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**Travel Daily AU**  
First with the news

**Mon 09 Aug 10** **Page 1**

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## Stella to focus on brands

STELLA Travel has reassured its Travelscene franchisees that the proposed merger with Jetset Travelworld won't have any impact on the TSAX brand.

Speaking at the TSAX National Consultants Conference in Cairns on Sat, md Mike Thompson updated attendees on the status of the takeover deal.

"I think it's true to say that we didn't anticipate some of the hurdles of the last couple of weeks," he said, referring to the ACCC probe into the merger.

"But we're collectively comfortable that we will get this

deal across the line," he added.

Thompson said that from a Travelscene perspective it's likely to be "all change, no change," with Stella ceo Peter Lacaze having shown a determination to re-establish a focus on the various brands since returning to the company 18 months ago.

"We want to ensure our team is empowered as much as possible to support you, our members," Thompson said.

"Travelscene will not lose its identity and we will continue to work to help our members develop successful businesses".

He said that while there would inevitably be some changes within the Stella organisation, these would mostly be in areas 'behind the scenes' such as finance and administration.

TD today is full of news from the TSAX conference, with several suppliers outlining new initiatives.

There are also lots of pics from the conference on page 8.

### Today's Travel Daily

Travel Daily today has eight pages of news and photos, including a full page of pics from last weekend's Travelscene National Consultants Conference in Cairns, plus a full page from:

- AA Appointments

### Laptop x-ray trial

PASSENGERS travelling within Australia may soon no longer need to remove laptops from their bags when passing through security screening.

Qantas national accounts manager, Alan Rego, told attendees at the Travelscene National Consultants Conference in Cairns on Sat that trials are currently under way which would mean the onerous laptop procedure may become obsolete.

It's understood that any changes would apply to all carriers, with the new policy related to improved technology for x-ray screening machines.



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# Travel Daily AU

First with the news

Mon 09 Aug 10 Page 2

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**10 GOOD REASONS TO VISIT NEW CALEDONIA**

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**CLICK HERE FOR THE OTHER 9 REASONS**

## QF Mexicana update

QANTAS has apologised to pax over the collapse of its fellow oneworld member Mexicana which has declared bankruptcy (*TD* Thu).

QF says customers with existing codeshare bookings on Mexicana-operated services will not be affected, but passengers are unable to make new codeshare bookings on MX-operated services until further notice.

Qantas is encouraging customers to consider other partner airlines such as Alaska Airlines and American Airlines, which continue to offer services between the US and Mexico.

## DJ/NZ respond

VIRGIN Blue and Air New Zealand have issued a robust response to the various submissions about their proposed trans-Tasman alliance, insisting that the pact will provide clear public benefits.

The comprehensive 59-page document says the alliance will result in increased passenger numbers and overall market stimulation, as well as giving the ability to facilitate better spread of schedules "and the increased likelihood of additional frequencies and new direct routes."

The carriers said they cannot achieve these benefits without the deal, and if they can't conclude an "integrated metal neutral alliance" would not have the commercial incentives to enter into a code share pact.

In contrast to assertions by some airports Air NZ and Virgin say that the alliance will not lead to fare increases, due to strong competition from Qantas/Jetstar, Emirates and other carriers.

# TSAX claims online crown

TRAVELSCENE American Express says it's the number one travel group in Australia when it comes to online social media.

TSAX marketing manager Adam Vance says he believes that there are significant opportunities for travel agents in the burgeoning internet market, and the group is aiming to help its members capitalise on the fast-growing area because of its relational nature, which allows agents to better engage with customers.

He surveyed various travel companies operating in the local market, and in terms of Facebook 'fans' for its member and head office site, TSAX is significantly ahead of its online competitors.

Speaking at the group's National Consultant Convention in Cairns on the weekend, Vance confirmed that more than a third of traffic to the [travelscene.net.au](http://travelscene.net.au) website now comes via Facebook.

The Travelscene website is now geared to facilitating traveller research, with new cruise, coach and adventure areas plus Facebook 'like' buttons throughout.

He urged agencies to become active in the social media space, by having their own Facebook page and allocating at least one staff member to interact with fans and provide regular updates.

Travelscene Amex is also looking at yet another social media phenomenon called FourSquare, which Vance said was "going through the roof" in the US.

The FourSquare system uses GPS-enabled mobile phones to provide location data and refer users to local businesses based on recommendations from others.

There's also a competitive angle, with users given "points" each time they check into locations, encouraging them to compete with their friends.

It's yet to be seen if the concept will take off here, but TSAX is getting in on the ground floor by loading all of its street-facing member locations into the system by 30 Sep, which he said would provide a "point of difference" from other groups.

MEANWHILE TSAX also detailed a major shift in its advertising over the last few months, which has seen much more regional and local marketing, with a call to action including the phone numbers of individual agencies.

"We're aiming to position our members as the travel experts in our local community," gm Jacqui Timmins told *TD*.

Another recent initiative was an "In-store Expo" which took place in member outlets last weekend, with a special 12 page brochure and 800,000 flyers inserted in local newspapers in partnership with 20 preferred suppliers.

This aimed to reinforce the TSAX brand in each local area, as well as hopefully deliver immediate business to members.

AND a further upcoming marketing initiative planned by TSAX is to align itself with the new Julia Roberts movie based on the *Eat, Pray, Love* book.

The movie features locations in Italy, India and Bali, with Vance saying TSAX aims to be the sole travel sponsor in Australia in conjunction with a wholesaler.

"We're hoping to 'own' the movie," he said.



## Window Seat

SUPPLIERS don't usually urge travel agents not to read *Travel Daily*, but Angela Grant of Travel The World made an exception yesterday at the Travelscene Amex National Consultants Conference in Cairns.

During a plenary session she particularly suggested that agents should NOT click on the TTW ad which will appear in tomorrow's *TD*, advertising a new incentive in which a consultant will win a luxury Compagnie du Ponant cruise.

Grant is passionate about the Ponant product, and said that if agents don't enter she might get a chance to use the cabin.

"Do not click on the ad, do not answer the easy questions and do not enter the incentive," she quipped - but unfortunately her reverse logic is likely to backfire with agents already eagerly awaiting the launch of the comp.

Alternatively Angela also said she was happy to make friends with the winner so that they would take her with them.

TRAVELSCENE American Express had a full range of "I Love Travel" merchandise available at the TSAX National Consultants Conference in Cairns over the weekend.

Conference-themed mugs, mouse mats, water bottles, shirts and caps were available - but it looks like gm Jacqui Timmins went one step further.

Timmins' immaculate toenails (pictured below) look very much as though

they were painted in that distinctive Travelscene red colour. TSAX didn't confirm whether its new merchandise range is set to include a special nail polish colour.



Look at that shapely ankle!

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**New York**

Today's issue of **TD** is coming to  
you en route to New York,  
courtesy of Qantas Holidays.

**THIS** morning 12 excited travel  
agents embarked on a trip of a  
lifetime to New York in celebration  
of the first birthday of Qantas  
Holidays and Viva! Holidays agent  
loyalty program, Trip.

The week-long familiarisation will  
incentivise these top performing  
consultants who have accumulated  
thousands of rewards points since  
the loyalty scheme's inception in  
June last year.

The free to join program allows  
its 6,400 members to earn one  
reward point for every \$1 of Qantas  
or Viva Holidays! land product  
booked, which can then be used to  
purchase items in a special online  
store offering over 3000 products -  
see [www.accumulate.com.au/trip](http://www.accumulate.com.au/trip).

Keep reading **TD** this week for  
exclusive highlights, photos and  
interviews from QH's inaugural Trip  
reward famil in New York.

## Stella rail revamp

STELLA wholesale is set to  
release a new version of its rail  
booking engine for travel agents,  
as part of a major push to  
improve its rail offering.

Speaking at the Travelscene  
National Consultants Conference  
on Sat, Stella wholesale national  
sales mgr Melissa Watt apologised  
to the agents in attendance for  
recent "unacceptably long call  
times and email delays" for  
consultants wanting to book rail,  
which she said had been due to  
the departures of some key staff  
from the company's specialist rail  
reservations team.

"The cavalry has now arrived,"  
she promised, urging agents to  
once again try Rail Tickets for  
their rail bookings.

New features already  
incorporated in the online RT24/7  
system include a simpler booking  
process making it easier to select  
rail passes, a new shopping cart  
facility, component pricing, and  
the ability to book and pay online.

Also coming out next month will  
be a feature allowing agents to  
retrieve and amend rail bookings  
online 24 hours a day, Watt said.

## Here's to Star City!



ABOVE: Sydney's Star City Hotel  
and Casino recently hosted some  
of Sydney's top hotel concierges  
at a special Concierge Famil Party.

Guests from a number of four  
and five-star properties toured  
around the refurbished parts of  
Star City including the Sports  
Theatre, Halo Bar, Fat Noodle and  
baccarat areas.

Pictured above from left are:  
Sukhjit Deol, Hilton; Gary Lee,  
Westin; Aaron Ellis, Star City;  
Colin Toomey, Shangri-La; David  
Patt, Intercontinental; Eleanor

Sheedy, Where Magazine; Mark  
Peyton, Sofitel Wentworth; David  
McClean, Hilton; Stephanie Kear,  
Star City; Hidetaka Tanaka,  
Westin; and Kenny Chung, Four  
Points.

## QR Egypt flights up

QATAR Airways has announced a  
seasonal expansion of its flights to  
Egypt, with additional services to  
Alexandria and Luxor over a four  
week period during peak season.

Flights will increase to daily  
from the current four per week.

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## Brochures of the Week

**WELCOME** to *Brochures of the Week*, *Travel Daily's* Mon feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).

### Kumuka Worldwide - Europe 2011-12

Kumuka's new Europe program features four new tours visiting the most popular destinations for Aussie travellers, based on past feedback. The new 28-day Europe Revealed trip covers a mix of cultural and historical sites including Paris, Florence and Rague as well as hot spots like Vienna, Nice and Budapest. The tour has four sectors including European Quest - ex Rome and ending in London; Europe Uncovered - ex London, finishes Rome; European Melody - ex Vienna to London; and European Sonata - from London to Vienna. See [kumuka.com](http://kumuka.com). Brochures are available through TIFS.



### Royal Caribbean - South Pacific, Australia, and New Zealand 2010-12

This 44 page brochure offers 33 cruises in the 2010-12 program, plus two three-night weekend sampler cruises. There are 17 itineraries featured which call in at 45 ports, spanning across nine countries. New ports include Pago Pago, American Samoa; Apia, Samoa; Port Denarau, Fiji; Bali in Indonesia, and Esperance, Exmouth and Geraldton in Western Australia. For additional information see [www.royalcaribbean.com](http://www.royalcaribbean.com).



### Globus - United States and Canada 2011

Globus' new 2011 US & Canada brochure offers 49 itineraries, with new highlights including The Polar Bears of Churchill, Nature's Best Alaska, and a New Orleans Holiday. Also included is the preview of the 2011 Monograms season, scheduled for debut here in Oct, and available for pre-registration now. Tours include guides, coach transport, rail/cruise transport (where specified), accom, activities, entry tickets and specified meals. For more information see [www.globus.com.au](http://www.globus.com.au).



### Viking River Cruises - 2011 River Cruise Atlas - Europe, Russia, Ukraine, China and Egypt

Viking is offering 20 itineraries in its new 2011 brochure. It features Early Booking discounts for reservations made by 31 Oct 2010. Also, two new state of the art ships, *Viking Prestige* and *Viking Emerald*, are on offer, as well as 11-day Passage to Eastern Europe and 12-day Pharaohs and Pyramids cruise tour in Egypt - visit [www.vikingrivercruises.com.au](http://www.vikingrivercruises.com.au).



### Sea Cloud II - Captivating Windjammers

This brochure features cruises in the Lesser Antilles, Central America, Cuba, West and East Mediterranean and Northern Europe from November 2010 until Nov 2011. For cruises booked before 31 Nov, there's a saving of \$700 per person available. From Jan to Mar 2011 *Sea Cloud II* offers Golf Theme Cruises and other voyages. More information is available online at [www.seacloud.com](http://www.seacloud.com).



### Newmans Holidays - New Zealand, Spring Into Summer Deals

This new brochure offers exclusive bonus offers including free car and campervan rental, free accommodation, free room upgrades, free meals and much more. Newmans says it has negotiated special deals all over New Zealand including Auckland, Christchurch, Rotorua, Wellington and Queenstown, and are valid right through to the end of summer 2011. The deals are only on sale until 28 Aug. For more info visit [www.calyponet.com.au](http://www.calyponet.com.au) or phone 1300 130 525.



## Surf's up in Fiji

A NEW "surfing decree" by authorities in Fiji will open up more frequent access to some of the country's previously "semi-exclusive" surfing locations which were previously strictly limited.

Sonaisali Island Resort has welcomed the move, which will mean that guests can be taken to the iconic Cloudbreak more than once a week, with resort md Aaron McGrath saying more frequent trips to the site and others will now be offered daily.

"We are hoping with this new decree to be able to offer a more family orientated surfing package to the market," he said.

The Fiji Surf boat trip out to the waves from Sonaisali takes about 25 minutes, and there are also a large number of reef passages and bays along the Coral Coast to suit a variety of experience levels.

## TI adds Sri Lanka

TRAVEL Indochina says its new India brochure, to be released in the next month or so, will feature a range of Sri Lanka product.

MD Paul Hole said the move means Travel Indochina will be "one of the first to market with a comprehensive FIT program to a destination which is really starting to take off".

He said the 2011 India program would also expand the wildlife options available, with stays in Taj safari lodges and the inclusion of the Satpura National Park in Madhya Pradesh.

## 2000 ash claims

**COVER-MORE** Insurance received more than 2000 claims relating to the Icelandic volcano which disrupted European airspace earlier this year.

National sales mgr Anton Loeb told attendees at the TSAX consultants conference on Sat that the claimed amount was in excess of \$3.5 million.

He also suggested agents to refer their clients to the DFAT Smarttraveller website advice on credit card-related insurance, which urges consumers who plan to rely on credit card policies to obtain written confirmation of the coverage provided.

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## APT rides Mekong wave



APT recently took eight of its marketing and reservations staff to Vietnam and Cambodia, where they experienced APT's 8-day 'Mekong Delights' river cruise.

They travelled on the *MS la Marguerite* from Ho Chi Minh City to Siem Reap, with highlights including a visit to the Bayon Temple (pictured above).

They also spent time exploring the Angkor Wat archaeological site, and during the 13 day trip the group used 13 different

modes of transport - ranging from ox carts to sampans, and everything in between.

The educational aimed to equip the APT staff to support agents, with strong interest in APT's Indochina programs reflected in plans for the company to build its own Mekong vessel which will debut in 2011 (*TD* breaking news).

APT will continue to market the *la Marguerite* and expand capacity with the addition of the 124-passenger *ms Amalotus*.

"We are so excited about our 2011/12 Vietnam and Cambodia product which will be out shortly," APT marketing mgr Deb Cox told *TD*.

She said the *Amalotus*, being constructed in conjunction with APT's European partner Amawaterways, "will easily be the most luxurious on the Mekong with APT's revolutionary twin balconies, swimming pool and the premium service you are guaranteed with APT".

On the Mekong APT's product is fully inclusive of alcoholic drinks and spirits all day; however in 2011 the company will also add wine and beer at lunch on its European river cruise itineraries.

In Europe APT will also next year add guided touring for users of its onboard bicycles, while Russia is a further area for growth for the company, with the rebuilding of the *ms Amakaterina*.

Sales manager Susan Haberle said the Indochina expansion aims to provide a new destination for past passengers, as well as offering an option for more adventurous travellers, with hopes it will appeal to APT's Kimberley clientele.

Pictured above with the dancers at the Bayon Temple are, from left: Melinda Flavelle, APT BDM Vic; Graham Werner, BDM Qld; and Matt Lunn, BDM Vic.

## Hilton open by Xmas

THE Hilton Surfers Paradise Hotel & Residences is expected to open the first of two towers for guests before Christmas this year.

Once fully constructed the property will offer 170 hotel suites and 340 apartments.

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## 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 Famill'.

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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**CIT rail**



**THAI**  
Smooth as silk

Switzerland Tourism



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**rail plus**  
way to go!

## Air Niugini GSA

AIR Niugini is looking to expand its presence in the west coast, appointing World Aviation Systems in Australia as its General Sales Agent for passenger services in Western Australia.

## Perisher ski death

A GUEST skiing with his family at Perisher Ski Resort was killed yesterday after he collided with a tree, sustaining head injuries. He was on an intermediate Blue run in the Guthega area.

Have you heard about the **Disney Parks and Air New Zealand** incentive?

Click here for more details

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For your strong work ethic and productivity, you will be rewarded with five (5) weeks annual leave and a competitive salary.

To be part of our professional team, please forward your resume in confidence to [joanne@gilpin.com.au](mailto:joanne@gilpin.com.au)

Only successful applicants will be contacted.



## DJ applies for Bali

VIRGIN Blue's short-haul int'l offshoot Pacific Blue today lodged an application for additional capacity between Australia and Indonesia, seeking 2340 seats each way which would allow it to operate an extra 13 weekly flights.

Qantas (TD 27 Jul) and Strategic Airlines (TD 28 Jul) have also applied for more seats on the route, with the International Air Services Commission saying the three carriers have together sought more than the available capacity.

The contested application means the IASC is inviting all three applicants to provide further submissions by 17 Aug, with interested parties able to respond by 01 Sep.

## Record TAAP month

EXPEDIA says its Travel Agent Affiliate Program in Australia and New Zealand broke all previous monthly records in Jul.

Program manager Stuart Udy said booking volumes are way ahead of forecast, with agents in particular picking up on 'Specials' which offer up to 60% off certain destinations on a regular basis.

About 100 new agents were added to the program during the recent 'Meet Emelia' promotion, with Udy saying that in general the top selling region is North America, followed by Europe, with Southeast Asia "closing fast".

This month the Expedia TAAP also launched in India - more info [www.expediaaccess.com/au](http://www.expediaaccess.com/au).

## Air Canada profit up

AIR Canada last week reported operating income of \$75m for the second quarter of 2010, up 147% on the year-on-year loss of \$113m.

President & ceo Calin Rovinescu said premium revenue and yields were growing.

## Orbitz revenue up

ORBITZ Worldwide has reported a 17% increase in Q2 gross bookings to US\$3.07 million and a 3% boost in net revenue year-on-year.

Barney Harford, president & ceo said Orbitz posted solid improvements in transactions and hotel room nights, while ebookers continued to grow, with hotel room nights sold growing 58%.

## JAL divisions merge

THE JAL Group has announced it plans to merge its JAL Sales Co, JAL Sales Hokkaido Co, JAL Sales West Japan Co and JAL Sales Kyushu Co subsidiaries, effective 01 Oct, to assist the Japanese carrier's recovery.

MEANWHILE, JAL is also selling a 79.6% stake in JAL Hotels Co to the Hotel Okura group.

## Vegas night at Insight



ABOVE: Insight Vacations recently celebrated the launch of its new USA and Canada brochure with a Las Vegas-themed night.

The event took place in the companies Bondi Junction office, with pizza and hot dogs on the menu to feed the hungry Yankees and Red Sox fans, who were battling it out to decide which was the best team.

Pictured above at the event from left are Insight Vacations: Ivana Herceg, groups coordinator;

Katrina Lathouras; former inside sales coordinator; Joanne Dick, marketing and sales supervisor; and Jodene Dallas, groups coordinator.

MEANWHILE, Insight is offering fares to the US priced from \$1,662 flying with Air New Zealand (ex SYD) when booked in conjunction with an escorted tour from its 2011 USA & Canada brochure.

To take advantage of the deal tours need to be booked and paid in full by 31 Aug 2010.

## State Sales Manager – NSW

**Sabre**  
pacific

At Sabre Pacific, we connect people with the world's greatest travel possibilities. We are progressive technological thinkers and innovators of IT solutions for the travel industry.

We have an exciting opportunity for an experienced State Manager to join our sales team based in Sydney. This role is responsible for managing the sales to existing and prospective Sabre Pacific customers and successfully managing the relationships with these customers in order to achieve financial and service targets for your state. You will also manage the sales and relationship management strategy within designated national accounts.

### KEY RESPONSIBILITIES INCLUDE:

- Growth of Sales and Market Share through strategies to increase sales of products with existing customers and a strong focus on new business development;
- Supervise Account Managers within the state responsible for interfacing with customers prior to and/or after the sale;
- Lead generation and the sourcing of prospective clients;
- Retention and commercial development of existing clients;
- Develop/maintain strategic business relationship with each customer;
- As required manage a designated national account and be the key contact on all contractual negotiations for that account.

### REQUIRED SKILLS/EXPERIENCE/PERSONAL QUALITIES INCLUDE:

- Minimum of 5 years experience (travel industry preferred) in Account Management/Sales within a corporate environment and a proven ability to successfully meet financial and service targets.
- Understand relationship management, contractual obligations, and is business savvy
- Proven people management skills with the ability to lead, manage and motivate a team of Account Managers
- Committed to and actively works towards continuous improvement, personal leadership, and meeting or exceeding goals.

Now is your opportunity to join a global organisation that offers a challenging and rewarding work environment and where you will be supported to be the best that you can be. If your background meets the criteria outlined above, please send your cover letter and resume to [scott@sabrepacific.com.au](mailto:scott@sabrepacific.com.au) or call 02 8204 2624 for a confidential discussion. Applications close 5pm Monday 16<sup>th</sup> August.

## V Aus xmas bash

THE 2010 V Australia Christmas TraveLeague Luncheon at Crown Casino, Melbourne is now taking bookings for 15 Dec, with tickets priced at \$95 per person.

This year there's an earlybird prize draw, with two nights accom at Hayman on offer for guests booking before 30 Sep.

See [christmastraveleague.com](http://christmastraveleague.com).

## TTW grows team

TRAVEL The World has expanded its reservations team to reduce wait times for consultants.

TTW national sales manager Angela Grant told attendees at the TSAX consultants conference in Cairns on Sun that the company has also introduced a new reservations email address at [reservations@traveltheworld.com.au](mailto:reservations@traveltheworld.com.au) for lower priority queries.

Requests sent to this address will be turned around in 24 hours, Grant said, adding that agents can also book their clients online via the revamped TTW website.

She said that more than 50% of TTW's Carnival Cruise Lines Australian bookings are now via the travel agent website.

## Delta to Reykjavik

DELTA Air Lines has announced it will launch a new nonstop service between New York and Reykjavik, Iceland, effective 01 Jun, 2011.

The flight will operate direct from Minneapolis St Paul with a stop in New York, and is part of DL's trans-Atlantic joint venture with Air France-KLM and Alitalia.

Delta says the route, to be operated by two-class 170-seat B757-200 aircraft, will make it the only US carrier to offer a nonstop service between the United States and Iceland.

*Learn, Sell & Tell  
and you could WIN with*  
**HURTIGRUTEN**

Click here to find out how



## US imposes US\$14 ESTA fee

THE US Customs and Border Protection department has announced that from 08 Sep there will be a compulsory US\$14 fee applied to applications for an Electronic System for Travel Authorization (ESTA).

\$10 of the fee will be applied to the Travel Promotion Act which was signed into US law last year (TD 09 Mar), while US\$4 will recover the costs of providing and administering the ESTA system.

ESTA applies to travellers to the USA from Visa Waiver countries, including Australia.

All payments for ESTA applications must be made by credit card or debit card when applying for or renewing an ESTA, with MasterCard, Visa, American Express and Discover cards accepted.

Applications will not be submitted for processing until all payment information is received.

## Eurostar increase

EUROSTAR has seen a 6% rise in pax numbers for the first half of 2010, with growth attributed to the impact of the ash cloud in Apr and the strengthening of the business market.

ESTA applications may be submitted at any time prior to travel, and once approved are valid for multiple entries into the US for up to two years.

Agents who have clients planning to travel to the US in the next couple of years are therefore urged to contact their customers and get them to complete the ESTA process before the 08 Sep introduction of the fee to avoid the charge.

More info is available at [www.cbp.gov/travel](http://www.cbp.gov/travel).

## Sabre Red roll out

SABRE Pacific has this month begun upgrading over 260 agencies around the country with its new Sabre Red Workspace travel solution (TD 16 Jun).

"We will be rolling out the newly-developed capabilities that have previously never been available to the market, such as integrated mobile services, new air pricing tools to manage airline ancillary services, and sophisticated reporting and efficiency tools," said Richard Morgan, GM sales, marketing and product for Sabre Pacific.

"I know our agency customers are excited about this and I'm confident it will result in improved performance and service for them," Morgan said.

"Air Total Pricing in particular will help lift the veil on the often obscure ancillary fees," he added.

Sabre plans to have all its agents in Australia upgraded to Sabre Red Workspace by the end of the year.

## '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 fares 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



## Express incentive

EXPRESS Ticketing and Express Insurance by QBE is offering the Independence or Select agency to lift its sales of the insurance product by 20% from last year, the chance to win a 64Gb Apple iPad as part of a new incentive.

The promo runs from today until 30 Sep, and the agency must have the highest sales nationally.

See [expressticketing.com.au](http://expressticketing.com.au).

## New Malibu tour

STARLINE Tours in Hollywood has introduced a new Malibu Stars' Homes Tour, which tours the Malibu Beach region, passing by more than 40 celebrity homes and some iconic movie locations.

Movie star homes featured on the tour include those of Leonard DiCaprio, Bruce Willis and Cher.

The thrice daily tour is priced from US\$39 per adult, and US\$29 for children aged 3-11.

## GOL pax increase

LATIN American low cost carrier GOL has reported a 12.2% year-on-year increase in passenger numbers for Jul, and a 22.7% rise in numbers compared to Jun.

The result was the highest Jul figure for GOL since 2001.

## Portugal advice

THE Department of Foreign Affairs and Trade has advised of a new email address for the Australian Embassy in Lisbon - [ausemb.lisbon@dfat.gov.au](mailto:ausemb.lisbon@dfat.gov.au).

## Strong Orion sales

ORION Expedition Cruises says it achieved its highest ever week of sales this month, including the confirmation of two significant North American charters.

MD Sarina Bratton said forward sales were very strong, with sales for the upcoming *Orion II* "significantly ahead of business plan projections" - more in *CW*.

## Fiji heading for 600K

FIJI is on track to reach its target of 600,000 international visitors in 2010, says Tourism Fiji chairman, Patrick Wong.

"Australia has continued the growth with New Zealand, United Kingdom/Europe and America showing signs of strong growth which is expected to continue well into the last quarter of the year," Wong said.

High occupancy rates are being registered throughout Fiji, with averages in excess of 85% in the traditional peak season months.

## Travel Special of the Week



**Fly Cruise Industry Special Business Class to Dubai Economy to Europe on Emirates, Chauffeur transfers 7 night Azamara Club Cruise in Mediterranean All inclusive (taxes, booking fees, port charges) from \$6884**  
**CLICK HERE FOR MORE!**



**atlantic**

**CONTACT CENTRE AGENT (12 MONTHS CONTRACT)**

Virgin Atlantic Airways is looking for a dynamic Contact Centre Agent to join our customer service team. We are recruiting for a full time position.

We are looking for a passionate and enthusiastic person with both reservations and ticketing experience to join our fun and growing team. The position is responsible for phone enquiries and sales. We offer extensive training and development.

Minimum 2 years travel industry experience; use of both agency and airline GDS models, computers literacy and a customer service background is a must. Mandarin/Cantonese language would be a bonus.

Applicants should forward in confidence to the Human Resources Coordinator by email to [maria.lopez@fly.virgin.com](mailto:maria.lopez@fly.virgin.com) by close of business Thursday 19<sup>th</sup> August 2010.

Applicants not responded to within 2 weeks after the specified closing date, assumes that you have been unsuccessful in securing an interview.



# These ladies really love travel

TRAVELSCENE celebrated its best and brightest consultants on the weekend with the inaugural TSAX Consultants Awards, which were announced last night at a gala Star Awards Dinner in Cairns.

The conference was conducted under the theme of 'I Love Travel', with Amy Donald from Lifestyle Travel in Ballarat named Consultant of the Year.

Emma Jones from Travelscene Mount Martha won the Rising Star of the Year award, with TSAX gm Jacqui Timmins saying the awards aim to honour members' staff.

"We are recognising the critical role that passionate and committed professionals play in converting inquiries into repeat business," she said.

Consultant teams were also recognised for their support of the TSAX preferred partners via the Quantum program, with winners including Travelscene at South West Travel (NSW), Pulse Travel (Qld/Northern NSW), Travelcentre Bendigo (Vic/Tas), Phil Hoffmann Travel (SA), and The Travel Emporium (WA).

About 300 consultants from across the TSAX network attended along with about 100 supplier delegates, with more than half of the agents present having over 20 years experience in travel.

"The ability of our members to attract and retain such experienced professionals, as well as bringing dynamic new recruits to our network, is what sets Travelscene American Express Apart," Timmins added.

**RIGHT:** I do like your hat!

Kim de Jager and Michelle Fleet from Suncity Travel in Caloundra show off their headgear.



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



**BELOW:** Look at this great branding! Guests were given special "I (heart) Travel" tattoos, and showing them off are Allison Norfolk and Meryl Edwards of Travelscene Sale.



**ABOVE:** The conference master of ceremonies was *Today* show weatherman Steve Jacobs, who's pictured with some of his adoring fans, from left: Lynne Henderson, Michele Fraser and Linda Field of Total Travel WA; Terri Holmes from Eyre Travel and Pauline Haldane of Passport to the World.

**RIGHT:** Donna Barlow of DBT Corporate gets a neck tattoo.

**LEFT:** The team from Lifestyle Travel in Ballarat wore these fabulous bird and frog hats: Alison Dwyer, Jodie Buttler, Leonie Spencer, Diane Childs, Amy Donald and Sandi Jackson.

**LEFT:** Travelscene Amex gm Jacqui Timmins with the inaugural winner of the TSAX Rising Star of the Year award, Emma Jones of Travelscene Mount Martha (centre) and TSAX Consultant of the Year, Amy Donald of Lifestyle Travel Ballarat (right).

**BELOW:** The APT team got into the colourful spirit at the Sat night 'Reef and Rainforest' party at the conference - as well as reminding guests about APT's expanded Indochina program.

Pictured from left: Susan Haberle, Peter Balmer and Melinda Flavelle.







## NEW POSITIONS AVAILABLE NOW FOR TALENTED EXECUTIVES

### BRING INNOVATION TO ACCOUNT MANAGEMENT

**NATIONAL ACCOUNT MANAGER – CORPORATE TRAVEL  
SYDNEY – SALARY PACKAGE TO \$100K+**

We're looking for a talented Account Manager to join a prestigious Corporate agency. The perfect person will bring previous experience in a similar role with a focus on retention & growth strategies, but what sets you apart is your creativity and innovative approach to account management. If you're not afraid to look outside the square and love a pro-active, commercially astute team environment you'll thrive here.

### SEE YOURSELF AT THIS BOARDROOM TABLE??

**MANAGING DIRECTOR**

**SYDNEY – EXECUTIVE SALARY PACKAGE AVAILABLE**

This is an exciting opportunity for an exceptionally talented business leader to take this successful Brand forward and drive company growth. With full P&L control and leadership of a talented Management team, you will be the figurehead of the company, managing key relationships in Australia and across the global network, and promoting staff engagement. This is a high profile role for a dynamic leader.

### GREAT INDUSTRY SALES ROLES – DEMAND IS HIGH

**BUSINESS DEVELOPMENT MANAGERS – LEISURE  
SYDNEY – SALARY PACKAGES AVAILABLE TO \$75K**

These great BDM roles servicing the leisure travel industry are with prestigious products and leading Brands. These clients require switched on BDM's capable of jumping right in to service their leading clients and manage allocated territories. You'll be proactive and self motivated and have a personality that will outshine the others allowing you to build strong relationships. You'll be goal-focused and driven to succeed.

### RARE SENIOR LEADERSHIP ROLE IN BRISBANE

**TRAVEL OPERATIONS MANAGER  
BRISBANE – SALARY PACKAGE TO \$110K**

Are you an experienced operations manager with a passion for developing successful teams, improving profitability and exceeding SLA's? Here's an amazing opportunity to join an award winning organization which rewards high achievers generously. You must have min five years experience in a general management role, preferably with a strategic focus on improving systems. A successful & progressive company!

### SET YOUR SIGHTS ON THE TOP

**STATE OPERATIONS MANAGER  
PERTH – SALARY PACKAGE \$75k +**

Reach for the top spot when you join this WA based operation. As part of a national company your role incorporates senior duties such as staffing, recruitment, training & development and management of in house procedures. Your level of knowledge and experience will be superior. You will also be responsible for all financial responsibilities of the WA operation and reporting to head office.

### FINANCE GURU

**SENIOR ACCOUNTS ASSISTANT  
MELBOURNE – SALARY PACKAGE TO \$65k**

Working in the accounts department of this well known wholesaler you will be responsible for assisting on all levels of responsibilities including payroll, reconciliations, processing payments, Monthly and Quarterly ATO BAS reporting and other financial matters. This role is suited to a senior accounts person ready for a new and exciting challenge and has great potential for further advancement internally.

### IMMEDIATE SALES ROLE (3Mth CONTRACT +)

**BUSINESS DEVELOPMENT MANAGER  
PERTH – SALARY PACKAGE TO \$70k +**

This global company is looking for an extremely talented sales person to jump on board as soon as possible and begin in a 3 month contract. With the opportunity to prove your worth there is the potential for contract extension leading to permanent work. Working across the travel industry you'll build the product profile and enjoy building broader industry relationships for the future. Immediate start available.

### BE PART OF THE RUSH AS THIS COMPANY GROWS

**BUSINESS DEVELOPMENT MANAGER – CORPORATE  
BRISBANE – SALARY PACKAGE \$90K++**

We are looking for a true sales professional, a competitive "hunter" with demonstrated experience in corporate sales ideally within the travel industry. A fantastic remuneration package is on offer with considerable bonuses for your achievements. Work within a supportive team and with the confidence of having a highly successful travel operation behind you. A great step in your sales career.

## CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

Adriana D'Angelis  
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Kate Dalrymple  
QLD & NT  
Ph: 07 3229 9600

Linda Green  
NSW & ACT  
Ph: 02 9231 2825

Kathryn Heberton  
VIC, SA, WA  
Ph: 03 9670 2577

OR EMAIL YOUR APPLICATION TO [executive@aaappointments.com.au](mailto:executive@aaappointments.com.au)

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