

Business Traveller Report.

By Lufthansa City Center.

August 2009

Editorial

Dear Readers,



the Lufthansa City Center branch offices are fully aware that the issue of cutting costs in a crisis situation such as the current one is even

more important than at other times to you – our corporate customers.

Yet we are prepared for this. We are not only accessible to you „on-site“ with a network of more than 600 travel agencies, almost everywhere in the world. We have also continuously expanded our service portfolio and can nowadays assist you in all facets of modern travel management – from the introduction of a corporate travel policy to the booking of the most affordable ticket.

We are also there to assist you when you negotiate with airlines, car rental companies or hotels on an individual company-wide agreement (by, for instance, supplying you the data you need as a basis for these negotiations - via our conclusive reporting tool).

Have a good trip!

Yours,

Rainer Schäfer

Managing Director
Lufthansa City Center International

Lufthansa

More comfortable and relaxed travel – with the Lufthansa Regional fleet

The Lufthansa Regional fleet is growing in size: with the new Embraer ERJ-195 aircraft, which was brought into service in June, passengers on short and medium-haul flights enjoy superb comfort, thanks in particular to quiet cabins, large windows and a bright, contemporary cabin design.



The new Bombardier CRJ900 Next Generation regional jets, which were added to the fleet in May, also spoil passengers with their pleasant atmosphere and ultra-modern interior.

Lufthansa's entire European fleet is characterised by a generous offer of space in Business Class: in the Avro RJ85 and BAe 146 aircraft, the middle seats are always kept free; in all other aircraft two seats are reserved for each Business Class passenger. You therefore enjoy twice as much room as in Economy Class and can choose between an aisle and a window seat whenever you like. The privacy to work undisturbed, room to move on all sides and up to twice as much storage space for your hand luggage and coat are more than just details; they make your flight noticeably more comfortable.

News

Qantas: now online check-in available

Passengers on international flights with Qantas can now check in online, and the carrier has also added the ability for premium frequent flyer members to choose their seat in advance. Online check-in is now available for international passengers on Qantas-operated flights at qantas.com.au, between 24 hours and two hour before departure. Silver, Gold and Platinum members of the airline's Frequent Flyer scheme are now also able to choose their seat online at any time

after making the booking.

BA launches triple miles promotion

British Airways is currently offering triple miles for flights taken in its First and Club World cabins to destinations including Chicago, Hong Kong, Bangalore and Dubai. The promotion is valid on a total of 18 routes from London Heathrow, for flights taken before September 10. Executive Club members must pre-register for this promotion. The offer is only valid for certain fare classes.



Travel. So close.

Do's and Don'ts

Business Etiquette for Venezuela

Rules which business travellers should observe – and blunders to avoid.

Greeting

The normal form of greeting is a firm handshake. Only among those with closer ties and among women are kisses on the cheek permitted.

Punctuality

Venezuelans make an effort to keep business appointments exactly (which is otherwise rather atypical). The same is expected of their counterparts from abroad.

Business Negotiations

At business meetings, not much extra time is spent on „small talk“ – it is preferred to rather directly address the matter at hand. Upon introduction, people exchange business cards (which should be in bilingual format, including the person's full title). Venezuelans are status-conscious, which makes it essential to observe the correct form of address and the structure of the hierarchy among your business partners. V. are rather unwilling to take risks – they prefer to do business with partners whom they know and trust. This makes networking important! In this context, speaking Spanish is a significant advantage „up front“.

Attire

Business attire is rather conservative. Men wear dark suits (neckties are no longer obligatory in every situation). Women are highly fashion-conscious - elegant suits and dresses (along with some jewellery and coordinated make-up) are a definite must.

Invitations

Business meetings are often scheduled in the late morning, followed by a lunch. The seating arrangements at the table are a matter of great importance.

Blunders to avoid

Refrain from addressing political issues in conversation if you are not a well-versed „insider“.

Lufthansa City Center

Viajes Humboldt – In remembrance of a German researcher and explorer

Venezuela is one of the major worldwide oil-producing countries – despite the numerous restrictions with which the current government constantly confronts abroad-based companies. All economic activity concentrates on the capital, Caracas – where our Lufthansa City Center is also situated.



and international companies. Since 2004, it has been part of the worldwide network of „Lufthansa City Centers“ and holds a Business Plus licence, considering that the focus of its business lies on business travel, special events and group-travel offerings. The references cited by Viajes Humboldt (this name memorialises the German naturalist and Venezuela discoverer Alexander von Humboldt) include companies such as Bayer, DHL, Wella and Total. Caracas is the national political, business and cultural centre – and at the same time the international gateway to every traveller from abroad, regardless of whether one is travelling to Venezuela for personal or business purposes. Your contact persons: Mauro Isoni (humboldt@cantv.net, Tel. 0085 991 0110 -15) and Anuschka Von Rosenberg (anuschka@cantv.net, 0085 991 0110 -31).

Insider Tips: Caracas

The international airport Simon Bolivar is located directly on the coast, one hour's drive from downtown Caracas. A taxi ride costs approx. US\$50 – however, is not recommended to visitors from abroad. It is advisable to arrange to be picked up by one's business associates or book a transfer via the travel agency. Whoever must use a taxi should purchase a coupon from a specifically-designated counter at the airport and only use a taxi which accepts this coupon!

For an overnight stay, Mauro and Anuschka recommend the Tamanaco Hotel (Luxury category, www.hoteltamanaco.com) or the Hotel Pestana (Business, www.pestana.com). One of the best restaurants in Caracas is „Aranjuez“ (Las Mercedes, tip: meat dishes and Cojac Salad); more traditional is the Alazan Restaurant (Altamira, tip: chupe criollo). Whoever seeks to experience authentic Venezuelan atmosphere should visit the „Doña Caraoica“ (Las Mercedes) and order a reina pepiada. Later, meet at



The travel agency Viajes Humboldt has been in existence since 1964 – and for a long time now, has served a clientele including national



the Bar Rosalinda for a drink and dancing (obligatory). Worth a visit: the markets and shopping centres in Tolon, San Ignacio und Sambil; also, one can enjoy the most beautiful panoramic view of the city from the lookout point on the El Avila. As in most South American metropolitan areas, visitors from abroad should observe strict safety rules. Theft and robbery have continuously been on the increase; valuables such as jewellery, cameras or „Blackberrys“ should not be worn or carried openly. If the use of a taxi is unavoidable, use only the official taxis (in front of hotels) and lock the doors during the drive



Marriott International

Discovery tour of Munich. Curious...? Let the Munich Marriott Hotel be your host

Discover the freshly renovated and stylish atmosphere of the Munich Marriott Hotel.



During the previous months, the "lounge93 - Café & Bar", the bathrooms, the Health Club / Spa "Himaphan" and now all guest rooms at the Munich Marriott Hotel got a new modern design.

You can enjoy a coffee or a drink at the



"lounge93 - Café & Bar", have your dinner or lunch at the modern "grill93" restaurant with international cuisine or invite your friends to the "Champions Sportsbar" to see live sport events on 15 flat screens.

The Munich Marriott Hotel welcomes you in its new guest rooms with individually adjustable air-condition, TV, cordless phone, safe, minibar, coffee and tea making facilities as well as high-speed internet access W-LAN and of course the famous Marriott bedding.

Once being on a discovery tour in Munich, the Munich Marriott Hotel is the perfect location to visit the well-known exhibition "Tutanchamun". Discover three things at a time: a new Munich Marriott Hotel, the treasures of Tutanchamun and the city of Munich – one of Germany's most popular travel destinations.

News

Worldhotels: Weekend promotion

Great weekend deals of up to 50 % discount are available at more than 250 WORLDHOTELS properties worldwide, year-round. WORLDHOTELS.weekends rates are valid Friday to Sunday (as well as Thursday or Monday at some hotels) and include accommodation, an upgrade to a superior room when available, breakfast and taxes (unless otherwise indicated).

SAA: Flight info via mobile phones

South African Airways enables their customers to trigger latest information of travelling directly from the mobile phone. With access to flight schedules, information about SAA Airport Lounges, several destinations including weather forecasts can be looked up easily from everywhere and anytime. The services are currently available in five languages (German, English, Spanish, French and Portuguese).

First subway in Dubai

The first subway in Dubai will be implemented in the beginning of September. The subway is totally high-tech leaded and equipped.

Imprint / Contact

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