

## Thomas Cook India appoints two top level executives

*Nalini Uday Gupta to head the travel businesses; also a director on the board of TCI; Vijay Sethi to head newly-created department of Service Quality & Customer Care*

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After having acquired Travel Corporation of India (TCI) and LKP Foreign Exchange last year, Thomas Cook (India) Ltd (TCIL) has appointed two top-level executives for its key departments. Mrs. Nalini Gupta joins Thomas Cook as the President & Head of Thomas Cook's travel businesses and as a director on board of TCI. Mr. Vijay Sethi will head Thomas Cook's newly created department of Service Quality & Customer Care. Both will be based at Thomas Cook India's head office in Mumbai.

Nalini Gupta, a Mumbai University graduate and possessing a Masters degree in Marketing Management, brings with her 31 years of exhaustive knowledge in travel business. She was associated with Air India for 20 years and has served South African Airways for past 7 years, holding the post of Regional Head - Indian Subcontinent & South East Asia in South African Airways.

Vijay Sethi moves to Thomas Cook from Jet Airways to head the newly created department of Service Quality & Customer Care. A graduate from Delhi University, Vijay brings to Thomas Cook 23 years of hospitality and travel industry experience. Notably, Vijay also has a diploma in Hotel Management, Catering & Nutrition from New Delhi.

Commenting on the significance of the two appointments, Mr. Madhavan Menon, Managing Director, Thomas Cook (India) Ltd, says, 'The company is poised to take a major leap to become the number one player in the industry. Mrs. Gupta and Mr. Sethi will play critical roles in the company's immediate and long-term plans. Mrs. Gupta will strengthen and consolidate the combined travel businesses. Mr. Sethi will utilize his vast expertise in the business and help take it to the next level.'

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### **About Thomas Cook (India) Ltd:**

Thomas Cook India offers a broad spectrum of leisure travel-related services such as package tours, currency exchange and travel insurance as well as hotel and flight reservations. Thomas Cook has been present in India for 125 years and operates a total of 200 offices at various locations in the country and has operations in Sri Lanka & Mauritius. It employs close to 3,000 staff and generated revenue of (annualised) Rs. 234.7 crores in the 2006/07 financial year.

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