

Airport Times

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Sneak peek at a Novotel room



Anyone who's been anywhere near the airport in recent months will have noticed the rapidly rising structure of the Novotel hotel in the international terminal car park. The hotel is an eagerly anticipated addition to the airport environment, and we know you're curious about how construction is going.

With this in mind, the attached images offer a sneak peek at the first completed hotel room in the new Novotel.

The rooms maximise space and light, with a clear glass bathroom able to transform into a fully private space with a flick of a button. The design is contemporary but practical, optimising space, while providing transparency and fluidity between zones.

They will also have the latest in interactive communication and connectivity solutions, with desks that can convert into comfortable tables for dining.

All the interiors at the new Novotel are designed to promote the openness and

diversity of New Zealand's people and natural environment, to give visitors an insight into the unique qualities of New Zealand, and to provide a lasting hospitality experience for visitors.



Mercedes building takes shape

If you've recently cruised down Landing Drive in Auckland Airport's business district, you might have noticed that the new Mercedes building is slowly taking shape.

Once finished, the 2,830 sqm warehouse will house Mercedes' spare parts business.

The company's New Zealand general manager of service and parts, David Blake says the purpose-built facility will not only meet the company's current and future requirements, but also allow it to increase its service levels nationwide.

"For Mercedes-Benz this means we will have quicker access to freight, which means faster turnaround times for orders and ultimately quicker delivery times. This will only add to our already high standards and drive to take customer service to a new level."



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Annual meeting time again

Auckland Airport's annual general meeting took place at the TelstraClear Pacific Events Centre on 28 October. Over 300 shareholders attended the meeting with lively discussion from the floor. Three shareholders commented on the outstanding customer service received at Auckland Airport, a compliment to all those who work at the airport and a reinforcement of its status as one of the top 10 airports in the world.

Newcomer Brett Godfrey, who has had a 20-year career in aviation, was elected to the board of directors. Lloyd Morrison and Joan Withers were re-elected as company directors while Chairman Anthony Frankham took the opportunity to stand down.

Joan Withers has been appointed the new Chair of the Board. Joan paid a special tribute to Tony's 16 years on the board and read a special acknowledgement from Prime Minister and Minister of Tourism Rt Hon John Key.



Dedicated Bluecoats celebrate years of service



Noelene Johnstone has always had a thing about airports.

“It came from my father,” says the Auckland Airport Bluecoat who recently marked 15 years of service with the volunteer organisation.

“Whenever we went somewhere we would go to the airport or the train station and it was something we enjoyed.”

The Bluecoats, who are also known as hospitality ambassadors, have assisted travellers and answered queries at the airport since 1995. Noelene says she enjoys the role because the airport is such an exciting place and she gets to meet lots of people.

She does two shifts a week and says you have to be a bit forward. “There is no use being a shrinking violet because you can see by people’s faces that they are lost so you have to ask if you can help them.”

Noelene says the work keeps her young

and up-to-date. But at 71, she is by no means the oldest member of the team.

Les Tibby recently celebrated his 90th birthday and has no intention of giving up his role with the Bluecoats.

Les coordinates two teams of Bluecoats and he looks after the coffee cart in the baggage hall, keeping it well stocked and ready for the people who pass through. “You would never believe he is that age,” says Noelene. “He strides along and stands tall. He is a real gentleman and a very popular person.”

Many of the Bluecoats have a wealth of experience at their fingertips, due to years of dedicated service. Congratulations to the following Bluecoats who have clocked up 15 years or more: Les Featherstone, Carol Neill, Noelene Johnstone, John Pettersen, John Johnson, Lenore Kent, Kathryn Tilby, Doreen Coldicutt, Muriel Walton, Les Tibby, Marge McGehan, Ian Martin, Kathleen McMullan, Jill Aspley, Bert Wickington.

New Zealand – including the Starclass business class offering.

The new service also provides an important gateway link to Jetstar’s Singapore hub, with the carrier servicing some 22 destinations in Asia, including Mainland China. If you are heading to one of the enchanting destinations of Asia, make sure you fly Jetstar via Singapore.



Get ready for Jetstar to Singapore

With just four months to go until Jetstar’s direct services between Auckland and Singapore start, now is a good time to plan your next Asia adventure.

The low fares leader will start daily direct flights from March 17 next year, giving you the opportunity to head to the tiny island known for its great food and shopping.

Since the commercial launch of the fare earlier this year, one-way fares on the route have been snapped up for as little as \$99.

This is also the first time the airline will be offering its two class service in

Photographer of the Year

Check out the fantastic photos on display on the farewell departure wall this month.

The captivating scenes of New Zealand are being exhibited as part of the New Zealand Geographic Photographer of the Year competition.



Auckland Airport sponsored the society and culture section of the awards, which were held in one of the international terminal function rooms at the end of October.

A range of entries from wildlife to landscapes to city scenes came from all over the country and showcased the extraordinary natural and cultural riches that make New Zealand unique.



The winner of each category received \$1,000 cash, publication in New Zealand Geographic, 10 x New Zealand Geographic 2011 calendars, a one-year subscription to New Zealand Geographic and a large format print of their winning image.

The overall winner earns the title New Zealand Geographic Photographer of the Year 2010, an additional \$2,000 cash and a guaranteed Creative Contributor contract offer from Getty Images.

NZ popular for holidays

In the last year 1.2 million international visitors came here for a holiday, while just over 780,000 said they were visiting family or friends. Nearly 250,000 came here for business.

What does the super city mean for Auckland Airport?



After months of speculation and debate, it has finally happened: Auckland is now a super city and the airport intends to make the most of the opportunities that come with being part of a larger entity.

With a 22% stake in the company, the new council is Auckland Airport's biggest shareholder by far.

Auckland Airport's Richard Llewellyn says the airport has started working with the incoming councillors and executive team who officially took over on 1 November.

Richard is confident the airport can help the new mayor and council achieve their goals including better public transport links to the airport, part of Len Brown's \$10 billion transport plan for Auckland city.

"We will ensure we have the appropriate infrastructure required to accommodate ambitious growth, deliver outstanding passenger experiences, and provide the best possible first impressions of Auckland," says Richard.

The Smarter way to go through Customs

Whether you're arriving home or departing for a flight, waiting in line to have your passport checked can be a bit of a drag.

But thanks to a New Zealand Customs initiative called Smart Gate, things are about to change. From December, Australian and New Zealand passport holders over 18 will be able to self-process their passports on all flights departing to and arriving from Australia.

You can still choose to do it manually, but as long as you have an ePassport – the one with the little camera symbol on the passport – you can avoid the line ups and save time at a Smart Gate.

Just look for the Smart Gate kiosks located to the far right of the passport control area. Then place your passport in the reader and answer the standard declaration questions using the touch screen.

When you're done, the kiosk will give you a Smart Gate ticket to take to your gate.

Try it for yourself.



The final countdown.... Auckland to Houston



Texas is famous for big steaks, rodeo, and cowboys. And this time next year, you could be on your way there on one of the first direct services from Auckland to Houston.

Continental Airlines' first flight to New Zealand is scheduled to leave Houston on 16 November, 2011, and arrive in Auckland on 18 November at 5.30am. Auckland will also be the first airport in the Southern Hemisphere to have Boeing's new Dreamliner B787-800 aircraft flying here.

Houston, the fourth largest city in the United States, continues to grow on the back of its status as the world's energy and oil capital. But there is much more to

the city than oil, with plenty of attractions including the Kennedy Space Centre and the Galleria shopping complex, complete with indoor skating rink.

There are also endless options onwards from Houston, with New York, Florida and the Midwest all just a few hours away.

And by flying the B787, you'll arrive in great shape. The aircraft, complete with lie-flat seats and huge windows, has been designed to enable a higher degree of humidity onboard, allowing travellers to recover faster from jetlag.

So be sure to put Houston on your itinerary next time you head to the US for a whole new state of travel.

Up 3.8%

International arrivals are up. There were 2,516,683 international arrivals to New Zealand in the year to September 2010, up 3.8% up on the previous year.

Four Nations at the airport



It's time to get out there and support the Kiwis as they battle it out on the field against Australia, England and Papua New Guinea in the Four Nations rugby league tournament.

Auckland Airport is a sponsor in the series, so there is lots of promotion surrounding the games.

Staff are encouraged to get behind our national team who will be playing at Eden Park on 6 November for the fast-selling double-header.

Aside from the games, the tournament is providing the airport's border agencies – Customs, Immigration, and MAF – with the opportunity to test new procedures to manage teams before the Rugby World Cup 2010.

Customs are using advance information to pre-process the teams so when they arrive, a customs officer and an airport representative meet them at the gate and escort them through a special arrival portal.

After a simple 'face-to-passport' check, teams head straight to the baggage carousel from where MAF identifies a dedicated route with minimal intervention.

This streamlined facilitation process is planned for VIPs and officials for the Rugby World Cup so the chance to tweak it before the roll-out next year is beneficial to all in the Auckland Airport community.



Keeping safe

With the Auckland Airport Police

Airports are stressful places for many people, which is all the more reason to behave responsibly.

Airport policeman Mark Bond tells us it's important to not get paranoid. "Air travel itself is still incredibly safe," he says.

But they're also no place for joking around.

He warns against making claims to have weapons or bombs in your possession, saying, "It's just not funny anymore to say such things and you will get off-loaded from your hard-earned flight."

In addition, you will probably never travel with that airline again.

And to top it all off, a slip of the tongue like that can take up valuable security time dealing with it and worse, you can receive a massive fine and end up in court.

So remember to have fun, enjoy your travel, and take airport security seriously.

Taking care of families

Travelling with kids is never easy, but the airport is doing its best to make what can be a difficult experience a whole lot more enjoyable.

A brand new parents' room opened airside in the international terminal in August (between adidas and Around NZ). The space is a dedicated place where parents can go to get away from the crowds, change and feed their offspring.

The room is equipped with feeding cubicles, changing tables and a microwave to heat baby food and bottles.

There is also a new fully enclosed play area that is sure to keep energetic toddlers entertained – and tire them out – while you wait for your flight.



New shopping area opens for Christmas

It's not long still Santa comes, and it won't be long until the airside departures area in the international terminal opens with a whole new look.



The final stages of the redevelopment are coming together with the area opening in phases commencing mid November through to the official launch in mid December.

The development will unfold some new international brands as well as the local and popular brands that travellers already enjoy at tax and duty free prices.

There will be an extended food offer and the central feature of the area is a unique tree-like structure which will be an iconic meeting point for travellers where they can unwind, relax and reflect after clearing customs.

Auckland Airport's Louise Gonczy says the area "will be home to world class brands in a world class environment".

Up 6.1%

For the 12 months ended September 2010 growth in the number of Australian arrivals into New Zealand is up 6.1%. Continued increases in capacity from Jetstar and Pacific Blue have lead to this growth.

