

# Business Traveller Report.

By Lufthansa City Center.

May 2009

## Editorial

Dear Readers,



With giant steps, the „greatest time of the year“ – holiday time – is approaching once again. What's more – in your Business Plus Lufthansa City Center you can, of course,

book not only your business travel, but also your holiday travel.

In every Lufthansa City Center, we offer you the entire program of travel arrangements by LCC, from individual, custom travel arrangements to package tours – for families or for singles, from budget travel to exclusive packages.

Via our network of more than 600 Lufthansa City Center agencies in 77 countries, we have access to personal contacts in several hundred interesting holiday-destination regions. Regardless of whether you're planning a trip to Europe, the Far East or Latin America, we can always give you that special tip to make it easier. We will gladly plan for you exclusive excursions and arrangements – or even just dinner at the trendiest club or restaurant in your holiday destination! We are going the extra mile for you - no matter where on the world.

Enjoy your holiday!

**Rainer Schäfer**  
Managing Director  
Lufthansa City Center International

Lufthansa

## Unrivalled panoramic views: the new Lufthansa Tower Lounge in Frankfurt

*Breathtaking perspectives at Frankfurt: thanks to the large picture windows in the new Lufthansa Tower Lounge in Departure Area A (non-Schengen), you can enjoy a unique view over the airfield from the 5th floor.*



This approximately 1,100 square metre space above Gate A65 will provide Senators and Frequent Travellers, as well as First and Business Class passengers with the familiar amenities of a Lufthansa lounge. Besides the marvellous view over the airfield and the fixed binoculars provided, three sonic chairs, exclusive bar, bistro and comfort areas, plus a shower area, will ensure the ideal conditions for you to relax and freshen up during your stay.

As a result of the extension work being carried out at Frankfurt Airport's A area, the existing Lufthansa Business and Senator Lounges at Gate A51 will close when the new Tower Lounge opens.

After completion of the work on the 800 metre long new A pier in 2012, you will be able to enjoy five new Lufthansa lounges here, as well as even more opportunities to spend your time before departure as pleasantly as possible. With an impressively large total floor area of around 150,000 square metres, you can look forward to individual Lufthansa products and services here as well as innovative technologies in the most modern environment. You will be able to spend time before or after your flight at your leisure on the pier's four levels, strolling around the exclusive shops or lingering in elegant cafes and restaurants.

### News

#### **Codeshare flights between Belgium and Germany**

Brussels Airlines and Lufthansa will offer code share flights between Germany and Belgium. Customers will be able to combine flights of both airlines, which gives them a lot more departure and connection possibilities.

#### **airBaltic to Launch Flights to Geneva, Turku and Kaunas**

airBaltic has introduced a total of seven new destinations this year. In addition to the aforementioned three, flights are also offered to Tromsø (Norway), Linköping (Sweden), Palanga (Lithuania), and Dushanbe (Tadzhikistan).



Travel. So close.

## Do's and Don'ts

## Business Etiquette for the Netherlands

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

### Greeting

A strong and firm handshake is the normal form of a greeting. Whoever is on more familiar terms can greet women with three (!) kisses on the cheek.

### Punctuality

The Dutch keep appointments exactly. If you feel that you might be late, you should at any rate inform your counterpart promptly.

### Business Negotiations

Business-related meetings always take place by advance appointment, not on short notice. Last-minute cancellations or postponements are received with disfavour. At the first meeting, the participants exchange business cards. As soon as the meeting has begun, there is no more „small talk“. In negotiations, make an effort to remain objective, stick to facts and do not pressure your business partners too much.

### Attire

The rules on attire in business situations tend to the casual. As a rule, men wear suits, yet ties are no longer an absolute must (after the late Prince Claus demonstratively removed his tie during a public appearance).

### Invitations

Business-related matters are discussed in the office – a business lunch marks a break during negotiations, a dinner the celebration of a newly-closed deal. If you receive an invitation, bring chocolate, a plant, a book or flowers (a bottle of wine is not a good idea).

### Blunders to avoid

Always ensure that your mobile phone is shut off during a conversation! Never ask the Dutch about earnings.

## Lufthansa City Center

## Nova Business Travel in Amsterdam, the major Dutch business centre

In the course of its international expansion, the world's largest independent travel agency cooperation, the Lufthansa City Center, is represented in all of Europe's major markets. For two years now, Nova Business Travel in Amsterdam has been member of the network in the Netherlands.



The Team, from left: Debora, Dolf and Jenny.

Nova Business Travel is a family-operated company, founded in 1969 by Wolfgang Rosenblatt and now managed by his son-in-law, Ab Polak. Since October 2007, Nova has been a Lufthansa City Center – with a „Business Plus“ licence from day one, as its focus is on „Business Travel“ and „Incentives“. The „incoming“ business is also important here. Nova services, among others, the following corporate customers: the Etam Retail Group, the Credit Europe Bank, HASBRO, Brother Intl., DD&P and some model agencies. „I Amsterdam“ is the slogan of one of the most exciting capital cities in all of Europe. Amsterdam has it all – culture, history, architecture, countless enjoyable restaurants, cafés and pubs, fascinating nightlife and the best possibilities for shopping. One has to have already experienced this metropolis for oneself to feel the fascination it emanates, according to the Nova office manager Debora Perunicic-Kruger (Tel. 00-31-20-6430509, E-Mail [debora@nova-business.nl](mailto:debora@nova-business.nl)).

### Insider Tips Amsterdam

A taxi ride from the Schiphol Airport to downtown costs 35-40 EUR and takes about 30 minutes. Yet, in case of a traffic jam, it often takes much longer. Only a few taxis accept credit cards. The alternative: take the train from the airport to the Central Station („Centraal“) in 17 minutes, for 3.90 EUR. Amsterdam has an excellent range of public-transportation options: from trams to buses and the subway – even boats (schedules and fares available at [www.gvb.nl](http://www.gvb.nl)). Accommodations: Debora recommends the Amstel Hotel (Luxury) or the Novotel Amsterdam City (Business). Recommendation for dinner: Restaurant Breitner ([www.restaurant-breitner.nl](http://www.restaurant-breitner.nl)) - or less expensive, De Kelderhof ([www.kelderhof.nl](http://www.kelderhof.nl)). Deborah's favourite is Sama Sebo ([www.samasebo.com](http://www.samasebo.com)), with its authentic atmosphere and its very good ‚Rijsttafel‘. A „must-go“ to have a drink in the evening is the legendary Jimmy Woo Club ([www.jimmywoo.com](http://www.jimmywoo.com)) or the popular Café Hoppe ([www.cafe-hoppe.nl](http://www.cafe-hoppe.nl)).



What are the points of interest/attractions that you just can't miss? These include the Rijksmuseum, a boat trip on Amsterdam's canals, the red-light district, along with Leidseplein, the Anne Frank House and the Albert Cuyp Market (open Mon-Sat), the largest market in all of Holland, where one can buy just about everything – from clothing to furniture to groceries. Amsterdam is not any more dangerous than other metropolitan areas as long as one takes the standard security precautions.



NH Hoteles

## NH Hoteles consolidates its presence in Milan by opening the NH Fiera

NH Hoteles has opened the hotel NH Fiera, a modern hotel complex consisting of two skyscrapers, one 60 metres and the other 63 metres high, designed by Dominique Perrault, a well-known French architect.




This new 4-star hotel has 398 rooms, including standard, superior category rooms, 16 junior suites and 6 suites, as well as 22 rooms specially designed for the handicapped. All rooms have all the services that are a standard feature of NH Hoteles, such as Wi-Fi, the hotel chain's standard selection of pillows, the „Agua de la Tierra“ bath kit”,

LCD flat screens and „Woman Style“ rooms. The hotel also rounds out its facilities with a full, wide-ranging offer of wellness and an excellent cuisine with the hotel chain's first Nhubes space in Italy.

The new hotel has been designed specially to be the ideal Conference hotel. It has 3,700 square metres in public spaces and 11 meeting rooms designed to hold events of all kinds, be they social or professional, which boast the very latest in technological facilities.

One of the strong points of the NH Fiera is its location at the Southern Gateway to the Milan Trade Fair precinct which means that the precinct can be accessed on foot. NH Fiera, located a mere 20 minutes away from the city centre, also has direct access to the Milan-Turin motorway, easy connection to Linate and Malpensa airports, 24 and 27 kilometres away, respectively.

Swissôtel Tallinn

## Take advantage of the Summer Sale

Make the most of this Summer and save 15% at Swissotel Tallinn when you book a 2 night stay from 1 July until 12 September 2009.



Swissôtel Tallinn is a luxury hotel set in the heart of Estonia's capital. Located in the tallest building in the Estonia, the hotel boasts impressive views of the Old Town and the Baltic Sea. Tallinn's International Airport is only 10 minutes away, whilst the beautifully restored Medieval Old Town of Tallinn which has been a UNESCO World Heritage Site since 1997, can be reached on foot in a comfortable 10 minutes.

The hotel boasts 238 luxurious and spacious rooms and suites, including a 158 m<sup>2</sup> Presidential Suite. The hotel offers a choice of three restaurants and two bars and a luxurious spa inclusive of an indoor swimming pool.

Meeting facilities include 5 meeting rooms amongst which the ballroom - the largest in Estonia - offers 455m<sup>2</sup> of column free capacity for up to 480 guests.

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