

PSOW® Returns to Miami, Florida April 2024



The Protocol School of Washington® (PSOW®) is returning to Miami, Florida to conduct its flagship *Protocol Officer Training*, April 22 – 26, 2024 at the Miami International Airport Hotel & Conference Center. Riding on the success of the first training course in September 2021, the Protocol & International Affairs Division will host PSOW® Training for the second time.

This five-day comprehensive in-person classroom training provides expert instruction, guided exercises and coaching for a thorough foundation in the fundamentals of operational protocol. Participants gain a broad understanding of functional business, government, and international protocol. Strong personal leadership skill development balances this high-quality curriculum, elevating confidence, preparedness, and professionalism.

Topics Include

- Protocol History, Precedence and Positioning
- Titles and Forms of Address
- VIP Management
- Seating
- Ceremonies
- International: The Impact of Culture on Protocol
- Official Gifts Flags and Logos
- Logistics and Event Management
- Personal Diplomacy and Dining Skills
- Military Protocol
- Leadership and Legendary Service
- Professional Development

“As we come to the close of 2023 and begin to look at the promise of a New Year let us reflect upon the qualities that connect us. The ability to build meaningful personal and professional relationships through shared experiences, stories, laughter, and tears can be cultivated by a willingness to continuously grow and learn. Join The Protocol School of Washington team April 22-26, 2024, as we partner with the Miami-Dade Aviation Department led by recently named Consular Corps of Miami’s Man of the Year, U. Desmond Alufohai, to bring our flagship *Protocol Officer Training* course to Miami.”

- **Pamela Eyring**, *President & Owner, Protocol School of Washington®*

For more information

Please [click here](#) for information about registration, learning objectives, materials provided, course requirements, lodging, etc. For additional enquiries, about the course, please feel free to contact: U. Desmond Alufohai at dalufohai@FlyMIA.com.



Graduates of the Protocol School of Washington ®
Miami, Florida Class of 2021.

DECEMBER 2023

Division Director’s Message



U. Desmond Alufohai
Director

Protocol & International Affairs Division
Miami-Dade Aviation Department (MDAD)

The end of the year brings no greater joy than the opportunity to express to our readers and friends, season’s greetings and good wishes. The holiday season brings thoughts of joy and gratitude, and there’s no better time to express our thanks and sincere appreciation for your amazing support throughout 2023.

The Miami-Dade Aviation Department’s Protocol Team is committed to upholding the highest standards in service, quality, and professionalism. We continually seek ways to improve our programs, services, and operations, and we pledge to always provide the quality service that our profession demands, and that you deserve.

We welcome the new Honorary Consul of Lithuania to South Florida, and salute the nations celebrating their national day this month. We bid farewell to our team member, Israel Avila as he embarks on his new career with the U.S. Department of State.

As we look back upon the past year, we would like to acknowledge all those who have helped us to exceed our goals. We wish you a very Happy Holiday season, a peaceful and prosperous New Year, and the very best as you embark on a new beginning in 2024!

We deeply appreciate your support and look forward to continued collaboration and partnership.

As always, please be safe.

Inside this Edition

PSOW® Returns to Miami, Florida	1
Diplomatic and Consular Relations	2
Briefs & Notes	3
Independence & National Days	6
About Us	6

DIPLOMATIC & CONSULAR RELATIONS

Meet the Honorary Consul of Lithuania in South Florida



Dr. John Prunskis is a co-founder of Illinois Pain and Spine Institute and the Regenerative Stem Cell Institute and serves as the Chief Medical Officer of DxTx Pain and Spine. He is a Fellow in Interventional Pain Practice, the highest international designation, and has been voted by his peers an unprecedented 15 times, as “Top Pain Doctor in Chicago.”

He is the recipient of The Balzekas Museum’s “2023 Person of the Year Award.” The Balzekas Museum of Lithuanian Culture’s Award of Excellence honors distinguished individuals in diverse fields for their achievements and contributions to the U.S., Lithuania, and mankind. The award is the longest running and most prestigious of its kind.

With his wife, Dr. Terri Dallas-Prunskis, an accomplished physician and civic benefactor in her own right, Dr. Prunskis has fought against the tyranny of opioids in pain management for over two decades, insisting that the cause of pain should be identified before treatment. As a White House Presidential appointee, he co-authored the national guidelines for diagnosing and managing pain now adopted by every medical specialty society.

Born to immigrant physician parents, Dr. Prunskis has dedicated much of personal and professional life to his ancestral homeland, Lithuania, a country dear to his heart. He has been elected three times as a representative of Lithuanians living in the United States to the Lithuanian Parliament/World Lithuanian Community Commission, serving as chair in his second term.

After the fall of the Soviet Union, he persistently lobbied the Lithuanian government to scrap fifty years of stifling Soviet industrial and workforce policies regarding labor and business practices. He successfully pressed the Lithuanian parliament to fund in full its NATO defense obligation of 2 percent of its GNP. Similarly, when the World Health Organization identified Lithuania as the third highest per capita consumer of alcohol, he introduced legislation and a three-year effort that led to a significant national decrease in alcohol consumption. For his professional and philanthropic contributions to the Lithuanian nation, he was bestowed the knight of the Order Merit by the President of Lithuania.

At the request of the former Lithuanian Ambassador Ž. Pavilionis, Dr. Prunskis served for more than ten years as honorary consul of Lithuania in Aspen, the only U.S. Department of State – approved diplomatic mission in that city. With the support of the current Lithuanian Ambassador A. Plepytė, Dr. Prunskis diplomatic mission has moved to South Florida, home to the third largest diplomatic corps behind Washington DC and New York City, where he continues to help facilitate investments in Lithuania and elevate the awareness of its geopolitical importance.

A clinical professor at the Chicago Medical School, Dr. Prunskis has forged international educational alliances by forming an official academic relationship between Chicago Medical School and Vilnius University Medical School, creating collaborative opportunities for students and faculty at both institutions.

Drs. Terri Dallas and John Prunskis wed in 1991 and have two children who are following in their parents’ footsteps. Daughter Kristin, who studied medicine in Vilnius, is a resident in pediatric medicine at the University of New Mexico Children’s Hospital in Albuquerque. A Harvard math scholar, their son Owen now manages DxTx Pain and Spine, the family business, overseeing 50 clinics across eight states. Kristin and Owen are both fluent in Lithuanian.

Global Health Achievements in 2023



According to the [World Health Organization](#) (WHO), the year 2023 was a record year for disease elimination, with several countries eliminating infectious diseases thanks to dedicated national efforts, and collaborative action by countries and health partners worldwide. In March, [WHO certified Azerbaijan and Tajikistan malaria-free](#), followed by [Belize in June](#). Malaria affects some of the world’s most vulnerable people, and these extraordinary achievements demonstrate how a malaria-free future can become a reality.

Egypt became [the first country in the world to achieve "gold tier" status](#) on the path to eliminate hepatitis C – an important milestone towards the goal of achieving full elimination of the disease before 2030. This is an astonishing turnaround for a country that had one of the world’s highest rates of hepatitis C infection less than 10 years ago. As of today, 50 countries have eliminated at least one neglected tropical disease (NTD), in line with WHO’s ambitious target of having 100 countries achieve this milestone by 2030.

In January, Ghana eliminated gambiense Human African trypanosomiasis, a life-threatening sleeping sickness transmitted by tsetse flies that causes significant harm in rural populations living in poverty in sub-Saharan Africa. In [May Benin and Mali eliminated trachoma](#), the leading infectious cause of blindness worldwide. They were the fifth and sixth countries in Africa to achieve this significant milestone, [joined by Iraq](#) from the Eastern Mediterranean region in July. [Bangladesh](#) and the [Lao People’s Democratic Republic](#) successfully eliminated lymphatic filariasis as a public health concern. Lymphatic filariasis, commonly known as elephantiasis, is a debilitating parasitic disease transmitted by mosquitoes. Bangladesh made history as the first country to eliminate two NTDs in the same year. In a historic achievement, [Bangladesh also became the first country in the world](#) to be officially validated for having eliminated kala-azar. Kala-azar (visceral leishmaniasis) is a life-threatening disease transmitted by sandflies which, if left untreated, can prove fatal in over 95% of cases.

BRIEFS & NOTES

The Consular Corps of Miami's "2023 Man of the Year" Award Recipient



Mr. U. Desmond Alufohai received the "2023 Man of the Year Award" during the Consular Corps of Miami Christmas and Holidays Luncheon at the Biltmore Hotel, Coral Gables, Florida on Tuesday, December 19, 2023. The award was presented by Ambassador Gilbert Boustany, Dean of the Consular Corps of Miami, Florida. The event was attended by more than 250 members of the Consular Corps of Miami, and South Florida's business and community leaders

Mr. Alufohai also received the following commendations:

"For the year 2023, the Executive Committee of the Consular Corps of Miami, one of the largest consular representations in the nation, has selected the Director of Protocol and International Affairs at Miami International Airport as its "Person of the Year" in recognition for outstanding services and special assistance extended by the Department of Protocol to the members of the Consular Corps in the performance of their official duties."

L-R: Ambassador Gilbert Boustany, Dean, Consular Corps of Miami, Florida, U. Desmond Alufohai, and Ralph Cutié, Director & CEO, Miami-Dade Aviation Department.

- **Nabil J. Achkar**, Secretary, Consular Corps of Miami, Florida

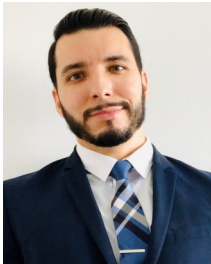
"Desmond is a consummate professional and an even better human being. He represents MIA and Miami-Dade County with dignity, grace, and class. We are extremely blessed to have him, and I am very fortunate to call him a friend."

- **Ralph Cutié**, Director & CEO, Miami-Dade Aviation Department

"Kudos to our very own Desmond who represents us so well at MIA for all manner of protocol and with visiting dignitaries. You make us proud. Congrats to the Aviation family."

- **Daniella Levine Cava**, Mayor of Miami Dade County

New Horizon...



Israel Avila
Sr. Protocol
Coordinator

Mr. Israel Avila is separating from the Miami-Dade Aviation Department (MDAD) to commence his new career with the U.S. Department of State, effective January 1, 2024. Mr. Avila served as the Senior Protocol Coordinator, Protocol and International Affairs Division, MDAD. He was responsible for coordinating the activities of the Airport Protocol Officers and assisting in the development of procedures for the handling of protocol at Miami International Airport, and assisting the Division Director with important functions and meetings.

Mr. Avila joined the Protocol and International Affairs Division in 2015. He obtained a bachelor's degree in international relations from Florida International University. He is proficient in English, Spanish, Portuguese, and Italian. He is also a graduate of the Protocol School of Washington®. He is highly respected in the international diplomatic community, and he has received numerous accolades and acknowledgment from his peers, colleagues and friends for his capabilities, and high level of professionalism. We wish Mr. Avila continued success in his new endeavor at the U.S. Department of State.



MDAD's Senior Executives and staff, guests, representatives from the Consulates of Ecuador, Japan, and Sierra Leone were on hand to bid farewell to Mr. Israel Avila on his last day with the Miami-Dade Aviation Department, on Tuesday, December 26, 2023 at the Consular Lounge.

BRIEFS & NOTES

Last Flight, First Flight



Although aviation never rests and flights are continuously crisscrossing the skies, every year has a last and a first scheduled flight. Travel is also impacted by time zones. While a short hop across the International Date Line from east to west sends travelers forward in time, crossing from west to east, turns the clock back. To find the last scheduled flight of the year, we need to look at the countries just east of the International Date Line: American Samoa, the Cook Islands, Niue, and French Polynesia. In 2023, the last scheduled flight will be Air Tahiti Nui 57, departing Seattle at 14:50 and arriving in Papeete, Tahiti, at 22:20. Seven of the last ten flights will be operated by Air Tahiti Nui and Air Tahiti and include flights from Auckland, Bora-Bora, Hyderabad, and Raiatea to Papeete.

United Airlines 115 from San Francisco will be the third to last flight of the year when it lands in Papeete at 20:15.

Since operating curfews limit early morning departures from New Zealand, the first scheduled flights of the year traditionally come from Japan and South Korea. Korea Standard Time is the same as Japan Standard Time, therefore, the time in Seoul is the same as in Tokyo. The first scheduled flights of 2024 will be operated by MIAT Mongolian (OM) and All Nippon (NH). OM 308 is scheduled to depart Seoul for Ulaanbaatar, Mongolia at 00:05, while NH 871 and NH 885 are scheduled to depart Tokyo Haneda for Jakarta and Kuala Lumpur respectively at 00:05. Within the first 20 minutes of 2024, Emirates, Japan Airlines, Qatar, Thai Airways and Turkish Airlines will also be airborne and welcoming the new year.

If you have not yet booked a flight for 2024, do not worry. Currently, there are 29,632,049 scheduled flights with over 4.6 billion seats. You will be able to book a seat to your dream destination, even if you sleep-in on January 1.

[Source](#)

2024 Aviation Industry Outlook

Industry outlook upgraded to \$25.7 billion profit in 2024



[IATA](#) announced strengthened profitability projections for airlines in 2023, which will then largely stabilize in 2024. However, net profitability at the global level is expected to be well below the cost of capital in both years. Very significant regional variations in financial performance remain.

Outlook highlights include:

Airline industry net profits are expected to reach \$25.7 billion in 2024 (2.7% net profit margin). That will be a slight improvement over 2023 which is expected to show a \$23.3 billion net profit (2.6% net profit margin). In both 2023 and 2024 return on invested capital will lag the cost of capital by 4p.p., as interest rates around the world have risen in response to the sharp inflationary impulse.

Airline industry operating profits are expected to reach \$49.3 billion in 2024 from \$40.7 billion in 2023. Total revenues in 2024 are expected to grow 7.6% year over year to a record \$964 billion. Expense growth is expected to be slightly lower at 6.9% for a total of \$914 billion. Some 4.7 billion people are expected to travel in 2024, an historic high that exceeds the pre-pandemic level of 4.5 billion recorded in 2019.

Cargo volumes are expected to be 58 and 61 million tonnes in 2023 and 2024, respectively. “Considering the major losses of recent years, the \$25.7 billion net profit expected in 2024 is a tribute to aviation’s resilience. People love to travel and that has helped airlines to come roaring back to pre-pandemic levels of connectivity. The speed of the recovery has been extraordinary; yet it also appears that the pandemic has cost aviation about four years of growth. From 2024 the outlook indicates that we can expect more normal growth patterns for both passenger and cargo,” said Willie Walsh, IATA’s Director General.

Outlook drivers

Overall revenues in 2024 are expected to rise faster than expenses (7.6% vs. 6.9%), strengthening profitability. Although operating profits are expected to increase 21.1% (\$40.7 billion in 2023 to \$49.3 billion in 2024), net profit margins increased at less than half the pace (10%) largely due to increased interest rates expected in 2024. Industry revenues are expected to reach an historic high of \$964 billion in 2024. An inventory of 40.1 million flights is expected to be available in 2024, exceeding the 2019 level of 38.9 million and up from the 36.8 million flights expected in 2023. Passenger revenues are expected to reach \$717 billion in 2024, up 12% from \$642 billion in 2023. Revenue passenger kilometers (RPKs) growth is expected to be 9.8% year on year. Although that is more than double the pre-pandemic growth trend, 2024 is expected to mark the end of the dramatic year-on-year increases that have been characteristic of the recovery in 2021-2023.

[Source](#)

Exceeding your Customers Expectations? Why Bother?

Let's be honest. Most people's pay checks will be exactly the same whether they meet or exceed their customers' expectations. Unless you work for one of those rare companies that provide financial incentives to go above and beyond, why go through the trouble of doing more? Seriously, doing more requires more effort, and more effort requires more time. So, my question is, who bother? The answer may be found in how you view your work. Is it a job, a career or a calling? As we will see, the way you perceived your work has a major impact on whether you "bother" to exceed expectations or not.

Job. Career. Calling.

In Shawn Achor's book, *The Happiness Advantage*, he referred to a study that was done by one of his research colleagues. The study was focused on how people viewed work. It turns out that they either viewed work as a job, a career or a calling. Those who view work as a job, primarily see working as a way to pay bills. They rarely do more than the bare minimum. Those who view work as a career have a bit more vested interest, and aspire to have longevity via job promotions, transfers, etc. Finally, those who view work as a calling find intrinsic value in what they do. Their work is genuinely meaningful, and their pay is the proverbial "icing on the cake". There are doctors and lawyers who may view their work as a job, while there are housekeepers and truck drivers who see their work as a calling (and the opposite is also true of course).

Imagine two groups of administrative assistants who have the same experience, same education, and same supervisor. One group views their work as a job, while the other group sees it as a calling. The assistants, who see their work as "just a job" will do the bare minimum. In fact, anything above the bare minimum will be viewed as a chore. Any question or request will be perceived as an interruption of their day. Those assistants will complain when they receive "too many" emails or phone calls.

On the contrary, the administrative assistants who view their work as a calling will happily and eagerly look for opportunities to exceed expectations. They won't complain when they are busy. In fact, they will be happy when they are busy. The ringing phones and constant emails mean that their job is relevant and important. After all, if there are no customers, then why would their jobs exist? Most importantly, they are grateful because they have the opportunity to make a difference in someone's day...every day.

As we know, however, memorable service experiences are not created by people who meet expectations. They are created by people who exceed them. Our original question was "Why bother to exceed expectations?" The short answer is that for those who view their work as a calling, exceeding is not really a bother at all. It is an honor...rather a privilege to be of service. Some people mistakenly believe that exceeding expectations is a gradual step up from meeting expectations. It is not. They are two different things. If you want to exceed, then you must intentionally think of ways to exceed.

So, while your pay be the same, the service you provide will be memorable, and the innate joy you experience will be priceless.

Source: Williams, Bryan K., *How to Serve A VIP*. *Enterprise*, 2016

World Aids Day 2023



WORLD AIDS DAY 35
Remember and Commit

World AIDS Day, designated on the 1st of December every year since 1988, is an [international day](#) dedicated to [raising awareness](#) of the [AIDS pandemic](#) caused by the spread of [HIV](#) infection and mourning those who've died of the disease. The acquired [immunodeficiency](#) syndrome (AIDS) is a life-threatening condition caused by the human immunodeficiency virus (HIV). The HIV virus attacks the immune system of the patient and reduces its resistance to other diseases. Government and health officials, non-governmental organizations, and individuals around the world observe the day, often with education on [AIDS prevention](#) and control.

World AIDS Day was first conceived in August 1987 by James W. Bunn and Thomas Netter, two public information officers for the Global Program on AIDS at the World Health Organization in Geneva, Switzerland. Bunn and Netter took their idea to Dr. Jonathan Mann, Director of the Global Program on AIDS (now known as

UNAIDS). Mann liked the concept, approved it, and agreed with the recommendation that the first observance of World AIDS Day should be on December 1, 1988. Bunn, a former television broadcast journalist from San Francisco, had recommended the date of December 1st, that believing it would maximize coverage of World AIDS Day by western news media, sufficiently long following the U.S. elections but before the Christmas holidays. According to the [United Nations Program on HIV/AIDS](#) (UNAIDS), 39 million people globally were living with HIV in 2022, 1.3 million people became newly infected with HIV, and 630 000 people died from AIDS-related illnesses. 29.8 million people were accessing antiretroviral therapy in 2022. 85.6 million [64.8 million–113.0 million] people have become infected with HIV and 40.4 million [32.9 million–51.3 million] people have died from AIDS-related illnesses since the start of the epidemic.

INDEPENDENCE AND NATIONAL DAYS (DECEMBER)

- December 1, 1640 – Portugal:** The day commemorates the restoration of Portuguese independence after 60 years of Spanish rule.
- December 1, 1918 – Romania:** Great Union Day, marks the unification of Transylvania, Bessarabia and Bukovina with the Romanian Kingdom.
- December 1, 1958 – Central African Republic:** On this date, the French colony of Ubangi-Shari was granted independence within the French Community but remained part of the French Empire in Africa. The country was renamed the Central African Republic when it gained full independence from France on August 13, 1960.
- December 5 - Thailand:** The birthday anniversary of the late King Bhumibol Adulyadej The Great continues to be celebrated as Thailand's National Day.
- December 5, 1972 - United Arab Emirates:** On this day, known as Union Day, six of the seven emirates formed a federation, founding the UAE. The 7th joined on December 10, 1972.
- December 6, 1917 – Finland:** Finland gained independence from Russia on December 4, 1917.
- December 9, 1961 – Tanzania:** Tanganyika gained independence from Britain on December 9, 1961. In 1964, it merged with Zanzibar to become Tanzania.
- December 11, 1931 – South Africa:** On this day in 1931, South Africa gained independence from Great Britain, but retained the British monarch as its head of state. On May 31, 1961, the country became a republic, severing all formal ties with Great Britain.
- December 11, 1958 – Burkina Faso:** Republic Day commemorates the day that Upper Volta became an autonomous republic in the French Community. It gained independence from France on August 5, 1960. On August 4, 1984, Upper Volta was renamed Burkina Faso.
- December 12, 1963 – Kenya:** “Jamhuri Day” celebrates Kenya’s independence from Britain and the establishment of the Republic of Kenya.
- December 13 – St. Lucia:** Feast Day of St. Lucy, patron saint of St. Lucia, is celebrated as the National Day.
- December 16, 1971 – Bahrain:** After gaining independence from the United Kingdom on August 15, 1971, Bahrain gained independence from British protection on December 16, 1971.
- December 16, 1991 – Kazakhstan:** On this day, Kazakhstan gained independence from the Soviet Union.
- December 17, 1907 – Bhutan:** On this date, Bhutan became a unified kingdom under Ugyen Wangchuck, its first hereditary king. On August 8, 1949, Bhutan signed the Indo-Bhutanese Treaty of Friendship with India, which maintained Bhutanese independence.
- December 18, 1878 – Qatar:** Founder’s Day, Qatar’s National Day, celebrates the country’s unification in 1878. Qatar gained independence from Britain on September 3, 1971.
- December 20, 1999 – Macau:** On this day in 1999, Portugal formally returned Macau to China.
- December 24, 1951 – Libya:** Libya gained independence from Italy on this day.
- December 26, 1990 – Slovenia:** Independence and Unity Day is celebrated on December 26th to commemorate the official proclamation of the Slovenian independence referendum.
- December 29, 1911 – Mongolia:** Mongolia declared its independence from the Manchu-led Qing Empire in 1911 but did not achieve full independence from China until July 11, 1921. December 29th has been celebrated annually since 2011.

ABOUT US

The core mission of MDAD’s Protocol and International Affairs Division is -

To facilitate the movement of official guests, delegations, dignitaries and VIPs through MIA and support the airport’s international programs and initiatives.

Contact:

Tel: + 1 (305) 876-7457

Email: Protocol@FlyMIA.com

URL: https://www.iFlyMIA.com/protocol_international_affairs.asp

For comments, suggestions, event announcements or to opt-out, please send us an email.

