



SUBHO YATRA

The Newsletter
of Netaji Subhas
Chandra Bose
International
Airport, Kolkata

INAUGURAL ISSUE OCT - 2016

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WELCOME - Our Inaugural Issue

A warm welcome to all passengers flying through the Netaji Subhas Chandra International Airport, Kolkata. We are happy to present the inaugural issue of our News Letter – "SHUBHO YATRA", which literally translates as Happy Journey. It is our earnest endeavor to ensure that all passengers travelling through Kolkata Airport have an enjoyable experience.

Through this News Letter we wish to connect with all of you flying through this Airport. We will be presenting useful facts and figures of the Airport, along with reports on activities and events held at the Airport. In the coming issues the newsletter will also carry important security and safety guidelines to be followed by passengers to ensure a safe and hassle free travel.

In this issue we bring to you all the highlights and activities carried out during the "SMILE WEEK" which was recently observed at NSCBI Airport, Kolkata from 06-Sep-2016 to 12-Sep-2016. This initiative is part of our endeavor to make the Passenger Travel Experience while travelling through our Airport an enjoyable one.

Also in this issue, we tell you how to 'Travel Smart', and avoid the nightmare of a missed flight. We will be sharing with you tips on how to plan your travel including connecting flights, packing smartly and being aware of security rules.



SMILE WEEK (06 to 12 Sep 2016)

NSCBI Airport, Kolkata observed 'SMILE WEEK' from 06th to 12th September with active participation of all stakeholders of the Airport.

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TRAVELLING SMART

In this article, you will find tips from experienced travelers on how to make it to your flight on time, every time.

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SMILE WEEK

06-Sep-2016 to 12-Sep-2016

Someone has rightly said that "Smile is a curve that sets everything straight".

All of us experience some form of stress and anxiety while travelling through Airports—Will I reach the Airport on time; Is my flight as per schedule; Is my baggage within the permissible limit; Where is my boarding Gate etc. Wouldn't it be nice if the Airport Staff you interact with have a Smile, are Polite and Helpful?

As part of our Passenger Travel Experience enhancement initiative, a "SMILE WEEK" was observed at Kolkata Airport, with the active participation of all stakeholders including staff of AAI, CISF, Airlines, Customs, Immigrations, TFS (Food & Beverage), various vendors and concessionaires, including the cleaning & facility management team of NIS and Upshot.



Special emphasis was given to deliver 'Service with a Smile' to all our passengers and ensuring that they have an enjoyable experience at Kolkata Airport. Based on the positive feedback received and enthusiastic participation, we will be repeating this again—soon.

Drawing competition for children was the most popular of the various activities done during the week. We were overwhelmed with the response from the children and will surely do this activity again. Special discounts were given at Food & Beverage outlets by TFS.



TRAVELLING SMART

We know what a nightmare it is to miss a flight. When you arrive at the Airport with just minutes to spare, the frantic rush to the boarding gate and the awful feeling you get as you see your plane fly away – resulting in delays, change of plans and extra costs. To know how to avoid this dreadful situation, we bring you advice from some seasoned travellers, which will guide you to make it to your flight on time –

- 1) **Getting through Security Checks faster**—Pack your Hand/Cabin luggage sensibly. Put anything you know you will need on top. Avoid carrying sharp objects, batteries, liquids above 100 ml, aerosol sprays, and anything else that will trip up the security scanner. In the security check queue, if you find time slipping away, be bold and ask your fellow passengers nicely and head to the front of the queue. Explain that your flight is about to leave and rely on people's good nature to let you. At some point later do the same for someone else in a similar situation – let them go ahead of you.
- 2) **Giving yourself a lot of extra time** – Many people miss their flights because there was not enough time in between flights. It is better to spend a few hours at the Airport, rather than having to sprint through security to boarding gate. Read the departure time and boarding time carefully, check if the departure is from the same terminal.
- 3) **Making use of the Airport Lounges** - If you are a regular traveller, it makes sense to have an Airline Priority Pass, which will entitle you to discounted lounge access – where you can use your time to have a drink, meals and complimentary WiFi.
- 4) **Be focussed on your departure time** – Airport shopping & dining has been the reason for many a missed flight. In bigger airports, it is advisable to shop/dine near your boarding gate. If possible, put an alarm on your phone 15 minutes prior to boarding time.

These are just some things you can do to avoid missing your flight. Enjoy your flight & SHUBHO YATRA from all of us.

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