



How Will Social Media Shape Tomorrow's Air Cargo Market?



by Michael White

We talk about social media all the time, but does it have a role to play in air cargo? The Oxford Dictionary's definition of social media is: "websites and applications that enable users to create and share content or to participate in social networking."

The channels for social media are growing. There are Facebook and Twitter, but how about Ask.fm, Tagged and Vine? Are they all equally important?

As a new generation of companies become socially enabled, they can begin offering tremendous business opportunities, especially when social media is leveraged to do more than simply market new products and build brand awareness. It's becoming clearer what kind of impact social platform adoption has on operations and customer-facing initiatives. The question, though, is, "Does it really help the bottom line or not?"

Today eight out of ten companies believe their investment in social platforms will increase business. Companies are reporting an increase of both their IT and marketing departments; that will grow their headcount due to the use of social media. This also requires companies to look for people with new skillsets for their marketing and IT departments.

A recent study by Oracle says that the top four commonly used social networks for companies to engage prospects, customers and partners are Facebook (92 percent), Twitter (86 percent), LinkedIn

(80 percent) and YouTube (75 percent). Runner-ups include Google-Plus (45 percent), Pinterest (39 percent) and Instagram (26 percent). Many companies (45 percent) said they currently use three to five social platforms to reach and respond to target audiences.

Airlines and airports use social media to advertise, notify customers of flight status information, announce new services, handle customer service issues and provide entertainment – and that's just on the passenger side. How do you use it for cargo? Is it the same? Are the cargo customers moving away from the one-on-one phone call and using their iPhones and Androids?

The reach of social media is not just local; it connects your cargo family anywhere at any time. It isn't just for social geeks anymore, but applies to everyone, as digital connections have become part of our everyday lives. Not everyone wants to connect, but the technology does bring people together all over the world. An important change, though, is that almost everyone owns a mobile electronic device, and those who don't will be fewer and fewer in the next few years.

B2B customers are becoming the new savvy customer using these channels. Do brand development and communication have a new role to play, both in and outside of a company? Should there be parameters on social media? Would you humanize the technology and allow it to become a part of your company brand? Will the B2B be more dynamic with the use of these social media communication channels?

In other parts of the world, such as Japan, China and Korea, the main players are neither Facebook nor Twitter. Their primary social media portals are companies like Weibo, Renren and Douban – companies that the Western world may have to adapt to using. How can companies use these other channels they are not familiar with?

Tomorrow's panel on "Using Social Media in Today's Air Cargo Market" will delve into this timely and important topic. The panel will be led by Scott Case, founder and "chief storyteller" for Position:Global. The panel will include Enno Osinga, senior vice president, cargo, for the Amsterdam Airport Schiphol; Kathi Rabil, CEO of Slice-Works; and Brooks Thomas, communication advisor for the Social Business Team at Southwest Airlines.

–Michael White is CNS's Director of Cargo Facilitation, Security & Standards



SUNDAY • APRIL 19, 2015

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Get Ready for the New 'CNS Hot Spots' Networking Sessions

To better serve the networking needs of its delegates, CNS is introducing a new kind of structured meet-and-greet event during the Orlando CNS Partnership Conference. Called "CNS Hot Spots," the event is set up kind of like a "speed dating" arrangement, only instead of matching couples, Hot Spots intends to facilitate business connections between small- to mid-sized freight forwarders and airlines.

Beginning on Monday afternoon, from 1 to 4 p.m., and again on Tuesday, from 11 a.m. to 3 p.m., CNS will introduce more than 20 Hot Spot sessions that will be occupied by major airline representatives. These Hot Spots will be located in the Exhibition Hall, where each participating air carrier will have a dedicated table for the duration of the conference.

An online meeting tool is then made available to both freight forwarders and airlines, allowing forwarders the opportunity of scheduling one-on-one meetings with the airlines they wish to meet with, or vice versa.

Here are a few more of the Hot Spots ground rules:

- Each participating freight forwarder can schedule up to 10 meetings initially, and add additional meetings at the conference by simply requesting them at the Hot Spot Concierge Desk.
- Participants can set up a maximum of eight meetings each day.
- Each meeting will be scheduled for a duration of no longer than 25 minutes.
- All meetings will be held in a cordoned-off area within the Exhibition Hall.
- The actual Hot Spots consist of a table and three chairs.

For more information about signing up for Hot Spots, please visit the cns.net website or visit the mobile app, at eventmobi.com/cns2015.

List of Carriers Participating in Hot Spots:

- | | |
|---------------------------------------|-----------------------|
| 1. Qatar Cargo | 12. American Airlines |
| 2. Lufthansa Cargo | 13. Air New Zealand |
| 3. Air France/KLM/
Martinair Cargo | 14. Air Niugini |
| 4. Delta Cargo | 15. Azul Cargo |
| 5. Emirates SkyCargo | 16. Hainan Airlines |
| 6. Cargolux Airlines | 17. Avianca Cargo |
| 7. Cathay Pacific Cargo | 18. LOT Cargo |
| 8. Hawaiian Air Cargo | 19. Alaska Air Cargo |
| 9. Centurion Cargo | 20. Air Canada |
| 10. Korean Air | 21. CAL Cargo |
| 11. Aer Lingus | 22. Aerounion |

CONFERENCE SCHEDULE

Sunday, April 19

- 07:30 – CNS Partnership Golf Classic (Shotgun Start)
- 13:00 – Golfer's Luncheon
- 15:00 – 18:00 – Conference Registration Opens
- 19:00 – 21:00 – Welcome Reception at Hard Rock Live, Orlando

Monday, April 20

All events are located in the Panzocola Ballroom unless otherwise noted

- 07:00 – 08:00 – Continental Breakfast
- 07:00 – 15:30 – Registration for the conference continues in the Panzocola Foyer
- 07:00 – 17:00 – Exhibition Hall open
- 08:00 – 08:15 – **Welcome & Conference Overview** - Warren Jones, President, CNS
- 08:15 – 08:25 – **CNS Review/Preview of Board 2014/2015** - Mick Fountain, Chairman, CNS Advisory Board
- 08:25 – 09:00 – **Keynote Speaker: Ram Menen**, Aviation and Cargo Executive
- 09:00 – 10:00 – Panel Discussion:
Cybersecurity and the Challenges We Face in Air Cargo
- 10:00 – 10:30 – Break with exhibitors
- 10:30 – 10:45 – **CNS Scholarship Awards** presentation
- 10:45 – 12:00 – Panel Discussion:
Using Social Media in Today's Air Cargo Market
- 12:00 – 13:00 – Networking lunch in the Exhibit Hall
- 13:00 – 17:00 – Open for networking:
CNS Hot Spots sessions open, to run at 25-minute intervals.
In the Exhibit Hall and the Panzocola Ballroom.
- 14:00 – 15:30 – CNS Workshops:
 - **CASS-USA meeting** (by invitation only) in Suwannee #1
 - **CEIV Pharma**, in Sebastian 3 and 4
 - **Risk-based Air Cargo Security**, in Sebastian 1 and 2
- 19:00 – 20:00 – "Sky Lounge" cocktail reception by the pool
- 20:00 – 22:00 – Dinner poolside

Tuesday, April 21

- 08:00 – 15:00 – Exhibition Hall open
- 08:30 – 09:00 – **Economic Conditions and Industry Trends**
Julie Perovic, Senior Economist, IATA
- 09:00 – 09:30 – **Keynote Speaker: Phil Brown**, Executive Director, Orlando International Airport
- 09:30 – 10:30 – Panel Discussion:
Preparing the Next Generation of Air Cargo Professionals
- 10:30 – 11:00 – **Drones: Moving Towards the New Frontier**
Andreas Raptopoulos, CEO, Matternet
- 11:00 – 11:15 – **Closing Remarks** - Warren Jones, President, CNS
- 11:00 – 11:30 – Refreshments
- 11:00 – 15:00 – Open for networking:
CNS Hot Spots sessions open, to run at 25-minute intervals.
In the Exhibit Hall and the Panzocola Ballroom.
- 19:00 – 20:00 – "Great Gatsby" Cocktail Reception In Panzocola Foyer
- 20:00 – 24:00 – "Casino Night" Closing Gala Event

Experts in Cybersecurity to Converge at CNS Panel

The air cargo industry is no stranger to security threats, being on the front lines of the war against terrorism that is waged worldwide. But beyond the eternal vigilance that cargo handlers, airlines, forwarders and shippers make a priority every day, there is a hidden threat lurking in the digital technology that links together the various elements of the supply chain: Threats from cyber criminals.

At tomorrow's 9 a.m. Panel Discussion, called "Cybersecurity and the Challenges We Face in Air Cargo," the CNS Partnership Conference will welcome some of the world's top experts on the fight against cyber criminals. For instance, Matthew J. Eggers, senior director, national security and emergency preparedness, for the U.S. Chamber of Commerce, will act as moderator for the hour-long discussion.

Eggers leads the Chamber's Cybersecurity Working Group, which focuses on advocating the Chamber's cyber policies before the U.S. Congress and the Obama Administration. He handles leading homeland security issues, such as cybersecurity, chemical security and pandemics. He also manages the task force's partnership with the office of the Director of National Intelligence, as well as other elements of the U.S. intelligence community.

In 2010, Eggers wrote "Internet Security Essentials for Business," a guidebook to help small- and medium-sized businesses adopt fundamental cybersecurity practices. In 2009, he organized a

series of meetings across the country in partnership with the Department of Homeland Security (DHS) to increase businesses' awareness of cybersecurity from an enterprise risk management standpoint. Before joining the Chamber in 2007, Eggers was director of public policy at B&D Consulting, and worked on Capitol Hill for two members of Congress.



Dallas Bishoff

One of the panelists at the event will be Dallas N. Bishoff, a client security officer (CSO), Information Risk Management (IRM), at HP's Enterprise Security Services. With more than 25 years in the information security field, Bishoff has industry experience in the public sector, transportation, healthcare, retail and media arenas.

He is considered to be a top expert on information security program governance, and has compelling expertise in assessing and optimizing information security organizations. Because of this, Bishoff is a driving force in the overall management of HP's CSO practice, and is the transportation sector lead for the Americas (Canada to Argentina), overseeing security strategy for HP strategic customers in a multi-billion dollar marketplace.

Panelist Faye Francy is the Executive Director of the Aviation Information Sharing and Analysis Center (A-ISAC),

a nonprofit organization based in Annapolis Junction, Md., that includes airlines, manufacturers and suppliers from across the aviation sector that collaborate to create a framework for analyzing and sharing information regarding physical and cyber security threats across the global community. Francy is responsible for establishing, implementing and overseeing the organization's mission, goals, policies and core guiding principles.



Faye Francy

Francy is employed by Boeing Commercial Airplanes (BCA) and on loan to the A-ISAC for a year. Previously, she led BCA's Cyber ONE engineering team, which is an enterprise-wide Community of Excellence (CoE) group that collaborates across the company focused on leveraging the best of Boeing in the cyber domain. She was also director of the networked systems domain in the Enterprise Technology Strategy office, reporting to the Office of the CTO from 2008-2011. There, she managed in excess of US\$150 million in research and development portfolios across the enterprise, focused in the area of networked systems, and included cybersecurity.

Also, CNS will welcome Thomas Mills, acting executive director of the Office of Information Technology at the Department of U.S. Customs and Border Protection (CBP). A former lieutenant in the U.S. Navy, Mills was most recently a supervisory IT specialist at Customs, where he was the Agile transition lead for the CBP ACE program. Mills was also head of the Business Integration Division at the U.S. Citizenship and Immigration Services Department, as well as a supervisory management and program analyst for the Department of Homeland Security. He also had stints as a lead information systems engineer for MITRE and as a manager at Accenture.

SUNDAY FARMER'S MARKET

Welcome to the CNS Partnership Conference 2015! If you're not playing in the CNS Partnership Golf Classic today, be sure to check out one of this city's hidden gems: The Orlando Farmer's Market, which is open from 10 a.m. to 4 p.m. at Lake Eola Park at the corner of East Central Blvd. and North Eola Drive. It's only open on Sunday's so now's your chance to visit before the conference sessions begin.



Not only is there fresh food, but the market features baked goods, crafts, jewelry and plants, plus beautiful views of Lake Eola and the downtown skyline. There is also a beer and wine garden and an ATM on the premises. For more information visit the Market's Facebook page at [facebook.com/orlandofarmersmarket](https://www.facebook.com/orlandofarmersmarket)



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Julie Perovic

Q&A: How long will the good times roll?

Julie Perovic, IATA's Senior Economist, has spent most of the last decade working in economic analysis and modeling.

She is responsible for analysis and evaluation of air transport markets, including the suite of IATA Economics publications on airline industry performance.

Previously, she worked as a consultant on a variety of assignments, including macroeconomic strategy development in emerging Asia, valuing economic benefits of transport safety in the Middle East, and a host of transport and infrastructure economic assessments in Australia. Perovic received a BBA in economics from the University of Louisiana and an MA in Economics from Wichita State University, both in the United States.

On **Tuesday, at 8:30 a.m.**, Perovic will give a presentation on **"Economic Conditions and Industry Trends"** to kick off the final day of the CNS Partnership Conference. Here are some of the topics she'll be covering.

Q: How would you characterize the performance of air cargo last year?

Air cargo had a much better year in 2014 than it has had for the past several years. In fact, air cargo recorded the strongest growth since 2010. Total industry FTKs expanded by 4.5 percent in 2014 and volumes reached record highs by the end of the year. The improvement in air cargo performance in 2014 was driven by a cyclical, albeit fragile, upturn in the global economy. The results of easing fiscal austerity policies, continued expansionary monetary policy and a more-confident consumer have been stronger growth, particularly in economies like that of the U.S. During the first half of 2014, air freight

volumes and world trade overall went through a weak patch, but there was a marked acceleration during the second half of the year.

Q: What are the major trends in terms of trade flows and cargo demand, and what do you think will happen in the near future?

Historically international trade has outpaced domestic production, which has benefitted air cargo. Over the last five years, however, this ratio has flat-lined, which has been bad news for airfreight demand. But importantly, the improvement in international trade seen during the second half of 2014 took place while domestic industrial production growth remained stable. It is too early to say whether the last few months signal a decrease in the adverse impact of recent on-shoring and trade protectionism, but this recent development will be worth observing over coming months.

The improvement in international trade growth during 2014 was driven by emerging Asia, supporting robust growth in FTKs carried by Asia Pacific carriers. In contrast, a fragile recovery in the Eurozone was disturbed by the Russia-Ukraine crisis. This paused earlier improvements in trade to and from Europe and reduced growth in air freight.

Nonetheless, the Economist Intelligence Unit expects growth in world trade to continue in 2015 and to at least match 2014. If that holds, we should continue to see further, moderate growth in air freight volumes.

Q: What has been the overall trend in air cargo yields and financial performance?

There have been notable declines in jet fuel prices since mid-2014, which should help reduce airline costs. But air freight yields have been declining steadily since mid-2011 and are now

down 16 percent since that time consistent with continued weakness in load factors, placing downward pressure on financial performance. Although the recent decline in yields may also partially be explained by a decreasing cost base with jet fuel prices in USD experiencing a decline of 46 percent since their 2011 highs and 39 percent since their 2014 highs. Yields and profitability may come under further downward pressure as new aircraft deliveries come into service in 2015.

Q: IATA is expecting 4.1 percent cargo growth on average for the next five years. What likely economic scenarios could positively or negatively impact that forecast?

Future growth in airfreight activity could be positively impacted if we see resumption in the previous trend of international trade growing at a faster pace than domestic demand. That would imply some reversal we have seen in recent trends towards on-shoring and trade protectionism – a structural change. Air freight could also benefit from a stronger-than-expected cyclical upturn in the global economy. One way that could happen is if we experienced a notable pick-up in developed market growth. That would require robust activity in the corporate sector and increased consumer spending, mostly in the U.S., supporting activity around the world.

But frankly, most of the economic scenarios that could impact the forecast for airfreight growth are on the downside. The major risk is with a notable deterioration in the Chinese economy, if there is a housing-price collapse and spending is constrained. Due to the size of the economy, the impacts would be significant on the region, but of course also globally. Similarly, if growth in the Eurozone weakens further and inflation edges lower, with consumers and companies deferring spending for later, the impacts could also be a notable drag on the global economy.

That said, the near-term outlook is broadly positive – the cyclical upturn we have been experiencing in the global economy supported moderate growth in air freight in 2014 and should continue to do the same this year.

“The improvement in international trade growth during 2014 was driven by emerging Asia, supporting robust growth in FTKs carried by Asia Pacific carriers.”



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Workshop Preview: The Need for Risked-Based Air Cargo Security

In addition to the informative plenary sessions tomorrow to kick off the show, the CNS Partnership Conference will also feature two great workshops on Monday to allow delegates to get the latest pertinent information on some of the trending topics in our industry today. On Monday afternoon, at 2 p.m., CNS will sponsor a workshop called “Risk-Based Air Cargo Security,” that explores the possibilities of moving towards a risk-based system for air cargo security

and explore the idea of using data to enhance current security processes. Discussions led by security and technical experts will include topics on how government computer systems could be used more effectively, whether there is a need for “known shippers” and other paper forms for security.

In a column for *Air Cargo World* magazine, Doug Brittin, the secretary general of The International Air Cargo Association, discussed the need for a regulatory

system that would be more streamlined and flexible.

“Historically, cargo security regulations have been written in a prescriptive manner. They require the appropriate parties to do specific things, in a specific way, and often at specific time in the overall process,” he said. “As a result, some security programs are literally several inches thick, and it can be extremely challenging (and time consuming) to sift through the often multiple cross-references within them, to ensure that the procedures are carried out properly.”

To ease the burden of these detailed and costly regulations, Brittin called for “a single, overarching security program for all of the truly common procedures and protocols” to be developed, which would enable all parties to understand what any new procedures will be and when they need to be implemented. “The remaining unique requirements for certain segments of industry could then easily be outlined.

By talking a risk-based, outcome-driven approach, regulators would allow industry members “to design measures by which those objectives may be accomplished in a more cost-effective, operational and security-effective means,” Brittin said.

Airports, he added, would be a perfect example, as no two are exactly alike. “The objective is to secure access (in this case, to cargo operations), which can be attained by physical methods (fencing, gates) and procedures (badging, ID). Various technologies currently exist, and continue to emerge, which can help tie all of these together.

“Identifying the goal, and allowing the regulated party to establish, manage and ensure it is in compliance, would better suit the situation,” Brittin said. “Similar cases can be made for forwarders and carriers. A risk-based approach will also enable a much more targeted, and therefore reduced-risk, approach to cargo screening.”

These and other topics will be discussed during the “Risk-Based Air Cargo Security Workshop” tomorrow. A Q&A session will be scheduled at the end to cover any issues that were not raised in the presentation.



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Workshop Preview: CEIV Pharma Certification

The global pharmaceutical logistics market, valued at US\$64 billion in 2013, is the most regulated, expensive and fragile cargo business in the world today. This workshop will help attendees learn more about IATA's new Center of Excellence for Independent Validators (CEIV) on Pharmaceutical handling that assists airlines, handlers and forwarders to be compliant with international regulations and to get a share of this fast-growing and lucrative market.

The Monday afternoon session, running from 2 p.m. to 3:30 p.m., will be moderated by Ronald Schaefer, IATA's Project Lead for the CEIV Pharma program, who will discuss how rapidly the pharmaceutical business has been growing in the airfreight world.

Some of the topics to be covered will include an overview of IATA and what it does as a standard-setting organization, and also describes how IATA is involved in the pharmaceutical environment. Schaefer will also discuss IATA's Temperature Control Regulations (TCR) and investigate possible links with other international standards and local regulations.



Attendees will learn what the CEIV in Pharmaceutical Handling certification entails. The work will also discuss the following:

- What are the objectives of the project?
- How does it differ from existing GDP certification?
- What are the steps to be certified as CEIV Pharma?
- What are the different approaches to join the CEIV Pharma program?
- What is the status of the CEIV Program?
- What is the contribution of regulators and shippers to "CEIV Pharma?"
- What are the benefits for the industry, the regulators and the entities certified?
- What are the communication channels around "CEIV Pharma"?

Leandro Moreira, the director of Brinks Life Sciences, will also be on hand to give a presentation called

"Transportation and Handling Voice: What is critical for transportation and handling?"

In addition, Steven Polmans, head of cargo at the Brussels Airport Company,

will describe the details of the CEIV Pharma his airport recently earned. In his presentation, "BRU Airport CEIV Community Approach," he will describe the scope of the CEIV Pharmaceutical project in BRU and provide a step-by-step description of how the airport planned the program. Other questions Polmans will answer include:

- Why is this certification important?
- How does it fit with the BRU Pharmaceutical Project?
- Why did they take a community approach?
- What are the main benefits for all entities involved, including BRU airport and Belgium?

Toward the end of the workshop, there will be time for a question-and-answer session, allowing participants to ask for clarifications on certain points raised during the afternoon session and to discuss the open points not addressed during the event.

To round out the afternoon, Schaefer will provide some closing remarks, emphasizing the importance of such CEIV projects for shippers, freight forwarders, ground handlers, airports and airlines.



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Night Life

While most of the day will be spent at the CNS Partnership Conference's Panel Discussions and networking sessions, there is also a chance to unwind. CNS and its sponsors will be hosting an evening reception every night during the conference, in three exciting locations. Come join the party and kick up your heels after a long day's work.

Sunday

This exciting Welcome Reception, held 7:00 to 8:00 p.m., will help kick-off the conference at the Hard Rock Live Orlando, sponsored by Virgin Atlantic Cargo.

Monday

Delegates will enjoy Monday evening's "Sky Lounge" party at 7:00 p.m., with a

casual reception at the Shingle Creek's sparkling poolside area, sponsored by Air France/KLM/Martinair. This will be followed at 8:00 p.m. by a relaxing poolside dinner, sponsored by Delta Cargo.

Tuesday

"The Great Gatsby" is the theme for Tuesday night's black-tie-optional grand finale, old sport! The festivities begin at 7:00 p.m. with Panalpina's music-filled Cocktail Reception at the Panzacola Foyer. At 8:00 p.m., DHL will sponsor a Casino Night and Gala Dinner in the Panzacola Ballroom. Be prepared to play, win and have fun in "Roaring Twenties" style.

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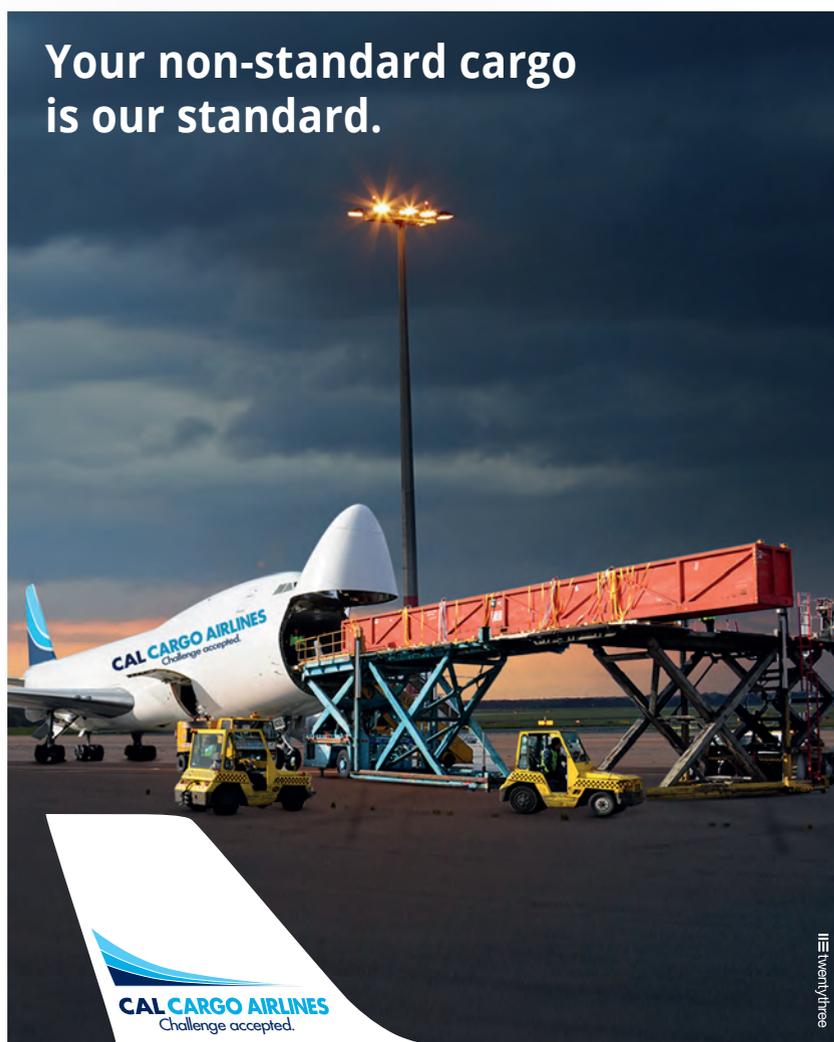


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The CNS Daily Report is published by

**Air Cargo
World**

Visit us at AirCargoWorld.com

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EXPLORING ORLANDO

Dining and Entertainment

As you plan your stay in the Orlando area for the CNS Partnership Conference, you'll want to sample some of the fine restaurant choices central Florida has to offer. Here are a few choices that are all just a short trip from the Rosen Shingle Creek Resort.

Chatham's Place Restaurant

7575 Dr. Phillips Blvd.;
chathamspplace.com/about.htm

Here's a great spot where many of the locals go. Chef Tony uses herbs, vegetables and fruit from his own organic farm.

Delmonico's Italian Steakhouse

6115 Westwood Blvd.;
delmonicositaliansteakhouse.com

This famous steakhouse is just a few minutes from the Rosen Shingle Creek Resort, serving all of your Italian favorites and steak dishes.

El Patron Mexican Restaurant and Cantina

12167 S. Apoka Vineland Rd.;
opentable.com/el-patron-mexican-restaurant-and-cantina

This family-owned restaurant serves traditional Mexican dishes. It features more than 70 different tequilas and a number of signature margaritas in addition to a full beer, wine and liquor bar.

FishBones

6707 Sand Lake Road;
fishbonesrestaurants.com

Here's another local favorite, with fresh seafood and aged steaks cooked over an 1,100-degree citrus and oak wood fire on a custom built pit, with 23-hour slow roasted prime rib.

Hard Rock Café, Orlando

6050 Universal Blvd.;
hardrock.com/cafes/orlando

Hard Rock Cafés are everywhere, but this one is the biggest HRC in the world, boasting more pieces of rock-n-roll memorabilia than any other location. Located at Universal Studios.

Landry's Seafood

8800 Vineland Ave.;
landrysseafood.com/location-orlando.asp

This world-renowned restaurant serves fresh seafood, seasonal fish, steak and pasta. Open for lunch and dinner.

The Melting Pot

7549 Sand Lake Road;
meltingpot.com/orlando/welcome

This fun and relaxing fondue restaurant is a great place to take your family, or a client, for a four-course dinner that starts with cheese, artisan bread and vegetables for dipping. A salad comes next, then the main course, a variety of meats and seafoods, followed by dessert.

Norman's

4012 Central Florida Parkway;
normans.com

Located on the main level of the Ritz-Carlton Orlando, Norman's offers a healthy and delicious fusion of Florida cuisine with Latin, Caribbean and Asian roots. Open for dinner at 6 p.m.

Oceanaire Seafood Room

9101 International Drive, Suite 1002;
theoceanaire.com

Twice voted "Best Seafood Restaurant" in Orlando, Oceanaire serves only the freshest seafood.

Primo

4040 Central Florida Parkway;
grandelakes.com/jw-marriott/Primo-78.html

Located inside the Marriott Orlando Grand Lakes, this restaurant serves Mediterranean cuisine from local, organic, sustainable ingredients.

Taverna Opa

9101 International Drive, Suite 2240;
opaorlando.com

Known for its lamb chops that are marinated for 36 hours, Taverna Opa serves authentic Greek cuisine with cheeses, olives and oil imported from Greece. Fresh seafood is served daily, Lunch, dinner and late-night options available.

Vines Grille and Wine Bar

7533 West Sand Lake Road;
vinesgrille.com

This boutique restaurant offers exceptional dining in an upscale and vibrant atmosphere, with live jazz beginning at 7 p.m. every night but Sunday. The award-winning wine list annually wins rave reviews.



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