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# Travel Daily AU

First with the news

Tue 10 Aug 10

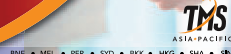
Page 1

EDITORS: Bruce Piper and Guy Dundas  
E-mail: [info@traveldaily.com.au](mailto:info@traveldaily.com.au) Ph: 1300 799 220

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## SYD hotel prices up

SYDNEY hotels were ranked as the 9th most expensive in the world during Jul 2010, according to the latest hotel price index compiled by online accommodation reservation service, Hotel.info.

At the top of the hotel rate barometer ranking (measured in Euros) was New York City, with an average price per room per night sitting at €194, close to €50 dearer than 2nd place, London.

Hotels in Stockholm, Zurich, Rio de Janeiro and Tokyo were next in line, only separated by around €2 between €145.30 and €143.47.

Sydney, which was the only city in Australia to rank on the top 30 global poll, had an average room price for the period of €130.90, up 4.9% year-on-year, a fraction under the 6% worldwide average.

Hotels in Rio de Janeiro witnessed the highest percentage increase over 12 months, leaping 44.57% to €143.60 in Jul 2010.

The barometer also indicates the hotel prices hardest hit by the global financial crisis included those in Beijing (down 50% from Jul 08, to €69/night); Moscow, (-36% to €134); Bangkok (-36% to €58); and Dubai (-33% to €99).

## CWT going home based

CARLSON Wagonlit Travel has today announced a major change to its workforce arrangements, which will allow staff to work from home on a full-time or part-time basis - or even only work nine months per year.

A "flexible workforce recruitment campaign" will kick off this week.

CWT said that 76% of its workforce are women aged 33 on average - a demographic which is often looking for more flexible working arrangements.

"We believe that by providing new work arrangements such as our four hours per day, work from home positions, we are providing the opportunity for highly skilled consultants to remain in the workforce under an arrangement that suits their own personal circumstances," said CWT HR director, Effie Fox.

She said that the further option of a reduced work year of February to November, with accrued annual leave, would also provide working parents the ability to take leave throughout the year while also ensuring they spend the

long Christmas holiday period with their children.

CWT said the move is also a recognition of the changing needs of its clients.

"A client with offices across multiple geographic locations or operating under irregular booking patterns can benefit from the fluidity of a flexible workforce," the company said.

"The ability to service bookings through an at-home consultant working evenings would fit the patterns of some clients."

CWT md Australia, David Greenland, said the new flexible working options would help the company cater to the trends in the workforce, as well as "allowing us to manage the peaks and troughs of our business."

## Spaceport on Ch 9

VIRGIN Galactic is urging agents to view tonight's Channel 9 news, which will include an item on the world's first purpose-built spaceport - Spaceport America in New Mexico, US - from where VG's suborbital flights will launch.

## Hayman short stays

HAYMAN has a three night Short Break package priced at \$669ppts, with an option for a second room for families at 50% off - for full details see page 10.

## 2 roving reporters

RAIL Europe is encouraging TD readers to enter our "Roving Reporter" competition, which closes at the end of the week.

Subject to the quality of entries, there may be two winners announced, each of whom will travel to different parts of Europe as part of the Mega Famil - see p5.

## Bumper issue today

Travel Daily today has seven pages of news including a full pages of photos from last week's World of Accor expo which was held in Sydney, plus full pages: (click)

- TMS Asia Pacific
- AA Appointments
- Hayman Island

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## CX allows online reissues

CATHAY Pacific is claiming a regional first with a new facility which allows passengers who make online bookings to change or reissue their tickets themselves.

The system is part of a revamped 'Calendar Display' facility on the CX website, allowing pax to choose alternative flights or travel dates.

It's applicable for all tickets purchased through the site, whether unused or partially flown, and is a major change from the previous arrangements under which reissues could only be done by travel agents or CX offices.

Cathay Pacific soft-launched the facility in the US and Canada during Jun, and says it will roll it out next in Australia, New Zealand, Singapore, the UK and Europe with availability across its entire network by the second quarter of next year.

"More and more of our passengers are booking their flights and managing their journeys through our website," said CX manager e-Business, Lawrence Fong.

"We are delighted to become a pioneer in Asia by offering our customers the opportunity to change their bookings themselves according to their own needs, and we will continue our work to give

people even more control over their journeys," he enthused.

The online booking management screens on the site automatically check ticket eligibility for changes and have a repricing function as well as offering tickets in other fare groups and the ability to reissue electronic tickets, Fong said.

## New hub for MH

MALAYSIA Airlines has announced the introduction of a new hub operation in Kota Kinabalu, saying the move leverages on the strategic location of the Sabah city as "an ideal gateway to promote travels to and from China, Taiwan, North Asia, Indonesia and Australia".

CEO Tengku Azmil Zahrudin said the carrier had seen an increase in demand from these countries into Sabah and Sarawak "which are ideal destinations for tourism and business".

MH will station 150 flight and 250 cabin crew in Kota Kinabalu by Jun 2011, with six aircraft to be based there.

New routes via Kota Kinabalu will be phased in from 15 Nov 2010 to 03 Jun 2011, with initial destinations incl Taipei, Hong Kong, Seoul, Haneda and Osaka, plus plans for Australian flights.



## Window Seat

A FLIGHT attendant on US carrier JetBlue this week became so infuriated with passengers ignoring his instructions that he pulled the emergency exit to leave the aircraft suddenly.

39-year-old Steven Slater was working on a flight which had just landed in New York from Pittsburgh, and told passengers to remain seated until the plane stopped moving.

However one of the travellers stood up and started taking his bags out of the overhead locker, with the crew member becoming angry when he was hit in the head by the luggage.

According to the *New York Times*, Slater then asked for an apology but the passenger swore at him, at which point the flight attendant "Got on the plane's public address system and cursed out all onboard," the paper said.

"Then he activated the inflatable evacuation slide at service exit R1, launched himself off the plane, an Embraer 190, ran to the employee parking lot and left the airport in a car he had parked there."

Police arrested him a short time later at his home in Queens.



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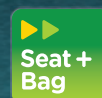
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A 5-star journey  
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## Travel Daily AU

First with the news  
on location in  
New York

Today's issue of *Travel Daily*  
is coming from New York,  
courtesy of Qantas Holidays.

**TRAVEL** agents on Qantas Holidays  
and Viva! Holidays first Trip birthday  
incentive travelled to New York in  
comfort flying on Qantas Airways  
747-400 aircraft.

Qantas operates twice-daily flights  
from Sydney to LA and onto New  
York's JFK International Airport.

One of these daily Sydney services  
is on Qantas' state-of-the-art Airbus  
A380 jets, offering passengers more  
personal space and features.

On arrival at JFK, a transfer to the  
city's centre takes about 60 minutes.

New York City is home to over  
eight million people and boasts an  
exciting and diverse range of things  
to do for tourists both day and night.

The city is renowned for its  
famous attractions including Central  
Park, the Statue of Liberty, Brooklyn  
Bridge, Times Square and the  
Empire State Building.

Other than walking, the best way  
to get around the city is by its Mass  
Transit System, which is  
inexpensive and operates 24/7.

A seven-day MetroCard can be  
purchased from only US\$25, and  
allows you to get around the city by  
subway or bus as often as you like.

## Stella upgrades

RECENT enhancements to Stella  
Wholesale's CalypsoNet offerings  
include the ability for agents to  
book more than one country in a  
single booking.

The 'world-wide multi stop'  
option was confirmed by sales  
mgr Melissa Watt at the TSAX  
conference on Sat.

She also said the system now  
offers book and hold for Virgin  
Blue flights, meaning that instant  
ticketing is no longer required on  
DJ wholesale fares.

Thailand and Malaysia package  
bookings have also been enhanced  
to cater for stopovers in SIN/KUL/  
BKK if required, and Hawaii  
packages now allow other islands  
to be coupled with HNL, Watt  
confirmed.

## Delaware on Minder

DELAWARE North has joined the  
growing number of firms to sign  
on with online booking channel  
manager SiteMinder.

The move will see Delaware  
North's El Questro Wilderness Park  
& Homestead in WA, Kings Canyon  
Resort in the NT, Lizard-, Heron-,  
and Wilson-Island Resorts in QLD,  
reach dozens of major bookings  
sites around the world.

DN's Australian director of sales  
& marketing Michelle Kenna said  
signing with SiteMinder would  
assist with growing inbound sales.

## NZ agent website

AIR New Zealand will shortly  
debut a new website dedicated to  
Australian travel agents, as part  
of the rollout of its new Tasman  
product (*TD Fri*).

Marketing manager Andrew  
Stanbury told *TD* that the new  
site aims to provide a one-stop  
reference guide for agents  
including information on the new  
Tasman 'Choose the way you fly'  
product which launches on SYD-  
CHC on Wed 18 Aug.

MEANWHILE at the Travelscene  
Amex consultants conference last  
weekend NZ sales manager Leanne  
Geraghty confirmed that the new  
fare types would be available for  
bookings right across Air NZ's  
Tasman and Pacific services from  
07 Sep.

The new 'Seat only', 'Seat +  
Bag', 'The Works' and 'The Works  
Deluxe' fare types will expand to  
cover all of NZ's Tasman routes  
from Nov this year, she said.

Wide body services on the  
Tasman will also continue to offer  
a business class product too.

## Half price JQ sale

JETSTAR is offering discounts of  
up to 50% across its domestic and  
international operations in a 48-hr  
sale that ends midnight 11 Aug.

One-way domestic *JetSaver*  
*Light* fares start from \$29, while  
Fiji fares are priced from \$139.

## SAA stats up for WC

SOUTH African Airways scored  
its best ever domestic and int'l on  
time performance (OTP) in over a  
decade during the FIFA World Cup  
last month, with 87.27% of flights  
departing as scheduled.

SAA's Head of Australasia Thevan  
Krishna labelled the result an  
"exceptional outcome", against  
heavy passenger loads and extra  
demand during the period, the  
launch of a new airport in Durban  
and a fire in the carrier's catering  
kitchen in London.

"Despite all of this and the  
pressures of one of the world's  
major sporting events, we came  
through with flying colours,"  
Krishna said.

South African Airways last best  
OTP result was 88% in 1999.

## Israel seminars

ISRAEL Travel Centre has teamed  
up with the Israeli Ministry of  
Tourism, EL-AL Airlines and Qantas  
to present a seminar for travel  
agents on the Gold Coast and in  
Brisbane on the destination.

A breakfast seminar is planned  
for 31 Aug at North Burleigh Surf  
Life Saving Club from 7:45am, and  
the Brisbane supper presentation  
will be held at Medina Executive  
the same day, starting at 5:45pm.

For further enquiries or to RSVP  
send an email by Tue 17 Aug to  
[sales@israeltravelcentre.com.au](mailto:sales@israeltravelcentre.com.au).

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## Matt receives his new toy

COMPASS Cars has presented the second place prize in last month's exclusive *Travel Daily* Soccer World Cup tipping competition, to Matthew Chisholm from Flight Centre Narellan, NSW.

Chisholm is the lucky winner of a brand new Apple iPad, and he is pictured with Leanne Lowe Compass Cars National Sales mgr.



## Novotel golf deal

NOVOTEL Forest Resort Creswick in Melbourne is offering a Father's Day 'Stay & Play' golf package priced from \$260/night, incl two rounds of golf, cart hire, and accom in a king room for two.

See [novotel.forestresort.com.au](http://novotel.forestresort.com.au).

## 747 wiring worries

THE US air safety regulator has proposed mandatory changes to engine-related wiring on some 100 Boeing 747-700 aircraft operated by US carriers, due to concerns that it currently has the potential to cause hazardous takeoffs.

## Calgary consul no.

THE Department of Foreign Affairs & Trade is advising Canada-bound travellers to be aware of a new phone number for the Australian Honorary Consul in Calgary.

The new contact telephone number is +1 403 474 9759.

## NZ new 777 to MEL

AIR New Zealand has assigned its new Boeing 777-300ER on the AKL-MEL route for 11, 12 & 13 Jan next year, on flights NZ123/124.

## Dunk Is promotion

DUNK Island in the Whitsundays has launched a new 'Dunk Your Self' advertising campaign, initially in Melbourne, on major billboards to promote the tropical getaway.

The promo coincides with Dunk's launch of a new giant water trampoline which can be used to enter a 'Dunk Your Self' photo comp being run on Facebook.

**AIR CANADA** 

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### Air Canada QLD/WA Leisure Sales Executive

An exciting opportunity has become available in Brisbane for a full time Leisure Sales Executive.

Reporting to the National Sales Manager in Sydney, the successful candidate will need to be self motivated, results driven and proactive in growing the Queensland and Western Australia retail and wholesale travel market..

The Leisure Sales Executive role will have a strong emphasis on both maintaining and developing mutually productive business relationships with our key agencies and partners as well as identifying new opportunities for growth.

The successful candidate will need to be proactive in a competitive marketplace, conduct presentations as well as attend trade shows and seminars.

They will also need to work autonomously, be self motivated and have a high level of customer service and professionalism.

Previous experience in travel and sales is essential.

Applications close by 13 August 2010. Please send your expression of interest to [melaniep@airlinemarketing.com.au](mailto:melaniep@airlinemarketing.com.au).

Note: Due to the high level of interest only successful applicants will be contacted.

Interviews will be held in Brisbane on 24 August.



## Money Talk

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**Do they require access to a line of credit while on holiday? Are they comfortable repaying their holiday afterwards?**

With Visa Credit cards travellers can enjoy access to a line of credit, emergency card replacement, and 24 hour assistance.

Best of all Visa products provide the security and peace of mind that travelling with cash doesn't. For more information go to [www.visa.com.au/gottravel](http://www.visa.com.au/gottravel)

To win a \$100 Visa Prepaid card, email us at [visa@porternovelli.com.au](mailto:visa@porternovelli.com.au) and tell us which Visa product you like to recommend to travellers and why.

more people go overseas with Visa.



## MX cancelling more

MEXICANA is continuing to axe services on some of its key int'l routes from Mexico City in the wake of last week's bankruptcy protection filings (TD Thu).

Frequencies to Bogota, Buenos Aires, Montreal, San Antonio, San Jose Costa Rica and Vancouver have all been scaled back from multiple weekly or daily flights to just once daily.

MX's Mexico City to Caracas will be cancelled outright from today, however the oneworld carrier has announced it will continue to fly to London Gatwick and Madrid.

Oneworld said yesterday that MX was cancelling flights to "optimize available resources".

## Escape on Air NZ

AIR New Zealand is offering an 'Escape to a Tony Gillard free zone' sale with airfares from Sydney to AKL/ZQN/ROT priced from \$209 one way.

This and other special deals are on sale online until tomorrow.

## Mirage up for sale

QUEENSLAND'S Sheraton Mirage Port Douglas is on the market reports *The Australian Financial Review* today, which claims the 294-room resort has debts of over \$90 million.

The property, which also has over 100 split-level villas, requires a \$20m revitalisation to remain competitive with rival hotels.

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## Air Berlin hub

ONEWORLD elect Air Berlin has been advised it should be focusing its operations on Frankfurt "to provide better links with the flights of its new partners", the airport owners have said.

Matthias Zieschang, Fraport AG cfo has stated Air Berlin "can't create a hub in Berlin."

## Avis home delivers

AVIS in the UK is now offering its home delivery service across its London depots at Earls Court, Enfield, Dartford and Croydon, after launching the service in Britain earlier this year.

There's a £10 one way fee for the pick-up/drop-off service.

## Triple HWT opening

HARVEY World Travel will open three new stores in coming weeks which MD David Rivers says shows the company's expansion strategy is on track.

The new stores are located in Subiaco in WA, Woden in the ACT and Mt Ommaney in QLD.

## 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 Famil'.

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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way to go!

## STA UK acquisition

STA Travel Group in the UK has acquired long haul specialist Bridge the World from Stella Travel Services (UK).

Bridge the World caters for the over 50s market, selling locations including Australia, New Zealand, the South Pacific, North America and Africa.

## F9 shift at Houston

US CARRIER Frontier Airlines has announced it will relocate its operations in Houston from George Bush Intercontinental Airport (IAH) to William P Hobby Airport (HOU) effective 18 Nov.

Pax booked on Frontier services between Denver and Houston will automatically be rebooked.

## CTM re branding

CORPORATE Travel Management has unveiled a new corporate logo (below) and brand identity as the firm moves into international markets.

Jamie Pherous CTM md said the previous 16 year old logo and brand identity didn't reflect the current "energy and vibrancy of CTM and its people".

The luggage is said to resemble the fast paced life of today's business travellers and the layered images of business travellers, aircraft, taxis and phones are reminiscent of airport signage, Pherous said.



**corporate travel management**

## Mandarin Oriental growing



ABOVE: Mandarin Oriental Hotel Group will more than double its portfolio in the next three years as the Hong Kong-based hotelier's number of properties swells to 42.

The group currently has 26 hotels spread across the globe, with many others already under development.

Recent additions for Mandarin include hotels in Barcelona and Las Vegas (opened in Dec) and Macau (Jun), while its Marrakesh and Paris hotels will be unveiled over the next nine months.

Other hotels coming in the future include properties in Milan, Moscow, the Maldives and Beijing.

Earlier this year the group also announced plans to launch in the Middle East with the Mandarin Oriental Abu Dhabi, to be located within the cultural precinct of Saadiyat Island, and yet another addition was announced in Jun, the Mandarin Oriental Doha - both scheduled to launch in 2013.

In Sydney yesterday, Mandarin Oriental chief marketing officer Michael H Hobson said Australia is very much a "target" for future

development, should the right location come up.

"This market remains a very important outbound source for us," Hobson said.

Regional director of sales Australia/NZ Peter Hession told **TD** the local market represented big business dollars for Mandarin Oriental, with Aussies accounting for about 18% of guests staying at the Mandarin Oriental Singapore, while figures were also high for the group's Bangkok and Shanghai locations.

Hession said that the Barcelona property in particular has been received "fantastically" by the Australian market.

MEANWHILE, The Mandarin Oriental Marrakesh hotel was used as the filming location for all of 'Abu Dhabi' scenes from the recent *Sex and the City 2* film - Marrakesh is some 6,100 kilometres from Abu Dhabi.

Pictured at yesterday's briefing *from left* are: Frank Zwarteveen, sales & marketing representative; Sally de Souza, group pr mgr; Peter Hession and Michael H Hobson.



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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.

# California Beach(ley) running



**ABOVE:** California Tourism was one of the many travel businesses to compete in last weekend's City to Surf fun run in Sydney.

California Tourism (CT) joined up with Women's Health, Men's Health and Prevention magazines to support the event with a team of over 100, all out to raise funds for the Layne Beachley 'Aim for the Stars Foundation'.

CT offered a trip for two to Northern California to the highest money raiser with the prize being awarded to Penny Brand who

contributed \$1,610.

The runner up was Joel Trethowan who won two seven day ski passes for Heavenly Ski Resort in California.

Overall the team raised more than \$6000 for charity.

Pictured above posing with Layne Beachley before the 14km run, back row *from left*, are California Tourism's: Penny Brand, Jo Palmer, Amanda Leung, Alison Scott, and Tristan Freedman.

Front row: Anna Jura and Kristy Meudell.

## '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



# Air Arabia slump

MIDDLE East carrier Air Arabia has recorded a 44% depreciation in profit for the 2010 second quarter, posting revenue of AED40 million (AU\$11.8m), compared to AED90m for Q2 last year.

# Shangri-La keen on MEL & BNE

SHANGRI-LA Hotels & Resorts is continuing to look for suitable hotel locations in both Victoria and Queensland's capital cities (TD 05 Mar), but according to the group's vp sales & marketing there is "nothing on the horizon at the moment."

Peggy Angeles told *Travel Daily* yesterday that the recovery from the global financial crisis has led to hotel properties becoming higher in price, and that Shangri-La was now focused on developing MICE business across its existing (and growing) portfolio of hotels.

This month the hotelier will open its 68th property, the 252-room China World Summit Wing of the China World hotel in Beijing, which when combined with the nearby Kerry Centre Hotel and Traders Hotel Beijing will create over 2000 rooms - ideal for conference and meeting markets.

The 101-room Shangri-La Paris, is the brand's first property in

Europe, and will also be opened before the end of this year, positioned near the Trocadero and the Arc de Triomphe, and offering views of the Eiffel Tower.

Over the next few years Shangri-La will add 40 properties to its portfolio, taking it to over 100 worldwide locations.

Vienna, Doha, Toronto, the Seychelles, Macau, Mumbai, Bangalore and a fourth hotel in the Philippines are currently under development.

Angeles told TD that the Australian market accounts for around 10 percent of global sales for the group, fueled by sales to Fiji which represents around 50 percent of Shangri-La's total sales to the South Pacific island.

## Dine with lions

BALI Safari and Marine Park is offering a new lunch package in its Tsavo Lion restaurant priced from \$45/adult and \$35/child.

The package incl a set menu, unlimited safari journey, fresh water aquarium, elephant education show and much more - see [balisafarimarinepark.com](http://balisafarimarinepark.com).

## Skywest Jul stats

WA-BASED Skywest Airlines has reported a 6.56% year-on-year rise in pax numbers during Jul, with load factors increasing 3.31% to 62.6% and charter traffic growth of 9%.

## SPECIALIST NEW ZEALAND CONSULTANT

### Well Established Brand | Adelaide Based | Full-Time Position

Take charge of your career and join a progressive and dynamic company that offers great opportunities for those willing to earn them. An exciting opportunity exists in our Adelaide office for an enthusiastic and self-motivated individual to join the Kirra Holidays team.

We are looking for a switched on consultant who takes pride in their exceptional service skills, ensuring their clients get the best holiday experience possible. Through close contact with our suppliers you will become a New Zealand specialist, handling enquiries from all customer streams.

Most importantly you must be able to demonstrate a good knowledge of New Zealand tourism products and share our unwavering passion for the youngest country on earth.

Previous travel industry experience is essential & the successful candidate will possess the following skills:

- Excellent customer service skills and high energy levels
- Thrive on building relationships
- Enjoy working in a close-knit team
- Great communication skills
- Sales driven and motivated to exceed targets
- Ability to work under pressure
- CRS experience (SABRE)
- Microsoft Office savvy (Word & Excel)

In return we offer a competitive salary and incentive scheme.

Please note that only shortlisted applicants will be contacted (previous applicants need not apply). Applications close Monday 16<sup>th</sup> August 2010.

Send your CV with cover letter to:  
[hr@kirraholidays.com](mailto:hr@kirraholidays.com)



**KIRRA HOLIDAYS**  
Taking the time since 1968



# World of Accor wows them all

LAST week the Sydney Sofitel Wentworth Hotel hosted the largest ever World of Accor showcase, with more than 1300 delegates attending.

Almost 300 Accor properties from across the Asia-Pacific region were featured, with guests updated on the latest from all of the Accor brands: Sofitel, Pullman, Novotel, Grand Mercure, Mercure, MGallery, All Seasons, Ibis and Formule One.

Accor has added more than 50 properties in the region over the last 12 months, with the network now stretching to 92 countries and more than 4000 hotels.

The World of Accor travels to 12

cities across the Asia Pacific region, with photos on this page taken during last Thu's event in Sydney which was hosted by Melissa Doyle and Natalie Barr from channel 7's *Sunrise* show.

Guests also enjoyed sipping wines from Robert Oatley, as well as an array of tasty treats from



Sofitel Sydney's team of chefs - including the fabulous Macaroon Tower at left which will look familiar to MasterChef fans.

There were also lots of prizes on offer, with agents attending able to win a wide range of accommodation packages along with the grand prize of a brand new Peugeot 207 XR.

**RIGHT:** Claire Johnston, Lisa Brown and Leanne Griffiths from Macquarie Travel Group.

**BELOW:** Accor's global Executive Vice President, Hotel Marketing and Distribution, Jean-Luc Chretien, is pictured with Patrick Benhamou of French Tourism.



**ABOVE:** A lucky Daisy Melwani won the car, and is pictured with Accor Asia Pacific ceo Michael Issenberg and Peugeot md Ken Thomas.

**RIGHT:** One of the many winners of accom prizes on the day was Susie Taouk of The Ultimate Traveller, who's pictured with hosts Melissa Doyle and Natalie Barr.



**LEFT:** Ben Alcock, Marketing Team Leader for Infinity Holidays with Kristen Hawes of Accor and Mike Smith from World Trade Travel.

**BELOW:** Some of the TravelForce team: Turiya Todhunter, Wayne Swaysland and Susanna Sharpe.



**LEFT:** Lyn Keep of Show Group with Karla Cailotto and Tahnee Dobson of Qantas Holidays.



**ABOVE:** Sofitel's Stephane Laguette meets Jessica Quinlan (left) and Belinda Herbert of ATEC.

**LEFT:** Simon McGrath and Rebecca Maitland of Accor with Sherida Honeysett of Qantas Hols.

**RIGHT:** Stephen Thresh, Elizabeth Preece and Guillaume Wolf, all from Priceline's Booking.com.





# Steer Your Career in the Right Direction

Let TMS Lead The Way!



## Hot Jobs (Australia) - August 2010

**JOB OF THE WEEK!**

### Aircraft Charter Coordinator

- Free parking on site
- Extra week holidays

This unique opportunity cannot be missed! If you have worked in the travel industry for the past 2 years as an International Corporate Consultant and you need a change, then this role is for you! Due to expansion, this specialised Charter Company is seeking an aircraft charter coordinator to join their small and dynamic team. This company deals with VIP clients and passengers, government and corporate clients worldwide as well as cargo and freight markets. Based in the East with FREE parking, your day will be filled with delivering exceptional customer service to direct clients in sourcing the best travel solutions for their requests. You will be liaising with airlines, carrying out administration duties and developing relationships with existing clients.

To be considered for this role, you will have the following:

- Travel and or airline background
- Outstanding communication and customer service skills
- Confident and outgoing sales approach
- High attention to detail and professional attitude

Contact **Tara Hamilton** at TMS [tara@tmsap.com](mailto:tara@tmsap.com) T: **02 9231 6444** or **apply online now!**

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### Travel Consultant - Part Time Temp – Melbourne - Elsternwick

- Ongoing temp assignment
- Flexible work and hours

Are you a retail travel consultant looking for some flexibility in your role and in your hours? This agency in Elsternwick is seeking an experienced travel consultant to help them one or two days per week doing all office duties and consulting where needed.

Contact Tara Hamilton T: **02 9231 6444** E: [tara@tmsap.com](mailto:tara@tmsap.com) or **apply online now!**

### Calling all Sabre Tramada Temps - North Ryde

- Temp to perm opportunity
- Free on site parking or close to transport
- Looking for immediate start

We are looking for an international consultant to start temping asap for this well known and respected agency. The role could go permanent for the right candidate. You will be booking domestic, international and cruise travel all over the phone or via email and appointments.

Contact Tara Hamilton T: **02 9231 6444** E: [tara@tmsap.com](mailto:tara@tmsap.com) or **apply online now!**

### National Account Manager - Melbourne

- Corporate Travel Management Company
- \$75 - \$80k base plus super

A well known and respected mid-sized corporate travel agency is seeking a National Account Manager to join their team. You will be required to manage a portfolio of accounts across the country from small to mid market size. Ability to travel regularly to meet with your clients is required. A minimum of at least 1 year experience in Account Management or similar within a TMC is essential for this position. More details available on request for candidates that meet the criteria.

Contact Wendy Stearn T: **02 9231 6444** E: [wendy@tmsap.com](mailto:wendy@tmsap.com) or **apply online now!**

### Business Development Manager - Melbourne

- Corporate Travel
- Base, Super, Car and Commission

A well known and major business travel company is seeking the "Cream Of The Crop" corporate sales professionals. Endless opportunities to progress your career within this company to the very top! You will be responsible for the acquisition of corporate clients through a consultative B2B solution sales approach. In return you will receive generous commissions along with growth and development. Applicants with a proven track record in gaining new business from the corporate market is essential for this role. Travel Industry experience not necessary.

Contact Wendy Stearn T: **02 9231 6444** E: [wendy@tmsap.com](mailto:wendy@tmsap.com) or **apply online now!**

### Corporate Business Development Manager - Queensland

- Corporate Travel
- Attractive Salary

A Worldwide TMC requires a strong experienced Business Development Manager to continue to position their premier service as a corporate travel agency. This is an analytical role with a view to finding business solutions for new clients. The ideal candidate would be from the Travel, Airline or Hospitality industry with a proven track record in achieve new corporate business.

Contact Wendy Stearn T: **02 9231 6444** E: [wendy@tmsap.com](mailto:wendy@tmsap.com) or **apply online now!**

### Air Fare Specialist – North Sydney

- Attraction Travel Benefits
- Small Team Leader Position

A specialist in the luxury travel market has created a new department in Air and Sea. You will be managing an Air and Sea Coordinator in this newly created position. As this is a new position you will need to be flexible in changes to this role and open minded in making this role your own and developing it with your manager. This is a great opportunity for an experienced Retail Travel Consultant wanting to work for a luxury thriving product. To apply for this role you need to have experience in managing a team, ability to demonstrate flexible and adaptable nature in a start up business or similar. In addition it is essential that you have a good working knowledge of a GDS, preferably Amadeus, Fares & Ticketing 1 and BSP experience.

Contact Wendy Stearn T: **02 9231 6444** E: [wendy@tmsap.com](mailto:wendy@tmsap.com) or **apply online now!**

### Corporate & Leisure Travel Temps Required – CBD

- Temp to perm opportunity
- Mon- Fri hours

We are looking for temps with corporate and leisure travel consulting experience to work for a well established company in Sydney CBD. You must have a minimum of 2 years corporate consulting experience using Sabre or Galileo.

Contact Sharon Moss T: **02 9231 6444** E: [sharon@tmsap.com](mailto:sharon@tmsap.com) or **apply online now!**

### Strategic Corporate Account Manager - Sydney

- Global TMC
- Large Market

A global travel management company is seeking an experienced corporate account manager to be responsible for the management of a portfolio of large market clients. Experience in client management at large market required or at least 3 years mid market required. Travel industry experience essential.

Contact Wendy Stearn T: **02 9231 6444** E: [wendy@tmsap.com](mailto:wendy@tmsap.com) or **apply online now!**

### Branch Manager - Melbourne

- Rare Opportunity
- 65-70K

Our client, a well established travel company is looking for an experienced Office Manager to oversee daily operations. You will be an experienced people manager who thrives on the challenge of driving and motivating a team to achieve their individual potential. You will be responsible for overseeing the daily operations and must have extensive experience in retail travel operations. This position offers variety and is very much a hands on role.

Contact Stacy Balderston T: **03 96021809** E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or **apply online now!**

### Corporate/ Leisure Consultant - Eastern Suburbs

- Variety plus
- Parking available

Our client is looking for an experienced Multi Skilled Consultant to join their thriving team. Based in the Eastern Suburbs no longer will you need to sit and traffic and with parking available what more could you ask for. This role will see you booking both Leisure & Corporate Travel so all round skills are required. To be considered for this amazing role you will require minimum 3 years experience, be able to book complex itineraries & have a positive outlook and mature approach to your work.

Contact Karen McGrath T: **02 9231 6444** E: [karen@tmsap.com](mailto:karen@tmsap.com) or **apply online now!**

### High End Leisure Consultant - Upper North Shore

- Work close to home
- Beautiful office

This amazing agency with a fantastic team and beautiful office is looking for an experienced Consultant to join their team. Booking high end leisure you will have minimum 5 years travel consulting experience, great destination knowledge and Sabre/ Tramada preferred. This agency has built its reputation offering fantastic customer service and has a loyal repeat client base to prove it. No Thursday nights or weekend work required.

Contact Karen McGrath T: **02 9231 6444** E: [karen@tmsap.com](mailto:karen@tmsap.com) or **apply online now!**

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## NEED A BREAK FROM THE DAILY GRIND? SAMPLE SOME OF OUR FRESHLY BREWED POSITIONS

**FOR ALL THE BEST VACANCIES VISIT [www.aaappointments.com](http://www.aaappointments.com)**

**SYDNEY** – 8/6 O'Connell St – (02) 9231 6377 – [apply@aaappointments.com.au](mailto:apply@aaappointments.com.au)

**MELBOURNE** – 1/167-169 Queen St – (03) 9670 2577 – [recruit@aaappointments.com.au](mailto:recruit@aaappointments.com.au)

**BRISBANE** – 13/97 Creek St – (07) 3229 9600 – [employment@aaappointments.com.au](mailto:employment@aaappointments.com.au)

**ADELAIDE & PERTH** – (03) 9670 2577 – [recruitsa@aaappointments.com.au](mailto:recruitsa@aaappointments.com.au) & [recruitwa@aaappointments.com.au](mailto:recruitwa@aaappointments.com.au)

### LUXURY TRAVEL SPECIALIST

#### MULTI-SKILLED SABRE & TRAMADA TEMP

#### SYDNEY (NORTH RYDE) - EXCELLENT HOURLY RATE

This boutique corporate and leisure agency is looking for a 'brilliant', talented, professional corporate and/or leisure consultant to cover this busy booking period. You will have some big shoes to fill, so will need to hit the ground running, booking luxury travel and complicated itineraries. You will enjoy working in this beautiful office, close to public transport or free parking available, earning top dollar.

**MUST** have Sabre and Tramada.

### AND THE WINNER IS YOU!

#### RETAIL TEMP - NO FACE TO FACE CONSULTING

#### SYDNEY INNER - EXCELLENT HOURLY RATE + SUPER

Tired of face to face consulting, but still love selling leisure travel? Here's a chance to make the move into a call centre environment and sell the destinations you love.

Based in gorgeous Balmain, you will be rewarded with an excellent hourly rate + Super + Temp rewards!

Full training is provided however you will need to have at least 12 mths industry experience, be familiar with a GDS and be very well travelled.

### WANT A ROLE CLOSE TO HOME?

#### RETAIL TRAVEL CONSULTANT

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

Have you been searching for the perfect working environment close to home? This long standing travel agency in Melbourne Yarra Valley region is seeking an experienced travel consultant to join their fun & dynamic team of consultants. This is a fantastic office with many repeat clientele & numerous referrals! Galileo & Crosscheck skills are highly desirable. Monday to Friday business hours, rotational Saturday mornings.

### STEP AWAY FROM CONSULTING

#### TRAVEL SUPPORT CONSULTANT

#### MELBOURNE (EAST) – SALARY PACKAGE \$50K

This unique travel company is seeking a mature professional individual that has some knowledge of the travel industry & would like to step behind the scenes in an administrative role. Working Monday to Friday business hours only, you will be required to support the consultants in the office, assist with confirmations & documents, together with attending to data entry requirements for many group bookings.

### CAREER ADVANCEMENT OPPORTUNITIES

#### FARES & TICKETING CONSULTANTS x 2

#### PERTH (CBD) – SALARY PACKAGE \$42K + INCENTIVES

This fast growing travel company is seeking 2 competent fares & ticketing consultants to join their fun team. Working Tuesday to Saturday you will not only be thrilled with the salary structure & bonuses, you will have numerous opportunities to progress through the company. There's no better organisation to join if advancing travel career is at the top of your to do list! Fares & Ticketing experience essential.

### JOIN THIS REVOLUTION!

#### ONLINE TRAVEL CONSULTANTS

#### PERTH (CITY) - SALARY PACKAGE TO \$80K (OTE)

Join the online revolution! This web based travel company is growing in leaps and bounds & requires sales focused retail travel consultants to join their high earning team in servicing the general public. Working 37.5 hours per week only, you will be thrilled with the work/life balance & the unbelievable salary offered. Sabre skills highly desirable. Training provided. Sound too good to be true? Well its not.....

### UP, UP AND AWAY

#### INTERNATIONAL & DOMESTIC CONSULTANT

#### QLD:TOWNSVILLE & CAIRNS: SALARY PACKAGE TO \$45K+

Sensational opportunities are currently on offer in Far North Queensland, escape the winter chill and join these leading travel agencies located in Cairns and Townsville. You must have minimum twelve months consulting experience and CRS skills. Take advantage of amazing famils, up to date training and development and working within these fun and supportive teams. Watch your career soar and enjoy the benefits of living in a great community.

### UPMARKET LEISURE – CONFERENCE/GROUPS

#### INTERNATIONAL & DOMESTIC EXPERT

#### QLD: GOLD COAST- SALARY PACKAGE TO \$55K

If you like dealing with the discerning traveller who knows what they like and enjoy the finer things in life, this is for you! This exciting opportunity is for an international consultant with over five years working on high end consulting. You will be working for an award winning agency, working Monday to Friday in modern offices with a fantastic team that treat each other like family. Roles like these are extremely rare! Don't miss this brilliant role and call today!

# HAYMAN



## HAYMAN SHORT BREAK

Book a Short Break on Hayman, Australia's celebrated private island resort in the Great Barrier Reef.

### HAYMAN SHORT BREAK

- Three nights' twin share accommodation
- Daily beachfront buffet breakfast in Azure
- Paddleskiing, windsurfing and catamaran sailing
- Tennis, squash, croquet, beachside golf putting, golf driving, billiards and island walks

**\$669**<sub>pp</sub>  
twin share\*

### FAMILY OFFER

Available with HAYMAN SHORT BREAK bookings and includes:

- An additional room for three nights' twin share at 50% discount
- Daily beachfront buffet breakfast in Azure
- Two 3-hour Hayman Kids Club or Crèche sessions per child per stay
- 50% off à la carte menus for children 5-12 years
- Complimentary meals for children 4 years and under
- 50% off launch transfers for children 5-12 years
- Special school holidays activity programs

**\$335**<sub>pp</sub>  
twin share\*\*

For further information or to make a reservation, contact Hayman Reservations or your Travel Specialist  
E [reservations@hayman.com.au](mailto:reservations@hayman.com.au) T (61-7) 4940 1838 or Toll Free (in Australia) 1800 075 175

**Conditions** \*Offers valid for sale until 30 September 2010 and valid for travel until 21 December 2010. Offers based on twin share accommodation and minimum 3-night stay including daily beachfront breakfast for 2. \*\* Family Offer based on additional room of equal value to bona fide families at 50% off Hayman Short Break rate and includes 2 complimentary 3-hour sessions per child per stay at Hayman's Kids Club or Crèche. Return launch transfers from Great Barrier Reef Airport (Hamilton Island) to Hayman can be purchased in conjunction with air travel, through Hayman Reservations or your Travel Specialist. Subject to availability at time of booking.

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