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# Travel Daily AU

First with the news

Fri 06 Aug 10

Page 1

EDITORS: Bruce Piper and Guy Dundas  
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## Viking to Mekong

VIKING River Cruises has announced its expansion into Southeast Asia, with a program of cruises along the Mekong River, commencing 27 Dec 2010.

There will also be 17 departures throughout 2011 of the 15-night "Magnificent Mekong" itinerary on board the *RV Tonie* travelling between Vietnam and Cambodia, and as well as the river cruise portion will include hotel stays in Hanoi and Siem Reap, with stops in Phnom Penh and a number of small tribal villages.

Viking chairman Torstein Hagen said the expansion is due to client demand for new options, and brings the regions in which the line operates to six - more than any other river cruise operator.



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## Avis scholarship winner

NIGEL Rodighiero of Phil Hoffmann Travel in Adelaide was last night named the winner of the 2010 Avis Travel Agent Scholarship of Excellence.

It's the 14th year of the scholarship, with Rodighiero set to enjoy a host of benefits including a Qantas business class trip for two to New York, a year's tuition fees in a Bachelor of Tourism Management at Southern Cross University, personal coaching and mentoring, four ICCA cruise modules and an honorary one year position on the Avis Travel Agents Advisory Board.

During the awards event at the

Sydney Four Seasons Hotel, last year's winner, Lisa Upton of HWT Noosa, spoke about the ructions of the last 12 months which have clearly demonstrated the value of travel agents.

Despite such incidents as the Bangkok uprising, BA strikes and the European ash cloud, Upton said she had been "constantly amazed at the absence of travel industry advertising...using these events, while still fresh in the public's mind, to remind travellers of travel agents' worth."

"We, as an industry, need to grasp hold of these opportunities and run with them," she urged.

For full coverage and photos from last night's event see p5.

## Extra QF HNL flights

QANTAS has added two supplementary services between Sydney and Honolulu for Sat 08 and 15 Jan, with flights already loaded into travel agent GDSs.

## Bird strikes Tiger

A TIGER Airways A320 en route from Brisbane to Rockhampton on Wed struck a bird as it climbed out of BNE, returning for a safe landing about 20 minutes after departure.

A replacement A320 was dispatched to operate the flight which eventually landed in Rockhampton 8 hours late.

## Win a trip to Europe

THERE'S just a week left to enter our Rail Europe 'Roving Reporter' competition, in which a lucky TD reader will get to travel by rail around Europe and report on location from the upcoming Switzerland mega-famil - see p3.

## CX to boost flights

CATHAY Pacific is set to lift capacity to Australia, after announcing a surge in first half profit (TD yesterday).

Increases include four extra weekly Sydney-Hong Kong flights, bringing the route to four departures each day from 15 Nov.

The Perth-Hong Kong route will also see three extra services bringing it to ten flights a week, with Brisbane-Cairns-Hong Kong also boosted by one flight, bringing CNS to daily operations and Brisbane to 11 flights a week.

## Be a Concierge

COMMUNICO is today looking for candidates to join a start-up "Corporate Concierge" organisation, with roles including Service Delivery Managers, a Training Specialist and thirty Corporate Concierges - see p7.

## VA Sth Africa routes

THE Virgin Blue Group is now offering airfares from Australia to Cape Town, Durban, East London and Port Elizabeth in South Africa, according to V Australia's website.

Flights on the domestic South African routes are operated under a deal with South African Airways.

## Today's Travel Daily

Travel Daily today has five pages of news and photos, plus full pages from: (click)

- AA Appointments
- Communico Services

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**10 GOOD REASONS TO VISIT NEW CALEDONIA**

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## TD's snow update

HERE are the latest snow falls, depths and ski lifts in operation across the region:

- Falls Creek - 60cm / 12 lifts
- Perisher - 83.1cm / 45 lifts
- Thredbo - 83.1m / 13 lifts
- Selwyn - 60cm / 10 lifts
- Mt Buller - 50cm / 18 lifts
- Mt Hotham - 62cm / 8 lifts
- Coronet Peak - 90cm / 7 lifts
- The Remarkables - 87cm / 7 lifts
- Mt Hutt - 155cm / 4 lifts

## Vanuatu winner

**CONGRATULATIONS** to Karen Hawkins from MP Travel who was the lucky winner of **TD's** Vanuatu comp which ran last month.

Karen correctly answered all the daily questions and submitted the below description of Vanuatu, which won over the judges.

*Where ocean conquers land's dominion.*

*Where nature forms its own opinion.*

*Where the tropics rule, where dreams come true.*

*There you'll find Vanuatu.*

Karen's prize includes flights with Air Vanuatu to Port Vila and Tanna for two people, two nights accom at White Grass Ocean Resort in Tanna, two nights at Mangoes Resort, Port Vila and two nights at The Havannah on the island of Efate.

## NZ Tasman choice offer

AIR NZ is preparing for the debut of its new trans Tasman "Choose The Way You Fly" product, which commences on the Sydney-Christchurch route on 18 Aug.

The new offering coincides with the arrival of Air NZ's new general manager for Australia, Cam Wallace, who has taken up the role vacated by John Harrison (**TD** 17 Mar) who will leave NZ in Oct.

Wallace told **TD** that the new fare range was already showing strong sales, which augurs well for its rollout on other Air NZ Tasman routes later this year.

The revamped product aims to provide something for all market segments within each aircraft, with passengers able to select from four different fare types depending on the level of service they require (**TD** 03 May).

At the top end is 'the Works Deluxe' fare which is a fully

### SYD/MEL very busy

THE flight corridor between Sydney and Melbourne is the fourth busiest in the world, according to data released by aviation statistics firm OAG.

The figures also show that based on seats per week Qantas still holds the lion's share of capacity on the route, with 52.6% in Aug.

Virgin Blue has a 29% market share, while Jetstar's capacity comprises 8.2% of the total, followed by Tiger with 6.4%.

flexible fare type including a meal, 2 priority bags, premium check-in, lounge access, and "more personal space" in flight.

'The Works' is the next level with a meal, drinks and entertainment, while cheaper options include 'Seat Only' and 'Seat + Bag' to provide pax with a range of choices.

With these lower fares customers get complimentary tea, coffee, TV, music and games - a key difference from other airline offerings, Wallace said.

The key technology enabling the new product is the interactive inflight entertainment system which allows passengers to order food and drink from their personal seatback screens.

Crew will also use IFE technology to identify passengers and their fare type to ensure that they provide the appropriate levels of service.

Wallace said the special IFE will be fitted to NZ's A320 and 767 aircraft, which comprise about 70% of its Tasman capacity.

### Dubai bikini arrest

A BRITISH woman has been briefly detained by police in Dubai, after strolling through an upscale shopping mall clad only in her bikini.

Apparently she was shopping in the mall when a "conservatively dressed Emirati woman" criticised her low-cut top.

The Briton responded by stripping down to her swimmers and walking through the mall, with security officers detaining the females and taking them to a police station for questioning.

Both were released later without charges being laid.

### Free Hilton internet

HILTON Hotels has announced that from 01 Sep the top tier members of its HHonors loyalty program will be given free high speed internet at all hotels including the Hilton, Conrad and Waldorf Astoria brands.

The perk applies to gold and diamond level members of the scheme, with a spokesman saying "Business travellers rank quality, high-speed internet access as one of the most important guest room attributes".

## Window Seat

VISITORS to London this week have been able to enjoy an unusual attraction in the city's iconic Trafalgar Square.

A temporary garden maze has been erected in the square, as part of a promotion showcasing some of the theatre shows in the West End this northern summer.

The 30m x 20m maze is made from 2.4m high hedges, with organisers saying it aims to "encourage visitors to go beyond their usual path and enjoy getting a little bit lost".

A COUPLE in a Washington hotel last week were surprised by an extra guest in their room - a live goat, which had apparently been left there by a prankster.

The hotel guests at the Fairbridge Inn in Leavenworth discovered the goat when they returned to their room in the early hours of Sun morning.

The *Wenatchee World* newspaper said a 26-year-old man was later arrested and charged with theft of livestock and second-degree burglary.

THESE people really did end up on the wrong side of the tracks.

The operators of the Eurostar cross-channel rail service have issued an abject apology to a group of travellers who ended up back where they started.

As well as normal passenger services, the Eurotunnel carries vehicles under the English channel on special wagons.

About 20 people in seven cars drove on board the train in Folkestone on England's south coast, expecting to make the 50km undersea trip to Calais.

However when they arrived in northern France, Eurotunnel staff neglected to unload their wagon, which was part of a train which then immediately set off back to England, meaning they ended up back in the UK.

"We offered a full apology," said a Eurotunnel spokesman.

He said it was the first time that such a "deeply embarrassing" incident had occurred in the company's 16 years of operation.



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## Star City bets on extra investment

THE owners of Star City in Sydney have announced they'll be investing a further \$250m into the venue's redevelopment, with a new multi-purpose Events Centre to be built and an expansion of its VIP customer facilities.

Tabcorp Holdings will spend \$100m on the brand new 3,000-seat multi-purpose entertainment centre, which it claims will be the largest event space of any hotel in Sydney, and be completed by 2012.

The 2,400sqm column-free state-of-the-art facility will be aimed at domestic and int'l trade shows, exhibitions, conferences, TV events and international acts, offering Sydney Harbour and city skyline views.

Tabcorp CE of Casinos Larry Mullin said the Events Centre will give Sydney an edge over other facilities around the country.

It will "make Star City a complete entertainment destination with multiple reasons

to visit," Mullin said.

A further \$160m will go towards adding luxury hotel suites and private residences, and private gaming room facilities, to appeal to 'high-rollers'.

The investment also covers two private aircraft to lure VIP guests to Star City, and Jupiters casino on the Gold Coast, from Asia.

Enhancements to development already underway has been allocated an extra \$25m also.

Tabcorp ceo Elmer Funke Kupper said: "Our investment will give Sydney the entertainment destination that it deserves, (and it) will realise the full tourism potential of the casino property."

In 2008, Star City announced it would spend \$575m on a new five-star hotel, new restaurants, bars, a world-class spa and more.

The additional funding takes total capital investment to \$860 million, and when completed will create 1,000 ongoing jobs.

## Your chance to be a TD roving reporter!

*Travel Daily* is giving subscribers a chance to become a *Travel Daily* roving reporter and travel trade blogger on location in Europe from September 28 to October 9 on the 'Switzerland Mega Fam!'.

This amazing competition is being sponsored by Rail Europe, Switzerland Tourism and THAI, in support of Rail Plus, Rail Tickets, CIT Holidays and Infinity Rail.

Over the next 2 weeks impress the judges:

In 100 words or less describe a favourite place you've visited including a picture (max res 1MB) and a website link featuring this favourite place.

This description can be about anything you choose: a city, restaurant, hotel, resort, bar, monument - whatever you think makes an interesting story that your colleagues will love to read and even inspire them to visit your nominated 'place' too!

The chosen 'reporter/blogger' will be packed off with the specialised tools of the trade to capture the trip in full, including camera and will be expected to report back on what's happening every 2<sup>nd</sup> day to be captured in *Travel Daily*, on the TD insiders blog, THAI's eNews and dedicated agent website/Blog plus also Switzerland Tourism website/Blog.

The winner will be announced on September 6, so get those thinking caps on and email your entries together with your full name, position/title, travel agency and location to [reporter@traveldaily.com.au](mailto:reporter@traveldaily.com.au)

Click here for competition terms & conditions

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## What a wonderful World



### Idols onboard HAL

HOLLAND America Line will introduce more intimate evening shows featuring "top-notch performers" from Broadway, *American Idol* and other outlets fleet-wide, by the end of 2010.

The move follows the launch of several new productions onboard *Nieuw Amsterdam* recently, including 'N.Y.C.', 'Ladies Night', 'Garage Band' and 'It Takes Two'.

### EY all economy jets

ETIHAD Airways will soon launch an all economy-class Airbus A320 aircraft on select short-haul routes, boosting capacity for the same jet by 35 percent.

The first two 162-seat A320s will come online in Oct, and fly routes including Alexandria, Doha and Colombo, and others with low demand for premium travel.

### Orion education

ORION Expeditions Cruises has a few remaining places available to Western Sydney & Lower Blue Mountains Orion Destination info briefings, being held at the Novotel Sydney Olympic Park on Tue 10 Aug at 2pm and 6pm.

RSVP Jackie by email to attend - [invitations@orionexpeditions.com](mailto:invitations@orionexpeditions.com).

### 2011 Gallipoli tours

ALBATROSS Travel is offering four ANZAC Day commemoration tours to the Western Front and Gallipoli in 2011, ranging from five to 10 days.

Prices for the five-day ANZAC Essential tour to Gallipoli start from \$989 per person twin share. See [albatrosstravel.com.au](http://albatrosstravel.com.au).

ABOVE: Yesterday Accor hosted the 2010 World of Accor showcase at the Sydney Sofitel Wentworth.

More than 1000 travel agents professional conference organisers and travel bookers attended the event - lured by the chance to win a new Peugeot as well as lots of accommodation prizes.

The event was preceded by a special luncheon where the top chefs from four Sofitel properties around Australia each prepared a signature dish - perfectly paired with an accompanying wine.

As well as the Novotel, Mercure, Ibis, MGallery, All Seasons and Formule One brands, there was a separate 'World of Sofitel' section highlighting the fast growing Sofitel portfolio in the Asia-Pacific region.

Pictured above at the event are, from left: Adam Laker, gm of the Sofitel Fiji; Tony Chisholm, Sofitel Brisbane gm; Sofitel senior vice president Asia-Pacific, Markland Blaiklock; and Mark Wilkinson, gm of Sofitel Gold Coast.



MACAU GOVERNMENT TOURIST OFFICE



## Here's our Anantara winner

**CONGRATS** to Kristy Williams of Media Travel who was the lucky winner of the Anantara Phuket competition that ran exclusively in *Travel Daily* for two weeks recently.

Kristy has won five nights accom at the luxurious Anantara Phuket, Mai Khao Beach in a decadent

Anantara Pool Villa, and she is pictured above (on left) with Leanne Ward of Exclusive Resorts, representing Anantara Phuket.

Williams won the competition by answering all of the daily questions correctly and with her 25 words or less entry of: "After being single for 10 years, I am now in love. To finally have a beach holiday with my man is a dream come true."

## Gulf expansion

**MIDDLE** East carrier Gulf Air has announced its planning to increase its global network to include new routes to Ethiopia, Iran and Iraq.

The Bahrain-based airline will add a thrice weekly service to Isfahan (Iran) and a four weekly service to Basra (Iraq) in late Oct, along with five weekly flights to Addis Ababa (Ethiopia), from Dec.

**MEANWHILE**, Gulf Air ce Samaer Majali has revealed the carrier is close to signing a deal to switch its wide-body aircraft order to narrow-body jets as it looks to refocus its strategy.

"The agreement that we're working on is maintaining the size, but changing the make-up" of the orders, Majali said.

## Waldorf iPhone app

**WALDORF** Astoria Hotels & Resorts has jumped on the iPhone app. bandwagon offering a system that will allow guests to secure early check-in while on-the-go or peruse hotels around the world.

Hilton Worldwide's Chuck Sullivan said: "In the first six months of 2010, we've noted an increase of 296% in reservations booked via mobile devices and a revenue increase of 295% that can be attributed to mobile compared to the same months in 2009."



## Sabre Red global

**SABRE** Travel Network has completed the roll out of its Sabre Red Workspace travel solution (*TD* 16 Jun) worldwide.

The travel technology provider says it will continue to add new capabilities to the agent platform.

## QF fare change

**QANTAS** has altered the route map between Adelaide and Brisbane to 9998, which permits direct travel only, eliminating travel via Sydney or Melbourne on a through fare basis.

## Emirates OZ tour

**EMIRATES** Tours in the UK has beefed up its 2011 travel brochure to include five new hotels in OZ and a new Discover Australia Tour.

The program covers close to 20 destinations, with other new lodging included in the Maldives, Mauritius, Seychelles and Shanghai.

## MacKillop advice

**THE** Dept of Foreign Affairs and Trade is advising Italy-bound travellers to ensure they have pre-booked their accom in Rome on 17 Oct prior to departing Australia, due to the high volume of tourists expected for the Canonisation of Mary MacKillop.

DFAT is also advising pax on overnight rail services in Italy to be vigilant with their belongings, with reports that thieves are targeted them while asleep.

## Scenic Norfolk deal

**SCENIC** Tours is offering a discount of \$250 per couple on its 2010/11 eight-day Historic Norfolk Island tour, now priced from \$2,340ppts - phone 1300 723 642.

## DL to boost Cancun

**DELTA** Air Lines has requested seasonal capacity to operate once weekly services from Tampa, Austin, San Antonio and Columbus to Cancun, effective 19 Feb.

DL wants to operate two-class MD-88 aircraft on the routes, each Sat, and has asked the Dep't of Transport for at least two years.

## The lighter side of travel...



Images courtesy of CardWorks, a range of humorous travel related postcards, custom-designed with your personal message and branding.  
For more information visit [www.cardworks.com.au](http://www.cardworks.com.au) or call 1800 008 825.

## Windstar Atlas out

**WINDSTAR** Cruises has unveiled its 2011/12 Sailing Atlas featuring 175 sailing covering 40 itineraries, spread over 112 pages.

New sailings are being offered in the Caribbean, Costa Rica, Europe, The Baltic, Holy Lands, Greek Isles and Panama Canal, onboard *Wind Star*, *Wind Surf* and *Wind Spirit*.

See [www.windstarcruises.com](http://www.windstarcruises.com).

## Cruise Exp running

**CRUISE** Express is inviting the travel industry to back its 'City to Surf' fundraising team in this Sunday's race, with sponsors going into a draw to win a \$10K Mekong River holiday, donated by Cruiseco.

Donations can be made today by logging onto [everydayhero.com.au/team\\_cruise\\_express](http://everydayhero.com.au/team_cruise_express), with every \$25 donated to the cause earning sponsors one entry in the draw.

## QBT still calls Australia home



**QANTAS** Business Travel held its Whole of Australian Government Market Day in Canberra recently, with key staff on hand to talk to customers about solutions for govt travel requirements, and the showcase of the QBT 'Escape Suite' proving popular.

Pictured above are some of the QBT Gov't team at the event back row **from left** are: Geoff Woodham, Mario Marangoni and Aaron Skinner, govt business mgrs;

Lyn Harris, regional sales mgr Vic; David Hughes, general mgr QBT; Melanie Carli, marketing & communications mgr; and Robyn O'Brien, WOAG savings analyst.

In front: Simon Dodd, mgr sales & marketing Australia; Megan Ripper, mgr commercial & ops; Helen Mitchell, business mgr; Tracy Greer, regional sales mgr ACT; Catherine McArdle, mgr national accounts; and Emma Batchelor, national support coordinator.



## New GTA chief

GTA by Travelport this morning announced the appointment of David Painter as its new Chief Operating Officer.

London-based Painter will be responsible for GTA's hotel contracting and inbound operations globally, moving from his previous role as Europe, Africa and Middle East md for Travelex.

MEANWHILE, Travelport has reported that its operating income fell 17% to US\$95m for the quarter to 30 Jun.

The company said its performance was "in line with management's expectations".

## Free wi-fi in YYZ

TORONTO Pearson International Airport has this week introduced a free wifi service, allowing travellers to check their email and surf the web when passing through Canada's biggest airport.

## Phil's Kiwi promo

HOST of the US TV series *The Amazing Race*, Phil Keogan, has this week been filming a series of TV ads in the Canterbury region of New Zealand, which will be used to promote the area to Aussies (TD 29 Mar), to air from Sep.

## Finnair plus Flybe

UK-BASED carrier Flybe has announced a partnership with Finnair, covering a range of regional flights in the Scandinavian and Baltic Sea area.

Flybe will operate three planes on routes from Helsinki from Oct.

## Forest yoga retreat

O'REILLY'S in the Gold Coast Hinterland is offering a five night Yoga and Wellness Escape at O'Reilly's Lost World Spa, from 12 Sep - see [www.oreillys.com.au](http://www.oreillys.com.au).

## HA Jul pax stats

HAWAIIAN Airlines has announced a 4.4% increase in passenger numbers to 805,925 compared to the same time last year with only 771,668 pax.

The year to date passenger numbers remain stable with only a 0.7% increase year on year transporting 4,880,645.

## Australia's top consultants



LAST night the 14th annual Avis Travel Agent Scholarship of Excellence celebrated the achievements of six finalists, who were the cream of the crop in this year's entries in the long running scholarship program.

Avis Travel Industry Manager, Russell Butler, said 2010 was one of the most difficult years to judge in the award's history.

"All finalists demonstrated their understanding and application of excellent customer service principles, including great communication, the importance of anticipating problems and the ability to use their skills and knowledge to pro-actively find creative solutions," Butler said.

The event also saw support from across the industry, with attendees from most of the major agency groups as well as generous supplier sponsors

including Qantas, Southern Cross University, Polonious Resources, the ICCA, AFTA, TIME and the Four Seasons.

The finalists are pictured above from left: George Proos, Avis Australia managing director; Louise Brown, Spencer Travel; winner Nigel Rodighiero, Phil Hoffmann Travel; Leanne Downie, Spencer Travel; Paul Mirabito, FCm Travel Solutions; Kelly Spinks, Jetset Albany WA; Marica Salpietro, Globetrotter Corporate Travel Vic; and Russell Butler.



ABOVE: David Rivers of Harvey World Travel with Janette Davie, Pinpoint Travel and Mandy Scotney, TravelManagers.

LEFT: Phil Hoffmann of Phil Hoffmann Travel; with Shirley Field and Steve Limbrick of QF.



RIGHT: Four lovely ladies: Sue Graham of Stella Travel; Michelle Ryan, Concorde Agency Network; Jenny Lorkin, Avis; and Robyn Willis Inglis, TSAX.



More pics at [www.traveldaily.com.au](http://www.traveldaily.com.au)

## 'YOU DESERVE TAHITI'... TELL US WHY AND WIN



To celebrate 'You Deserve Tahiti' month, throughout August, **Travel Daily** is giving travel consultant readers the chance to win an incredible seven-night holiday to Tahiti for two people, courtesy of **Tahiti Travel Connection**.

This fantastic prize includes:

- Return economy airfares on Air Tahiti Nui for two
- Two nights twin share accommodation at Manava Suite Resort Tahiti in a Standard Room (one pre and one post Manihi Island)
- Five nights' accommodation at Manihi Pearl Beach Resort in a Beach Bungalow
- Return economy flights for two from Tahiti to Manihi Island
- All land transfers on Tahiti and Manihi

For your chance to win this incredible holiday...

**Tell us in 50 words or less why you deserve to win a seven-night sensational escape to one of the most beautiful places on the planet – Tahiti**

Feel free to support your case with 1 image only. Entries must be accompanied by the agent's full name, agency name, phone contact and email contact.

Email your entries to: [tahiticomp@traveldaily.com.au](mailto:tahiticomp@traveldaily.com.au)

**Note: Only one entry per agent/consultant.**

Click here for competition terms & conditions







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Why not sell this every day? Our client requires consultants with at least 2-3 years travel experience to join their prestigious team based in the CBD. You will be rewarded with a high salary package, and definite career progression for those wanting to progress. You must have exceptional customer service skills, have sold high end product and used a GDS.

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**SYDNEY CBD – SALARY PACKAGE TO \$45K +**

Do you love all things technical? Are you the tech specialist in your office? Now you can provide advice and get paid for it.

This leading CRS company requires a qualified travel professional to join their help desk team. You will enjoy assisting agents with any queries they have in relation to the CRS system as well as ticketing or fare enquiries. If you would like a break from consulting, then this is the ideal role. All you need is 3 yrs consulting exp, strong fares. Crosscheck an adv.

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**MELBOURNE (CBD) – SALARY PACKAGE \$45K - \$60K**

This fast growing, boutique TMC, is seeking 2 dedicated travel consultants to join their fun & social team. Working in this busy & challenging environment, you will be thrilled with the generous salary & bonuses on offer. If you have domestic or international corporate travel knowledge & want to join this lucrative corporate company, apply now! Sabre & Tramada skills highly desirable. Flexible working environment to suit you.

**THIS IS A SURPRISINGLY HIGH PAYING ROLE!**

**CUSTOMER SERVICE CONSULTANTS**

**MELBOURNE (INNER) – SALARY PACKAGE \$43K + BONUSES**

This behind the scenes role will not only provide you with a top salary, but there are numerous career advancement opportunities available. If you like to be rewarded for your efforts, however would rather not return to retail sales, this is the perfect role for you. Galileo & CrossCheck are highly desirable however not essential. A dedicated approach and high attention to detail is definite prerequisite.

**HIGH PAYING WHOLESALER**

**WHOLESALE RESERVATIONS CONSULTANT**

**PERTH (INNER CITY) – SALARY PACKAGE TO \$55K**

Looking for a change of scenery and a high salary package?

This large travel wholesaler is seeking knowledgeable & energetic wholesale consultants to join their highly successful team! Working Monday to Friday and a half day Saturday (on rotation) this is a fantastic role that will definitely provide work / life balance. Apply now to hear more about this sensational job opportunity! Wholesale travel experience desirable.

**CALLING ALL RETAIL TRAVEL PART TIMERS!**

**PART TIME RETAIL TRAVEL CONSULTANTS**

**MELBOURNE (EAST) - SALARY PACKAGE TO \$55K**

Currently working part time hours for a retail travel agency but looking for a change of scenery? Or Maybe you are wanting to reduce your full time hours to fewer days? We have two retail travel agencies in Melbourne's East searching for senior travel consultants with a mature approach & impeccable customer service skills. Flexible working hours on offer. Galileo skills definitely preferred.

**WHERE WORK LIFE BALANCE COUNTS!**

**INTERNATIONAL WHOLESALE CONSULTANT**

**BRISBANE INNER SUBURBS – SALARY PACKAGE TO \$45K**

Want to come to work with a smile on your dial?

Why not put your strong travel consulting skills to good use with this fun and innovative company. Specialising in the international sector you will enjoy selling wholesale travel and escaping face to face consulting. This role will open the door to many exciting opportunities including career progression, free trips and unbeatable \$\$\$. Finally enjoy that work/life balance and don't delay, call today.

**CRUISE MASTER REQUIRED!**

**LUXURY ALL THE WAY – NO WEEKEND WORK**

**BRISBANE – SALARY PACKAGE PKG TO \$48K**

Sick of working toward un-achievable sales targets? Feel your hard work and efforts are not being recognised? Working for this BOUTIQUE luxury travel agency you will be rewarded for both your hard work and service. There will never be a dull day with the excitement of selling top end luxury destinations and round the world trips. No late night shopping or weekend work required. This is the perfect role for the senior consultant looking to service the discerning client.

# Communico Services



Join the exciting and challenging life of a Corporate Concierge. This is an outstanding opportunity to join one of the most exciting and fastest-growing industries in the world today - lifestyle management and concierge services.

As a result, we are looking to hire a new team to service the Asia Pacific region; this includes Service Delivery Managers, a Program Lead, a Training Specialist and thirty Corporate Concierges. This will be a very talented team, with Asian language skills being key to the success of the growth into Asia.

There is an attractive package which includes; compensation, an initial four-week training program and a fabulous ongoing education program. There is also the opportunity to complete occasional three-month exchanges with our other global office locations.

**Corporate Concierges** - will focus on providing exceptional, high-touch service, assisting customers who call or email for travel arrangements, dining, event planning, research, personal services and beyond. The ideal candidate embraces change, thrives in a fast-paced environment and has experience providing high level customer service. Minimum of 2 years experience within a contact centre environment, preferably for a financial services organisation, a luxury brand, hotel or a travel services provider. You need to be able to speak fluent Mandarin, Cantonese, Japanese, Korean, Malay or Thai.

**Service Delivery Managers x 2** - are responsible for leading a team of contact centre concierge employees in delivering operational excellence, consistent transaction processing and compliance with client and company standards. You would need to possess 5-8 years of contact centre experience, preferably in a financial services organisation, for a luxury brand and/or in the travel industry.

**Program Lead** - is responsible for playing a key role in executing client strategies by ensuring that concierges are prepared and knowledgeable to deliver on client objectives. The Lead is the 'go to' person for Concierges, Ops Management, and Client Services. 5-8 years of experience required with experience in project management, client facing roles, preferably in the financial services, luxury or hospitality industry.

**Training Specialist** - supports a variety of training programs, objectives and performance assessment metrics. These programs measure our success in consistently delivering a high-touch concierge service and they identify training opportunities both at the individual and program level. 3-5 years of experience working in a contact centre environment for a financial services organisation, a luxury brand and/or the travel industry. In depth knowledge and experience working with training initiatives in a high-touch, service-oriented environment.

If you would like to discuss this opportunity further please send your application to [careers@communico.com.au](mailto:careers@communico.com.au) for the attention of Natasha Hawker; People, Solutions and Development Manager. Applications close on 13<sup>th</sup> August, 2010.