to wear a tie and jacket.

Invitations

Acceptance is dependant upon the guest. It is not considered an insult if someone must refuse an invitation. Business matters are typically discussed at a business lunch. Here alcohol is rarely drunken, particularly not at lunch. Smoking is prohibited almost everywhere. Make sure that your mobile is shut off. It is considered impolite to answer a call during a meal. Normally the host takes care of the bill.

Be careful when:

Make sure that you keep eye contact with your discussions partner!

Lufthansa City Center

International Expansion – 19 new LCC offices world wide in just 3 months

Last year's already intensified international expansion of Lufthansa City Center is continuing in 2009. From December 2008 to February 2009, 19 new offices joined the global network; particularly in Italy more and more agencies are choosing LCC. Further expansion focus is on America.



Twelve travel agencies in Italy have joined Lufthansa City Center since December

2008. With a total of 52 agencies, Italy has become the strongest international market. Also in Brazil there are two new partners in Sao Paulo and Belo Horizonte. While the focus of the LCC offices in Brazil is in the leisure sector, meanwhile among the 12 partners there are also specialists for business travel and conferences to be found: for example Senator Turismo is the first Business Plus partner there.

The Business Plus branch is more and more important; as is shown most notably in the USA. There the agency Travel Solutions in Columbus has joined LCC as a big player, who along with the other 7 US LCC agencies predominantly focus on business travel and conferences sectors. The agency, that was founded in 1995 by Tammy Troilo-Krings, has joined LCC as Business Plus and gains 90 percent their turnover in the departments corporate travel, meetings & events.

Insider Tips Columbus

Columbus has been the capital of Ohio since 1816. The basis for the local economy is the education sector (the largest university in the USA), insurance, healthcare and technology sectors. Columbus is one of the most liveable big cities in the USA according to Travel Solutions' employee, Stephanie Draughon (sdraughon@ts24.com).

The drive from the airport to downtown takes around 20 minutes and costs 25 US-Dollar with the taxi or 3,50 US-Dollar with the airport bus. Some hotels even offer shuttle services free of charge.

For accommodation, Draughon recommends the Westin Hotel Downtown (luxury class), and as business hotel, the Crowne Plaza.

For dinner, one can enjoy the restaurant, Hyde Park Steakhouse (569 N. Hight St. Columbus). Afterwards, catch an evening drink at the Frog Bear & Wild Bar (1562 N.



Hight St. Columbus).

There is not a very large threat of being stolen from. But still visitors should not carry large amounts of cash or credit cards in plain sight. In the event of an emergency, one can receive help under 911.

Those with limited free time should definitely visit the C.O.S.I (Center of Science & Industry). It represents the modern advances and progress. Also interesting is a trip into history, in the charming German village, which has its roots going back all the way to 1830.



Marriott Hotels & Resorts

East meets West – Welcome to Istanbul and the Marriott Hotel Asia

Byzantium, Constantinople, Istanbul – All these names describe a city with more than 3.000 years of history. As the only metropolis in the world, Istanbul has been built on two continents: Europe and Asia, only divided by the Bosphorus.




Located on the European Side of the city, the Renaissance Polat Istanbul Hotel offers 414 luxury rooms for its guests. Five restaurants and bars as well as spacious recreational facilities offer the perfect surrounding for your stay in Istanbul.

Discover the “other” side of Istanbul while staying at the Istanbul Marriott Hotel Asia. 238 spacious rooms as well as a fine selection of restaurants and bars - the perfect place to start your trip to Istanbul's famous landmarks.

If you are looking for a stylish hotel close to Ataturk airport – then the new Courtyard Istanbul International Airport is the place to be! This hotel will open its doors in May 2009, offering 262 rooms as well as complimentary Airport Shuttle Service.

Discover Istanbul – discover Marriott!

Sixt

Innovative: Sixt Check-In solutions

Save time and paper with each booking and use one of our innovative Sixt Check-In solutions.



This way you'll get your desired car even more faster. Benefit of the Sixt Check-In Services at many international locations. This service provides you a direct hire at the Sixt Quick-Check-In terminal. Condition for using this service is that you are in possession of a Sixt Express Card and that you have already made a reservation. Then your rental contract is created in 3 easy and quick steps.

This is how Sixt Quick-Check-In works:

- Insert your Sixt Express Card or credit card into the terminal.
- The terminal detects your card automatically and shows you the reservation. You have the possibility of booking extras like winter tires.
- Select your car out of three vehicles. Confirm the booking details and print your rental agreement.
- Then open the safe and take the vehicle keys.

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