

From the CEO's desk

Dear Business Partners,

As we wrap up a busy holiday season amidst the challenges in the industry I look forward to the immense potential that the travel and hospitality industry has towards contributing to the GDP of the country. With the amount of innovations companies are putting in to ensure a rich travel experience for customers, it would not be incorrect to say that the tourism industry in India looks optimistic and the future prospects seem bright both for the companies as well as the customers.

Today, the tourism and hospitality industry in India contributes around 6.23 per cent to the national GDP and 8.78 per cent of the total employment in the country. The constant transformation has made the Indian hotel industry more functional and practical and has gained a level of acceptance world over. With improvement in the per capita income, and increased spending by customers, the Indian hospitality sector is expected to grow faster than most countries around the world. Domestic tourism is likely to fuel hotel business in India as a larger number of hotel companies are working towards offering the best budget deals to customers. Travellers are also seeking destination hospitality products such



JB Singh
President and CEO,
InterGlobe Technology Quotient

as spas, adventure retreats and sustainable resorts in addition to the other facilities offered by hotels.

With more technological advancements, world over, travel is experiencing an evolution in terms of the correlation between social and mobile - smart-phones and tablets – and is getting increasingly inhabited by rising number of tech-savvy consumers. India's current mobile subscriber base stands at 700 Million subscribers and has been on a rapid growth curve with a rapidly growing share of smartphones and tablets. The use of social media and rising numbers of people searching the web via mobile

The use of social media and rising numbers of people searching the web via mobile phone is increasing. With a view to innovate the way travel is sold and distributed in the market, we have launched Travelport ViewTrip Mobile application for iPhone and Android users. It is an exciting step forward for travellers as it provides them with rich trip information along with a wide array of destination content and tools, all in the palm of their hand. We are constantly developing new products that satisfy the needs of the travel community and are thrilled with the positive impact ViewTrip Mobile is making in the markets where it has already launched.

In the months to come, we hope to see an increase in leisure and business travel and raise India among the top tourist destinations in the world.

I wish you all the very best in the coming months!

Best Regards
JB Singh

Charity Trek 2012

Live a Perfect Day - By Marco Gorin
"You cannot live a perfect day without doing something for someone who will never be able to repay you"- John Wooden.

I have always asked myself that whenever I have been making a donation how far it will go, what will it do, will it make a difference and if so how? And I found my answer... what really matters to me is the survival and future of the 100+ children we have now been working closely with for over the past four years. The Suthasinee Noi-in Foundation is an orphan home in Yasothon,



Marco Gorin
Chief Commercial Officer
InterGlobe Technology Quotient

Thailand for HIV-infected kids. We have been hard at work with this foundation to establish and share some clear guidelines to help all who are interested in making a difference to the lives of the HIV+ orphans under its care, understand what difference their donations can make in the areas that REALLY do matter for the survival and future of the 100+ children. In 2009 and 2010, we had organized charity treks to support these causes. In 2012 we are back with a greater challenge on the trekking and climbing front as well as with a new chapter in the USA.

Interview with Marco Gorin

Q. After the 2 successful charity treks in 2009 and 2010, what is your team's commitment for this year?

Ans. After the two successful campaigns in 2009 and 2010 Charity Trek is back with an even more ambitious plan for 2012. Keeping true to our original commitment to the Suthasinee Noi-in Foundation in Thailand to support over 100 HIV+ orphans in its care, follow our attempt to reach the summit of Imja Tse (aka Island Peak) at 6,160 m (20,210 ft) above sea level in the Khumbu Himal range of Nepal in Sept /Oct'12. We also constantly committed to expanding the means and channels through which we operate in support of the children at the orphanage. This year we have committed to expanding our global presence and activities through the establishment of of chapter in the USA. I will tell you more about it later.

Q. Who all are your team members supporting this cause of helping the HIV+ orphans?

Ans. This is a complete team effort without which it is difficult to experience this selfless contribution. In reality the team is made up of two passionate individuals apart from myself. They are Steve Skilbeck and Eli Snider. Steve is co-owner and general manger of Galileo Thailand. He lives in Bangkok with his wife, Jinda, and two young boys, Thomas and Matthew. He is a keen golfer and enjoys swimming, reading and training like an absolute fanatic for his second high altitude trek and climb! Eli is the director of operations at Affinity Marketing Consultants based in San Diego, California. Eli studied philosophy in college and continues to be a lifelong learner. He spends his free time playing the guitar, painting, and volunteering. However the reality is that the three of us would never

be able to achieve anything or be of any help to the HIV+ orphans without YOUR support, incitement and, very importantly, contributions!

Q. What is your learning's from the past experiences in 2009 and 2010?

Ans. These two accomplishments definitely motivates us to hold on to the cause. I am always ready to share my experiences with my friends, family and colleagues all the time. I truly believe in Anthony Robbins words - "Only those who have learned the power of sincere and selfless contribution experience life's deepest joy: TRUE FULFILLMENT". Whenever I get the chance to spend some time at the orphanage with those kids my perspective on life changes radically. Most of us really do not know and do not understand what a tough life really is. We take so many things for granted.

Those kids are the real heroes. They are defying great adversities in their lives since a very early age. My take away is that if am lucky enough to have more than they have I must give.

I have also learnt that this is no one way exchange as those kids have given me back more in terms of learning and appreciation of life than I can ever give them.



Q. Can you throw some light on what is a Hope Collage?

Ans . Steve and I had been looking for ways in which we could expand our network across the globe by adding committed fund raisers to the team. This opportunity came about when we were approached by San Diego – based Eli Snider. The Hope Collage is a sister activity and fund raising drive aimed at raising the visibility of the plight of the kids of the Suthasinee Noi-in Foundation and raise funds for them in the USA. While this activity does not involve any trekking or climbing its aims are the same and donations made through that channel flow into the same charitable account we have set up in Thailand. This will maximize our chances of providing the Foundation with an even bigger contribution by late 2012. The Hope Collage provides an opportunity to send your unique message of hope to the children of

the Suthasinee Noi-in Orphanage. I encourage you to explore this site and, if you are so moved, contribute to this worthy cause. <http://thehopecollage.com/>

Q. How is trekking related to charity?

Ans. Trekking and climbing is a way for us to attract people attention to this cause. Trekking and climbing at such altitudes takes every last ounce of energy out of you.

It requires a lot of motivation, passion, determination and mental as well as physical energy. It is a way for us to show what our commitment to the children of the Suthasinee Noi-in Foundation is like. We are committed every day to them pretty much all year around but the trekking and climbing perhaps is the only way in which you can really tangibly visualize what commitment is all about.



Q. How can people contribute in the cause?

Ans. You can make a difference by donating online. I sincerely hope you will listen to that voice in your head right now and donate without hesitation. No matter how much you donate YOU will make the real difference!.



DONATE for a Genuine cause and Feel PROUD!!

Just visit

<http://www.charitytrek2012.blogspot.in/2012/04/live-perfect-day-by-marco-gorin.html>

Travelport ViewTrip™ Mobile



The mobile itinerary management tool for travellers on the go

The power and reach of Travelport ViewTrip in a mobile application

Travellers use mobile devices for just about everything these days, including travel planning and management. Keeping up with them means a journey of your own into the world of mobile technology. Travelport can take you there.

Travelport ViewTrip Mobile is a mobile itinerary management tool that works with the Travelport ViewTrip website. To satisfy travellers on the go, ViewTrip pushes itineraries to your customers' mobile devices, offering flexible itinerary management, service and support across the stages of their journeys. Best of all, ViewTrip Mobile has been designed to integrate with your existing workflows, and there's absolutely no cost to you or your customers.

Mobilize your services and support with advanced technology

Whether you're a subscriber of the Worldspan™, Galileo™ system, you can use Travelport ViewTrip Mobile to:

- > Extend your services and support far beyond the initial booking – all within your existing workflows
- > Improve value, service and customer communications by keeping travellers informed and satisfied with proven mobile technology
- > Provide a higher quality experience that generates loyalty and repeat business
- > Improve your efficiency and productivity by letting ViewTrip send itineraries to your customers' e-mail and mobile devices in one swift action
- > Maximize policy compliance and minimize trip disruption by providing real-time trip information and options, complemented by timely mobile alerts

It's so easy for you and your customers.

ViewTrip Mobile is quickly implemented, easily communicated to customers and delivers big value. ViewTrip e-mails that are sent to your customers contain links inviting them to self-register for ViewTrip Mobile.

Invitation points appear in online itineraries, too. Once registered, travellers download the app to their smartphones, and itineraries are automatically pushed to their mobile devices.



Loaded with features for travellers

- One-time traveller self-registration in a few easy steps
- Fast, easy application downloads for iPhone® and Android™ phone users
- Travellers can quickly add events to existing itineraries
- Trip List: Displays all upcoming trips
- Flight Status and Airport Guides: Provides pertinent information
- Pro-Active Flight Alerts: Pop-up messages alert travellers to updates
- Location Aware Services: Pushes location specific information to travellers
- Push Ad Messages: Timely, relevant messages, and helpful trip reminders
- Currency Conversion: Provides conversions at current rates
- Travel Guide: Sightseeing, shops, hotels, restaurants, maps and more
- Events Guide: Festivals, arts, food, music, nightlife and more
- 5-day Weather Forecasts help travellers pack and plan

The convenience, comfort and confidence travelers seek

to manage printed travel documents, boot up a laptop or open e-mail to access itineraries. At the same time, they need to trust the information and itineraries they receive via mobile technology.

Data streaming through ViewTrip Mobile is generated by Travelport's global travel database, so your customers receive the same accurate and up-to-date itinerary information distributed through any other source.

Want your own look and feel?

A fee-based version of ViewTrip Mobile lets you apply your company branding on application displays. You can also get Travelport ViewTrip White Label, which adds your logo, colors and branding on e-mails sent to travelers after you book their trips, and on the ViewTrip itinerary website itself.

DID YOU KNOW ?

- **Hoshi Ryokan** is the oldest



hotel in the world. Founded in 718, this traditional Japanese inn is located in the Awazu Onsen area of Komatsu, in Ishikawa Prefecture, Japan

- **Hotel Izmaylovo** in Moscow, Russia, is the biggest hotel in the world. This immense hotel stretches over 4 towers, (30-stories each) and 7,500 rooms!



- The **Ritz Carlton** in Hong Kong, is the tallest hotel in the world opened in March 2011 and reaches a massive 1600 feet (490 meters) into the air! At the moment it is the 4th largest building in the world.



- **Hotel de Sal Playa** in Bolivia is made completely out of salt. This stunning hotel was built by incredibly talented salt artisans in 1993 and since then tourists from all over the world just keep coming there, in order to see this wonder with their own eyes.



- The **IHG** (Intercontinental Hotel Group) is the largest hotel group in the world. It holds over 600,000 rooms spread over 4,500 hotels worldwide. Their brand includes: InterContinental, Crowne Plaza and Holiday Inn.
- **San Alfonso del Mar** resort in Chile has the longest swimming pool. The pool measures a length of 1km and holds the water of roughly 6000 regular swimming pools.

- The most expensive hotel room in the world is the **Royal Penthouse Suite** in the President Wilson Hotel in Geneva? This room – or actually floor – will cost you \$65,000 per night.

The rooms holds 4 bedrooms, a library, a cocktail lounge with room for 40 people, and a dining room that can accommodate 26 people. It is also fully bullet-proof. Of course, all of this overlooks the Geneva lake. Since this hotel is situated next to UN headquarters diplomats from all around the world increase the rate of this room to abnormal heights.

- Till the date largest Floating hotel or cruiseship in the world is the “**Allure of the Seas**” owned by the Royal Caribbean Line. The full length of this “hotel” is 360 meters, which is about the same size as a military aircraft carrier. It can carry 6300 passengers.
- The world’s first 7-star hotel is the **Burj Al Arab**, in Dubai. This absolutely spectacular hotel is shaped like a sail boat and it became a major symbol for the lavishness and prestigious tourism in Dubai.



VENDOR PROMOTION

Travelport Galileo, Travelport Worldspan along with Jet Airways and JetKonnnect present 'MONSOON DELIGHTS'

'This monsoon season book and sell any Jet Airways or JetKonnnect (9w and S2 domestic or international flights) on Travelport Galileo or Travelport Worldspan and win exciting prizes.

Hurry, promotion starts 1st Jul 2012 and ends 30th Sep, 2012'

- Additional 201-500 segments - 10 Fast track Watches, 2DOM TKT
- Additional 501-800 segments - 8 Apple I pods, 2 DOM TKT
- Additional 801-1000 segments - 06 Digital Camers, 2 DOM TKT
- Additional 1001-1200 segments - 06 Nokia Phones, 2 DOM TKT
- Additional 1201-1400 segments - 06 Blackberry Phones, 1 INT TKT
- Additional 1401-1600 segments - 1 LCD, 1 INT TKT
- Over 1601 - 1 INT , 1 DOM TKT



Bumper prize TATA Nano

Please contact your nearest sales representative for further details.

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Travelport Galileo / Travelport Worldspan
and Taj Group
presents
"MONSOON BONANZA"



Book any TAJ Group Hotel (TJ) on Travelport Galileo/ Travelport Worldspan between 1st July and 30th September 2012 and you could win exciting PRIZES.

- 25-30 PNRs - Top 15 PCC will win Cross Pens
- 31-40 PNRs - Top 15 PCC will win Fastrack Watches
- 41- 50 PNRs - Top 15 PCC will win Apple ipods
- 51-60 PNRs - Top 10 PCC will win Cannon Digital Cameras
- 61 and more PNRs - Top 5 PCC will win Blackberry Phone



BUMPER PRIZE : The PCC with highest PNRs will get a 3 Nights 4 Day stay at any of the Taj Hotels

Do not forget to queue your bookings to QEB/5J22/95 (Travelport Galileo) and QEP/9X2/95 (Travelport Worldspan).

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An upscale business hotel with contemporary architecture that is highlighted with natural lighting, Pullman Gurgaon Central Park offers the all-encompassing package of Service, Technology and Comfort. It offers both the delight of having a home away from home as well as efficient workspaces for the business traveller.

Ideally located in the corporate satellite city of New Delhi, Pullman Gurgaon Central Park presents a fresh approach to upscale accommodation. Starting with superior room category, it offers a comfortable Pullman bed along with state-of-the-art media connectivity, calm and intimate space that is ideal for rest, relaxation or work. As we move higher up to the deluxe rooms and above, the guest can enjoy a complimentary private Nespresso coffee experience along with a wall mounted sound bar for their entertainment needs. Apart from expansive views to the Aravalli hills range or the Gurgaon cityscape, our Pullman Plus floor rooms have the added value of access to the

luxurious Pullman Plus Lounge with round the clock amenities and services facilitated by efficient and attentive Pullman Persons.

The Pullman Suites boast of a separate lounge room along with in-room fitness options and LCD TV screens even in the bathroom. Our crowning glory of course will be our spacious Lucile Suite (presidential suite) which will guarantee a luxury experience seconded by none in our competitive set.

Pullman Gurgaon Central Park offers a unique 'Co-Meeting' concept for MICE business which revolves around the brand fundamentals of providing the guest with our CO-mittment towards service delivery, efficient COnnectivity solutions, ergonomic and ambient COmfort and COhesion of all services packed as a one-stop shop to ensure a successful event.

At the Hotel, along with our dedicated Events team, the Events Manager and our IT Solutions Manager deliver this one-stop shop service attitude by assisting with planning and executing events/weddings to the last detail with our Meeting Matrix event planner solution, from identifying the ideal keynote speaker from our Coach Menu, to planning innovative and exclusive networking activities with 'pauses', our customized and invigorating breaks menu. We have 9 meeting rooms along multiple outdoor options. Overall, we have over 17,000 sq ft of meeting space. Our Grand

Ballroom stands tall at 8.6mts in height, making it one of the tallest ballrooms in the NCR region.

External Glass lifts transport our guests to an above ground open air terraced events deck. All our boardrooms are fitted with new age connectivity technology with complimentary high speed WiFi.

At Pullman, when it comes to Food and beverage our philosophy is Anything, Anytime, Anywhere..... eat like you would at home, with great quality and personalized choice of food and service for every situation, whether it's a quick bite or a business lunch, or simply a pleasantly relaxing meal with friends.

SEN5ES, the all-day dining innovation presenting a sensory world cuisine experience, visual delights, bespoke music and the personal touch of the Pullman Person. Our intimate and stylish lobby bar CITRIQUE combines the craft of the cocktail, world tapas and fine rums.



CREATIVE ACADEMY OF TOURISM



CREATIVE TRAVEL is one of India's premier destination management companies since 1977 with a permanent staff of over 150 professionals in the head office in Delhi. Creative Travel has 14 sales offices around the world across 4 continents and offices all across India, Nepal and Sri Lanka. Creative Travel is one of India's most awarded travel companies

winning some of the world's most prestigious awards. Due to its leadership position in the industry, Creative Travel found enormous opportunity to institutionalize its experience in tourism and help create best practices in the industry through the best possible tourism education. *The CREATIVE ACADEMY OF TOURISM* is spearheaded by a team of seasoned professionals with core competence in the travel & tourism education for over two decades. The state-of-the-art centre in Gurgaon is the first of many centers across the country. The

Creative Academy offers courses in various segments of the travel industry including authorised IATA-UFTAA certification and soon to launch some very exciting courses available for the first time in India.

When The Creative Academy was looking for a GDS partner, Travelport Galileo was a natural choice because it is not only the world's leading GDS provider but also one of the most respected companies in the industry. The Travelport Galileo product line offers not only flexibility in operations but also imparts some of the best training available.

Travelport Opinion



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- Improve efficiency
- Increase sales

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