

21 May 2004

## Changi Airport Scores for Travel Retail

Changi Airport continues to be regarded highly in the travel retail industry, receiving a total of four awards at the 2004 Raven Fox Awards for Travel-Retail Excellence in Asia/Pacific held in Singapore on 19 May 2004. The Civil Aviation Authority of Singapore (CAAS) and two of Changi's retailers, Nuance-Watson Singapore and DFS Singapore, received awards at the event.

For the 7<sup>th</sup> consecutive year, CAAS won the **'The Airport Authority with the Most Supportive Approach to Travel Retail'** award. CAAS was also commended for having one of the best websites serving the Asia / Pacific travel-retail customers.

Two of Changi Airport's retailers also received awards - Nuance-Watson Singapore and DFS Singapore. Nuance-Watson not only won the **'Best Fragrances / Cosmetics Travel Retailer in Asia / Pacific'** but also the **'Best New Shop Opening at an Airport in Asia / Pacific'**. DFS Singapore was voted the **'Best Liquor Travel Retailer in Asia / Pacific'**.

"Shopping is very much part of a traveller's experience, whether they are making business or leisure trips. In Changi Airport, we aim to enhance the traveller's shopping experience with quality, variety, service and price assurance. This would not have been possible without the concerted efforts and support from all of Changi's retailers", said Mr Ho Beng Huat, Deputy Director-General (Airport Management), CAAS.

The awards were a result of an annual survey conducted among retailers, suppliers and agents serving the region. Besides online voting, the forms were inserted in two magazines published by Raven Fox - Duty Free News International and Travel Retailer International. Voters considered criteria such as customer service, shop design and layout, marketing and promotions, signage, product range and product availability, when voting for the most outstanding operators and suppliers in the region.