

connect

CWT's business travel magazine | UK & Ireland | Spring 2019

GETTING READY FOR TAKE-OFF

How Generation Z is starting to shape
corporate travel of the future

Osaka

An economic and cultural
powerhouse

The state of the hotel market

The effect of technology
and mergers

Health & travel

Keeping fit & healthy when
travelling

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Welcome to Connect magazine for spring 2019!

Regular readers will notice that I'm not the person you usually see when flipping open your issue of Connect. From this magazine onwards, we will be rotating the slot and featuring guest editors from across CWT. I'm privileged to be the first one of many to take this coveted position.

As SVP and Chief Experience Officer at RoomIt by CWT my role is to ensure we match travellers with the right room at the right rate, while helping companies control their budgets and improve travel oversight. We touch on this in our feature on recent developments in the hotel market (page 18). In the same article, we show how innovative travel managers can achieve savings beyond negotiated rates at the same time as still maintaining compliance in travel programmes.

In this issue we also compare the much-talked and -written about Millennials with their younger counterparts, Generation Z (page 8). We discover how they might shape the corporate travel of the future and what they expect in a travel programme, from hotel stays to long-haul flights. With destinations in mind, we head east to Japan and the city of Osaka (page 12), an exciting metropolis that works as hard as it plays.

We get cultural with a "top five" focusing on art hotels (page 20) and offer advice on staying healthy when staying overnight (page 24). And look out for our special review from the UK client Connect 2018 event, as well as all the usual news and reviews.

I hope you enjoy this latest issue, and I hope to get to meet a few of you during the rest of the year. Thanks for your support of RoomIt!

Scott Hyden

Scott Hyden,
SVP & Chief Experience Officer,
RoomIt by CWT



“We head east to Japan and the city of Osaka, an exciting metropolis that works as hard as it plays.”

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content

12 Osaka

Known for its hard-working, innovative people, Japan's Osaka also has a reputation as a celebrated cultural city



08 Generation Z

Most of them haven't even entered the workplace, but Generation Z is going to play a major role in the future of business travel



06 In brief

The latest news in our industry, including new drone laws and the latest brand update from CWT



18 Hotel market

Mega mergers and technological innovations are changing the hotel market. But travel managers still have plenty of control.

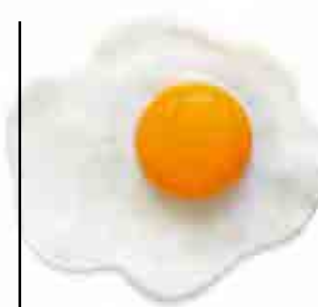


24 Stay overnight & keep healthy

Discover how even regular business travellers can keep up a healthy lifestyle when on the go

20 Art hotels

How difficult is it to take in a bit of culture on your business trips? Easy, with these art hotels



27 Breakfast boost

How we can eat a healthy breakfast when travelling & staying overnight

22 Gadgets for sleeping

It's not always easy to get a good night's sleep, but technology can lend a hand



In brief

New airports laws against drones

Repeated sightings of drones over Britain's Gatwick airport was major news across the world in December 2018. Over almost two days of disruption, the drone sightings forced the airport to close its runway and cancel hundreds of flights. As a response, the UK government is giving police new powers to crack down on the use of drones near airports. Police will be able to land, seize and search drones, while the exclusion zone around airports banning the operation of drones has already been extended.



Virgin Galactic's possible take-off

Virgin Galactic has moved a step closer to taking paying customers into space, after becoming the first company to reach there using a crewed commercial spaceship. SpaceShipTwo, crewed by two pilots, reached a height of 82.7 kilometres (51.4 miles) above earth during a test flight in December 2018. Virgin Galactic plans to operate flights from Spaceport America in New Mexico and will charge passengers USD250,000 (GBP196,000) for a 90-minute flight. The company hopes to launch its first commercial flights into space later this year.



CWT's three core promises

CWT has been unveiled today as the new official name of Carlson Wagonlit Travel, the global travel management company. The three-letter classification combines honoring the company's heritage and its digital leadership ambitions, as well as reflecting the three pillars of its focused value proposition: simplifying corporate travel, connecting to unlock possibilities, and collaborating with businesses. It also connects with the three-fold intent to be the undisputed global leader in digital business travel, hotel distribution and meetings and events.

#1:

Simplifying corporate travel: Making things as straightforward as possible for companies and travelling employees. CWT simplifies the often overly complex world of corporate travel, letting companies focus on their core competencies.

#2:

Connecting to unlock possibilities: CWT creates integrated offers that expand services.

This opens up more choices and develops more seamless relationships. By connecting people, systems and resources, CWT helps companies and employees achieve results.

#3:

Moving forward. Together: CWT supports companies to navigate the future using its extensive experience combined with the best, innovative technology. CWT becomes a close partner, which uses its expertise and resources to help companies build their future.

"Change is the only constant today, and continued leadership requires ongoing evolution," says President and Chief Executive Officer Kurt Ekert. "Passion serves as our guiding light as we drive to excel and accelerate our performance," he continues. "It will make all the difference as we boldly fast forward."

Airlines profit by USD3.2 billion

The IATA (International Air Transport Association) expects the world's airlines to make a combined profit of USD35.5 billion (GBP27.8 billion) in 2019. This would be an increase of USD3.2 billion (GBP2.5 billion) on the estimated net profit of USD32.3 billion (GBP25.3 billion) in 2018. Making a profit in 2019 would represent 10 years of consecutive profitability for the airline industry. Passenger traffic is expected to grow by 6 per cent this year, which is slightly ahead of estimated capacity growth of 5.8 per cent. Airline passenger revenues, excluding sales of ancillary products, are set to rise from USD564 billion (GBP442 billion) in 2018 to USD606 billion (GBP475 billion) in 2019.



Generation Z: getting ready for take-off

There have been countless articles and much discussion in the past decade on the impact of Millennials. Attention is now also turning to the next generation, popularly known as Generation Z. We look at how this upcoming generation of young people might communicate, travel and stay overnight.

TEXT: Rob Gill

Over the past decade or so, there has been a great deal of focus placed on the impact and influence of the Millennial generation, such as their preferred business travel and how this has changed the way corporate travel is managed. But what about younger employees, those people who are starting to join the global workforce and who will soon become business travellers?

This group is called Generation Z and generally categorised as those born after 1995, meaning the oldest members are now in their early 20s. How this next generation changes the shape and delivery of business travel services is becoming an increasingly important subject across the industry. How will they want to book their business trips? Where will they want to stay? Will they avoid chain hotels, prefer boutique-style properties, or even look for “peer-to-peer” options offered by the likes of Airbnb and others?

Booking through smartphones

An Hodgson, Global Head of Income and Expenditure research for Euromonitor International, has noted that, “Despite their young age and limited income today, Generation Z will shape the ways businesses create and market their products tomorrow.”

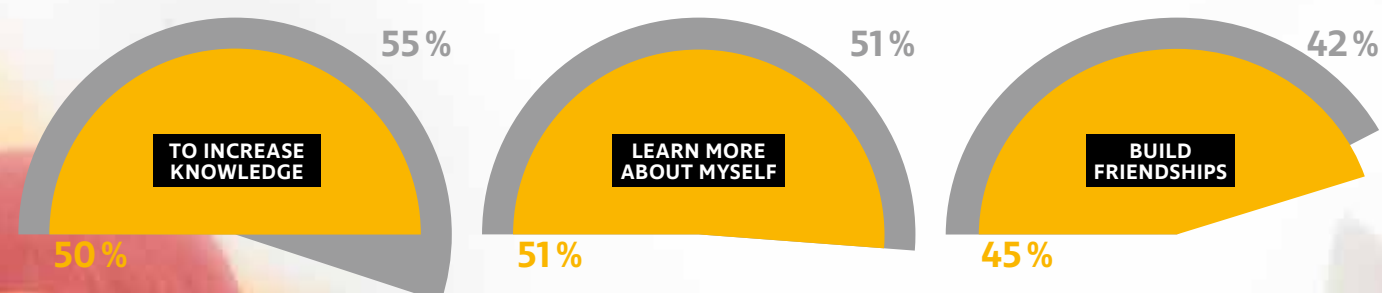
The coming importance of Generation Z can be further gleaned from the fact that by 2020, it is expected to comprise up to 40 per cent of all consumers. And by 2030, Millennials and Generation Z will account for the biggest share of global business travellers.

WYSE Travel Confederation specialises in the youth and student travel markets, and regularly carries out research on their travel preferences. WYSE’s 2018 *New Horizons IV* report compared the upcoming generation with Millennials and found that while both generations were just as likely to make online travel bookings, Generation Z members were less likely to use online travel agencies and third-party websites. Booking travel through smartphones was a major trend for Generation Z: nearly 75 per cent made at least one booking via their mobile phones in 2017 – Millennials had a slightly higher figure of 82%. “These digital natives have grown up with smartphones and Wi-Fi,” says the report. “The use of social media for information searching and booking is also likely to increase, and morph as new channels emerge.”

Compared to Millennials, the research suggests Generation Z is more likely to “want to connect with locals” when travelling, but may be more “risk »

Top 3 travel motivations:

● Gen Z ● Millennials





Data to provide travel answers

As more of Generation Z enters the workforce over the next few years, **the use of data will be a central method of discovering the travel preferences of these newcomers.** Until relatively recently, however, using your company’s own travel data to gain meaningful insight was traditionally quite a challenge for travel managers – often involving trawling through spreadsheets and using cumbersome manual tools. Using artificial intelligence (AI), CWT AnswerIQ makes the process much easier, meaning travel managers can now get answers to even the most detailed travel query.

Many Generation Z travellers will likely expect that such data helps travel managers to personalise their travel experiences to perfectly match their expectations. CWT’s chief data scientist, Dr Eric Tyree, explains that **AnswerIQ “allows the travel manager to produce answers to the most detailed or general question.** For example, you might want a report on everybody who has flown business class to Japan and resides in France for tax reasons. AnswerIQ can give you an answer to this type of very specific question.”

AnswerIQ works like an internet search engine that plugs into a client’s data. It’s used in the same way you might search for something on Amazon. “You can keep refining your search until you get the data you want,” explains Tyree. The tool provides visibility over three years of travel data, which is updated multiple times a day. The AI-based system also constantly adapts and improves searches to become increasingly personalised over time.

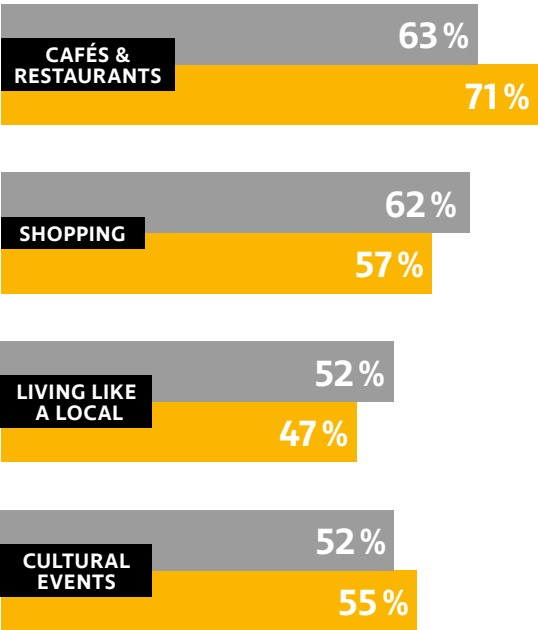
averse” and worried about terrorism than older generations. Generation Z prefer to spend extra money on food and drink experiences rather than luxuries, such as airline upgrades. This was backed up by a separate survey, carried out by student discount site UNiDAYS, which found eating out was the top travel activity for Generation Z, while – perhaps surprisingly – 58 per cent said they preferred to stay in hotels rather than an Airbnb or a vacation rental property.

Don’t make sweeping generalisations

These findings offer an early insight into the likely trends as Generation Z business travellers continue to enter the workforce. It would be misleading, however, to make too many sweeping generalisations about a whole generation of young people. What we do know is that “Gen Z is the first generation born into a digital world,” writes Hodgson, from Euromonitor International. “With their digital prowess, Gen Z expects brands to act digitally native too, creating a seamless and unified experience across in-store, digital and mobile.” But how can a travel management company (TMC) best prepare for the influx of Generation Z travellers, those “born into the digital world”, over the next decade? Having an online booking tool (OBT) that meets the expectations and requirements of this new generation is the obvious starting point. Any OBT also needs to work seamlessly across all platforms, and especially on mobile, such as the myCWT tool.

Favourite activities when travelling:

● Gen Z ● Millennials



CWT’s chief data scientist, Dr Eric Tyree, says both Millennials and Generation Z are “used to digital experiences and expect mobile experiences”. They are “mobile natives” and they “don’t want to have to make a booking through a laptop”. Such people “are also comfortable using chat to interface with travel. They don’t want to have to call an agent.” Tyree goes on to warn that “TMCs have to provide mobile-based booking tools that are as close to Amazon in style as possible.” This means they “have to be personalised and automated – you should only need to enter your destination and dates, and then the tool will create the itinerary based on your preferences.” He notes that offering more travel content will also be crucial to cater for Generation Z, such as a wider range of hotels, including independent boutique properties (now available through Roomit by CWT), as well as localised destination content on restaurants, entertainment and activities. “Travel technology is moving rapidly towards the position where we can do all that stuff through the booking tools – it’s not there yet but it’s where travellers want us to be.” says Tyree. “Bleisure [combining a work trip with leisure] is a young person’s buzzword and it’s not unreasonable that booking tools should have a bleisure option as well. To retain highly skilled IT workers, the travel manager will have to think about what they are doing to keep them happy.”

Tyree, however, is keen to add a few words of caution: it’s important not to “jump on the generational bandwagon” completely, because a traveller’s individual preferences can be more heavily affected by their gender, marital status and income – with

age often being the least crucial factor. As for ways in which travel managers can keep on top of how the influx of Generation Z workers is affecting their programmes – CWT’s new AnswerIQ platform allows them to take a deep dive into their travel data to track any emerging trends.



One-stop tool for all travel bookings

Young travellers born into our high-tech mobile age expect a smooth, integrated travel experience.

And the more such “mobile natives” are at one with innovative technology the more their expectations rise. Developers consequently understand that Generation Z will likely demand that their travel platforms not only do their job well, but that they are easy to use and can be smoothly accessed across all devices.

With a consistent look and feel across all platforms, myCWT is a single tool to book and organise business trips aimed at all CWT travellers and travel managers. It provides guidance from start to finish, with hotel offers and flight bookings, itineraries, mobile check-in, flight alerts and the ability to review travel policy. Duty-of-care is also provided through CWT Alerts warning travellers about anything that may affect their trip, pose a health threat or increase risk to their safety and security.

The platform also helps to generate savings for clients through encouraging cheaper online bookings – companies adopting myCWT have seen a 30-per-cent shift from offline to online bookings. One would expect that online bookings would only increase as Generation Z’s “mobile natives” enter the workforce in greater numbers.

Photos: Bonfanti Diego/Getty, Westend61/Getty, unsplash





Osaka is famous for its multitude of neon lights and colourful signs

Osaka, a city that works as hard as it plays

Vibrant Osaka is for many people the friendliest, quirkiest city in Japan. Gaudy advertisements, street stalls and every entertainment venue imaginable bring colour to this teeming metropolis. Though busy at all hours, the evening is when things kick off. Osakans live for the hour that the ties – and work personas – come off. This is a city that works all day and stays up all night.

TEXT: Brooke Larsen





Cafés and restaurants from Osaka's Dotonbori district



The Umeda Sky Building, with its 170-metre-high Floating Garden Observatory viewing platform

times, it is now a symbol of the city's perseverance. A port city, Osaka thrives on its waterways so much that the city is often described as an "aquapolis". Indeed, using its rivers for trade was how Osaka achieved great prosperity. As early as the 3rd century, Naniwazu (the city's ancient port) was the arrival point for foreign envoys from China and Korea. New technology and cultural ideas from abroad spread through Japan from here, and canals and warehouses were constructed as commercial trading thrived.

Now that Osaka is renowned internationally as well as nationally, development is booming. Shopping centres, office buildings and hotels seem to materialise daily. The tallest building in Japan, Abeno Harukas, opened here in 2014. With 60 floors and a 300-metre-high panoramic observatory, it dwarfs other skyscrapers. The city's ongoing construction plans received a further boost when in November 2018 Osaka was selected as the site of the 2025 World Expo. A brand-new artificial island is currently under construction to host the global event.

A tale of two downtowns

Osaka's fascinating culture has evolved over millennia, though it is only in recent years that people from further afield have really started to take notice. The city has two downtown hubs: party central Minami ("South") and business district Kita ("North"). Minami is where visitors and locals head to in order to find the exciting Dotonbori entertainment district and surrounding Namba neighbourhood. Here people



Participants at Otue, the traditional annual rice-planting festival

Situated on the west side of Japan's main island, Osaka Prefecture is the geographical and economic centre of the Kansai region, an area including the cities Kyoto, Kobe and Nara. Though Japan's second smallest prefecture, more than eight million people reside here, approximately 2.7 million of those in Osaka City alone. In fact, the Osaka metropolitan area is so densely populated it's rivalled only by Japan's capital, Tokyo.

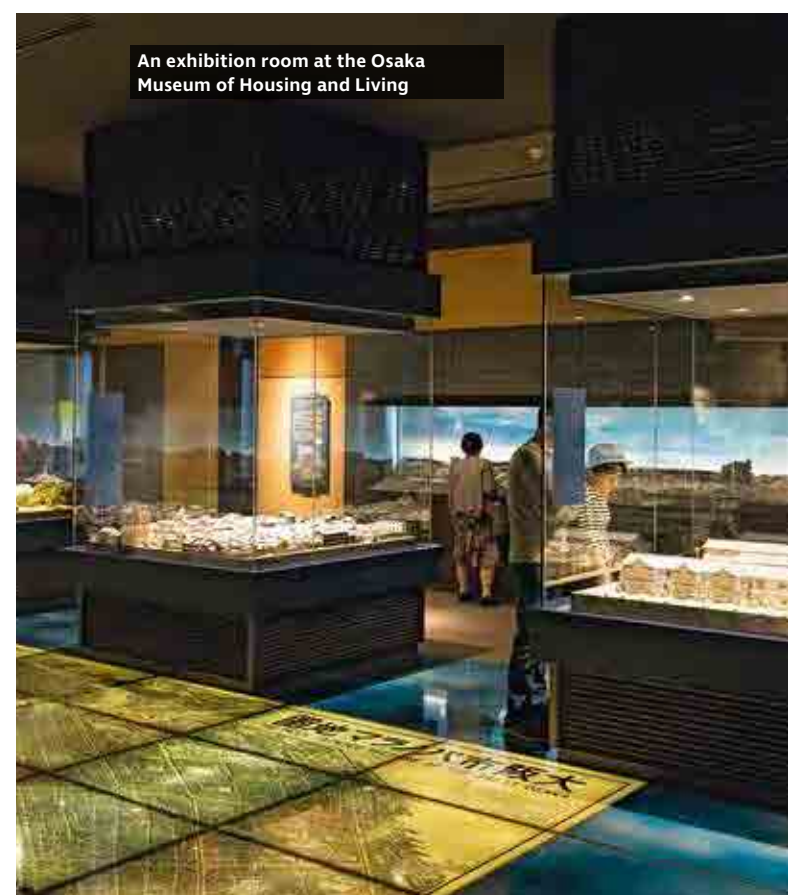
The population skyrockets during the day as commuters flood into the city to work. It's estimated there are 410,000 places of business in Osaka Prefecture; about 190,000 of those are in Osaka City. Osaka City alone makes up seven per cent of Japan's entire economy and it accounts for more than 25 per cent of the wholesale and retail industry in the country. Major Osaka industries include manufacturing, retail, service and pharmaceuticals, and companies such as Panasonic, SHARP, Nippon Life, Suntory (whisky) and sweet giant Glico originated and are headquartered in Osaka. Reflecting its economic and business importance, more than 400 companies listed on the stock exchange have their headquarters in Osaka Prefecture.

ture. Indeed, many inventions were created here: androids, gel pens, instant noodles, karaoke and conveyor belt sushi are all products of Osaka.

Osaka was the third "World's Most Liveable City" in 2018 according to the Economist Intelligence Unit, beating Tokyo, which came seventh. In truth, both cities are superb destinations, but there are differences. Tokyoites have a reputation for being polite and well mannered, while Osakans are considered blunter and more tenacious. When it comes to business, many foreigners see Tokyo as setting the standards for Japan, though Osakans shrug the city off as dull and conformist. Since Osakans can appear brash they are viewed as tough but effective business negotiators.

The rise of trade

Osaka has always been an important city politically and economically, and it was even briefly the nation's capital from 645 to 655. In 1583, Toyotomi Hideyoshi, a famous feudal lord, built his castle here after unifying the nation's rival clans following decades of war. Osaka Castle still stands today, and due to the fact that the original was destroyed and rebuilt many



An exhibition room at the Osaka Museum of Housing and Living

What not to miss in Osaka

Osaka Museum of Housing and Living: This museum transports you to Osaka's past. There is a life-sized replica of a section of Edo-period Osaka (1603-1868), where visitors stroll through buildings and backstreets of yore.

Shinsekai: Meaning "New World" and modelled on cities such as New York and Paris, the central Osaka Shinsekai district dates to 1912. Today it's home to colourfully decorated streets, gaudy shop fronts, bustling restaurants and exciting nightlife.

Sumiyoshi Taisha: Founded in the third century, it's one of Japan's most important shrines. Situated near Sumiyoshi Taisha Station (in the south), visitors stroll through verdant grounds and over Drum Bridge, nicknamed after the circular reflection it creates in the water.

Misono Building: Built in 1956, in its heyday the Misono Building was home to lavish hotel rooms and impressive banquet halls. Located in Minami, its façade is decorated with giant neon lights and a cascading waterfall. It houses scores of tiny bars, each packed with character.

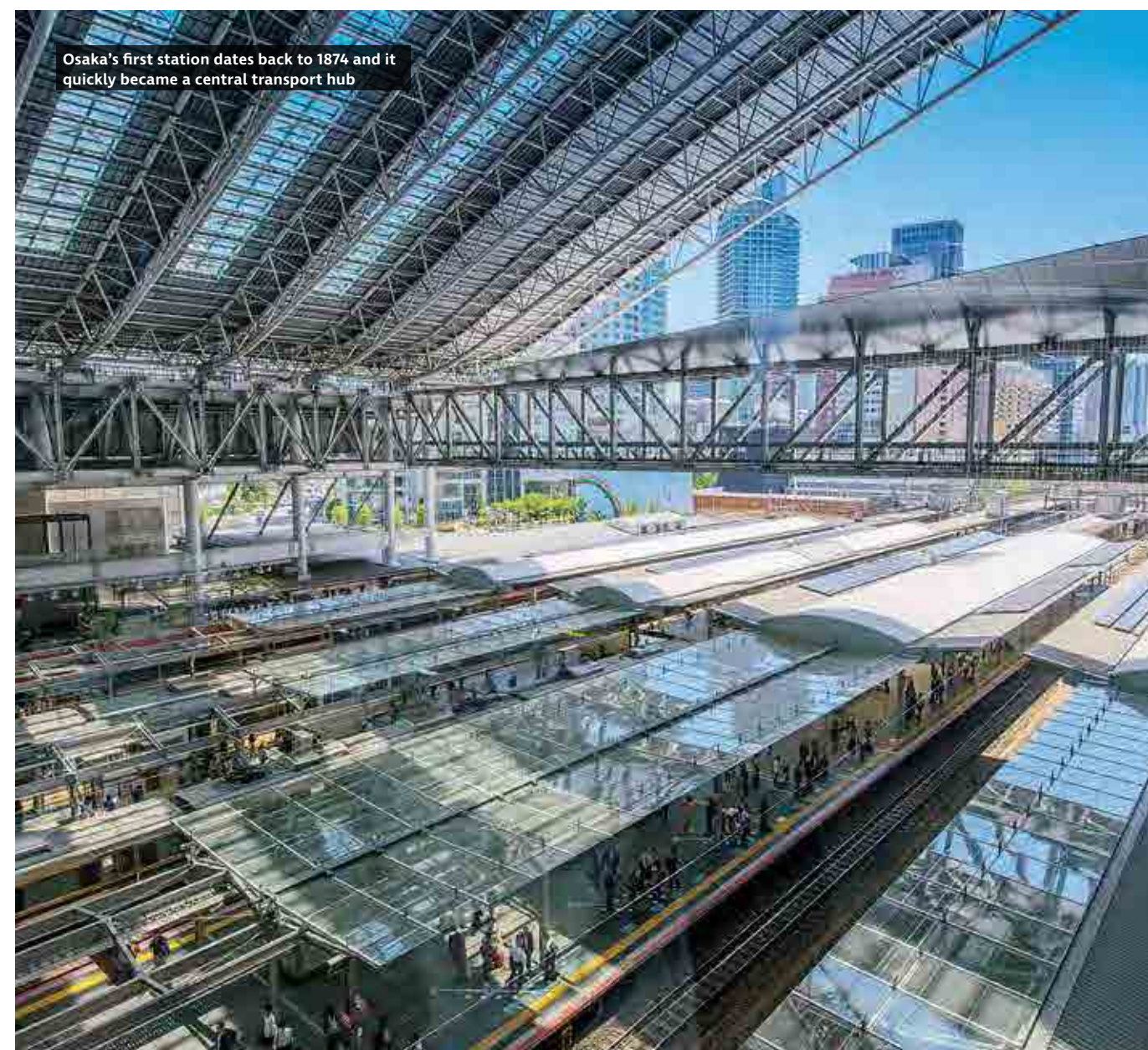


can see experiences popularly associated with Japan, such as enormous bright neon lights and signs (Dotonbori is often compared to Times Square), ancient temples, and spectacles like ‘kabuki’, a traditional form of theatre with elaborate costumes and over-the-top acting.

Dotonbori bleeds into nearby Nipponbashi. Nick-named “Den Den Town”, massive arcades, maid cafes, sex shops, hobby stores and discount electronic shops make up this area known as the otaku or “nerdy” district. On the other side of Dotonbori is Amerikamura (“American Village”) or “Amemura” for short. Second-hand apparel shops and foreign restaurants draw counterculture youth, and there’s even a replica of the Statue of Liberty. Kita is more refined than its southern counterpart. The main district is

Getting Around

People commute via car, taxi, bicycle and on foot. Local railways are the giants of transit: Osaka has a complex and sophisticated network of private railways, run by five companies, Keihan, Kintetsu, Hanshin, Nankai and Hankyu. These railways connect Osaka to Kobe, Kyoto, Nara and other cities. Osaka also has an eight-line underground railway. In April 2018, the Osaka underground system was rebranded as the Osaka Metro after privatisation. To better accommodate the growing number of tourists, announcements are now also made in English and the stations have numbers associated with them (since Japanese names can be hard to read or pronounce for international visitors). These changes provide some of the most tangible evidence that tourism in Osaka is thriving and the city is increasingly amenable to international businesses and tourists.



Osaka's first station dates back to 1874 and it quickly became a central transport hub

Photos: Getty Images, iStock (5), Body/hemis/laif, Mauritius Images



Fast-food restaurant serving 'kushikatsu', an Osaka speciality

Umeda, Osaka's most important business sector and home to the city's largest transit junction. Osaka Station was built in 1874, back when Umeda was mostly rice fields — in fact, it was the spacious rural location and proximity to Kobe that led to the area's selection. The station transformed Umeda into the city's most prominent transit hub, causing the area around it to rapidly develop and prosper economically into the business hub it is today.

Diligent but gruelling culture of work

Osaka has a reputation for partying hard but working even harder. From the outside, business here, as in much of Japan, can appear all-encompassing: companies recruit employees out of university and people tend to remain their entire lives. Some employees are expected to work long hours and rarely take a vacation or even sick days. The Confucian idea that a group is more sacred than an individual and leaders should be revered still prevails in modern workplaces.

While there are benefits to such a panoptic way of life — most people are guaranteed promotion and salaries tend to increase over time — it also has its critics. Some workers claim that they have found it difficult to find a new job if they leave a company because their prior work experience is seen as a betrayal. There are reports of people being overworked, leading to depression, exhaustion, and, in extreme cases, 'karoshi', “death by overwork”. And there are

Japan's Kitchen

Osaka's cuisine has earned it the title 'tenka' no 'daido-koro', “Japan's Kitchen”. Favourites include ‘takoyaki’, ‘okonomiyaki’ and ‘kushikatsu’. ‘Takoyaki’ are doughy fried octopus balls stuffed with ginger and green onions. ‘Okonomiyaki’ is a flat, circular patty of grilled flour, egg, cabbage, meats and vegetables, topped with sauce. ‘Kushikatsu’ are deep fried skewers dipped in a tangy sauce.

accusations that strict hierarchies can translate into workplace bullying or sexual harassment. And some people see the still common after-work drinking culture in Japan as more of a societal requirement than a fun way to let off steam. On the one hand, it can't be denied that the Japanese work ethic gets things done. Yet, on the other, even the government recognised that workplace environments needed reform. In 2018, legislation was approved to cap over-time work at 100 hours a month and penalties were set for companies that violate the new rule.

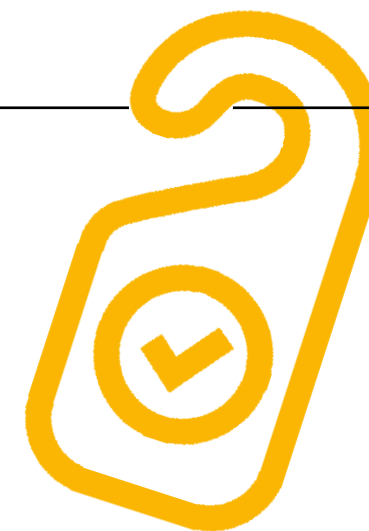
While the effect of such legislation remains to be seen, the future for Osaka appears much clearer. Led by its innovative, dynamic economy, and supported by a thriving cultural scene, Osaka continues to build an international reputation as a city that not only works hard but also plays hard.

Technology opening up hotel market possibilities

Mega hoteliers might appear to hold all the power since consolidation of chains gave them more leverage. But a clever, innovative travel manager can still achieve savings beyond negotiated rates at the same time as driving compliance to their travel programmes.

TEXT: Karen Bamford

Photos: iStock



Technological advances such as content aggregators and reshopping tools are changing the travel landscape. Technology now allows huge amounts of hotel content and different rates to be available within approved channels, providing a more satisfactory outcome for travel managers and travellers alike.

Three tips for hotel booking success

- #1 Add more content**
By having multiple sources of content within one tool, travellers can more easily book what they want – increasing compliance.
- #2 Allow non-refundable rates**
Most travel buyers prefer refundable rates, but non-refundable rates can drive savings of up to 20 per cent – on average only 5–6 per cent are cancelled. Overall, the saving is bigger than the loss.
- #3 Use reshopping tools**
According to a GBTA survey, 77 per cent of buyers in Europe don't use reshopping tools. However, CWT clients who use Price Tracking save an average of 1–2 per cent off their total travel costs.

According to CWT Solutions Group, a fixed negotiated rate is best suited to those companies that can guarantee very high volumes in particular cities. The consultancy's research shows that companies with at least 150 room nights in a city can achieve a 23-per-cent discount on the best available rate. Drop below the magic number, however, and with it the discount drops too. "If you don't have high volume then mega mergers won't affect you as much because you can benefit more by utilising content from other sources," says Peggy Studer, vice president marketing, RoomIt by CWT. "If you could get a RoomIt Rate or a non-refundable rate through an aggregator at up to 20 per cent off, then those are likely to be cheaper than what you could negotiate if you're not guaranteeing those 150-plus room nights."

And fewer negotiations mean a welcome reduction in the workload associated with the RFP process, points out Valentijn Bilars, senior director at RoomIt by CWT, who recommends embracing new content sources. "By having non-GDS hotels available in your corporate TMC solution and by adding aggregated

content from major players, you significantly increase choice for the traveller," he explains.

Companies can also drive savings by using new reshopping tools that constantly search for lower rates and automatically rebook them when they become available at the same hotel in the same type of room. "Technology is enabling travellers and buyers to have a better experience," says Studer. "Travellers are able to find their hotels more easily through personalisation. And technology allows us to consolidate all these hotels from different sources in to our tools and to rebook at a better price."



Picking up the pieces

It's been a tough couple of years as the effect hits from some of the world's biggest hotel brands getting involved in mergers and acquisitions. It began with the Marriott-Starwood mega merger throwing the hotel industry into disarray, leaving some other players unable to compete.

Figuring out how to grow

"All hotel companies needed to figure out a way to grow," says Jaclynn Reinhard, consultant at CWT Solutions Group. Some hotels – Hilton, Wyndham, Hyatt – decided to grow organically, continuing to build their own brand and create more hotels. Others, such as IHG and Accor, took the mergers-acquisitions route. In the past year, both have been relentlessly buying smaller brands in markets where they previously didn't have a footprint.

Effect on business travel

At a business travel level, the impact is starting to be seen as a lessening of competitiveness within certain markets. One account manager might now be overseeing contracts for ten competing hotels within the same group and is aware of what bids are coming in and advising hotels accordingly. As a result, this past year has seen CWT carefully considering diversity when it is sourcing hotels for clients to ensure that not all properties in a city belong to the same group. The challenge going forward is to maintain diversity in programmes.

Power to change hotel politics

Another shift is the power that mega hotels now wield to change their policies. For example, after decades of cancellations being allowed up until 6pm on day of arrival, Marriott changed its policy to 24–48 hours' notice. Other hotels followed suit and it's now industry standard.

Sleeping beauty

With good planning, choosing where to stay overnight can also include a first-rate cultural experience. We take a look at some of the best art hotels around the world. **TEXT:** Paul Wheatley

Art Hotel Atelier sul Mare

Art Hotel Atelier sul Mare is a gloriously situated coastal hotel on Italy's Sicily. Twenty rooms were handed over to a range of international artists, commissioned to create high-class art spaces. Visitors can stay in rooms with wooden sculptures, hand-made furniture, walls adorned with contemporary art works – or rooms with geographical themes, such as the Middle Eastern-inspired Hammam.

Hotel du Petit Moulin

History, culture and location are what visitors might want when visiting Paris, and in Hotel du Petit Moulin they have them all. Located in a former boulangerie (with accompanying bakery front for good measure) that writer Victor Hugo apparently frequented, each of this 17th-century hotel's 16 rooms have been individually designed, with fantastic murals a familiar feature.



The Exhibitionist Hotel

London's Kensington is a cultural centre point, and it is home to pop stars, artists, and two of the city's best museums, the V&A and the Natural History Museum. Metres from these museums is The Exhibitionist Hotel, created in a restored 18th-century home. It showcases contemporary arts and designs, plus rooms of various themes, such as questioning our relationship with the planet and the natural world, and history and politics.

The Silo Hotel

Billed as "Cape Town's most exclusive luxury hotel", The Silo seems to have a lot to shout about – with good reason: situated in a former grain silo complex in South Africa's oldest city, designer Thomas Heatherwick transformed it into a high-class, modern hotel. Fabulously, the hotel is above the Museum of Contemporary Art Africa while its own subterranean gallery, the Vault, showcases new South African talent.



Henry Jones Art Hotel

With around 500 works on display, the Henry Jones Art Hotel takes its art seriously. Art is integral to its appeal, displayed in public spaces, bars, restaurants and all rooms and suites. This waterfront hotel building dates back to 1823, and its authenticity is key to its appeal – no blockbuster star names, just works by up-and-coming and established artists from the island.

Sleep, glorious sleep

There seems to be an app or gadget for just about everything nowadays, though not all are worth getting out of bed for. But with these six here, you could be on your way to getting a better night's sleep.

TEXT: Sian Lewis

1 Snore no more

Snoring and sleep are not good bed partners, that's for sure. Forget restrictive mouth-guards or nose strips, Smart Nora is a simple solution that expands to inflate your pillow at the first sound of a snore, to gently move your head and neck, helping you breath clearly again. The device consists of a compact pillow insert and a palm-sized snoring monitor. Happy users claim it is saving relationships across the globe!

GBP229 smartnora.com



2 How to sleep better

The team behind the Reme sleep mask doesn't just want you to sleep better – they want to improve your dreams. Studies have shown we process thoughts as dreams in REM sleep, freeing us to focus better on waking. Reme is fitted with adjustable LEDs, which pulse in customisable patterns to improve your REM sleep. Weighing less than 28 grams, the Reme mask is powered by a razor-thin, bendy circuit inside an aerated padded shell. It's smart enough to wear at 9,000 metres and small enough to take everywhere with you.

GBP73 sleepwithremee.com

The light is right

Who better than a trio of insomniac friends to develop a sleeping aid? My Dodow uses metronome technology, gently pulsing a soft blue light on the ceiling, to which you match your breathing. Exhalations are longer, which is a proven relaxation technique. Press the small device once for the eight-minute mode, twice for a 20-minute mode, and My Dodow will automatically switch off afterwards. The light is dimmable, to avoid disturbing sleep partners. GBP49 mydodow.com



3

4

Sleep-inducing robot

The idea of spooning technology in bed sounds strange – but Somnox is no ordinary robot. Shaped like a large kidney bean and covered in soft fabric, it “breathes” in your arms. Once you synchronise your breath with its rhythm, Somnox will gently guide you to sleep. The developers, Dutch engineering students, have created a personalised app enabling you to decide whether you are aiming to “nap”, “sleep” or “relax”. Your robo-bed buddy can also lead you through meditation, and play lullabies or white noise.

GBP481 meetsomnox.com



5

A scented sleep

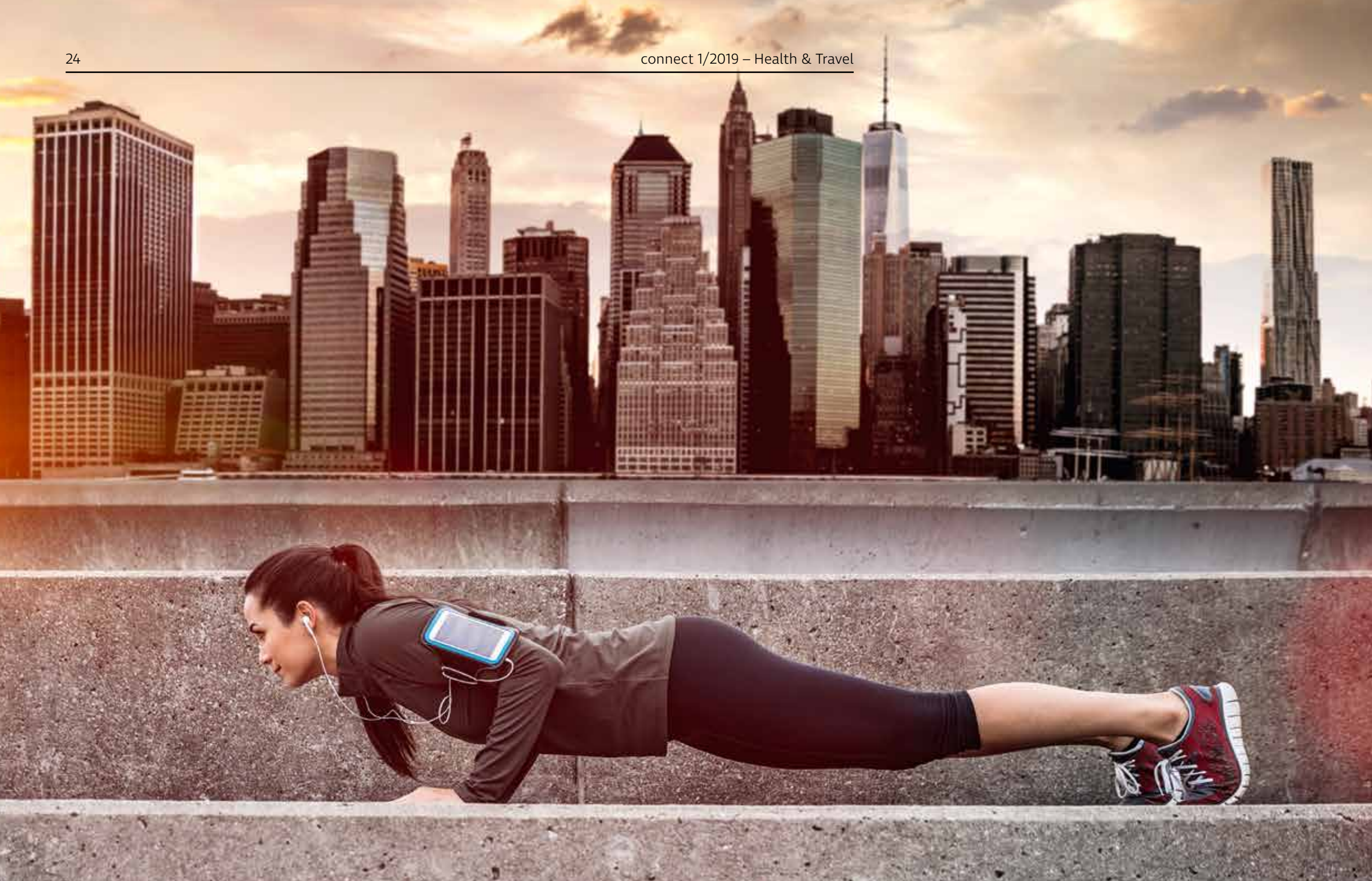
In Ancient Greece, Hippocrates was a big fan of essential oils' relaxing and restorative health benefits – we might call this aromatherapy. Today, it includes modern scent diffusers. The Scent Well portable diffuser from This Works will scent your hotel room with sleep-inducing mist. Blends of oils have been shown to work better than single scents. Why not try lavender and orange, or cedar wood and bergamot for a 100-per-cent natural sleep solution? GBP55 thisworks.com



6 Bye-bye busy brains

Sleep seems like a distant dream when your brain is wide awake and whirring. If only there were some way of flicking off our mental switch? Look no further ... Rated the “world's happiest app” by the Center for Humane Technology, Calm is perfect for anyone new to “mindfulness”. Everyone from beginners to zen masters can find their calm among the 100-plus guided-meditations. The app also includes 10-minute guided gentle stretching to release tension before bed, sleep stories and soothing music. GBP229 calm.com





Staying overnight the healthy way

Travelling for business can be an arduous undertaking, particularly when frequently staying overnight in hotels. But there are a host of things travellers can do to maintain some kind of healthy lifestyle, underpinned by a bit of prior planning and thought.

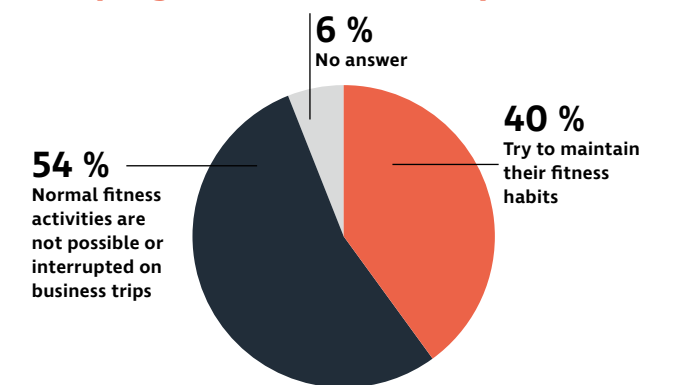
TEXT: Vicki Sussens

Even the best health intentions can dissolve on a business trip. And no wonder, with the stress of travel, jet lag, marathon meetings, the pressure to eat, drink and be merry with business colleagues, and little time for normal fitness routines.

“Maintaining a regular exercise schedule when you’re away from your normal routine isn’t about finding the time – it’s about making your health a priority,” says Julie Dennis, a fitness coach from the UK travel health consultancy Extra Travel Vitality.

Thankfully, hotels are now making it easier for guests to do that, and the savvier chains offer more than just a gym. They provide an all-round wellness experience tailored to individual guests. Some hotels are changing traditional hotel offers to meet the special

Keeping fit on business trips



health needs of the 21st-century business traveller, for example by providing 24/7 markets or cafés for guests as an alternative to room service. Or by speeding up fitness, beauty and health programmes to suit busy schedules. The direction of travel can be seen from the “Stay Well” room developed by the wellness technology firm Delos, which is now available in several US hotels, including the MGM Grand Hotel & Casino in Las Vegas. The rooms include a “dawn simulator”, energising lights, a shower that reduces chlorine, aromatherapy, and air purification to reduce allergens and pollutants.

Fitness at your leisure

With business travel on the rise, many hotels today offer fitness as a competitive advantage, while some of the world’s top spa hotels have in recent years adjusted their programmes to reflect the needs of business travellers. The glamorous Saxon Hotel in Johannesburg, South Africa, for example, was a World Spa Award nominee in 2018. Its fitness centre is open 24 hours a day to allow business travellers to continue their fitness programmes at their leisure. Resident exercise practitioners offer treatments such as the “post-flight stretch”, and tired travellers can also rejuvenate in the spa to get their bodies and faces glowing again. »

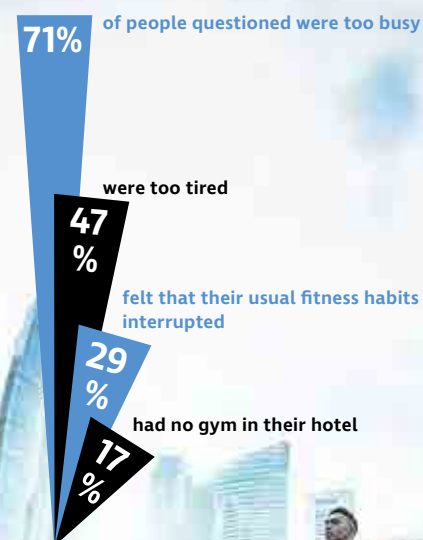


Witness the fitness

Julie Dennis, a health consultant at the UK’s Extra Travel Vitality, gives some top travel fitness tips:

- Don’t sit but stand on a bus or train. When it brakes, keep your balance by bracing the deep stomach muscles. This is a far more functional core workout than traditional abdominal crunches.
- Wear trainers when flying, and walk laps around the airport terminal.
- Choose the best times to exercise. Mornings are best for weight loss, a mood boost and strength building. The evening is good for avoiding injury and it is when you are at peak performance.
- If travelling long haul, then exercising in the morning will realign your body clock.
- Walk when you can to direct brainpower to internal matters.

Why people don't do sport when travelling



Other top hotel spas include the iconic Hotel Café Royal in the heart of London, once patronised by the likes of Oscar Wilde, DH Lawrence, The Rolling Stones and Muhammad Ali. Its spa includes an 18-metre-long lap pool, a Hammam, sauna and Jacuzzi, with bespoke spa treatments that draw on both Western and Eastern traditions. The 2018 top hotel spa winner, The Armani Hotel in Dubai, offers a range of fitness and beauty programmes, right at the top of the world's tallest building, the Burj Khalifa.

Not all travellers have time to head across to the gym, however, which is why some hotels deliver the gym directly to the bedroom, including workout equipment such as resistance bands, yoga mats, exercise balls and weights as standard amenities. In some cases, rooms have designated workout areas. Harried business guests can also exercise on their own – for example using in-room TV exercise videos or free fitness apps, often created by the hotel in partnership with trainers or fitness studios. A major US hotel commissioned a trainer to Hollywood stars to design short exercises, provided in card format.

Even offers of fresh-air exercise are growing, with hotels employing “run concierges”, who lead group runs

past local landmarks and curate TRX (total resistance exercises) warm-ups. Others offer paddle boarding, hiking, walking paths or workout routines within their grounds. Some rent or loan workout clothing and shoes – with same-day laundry for sweaty gear.

Going it alone

But what if a hotel has no fitness offers? Joggers can locate popular running routes using route-finder apps such as Runkeeper or Map my Run. They can also learn about group runs through apps such as Parkrun in the UK. People who favour bite-sized exercises that can be personalised can head to Trazee Travel, for example, which is a web publication listing top fitness apps for hotel rooms – they include the “12-minute Athlete”, the 5–10 minute “Daily Leg Workout” and “Down Dog. Great Yoga Anywhere”. And thanks to the growing industry around business travel health, there is now also a wide range of fitness gear that fits easily into baggage, such as fitness trackers, light-weight yoga mats, pedometers and resistance bands.

But what about travellers who can't bear to enter a gym, or bring along their own gear, or use an app? “Don't use not having access to a gym as an excuse not to work out when you're travelling,” says Julie Dennis. “Get out for a brisk walk before breakfast. Even dancing around your hotel room counts as a workout session!”

Be good to yourself

Business travel health is not only about keeping mentally or physically fit. The right nutrition is also essential to balance mood, attention span and energy levels.

“Often business travel means arriving at your destination suffering from too much drink, rich food and sleep deprivation,” says UK nutritionist Dr Rachel Allen. “This is often followed by meals out, consisting of more rich food, copious alcohol, no exercise and sitting in meetings all day. Never mind the fact that you might have travelled into a different time zone.”

The key for eating and being healthy when travelling is to do the opposite of what everyone normally does, she says:

- **Avoid foods and drinks** containing alcohol, caffeine, salt and added sugar for the few hours before and after the hours during a flight to ensure you stay hydrated and sleep soundly.
- **To sleep well** we need to include protein-rich sources in our diet, such as fish, meat, eggs, nuts, beans and pulses, because these contain the building blocks that make sleep-inducing hormones melatonin and serotonin.
- **Stick to eating three healthy meals a day** wherever you are (rich in high-fibre carbohydrates, lean protein, fruits and vegetables) around four to five hours apart.



Brain-boosting breakfasts

“Research shows that one in three of us misses breakfast, often due to time pressure or not feeling hungry,” says registered nutritionist Kathy Lewis. Lewis, an expert at the UK's Extra Travel Vitality, says that a good breakfast “improves concentration and mood, regulates blood-sugar levels, manages jet lag and also reduces cardiovascular disease, blood pressure and diabetes. All these issues affect business travellers more than office-based workers.” Lewis gives us some advice on how to eat a healthy breakfast when travelling.

TEXT: Vicki Sussens

Start with a drink

We lose water at night as our bodies work hard to remove waste substances. So always start your day with fluids. Even mild dehydration can affect concentration and mood. A hot beverage is fine. If you are on the run, take a bottled drink with you. Milk is the most hydrating and contains the iodine, calcium and essential proteins frequent travellers who often miss breakfast overlook.

The ideal breakfast

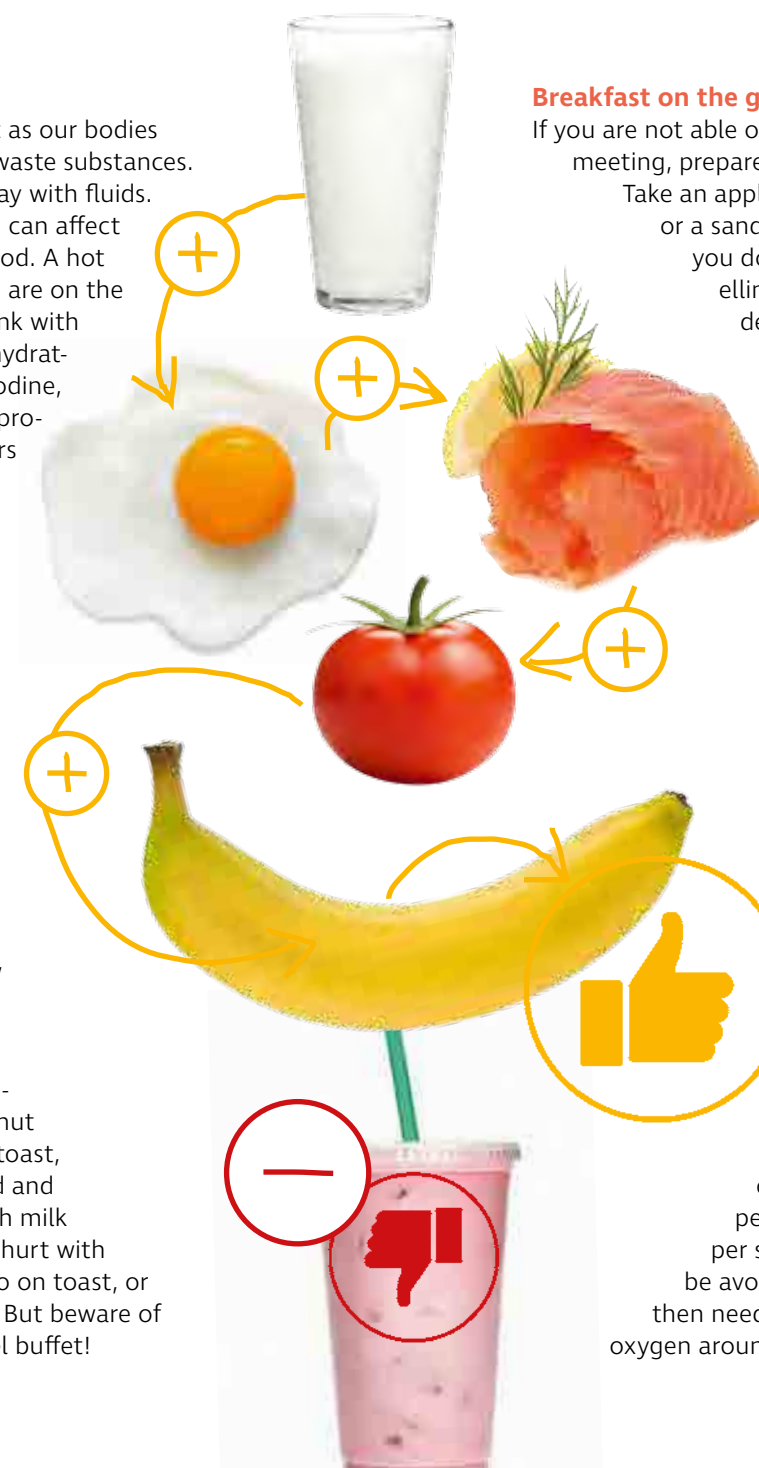
A good breakfast should include several food groups and supply 20–25 per cent of your nutritional requirements. Aim for whole grains, such as oats, rye, whole wheat bread and cereals. Include protein such as egg, salmon, beans, low-fat milk or cheese to keep you feeling full. Add fruit and vegetables. Good combinations include: peanut butter on wholegrain toast, wholemeal pitta bread and hummus, porridge with milk and berries, Greek yoghurt with oats or cereal, avocado on toast, or a vegetable omelette. But beware of overeating at the hotel buffet!

Breakfast on the go

If you are not able or ready to eat before a flight or meeting, prepare a breakfast to take with you. Take an apple, nuts, dried fruit, a banana or a sandwich for that late breakfast. If you don't feel like eating when travelling long haul, eating at your destination's breakfast time will help reset your biological clock. (When we “break” the night's “fast”, it signals the start of the day).

Beware of hidden sugar and salt in fashionable “healthy” breakfasts

Most airport cafés, markets and restaurants now offer Greek yoghurt with granola and compote. But we also know that some items on offer contain five or six teaspoons of sugar. Smoothies advertised as “Pick me up”, “Detox” or “Energizer” can contain up to 500 calories per drink with an extremely high content of freed sugars. Check ingredients where possible, especially for salt content higher than 0.5 grams per 100 grams or over 1.5 grams per serving. High salt items should be avoided when flying, as your heart then needs to work harder to pump oxygen around.



To boldly go...

CWT Connect 2018 dared delegates to take a risk. We report from CWT's prestigious client conference

TEXT: Karen Bamford



Kelly Kuhn, CWT Chief Customer Officer (top left), and CEO & Founder of Resi, Alex Depledge (bottom right), were just two of the speakers at CWT Connect



Have you got the courage to go out there and win? That was the challenge posed by TV news-reader Mary Nightingale as she welcomed delegates to CWT Connect 2018. “We want you to take a risk and put yourself out there,” Nightingale said, as she explained the event theme: ‘Dare Forward’. The conference brought travel industry experts together at the Hilton London Tower Bridge in November 2018 to educate and inspire delegates on hot topics, including the often contentious new distribution capability (NDC).

Few entrepreneurs could be more daring than our inspirational guest speaker, Alex Depledge, who told delegates: “You can be bold as you dare forward.” She was certainly bold when she left a secure job to set up an online cleaning business. It was a risk worth taking as she later sold Hassle.com for £27 million and founded architectural services platform Resi.

Her boldness is best illustrated by her insistence on dealing with “the here and now” rather than bowing to pressure to look too far ahead at “sexy” technology coming down the line. As groundbreaking as Hassle.com was, it

“The real threats to business are the ones that are already here” was founded using existing technology. Depledge said they were able to take on established competitors and disrupt industry because traditional businesses weren’t keeping up with current innovations. “Lots of businesses, my own included, look at what’s on the horizon and start to worry about what technologies are around the corner and how they’re going to disrupt their business. Some current examples are AI, blockchain and autonomous cars,” she said. “I’m always a contrarian. I think the real threats to business are the ones that are already here, chipping away slowly: data, big and small; frictionless, digital commerce; micro targeting.” She believes established brands have everything they need to keep going for years to come if they focus on what’s in front of them and move speedily.

Forward thinking

Technology was front of mind for many experts who took to the Connect stage. David Geer, senior vice president at Virgin Atlantic, told delegates: “We see technology like NDC as enabling us to give customers choice and giving us the ability to do this without being constrained by legacy technology.”

Meanwhile, CWT’s Andrew Jordan, who is responsible for ensuring constant development of the company’s technology and IT infrastructure, spoke about CWT’s evolution to become the world’s first digital

TMC. Data is a huge part of that transformation and the company now employs 200 data specialists.

“We focused on being secure and effective – it’s what keeps me awake at night,” he said. “CWT AnswerIQ is our latest way of getting insight into travel programmes. It doesn’t require you to be a scientist to use it. It uses common search terms to get answers, and has an ability to self-learn. The more you use it, the more it

“We focused on being secure and effective – it’s what keeps me awake at night

understands what you want to know and what you take from it.”

Delegates had opportunities to learn more about AnswerIQ during Huddles

– informal gatherings that were introduced at last year’s Connect and allow people to deep dive into their choice of topic for a quick brainstorm during refreshment breaks. Other topics this year were: My-CWT, SAP Concur, RoomIt, Yapta, CWT Meetings and Events, and International SOS.

Raising the bar

Back in the conference room, CWT Meetings and Events had set up the Dare Forward Bar on stage. Joining CWT M&E managing director Paul Stoddart for a drink and chat were seven subject experts from the UK & I team and marketing partner Spinning Clock. They discussed trends shaping the future of meetings and events as revealed by the recently published CWT M&E Price Forecast, including:

- Consolidation of meetings and events with business travel
- Growth of unique venues
- Increasing use of technology to drive audience engagement

Senior sales director Jo Hillman spoke about how consolidation brought the benefits of one contract for both services, and how this often lead to improved safety and security for meetings and events. She talked about how a proliferation of new unique venues means clients have greater choice and would be advised on whether individual events were best suited to a traditional setting or an usual venue. The CWT M&E team noted that many hotels have



CWT Meetings & Events discuss future trends in the industry

responded by upping their game to provide more creative settings and flexible layouts.

Spinning Clock's David Lister and Tim Bassford discussed the greater engagement from using augmented reality and virtual reality experiences at events. As an example, AR allows everyone at a meeting to see a 3D model of a building's blueprint on their smart phones. They predicted that facial recognition technology will soon be used for secure delegate registration and discussed the potential for conference speakers to appear in real-time as holograms. In response to a question from the audience about creating fresh experiences, David suggested a more sophisticated integration of well-planned digital content with existing technology.

“ Sometimes the answer is close to home

As usual, questions from the floor were encouraged and delegates fired them at speakers enthusiastically. Alex Depledge was asked whether entrepreneurs were fearless about the risks they take. “I’m terrified that Resi is going to fail,” she replied. “I don’t think people are very honest about how hard life and work is, how it impacts us. I can talk about mental health and have a cry in the office.” She concluded: “The theme today is an interesting one. Sometimes the answer is close to home. We’ve all got it within our power to make great change.” ■



A panel of attendees on stage to discuss the future of airline distribution

Channel hopping

The introduction of NDC has brought innovation, challenges and disruption to the travel industry. CWT CEO Kurt Ekert moderated a lively debate at Connect to hear the latest views on airline distribution from airlines, a GDS, TMC and the customer.

Seeking to debunk terminology, former travel buyer and founder of the Festive Road consultancy, **Caroline Strachan**, said: “NDC is simply a tech standard – no more or less. It’s a set of communication protocols. Direct connect is where an airline wants to contact the corporation or traveller with nobody in the middle.”

Matt Raos, of Emirates, explained that airlines have pushed ahead with B2B because conveying door to door is hard to do indirectly when you add safety and security, and management reporting. “We are aware of the complexity and we are not trying to break the system,” he added.

Virgin Atlantic’s Tim Lum explained that, “We want to be able to partner with other airlines to give choice.” However, **Anna Kofoed, of Amadeus**, argued that GDS distribution is cost effective. Amadeus is making huge investments in NDC but GDS is not dead. “There’s no product today that is going through NDC that you cannot buy through GDS,” she said.

CWT’s Kelly Kuhn raised the question of what happens when a traveller loses their baggage or their travel is disrupted. She asked: “How can you service the changes if they booked outside GDS? That’s when the customer needs us the most.”

Caroline Strachan agreed that how to service a booking afterwards was the biggest challenge with NDC, but added that industry is solving it. She went on to advise travel buyers that, “If you are having airline contract negotiations, you should be asking where they will be putting content in future.”



CWT Chief Technology Officer, Andrew Jordan, on stage at CWT Connect 2018

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