

Business Traveller Report.

By Lufthansa City Center.

March 2009

Editorial

Dear Readers,



The worldwide economical crisis forces companies around the globe to increase cuts to save costs. Since travel costs are a large part of the operating expenses, they are especially focused upon in cost reduction programmes.

Lufthansa City Center is there for you with their long-term experience, high-qualified skills and allround knowledge when it comes to the travel business. We help you make most out of your travel budget.

We support you in saving money with our good connection to travel providers. We consult you in regards to reviewing or installing your travel policies and by choosing the right online booking engine.

Expense management and cost control are more important than ever. Contact us and get an appointment!

Have a safe trip!

Rainer Schäfer
Managing Director
Lufthansa City Center International

Lufthansa City Center

Brave the crisis with modern Online Booking Tools

Lufthansa City Center has supported their corporate clients among others for years with the most modern online booking platform.



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The online booking engines (OBE) contribute in various ways to the reduction of travel costs. They offer for example the possibility to upload the travel guidelines from the company and to steer all reservations from employees along these guidelines where the employees can only book certain providers.

An OBE can be integrated perfectly in the existing policies of the company. The easy to use interface screen leads quickly to a higher user rate from employees, whereby the order process for travel services will be streamlined and the transaction costs will be reduced.

Flights, train tickets, hotels and rental cars can be booked through an OBE – and that around the clock and everywhere, where the traveller has internet access. Through travel policies, companies are requiring more and more that their employees book domestic and direct flights online. The advantage: The wish and specifications from the customer can be individually stored in the OBE and can then be used for each booking.

At the same time, using the OBE presents the travel costs clearly for the travel management or controlling department, since the company receives regular reports and therefore is informed about the type and extent of costs from a business trip.



News

Air France affiliate VLM starts Frankfurt-Antwerp connection

As of 4th May 2009, VLM flies three times a day between Frankfurt and the Belgian capital Antwerp as code share with Air France.

Europcar Offers Extra Benefits to Flying Blue Cardholders

Europcar offers members of the frequent flyer programme Flying Blue, preferential rates and 100 Miles per day when renting at any Europcar location in 160 countries.

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Travel. So close.

Do's and Don'ts

Business Etiquette for Hong Kong

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

Greeting

The usual greeting is a slight bow. A handshake is also accepted from younger Chinese.

Punctuality

Appointments should be arranged ahead of time. Arrive on-time for all appointments; private and business alike. A few minutes earlier is better than being late. Punctuality is a sign of respect and courteousness.

Business Negotiations

It is considered impolite to come directly to business and the topic at hand. Basic tactic in negotiations: remain hard but polite, each time you offer a concession portray it as a generous cooperation – then one can count on a reciprocal concession. Do not expect quick decisions and do not show frustration or disappointment, when again a contract is not finalized or signed. Patience is the key to success.

Dress code

Typical business dress: men wear dark suits with a tie and women wear skirt or pants suits. Rule of thumb: it is better to be overdressed than underdressed.

Invitations

Hong Kong Chinese generally invite one to restaurants – an invitation to a private house is largely taboo. In restaurants it applies: one orders, one pays (there is no "splitting").

Be careful when:

Do not bring your business partner in a situation, where he/she must say or do something that he/she does not want to or cannot do – due to rules of tradition, his/her position or from corporate taboos. This threatens loss of face!

Lufthansa

Modern check-in machines for an even faster check-in

By April Lufthansa will have step-by-step replaced over 300 machines in Germany and Europe.



Thanks to an integrated passport data and card reader that utilises RFID technology, the new check-in machines will get you on board even quicker. So in future you will be able to have your machine-readable passport or identity card scanned at all the check-in machines and check in with your flight number, destination or booking code. You will get your boarding pass quickly without even inserting your Miles & More card or credit card.

If you have already checked in and want to make any changes, all you have to do is place your boarding pass with barcode over the machine's scanner.

Another advantage of the new machines is that they have a more contemporary design and a bigger screen, along with new, more user-friendly software.

NH Hoteles

High reductions for advance bookings for April

Plan and make your reservation in time and enjoy fantastic reductions with NH Hoteles.

For more information, please contact your LCC travel agency.

Choose from more than 300 hotels in 19 countries. However, the allotment is limited. What keeps you from booking your accommodation early?

Book 7 days in advance and enjoy 50 % reduction on the best available rate for your accommodation in April.

VAT is not included in Spain and Portugal. In all other countries VAT is already included in the price. Payment is done in advance, rebookings and cancellations are not possible. This offer is valid until 3rd May 2009.



Dorint Hotel Amsterdam-Airport

Visitors: Dorint best four-star hotel in The Netherlands

The Dorint Hotel Amsterdam Airport at Schiphol-East is the best four-star hotel in The Netherlands. This was de-ducted from objective assessments by visitors on the travel assessment website "VakantieOordeel.nl".



On average the visitors gave the Dorint a 9.1. The average score is based on the quality, availability and popularity of the hotel. The average assessment score and the number of assessments are considered with the composition of the lists.

The Dorint Hotel Amsterdam Airport is centrally located and is also in the Green area.

In the vicinity of Schiphol Amsterdam Airport and between Schiphol Rijk Business Park and the shopping area of Amstelveen.

The four star hotels has 442 Luxurious rooms. 15 Meet-ing- and Conference rooms with 1.400 m2 of Exhibition space up to 720 guests. For relaxation the hotel offers the „Dorint Lifestyle Club & Active Spa“. Culinary the hotel offers the Restaurant „Nadar“, the „Patio Buffet Restau-rant“, the „Patio Bistro“, the „Sports & Media bar“, which is opened 24 hours as well the „Lounge und Cock-tail Bar“, a great variety.

For more information for the Dorint Hotel Amsterdam-Airport you can contact your Lufthansa City Center Business Travel Office.

News

Change flights in Bangkok easier!

With the start of the summer flight plan 2009 starting by end of march, chaing-ing flights to Thai Airways destinations within Thailand will all take plae ath the Bangkok hub Suvarnabhumi Ainternatil Airport, where also all international flights arrive and depart.

Qantas starts A380 scheduled flights to Europe

The Australian Airline Qanats has enlarged their A380 flight schedule by 2 new connections to Singapore and Great Britain. Qantas will offer three A380 flights per week on tiehr Cangoroo.route from Sydney via Singapore to Ondon and back.

New Sheraton in Prague

Starwood Hotels have entered the Czech hotel market with the introduction of its best-known brand. A new five-star Sheraton Prague Charles Square Hotel with 160 rooms opened in Prague on 1 March 2009. The hotel is located in four 19th century buildings and offers 160 modern furnished rooms, of which 38 are luxury suites and penthouse duplexes.

Imprint / Contact

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