



## A Tourist Information Centre in a department store – a first in Europe!

The Galeries Lafayette, Europe's leading department store, and the Paris Region Tourist Board, the destination's leading official tour operator, pooled their resources to benefit tourists from France, Europe and further afield, opening a Tourist Information Centre in the Galeries Lafayette Haussmann on 4th November 2015.

With almost 100,000 visitors per day throughout the year, and even more during this holiday period, the Galeries Lafayette Haussmann have enhanced the services they offer to their tourist and Parisian customers.

This visitor point is the first in Paris and is located on the ground floor of the menswear department (40 boulevard Haussmann, 75009 – with the entrance on rue Mogador/Porte Europe). It provides information and sells visitors the 8 main types of tourist service available in Paris Region: transport, museum passes, theme parks, excursions, cruises, cabarets, box office and hotels.

A dedicated team of 4 multilingual reception and reservations staff (French, English, Spanish, Italian, Chinese and Arabic) are available to provide visitor assistance from Monday to Saturday, 9:30 to 20:30, and on Sunday from 11:00 to 19:00.

## The quality of its hospitality is a key factor for the world's leading tourist destination

Paris Region is positioned as a high-quality destination. Its professionals are committed to constantly improving the quality of their hospitality – a major challenge to ensure repeat business and raise awareness.

For François Navarro, the Managing Director of the Paris Region Tourist Board, "The opening of this Tourist Information Point will noticeably improve the quality of visitor hospitality in this Parisian tourist hot spot". More than 2 million visitors are welcomed each year at the eight Tourist Information Points set up by the Paris Region Tourist Board in the city's two airports – Charles de Gaulle and Paris Orly – as well as in Versailles. This new Point in the Galeries Lafayette – the iconic Parisian department store that receives almost 30 million visitors each year – should further enhance the measures already in place and contribute to the quality of the hospitality, information and services available to visitors in Paris Region.

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