



# CWT Traveller

CURRENT LOCAL NEWS AFFECTING TODAY'S BUSINESS TRAVELER

20th November 2013

## Market & Travel Trends

### Business meetings can increase companies' profits

Face-to-face meetings with customers, or potential, can increase, even in a consistent way, the profits of companies. So they think the two thousand managers interviewed to perform the **research Business Meetings in a Modern World**, sponsored by Intercontinental Hotel Group (in five key markets: UK, USA, UAE, China and India). Nearly half (47%) of business men and woman surveyed believe they had **lost a contract or client simply because they didn't have enough face-to-face meetings**, which resulted in the estimated yearly revenue loss of 24%. 81% state that face-to-face meetings are better for **building long-term trust** and ensuring strong client relationships; in particular, starting a new business relationship (57%), finalising a deal (54%) and contract negotiation (53%) are the top subjects respondents prefer to discuss face-to-face. According to the findings in the report, **not only how a business meeting is conducted, but also when**, could change the outcome. Tuesday morning is identified as the optimum time for a successful face-to-face meeting in the UK and US, while Monday mornings are considered the best time of the week for productive meetings in China, India and UAE. One in two respondents believes that it may be useful for the success of a meeting, **strengthen the contact on social media** - especially Facebook (used by 48%) and LinkedIn (42%).

## Strike Forecast

DATE	SECTOR	CATEGORY	TIPOLOGY	LENGTH
22/11/13	AIR	Alitalia CAI Group personnel	NATIONAL	4 hours: from 13 to 17
22/11/13 <b>CANCELLED</b>	AIR	Air traffic controllers Enav *	NATIONAL	4 hours: from 13 to 17 <b>CANCELLED</b>
22/11/13	AIR	Meridiana Fly captains, pilots and flight assistants	NATIONAL	4 hours: from 13 to 17
22/11/13	AIR	General strike of air sector (airlines, airports and satellite activities) *	NATIONAL	24 hours
22/11/13	AIR	Sea and Sea Handling of Milan Malpensa and Linate Airports *	LOCAL	24 hours
03/12/13	AIR	Flight assistants Air Italy	NATIONAL	4 hours: from 12 to 16

\*Except for flights to/from Bari Airport

**ALERT** A French union representing **Lufthansa personnel at Paris's Roissy-Charles de Gaulle International Airport** has called for **a series of strikes beginning today, November 20**. A walkout will take place this evening from 5:00 pm until 7:00 pm (local time). Walkouts will also take place daily November 21-23 from 7:00 am until 9:00 am and again from 5:00 pm until 7:00 pm (local time). A full day strike is being planned for Sunday, November 24. As a result of this industrial action, disruptions to Lufthansa flights in and out of Paris-CDG (delays, cancellations) are to be anticipated over the coming days. More info on the [Airport website](#).

**ALERT** **Singapore Airlines** has **extended the limits of free baggage allowance**. From 15th November, customers are entitled to 10 kg more, for all classes of travel. In particular, the allowance is 50 kg if they fly in Suites and First Class, Business Class 40 kg and 30 kg in Economy Class. For flights to and from the United States, where Singapore apply a per-piece allowance, customers traveling in Suites, First Class and Business Class will be entitled to two pieces up to 32 kg each one, compared to the previously 23 kg. For more information, please visit the [Singapore Airlines website](#).

**ALERT** **Turin Airport** has **set up a fast track service**, operating every day from 5:30 to 21:30, through access to the right of the security checks. The service is dedicated to the business traveler with the card Free-to-Fly Gold Sagat and loyalty card of some airlines. More information on the [airport site](#).

## New Promotions



From	To	Round trip rate Business Class starting from
Milan	San Paolo	2.352 euro
Milan	Rio de Janeiro	2.367 euro
Milan	Buenos Aires	2.434 euro

### Condition:

- Round Trip rate, airport and government taxes and supplements for safety, baggage and fuel included.
- Validity: Departure airport Milan Malpensa, flights operated by TAM Airlines; rates purchasable until 30th November 2013 for travel done from 1st December 2013 to 20th February 2014.
- Published rates and subjected to availability. Other conditions and restrictions can be found on the GDS.
- The amount of taxes and surcharges are valid at the time of communication and is subject to change.

### CWT GoAlert24

To receive a daily e-newsletter when an event has an impact to your corporate travel programs, please send an email to [traveler@carlsonwagonlit.it](mailto:traveler@carlsonwagonlit.it)

### Further Information on CWT:

Please contact your  
Carlson Wagonlit Travel Team  
or check our updated info on our  
web site [www.carlsonwagonlit.it](http://www.carlsonwagonlit.it)