

Business Traveller Report.

By Lufthansa City Center.

January 2010

Editorial

Dear Readers,



Yet again, the Lufthansa City Center is offering you a new and useful service which can save you considerable inconvenience

when travelling. Of course, we can't protect you from theft or stop you from forgetting valuable personal effects but we can significantly increase the chance of you being able to get your lost property back again.

For example, if you leave your laptop in the hotel lobby or lose your mobile phone in the lounge, then the label from our partner CODE-No.com will help staff to identify you as the owner and to send the article on to you as quickly as possible. This could well save you a considerable amount of aggravation and formalities. In the case of theft, this will also make it much easier to prove your ownership.

The Lufthansa City Center doesn't just take care of your flight ticket and your hotel reservation; we also look after you in all aspects of your (business) travel!

Have a good trip!

Yours,

Rainer Schäfer

Managing Director
Lufthansa City Center International

Lufthansa City Center

Increased safety for suitcases, laptops and mobile phones when travelling

Frequent travellers know this problem; no matter how well you look after your briefcase, notebook or mobile phone, sometimes they just disappear. Either you leave them back at the hotel, in the airport lounge or in the taxi during the hustle and bustle of leaving, or you fall victim to a criminal act. Lufthansa City Center will help their clients to find their lost property again.



Lufthansa
City Center

Losing an item of luggage is often exceedingly problematic – without a mobile phone, communication is cut off and the

laptop may well have documents which are crucial to business dealings, in the worst case scenario, it could even be sensitive data that has been lost resulting in serious consequences. Even an honest finder barely has a chance of finding out whom the computer, telephone or briefcase belongs to.

Lufthansa City Center has entered into a global partnership with the CODE-no.com company, whose products are at least able to solve this problem. The company manufactures a universal tag and security label made from aluminium which contains the client's multi-digit code.

The code number is registered and once property is found it is quickly and anonymously assigned to its owner via the www.Code-No.com website. Your property is returned as quickly as possible and, as part of the discrete service, the optional finder's fee is taken care of.

Optimum Protection Against Theft

A further advantage of the system is that property which has been registered in Code-No.com's global data bank is better protected against theft. And should this still happen, then the rightful owner should register his property online having been stolen. This makes it easier to identify „stolen goods“ by comparing the CODE number using the function „CODE-No.-CHECK“.

Through this partnership, a new service has extended the Lufthansa City Center's service portfolio: The products from CODE-No.com increase the safety of valuable objects and luggage when travelling. Every LCC office is able to offer universal key rings or luggage tags made from aluminium to its clients as well as a security label set (5 items with information folder) to attach to notebooks, mobile phones, mp3 players or cameras.



Lufthansa
City Center

Travel. So close.

Do's and Don'ts

Business Etiquette for Sweden

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

Greeting

In Sweden, the usual method of greeting and saying goodbye to people is with a firm handshake.

Punctuality

Swedish people place great value on punctuality. Preferably, you should arrive five minutes too early rather than too late. If you are going to be delayed by more than five minutes, then you should telephone your business partner and apologise.

Business Negotiations

Swedish business people are rather restrained when it comes to their own business and abilities. It is rare to find a hierarchical mentality. Tone is calm, laid-back and friendly, and first names are used straight away. Great value is placed on a structured agenda during negotiations which everybody will adhere to. The weather is a favourite topic of small talk in Sweden.

Attire

Understatement is mirrored in discussions and in dress. Men wear dark suits, ties are not usually necessary at informal meetings. Women wear trousers or skirts. Clothing should be fashionably cut and of a high standard of quality.

Invitations

Even though first names are generally used, the Swedish people do not like to mix their private and professional life.

Blunders to avoid

Make sure you find out about the country and its people. Don't give your business partners the impression that you expect to see polar bears walking through the streets of Stockholm (there are only wolves in the suburbs and they are very timid!).

Lufthansa City Center

Scanworld Stockholm – Sweden's Business Travel and Conference Experts

Scanworld, with its four agencies in important destinations such as Stockholm, Goteborg and Sundyberg, belongs to one of the largest private travel agency groups in Sweden. Scanworld offers its clients flight tariffs which they have negotiated themselves and has numerous contracts with service providers across the globe.



Business Plus
 **Lufthansa**
 City Center

Gunnar Ösfelt founded Scanworld in 1986. Today, there are three branches in important business locations in Sweden. The Scan-

world travel agency in Stockholm has been a partner with the LCC since 2004 and has the Business Plus Licence as 80 percent of the turnover comes from the business travel and business groups sector and 20 percent comes from the conference and event sector. The Swedish pharmaceutical concern Apoteket is one of the key customers.

„Stockholm is a very special city“, says agency manager Pierre Sandstrom. „The old city with its impressive historic buildings and the unique island world of the archipelago (Schären) off the mainland coast of Sweden, create a mixture of modern city life and peaceful country life.“ First contact: Pierre Sandstrom (pierre.sandstrom@scanworld.se, Tel.: +46 70 410 44 22) and Helen Forsberg (helen.forsberg@scanworld.se, Tel.: +46 70 410 44 16).

Insider Tips: Stockholm

A taxi ride from the international Arlanda airport to the centre of Stockholm will take approximately 40 minutes and cost around 50 Euros. If you are looking for a faster (15-20 minutes) and cheaper alternative, then take the 200 km/h-fast Arlanda Express. The Scanworld experts recommend a stay at the Grand Hotel (www.grandhotel.se) in the luxury category or the Clarion Sign Hotel (www.clarionsign.se) in the business category. The guesthouse of Chapman (www.stfchapman.com) is recommended for visitors on a tight travel budget.

The Prinsen (www.restaurangprinsen.com), in French style, is considered a first class restaurant and is situated in a building over 100-years old in the city centre. More moderate prices are to be found in the Eriks Bakfickan in Östermalm directly at the water's edge which has marvellous Swedish charm (www.eriks.se). Local Stockholm-ers like to meet at the Pelikan (www.pelikan.se) and order meatballs there.



The bar in the Hotel Rival (www.rival.se) is a meeting point for international guests in the evenings. Södermalm has recently established itself as a nightlife district, especially „SoFo“ (South of Folkungagatan), where the trendy PetSounds Bar (www.petsounds.se) is found. Take the time to have a stroll through the historic city centre or an excursion through the archipelago. The Wasa Museum with historic shipwreck, the open air museum Skansen with typical Swedish animals such as elks, reindeers and wolves, as well as the fun park Mosebacke are well worth a visit. And in the summer, the average temperature is a pleasant 25 degrees.

 **Lufthansa**
 City Center

Lufthansa

Lufthansa eFly Services – flexible checking in

Enjoy your journey with Lufthansa before you even get airborne: with the Lufthansa eFly Services you gain valuable time by simply checking in wherever it is easiest for you - at the check-in machine, in the office, at home or en route.



You can also reserve your preferred seat up to 23 hours prior to departure via an interactive seat map. And just hand your luggage in at one of the baggage drop-off counters.

Lufthansa offers three levels of convenience

- **Check-in machine**
Convenient: check yourself in at the airport and print out your boarding pass.
- **Online**
More convenient: check in at home or



in the office and either print out your boarding pass or have it sent to your mobile.

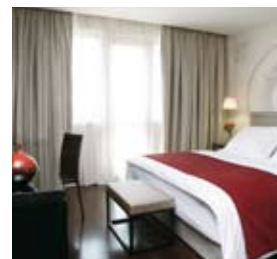
- **Mobile**
Most convenient: check in en route, have your boarding pass sent to your mobile.

On your way in the taxi, at work, home or in a café – with the innovative Lufthansa eFly Services you enjoy more flexibility as you prepare for your trip.

NH Hoteles

First theme-based hotel in Buenos Aires

Just a few metres from the famous Colón Theatre is the first theme-based hotel of the chain, the **NH Tango**, dedicated to the very symbol of Buenos Aires, an art that has been declared cultural heritage of the world by UNESCO.



The four-star hotel, which has opened just recently, in the Collection category, is owned by the hotel chain. It could not be better located, very close to the financial district and the theatre district around Avenida Corrientes.

This is because, the tango, its dancers, its musicians, its great masters, are what make the image of this hotel. Red, black and white are the colours that predominate in the 108 rooms in the hotel. photos tango hostesses, accordion players and singers are used for the image of the rooms.

Imprint / Contact

Publisher:

Lufthansa City Center International GmbH
Lyoner Str. 36 • D-60528 Frankfurt
Tel. +49 (0)69 6 60 75 300
Fax +49 (0)69 6 60 75 310
www.lufthansa-city-center.com

Editorial Staff:

Ralph Langrock (ViSP)
Tel. +49 (0)40 39 90 88 39

Note:

The displayed offers are available through your Lufthansa City Center.

© 2007 Lufthansa City Center International GmbH

Your Lufthansa City Center

