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**Travel Daily AU**

First with the news

Thu 09 Dec 10 Page 1

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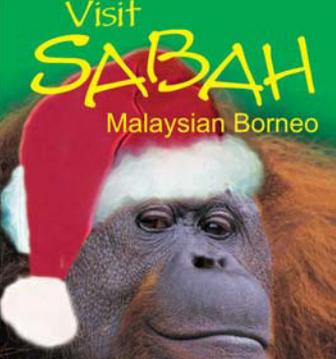
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# Inbound spending dips

VISITORS to Australia over the 12 months to 30 Sep consumed about \$23 billion of Australian goods and services, a decrease of 0.3% compared to the previous corresponding period.

The figures are revealed in the government's latest International Visitor Survey, which also shows that China has become Australia's biggest source market in terms of economic value, worth \$3b.

China was just ahead of the UK

at \$2.9b, with NZ in third place at \$2 billion and the US at \$1.7b.

The overall spending decrease comes despite a 6% lift in actual visitor numbers to 5.3 million.

New Zealand was the largest source of visitors with 1.04m arrivals, followed by the UK at 607,000, the US at 451,000, while 408,000 Chinese people visited.

Of all visitors to Australia, 62% had been here before, and most people were FIT travellers, with just 16% on inclusive packages while group tours accounted for just 7% of all visitor arrivals.

## QF A380 Pacific resumption delayed

QANTAS looks to be extending the grounding of its A380 fleet, with schedule and aircraft changes on Los Angeles flights now loaded through until mid-Jan.

Yesterday QF reissued its re-accommodation policy for affected passengers, but at present this only covers those holding valid Qantas (081) tickets for travel 26 Nov-31 Dec 2010.

The extended policy continues the previous arrangements which allow disrupted travellers to change travel dates by one day either side of the original ticketed departure date.

Currently GDS timetable displays show MEL-LAX A380s resuming as a one-off on 16 Jan, with four times weekly flights to be restored from 03 Feb.

And SYD-LAX QF11/12 is currently loaded for A380 flights from 18 Jan 2011, to operate every second day until 31 Jan and then resuming daily services.

Of all international visitors, 46% stated 'holiday' as their main purpose, while 24% were visiting friends and relatives, and 16% were here on business trips.

## NCL targets Australia

NORWEGIAN Cruise Line is set to boost its focus on the Australian market after a record year which saw Aussies comprise a huge 70% of the line's Asia-Pacific passenger numbers.

Planned investment includes a dedicate contact centre in Asia to support the local market, as well as NCL's first ever early booking incentive for Australian agents.

Full details of NCL's expansion plans in today's *Cruise Weekly* - free at [www.cruiseweekly.com.au](http://www.cruiseweekly.com.au).

## New Sydney Four Seasons gm

FOUR Seasons Hotels is expected to shortly officially announce the appointment of Vincent Hoogewijs as the new general manager of the Sydney Four Seasons, replacing the recently retired iconic hotelier Stephen Lewis (TD 05 Aug).

Hoogewijs is currently gm of the Four Seasons Mumbai, and is expected to take up his new role mid-Jan 2011.

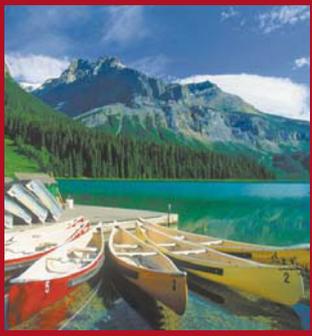
More industry appointments on page four of today's TD.

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## Today's Travel Daily

Travel Daily today has six pages of news and photos, plus full pages from:

- TMS Asia-Pacific jobs
- AA Appointments jobs
- Air Canada winter incentive
- South Sea Cruises

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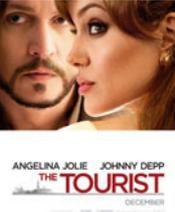


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To celebrate the release of travel film - The Tourist starring Johnny Depp and Angelina Jolie - Visa and Travel Daily are

giving readers the chance to win one of 50 double passes to Visa's travel industry Gold Class events.

We've got tickets for these exclusive screenings on Wednesday 19 January at Gold Class cinemas in Sydney (George St), Melbourne (Jam Factory) and Brisbane (Indooroopilly).

For your chance to win a double pass email [thetourist@traveldaily.com.au](mailto:thetourist@traveldaily.com.au) with the answer to the below question. Don't forget to tell us what cinema location you want to attend!

**Q: What is the nationality of Johnny Depp's character?**

For full details on the exclusive screenings and full terms and conditions click here. We have a number of passes to give away each day and the first correct entries through will score a double pass to their nominated screening.

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الإتجاه  
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## Air China to up SYD

CHINESE carrier Air China looks set to increase capacity to Australia, with non-stop flights between Beijing and Sydney to increase from 5 to 6 weekly effective 01 Jun 2011, and then to daily from 12 Sep.

The carrier has also loaded expanded frequencies between Beijing and Moscow, which will increase from 7 to 10 weekly effective 01 Jun.

## New Caledonia rep

NEW Caledonia is once again being represented in Australia, with the announcement yesterday afternoon that SayerClifton Tourism Hospitality will now market the destination here.

The appointment is effective from 15 Dec 2010, with the firm's principals Janet Sayer and Glennis Clifton boasting extensive industry experience in hotels and airlines in Australia.

They will be based in the NCTPS office in William Street Sydney.

New Caledonia's marketing in Australia was previously headed by Diane Moynihan, who was named as Coral Seas marketing mgr some months ago (*TD 27 Sep*).

## Discovery Ecotours probe

THE administrator of Discovery Ecotours, which collapsed earlier this year (*TD 09 Apr*) is urging further investigation of the activities of the company's director, Neil Hermes.

Frank Lo Pilato from RSM Bird Cameron Partners was appointed as liquidator in May, and this week issued his latest report into the winding up.

He said that his investigations have been hampered by a lack of key records including cheque books, bank statements and invoices, but highlighted "key matters" including \$133,000 in "unexplained cash withdrawals" made in the months before the company's failure.

Lo Pilato said payments were authorised by Hermes to his wife's mortgage, and also queried the proceeds of share sales by the company as well as an attempt to transfer the company's business and assets to a related company "akin to phoenix activity".

The liquidator said he had also failed to locate a number of the company's motor vehicles, and has reported the matter to police.

Other matters raised include allegations that various boats were bought by the director using company funds, and there are also queries about a jetty licence at the firm's Christians Minde property on the NSW South Coast.

Discovery Ecotours owed more than \$1.7m to creditors when it failed, with significant amounts owing to various organisations including Tourism NT, the tax office, employees, banks, Mantra Resorts, Qantas Hols and Voyages.

## Counsellors gm soon

TRAVEL Counsellors says it's currently in the "induction process" of its new Australian general manager, who is yet to be officially announced.

Founder David Speakman told *TD* that the company would be making an announcement shortly.

It's believed that members of the home-based network were recently advised that a woman from a large Melbourne-based wholesaler would be taking up the role, which will replace Cathy Burke who is heading back to Travel Counsellors in Ireland.



## Window Seat

THERE'S certainly no doubt about the many talents of Sandra Chiles of inPlace Recruitment, who is known and admired across the Australian travel industry for her years of experience and expertise.

But her abilities extend to more than finding the perfect travel job or candidate, as her win in the recent 'The Moment' photo competition run by Fairfax Publications will attest.

During a recent holiday in outback central Queensland Sandra snapped the classic photo below, captured whilst watching a horserider training at sunset.



*A spectacular moment indeed!*

## reservations accounts assistant - v australia. Brisbane.

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To shine in this role you will have had experience with Amadeus or a GDS System. Experience in Accounts would also be an advantage but not essential.

So if you're someone who likes working in an energetic, fast-paced, dynamic environment where your passion for challenging convention and fast-tracking innovations can go into overdrive, then we're probably a good match and we'd love to hear from you. To apply visit our website [www.virginblue.com.au/careers](http://www.virginblue.com.au/careers)

Hurry as applications close Tuesday 14 December 2010.



## MARKETING SERVICES EXECUTIVE

The Hong Kong Tourism Board is a dynamic, global marketing organization whose mission is to promote Hong Kong as a unique, world-class, most desired destination. The Board requires a Marketing Services Executive for its Australia, New Zealand and South Pacific operations based in Sydney.

The Marketing Services Executive is responsible for assisting the Trade Marketing Manager in planning, coordinating and implementing marketing projects across all sectors of the travel trade - airline, retail, wholesale. In addition, assistance in specific projects in P.R., Consumer Marketing and Business Tourism will also be required. An understanding of integrated marketing, online, below-the-line and direct marketing is essential.

Ideally, candidates will have tertiary qualifications and marketing experience in a tourism-related field, extensive computer skills, good presentation and communication skills, together with a working knowledge of Hong Kong. Remuneration package will be negotiable but will include medical benefits and superannuation.

Applications should be sent by  
20 December 2010 to  
E-mail: [anna.chui@hktb.com](mailto:anna.chui@hktb.com)



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## All inclusive fines

THE ACCC is cracking down on the all-inclusive pricing requirements across the hospitality and travel industry (*TD 01 Jul*), with a Canberra cafe fined \$20,000 for fine print on its menus which detailed a 10% surcharge on Sundays and public holidays.

The Federal Court has ruled that the former owner of the Babar Cafe and Bar in Woden breached the Trade Practices Act because it didn't also specify the "single total price for menu items inclusive of the surcharge".

Two Sydney restaurants were each also recently ordered to pay a \$13,200 penalty for similar conduct, with the prosecutions following a survey of cafes and the subsequent issuing of a number of infringement notices.

## DXB opening delay

THE start of passenger operations at the new Al Maktoum airport in Dubai may be delayed by a few months, according to Dubai Airports ceo Paul Griffiths.

The massive airport, with capacity for 160m pax a year, was originally planned to open in Mar.

## UK to relax LAG ban

AVIATION authorities in the UK have confirmed plans to relax the current LAGs requirements which ban the carriage of liquids, gels or aerosols in containers larger than 100ml.

UK Transport Secretary, Philip Hammond, told the *Times* newspaper that changes could be made as early as Apr 2011, but will initially only affect passengers travelling from outside the EU and are en route to another destination.

Those pax would be able to take liquids purchased at duty free outlets onwards on connecting flights within Europe, as long as they are packed in a sealed bag without a receipt.

Reports don't envisage a total relaxation of the ban until at least 2013, pending the development of screening technology which could detect explosives within containers.

Systems which can screen for liquid explosives are currently under trial in Australia (*TD 24 Nov*), with testing of "advanced multi view explosive detection x-ray machines at MEL and SYD.



ABOVE: Rock legend Bono from U2 was happy to meet this group of avid fans from Strategic Airlines when he arrived in Brisbane yesterday afternoon.

Although he didn't actually fly Strategic, Bono spotted the ladies outside the carrier's office, and is pictured with a delighted Lisa, Ali, Lyson, Katelyn and Olivia.

As well as being part of U2's current blockbuster Australian tour, Bono is also rumoured to be one of the guests on next week's Oprah shows filmed in Sydney.

## Smith ICCA chair

ROYAL Caribbean's Australasian md, Gavin Smith, has been named as the new Chairman of the International Cruise Council Australasia, after the ICCA annual general meeting in Sydney on Tue.

He replaces Karen Christensen from Silversea, while the rest of the ICCA board is unchanged, incl Chris Hall (APT), Andrew Millmore (Travel the World), Don Clark (Complete Cruise Solution), and Teresia Fors (Viking River Cruises).



# Earn Qantas Frequent Flyer points on British Airways flights to London



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Only members of the Qantas Frequent Flyer program can earn and redeem points. Membership and the earning of points is subject to the Qantas Frequent Flyer program's terms and conditions. A joining fee may apply. Visit [qantas.com](http://qantas.com) for full details.



## Best West Tanzania

BEST Western International has opened its first hotel in Tanzania, the 62-room Best Western Coral Beach Hotel in Dar El Salaam.

The property is positioned on the Msasani Peninsula, overlooking the Indian Ocean.

## Adventure World Warriors



ADVENTURE World unveiled its new 100 page China brochure and launched two new destinations - Korea and Japan - at *The First Emperor: China's Entombed Warriors* exhibit at the Art Gallery of New South Wales last night.

Keith Stanley, Tourism and Leisure Holdings ceo, told *TD* that the China program had seen huge growth, with the brochure increasing from just 17 pages last year to its new 100 page format.

"We have been working on this program for 6-8 months... beefing up the number of people in the call centre by 20%... and giving (consultants) strong product knowledge so that agents can rely on them for support".

China is attracting 280,000 people on a yearly basis because of its unique and cultural experiences, Andrew Mulholland, Adventure World gm said.

"We are a 'one stop shop' for the Australian and New Zealand market," he added, with 80% of packages customised to clients and a range of experiences on offer such as a tour including four

days in a panda refuge.

Adventure World uses hand-picked ground operators, and the program includes lots of options ranging from value for money trips, small group journeys with guaranteed departures, voluntourism and family options.

Other developments for Adventure World include a new Luxury Holidays brochure set to launch in Jan, offering 4-5 star hotels in its core markets.

And cruise is also a major focus, with new small ship GSAs on offer including American Safari Cruises, Lindblad Expeditions and Amadablama.

The main goal for AW in the next year or so is to reach "triple turnover" and be the "first point of contact for anything that isn't mainstream" Mulholland said.

Pictured above from left at last night's event are: Andrew Mulholland, Adventure World general manager; Keith Stanley, Tourism and Leisure Holdings chief executive officer; and Neil Rodgers, Adventure World's head of product and marketing.



## Industry Appointments

WELCOME to *Industry Appointments*, *Travel Daily's* Thu feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email [appointments@traveldaily.com.au](mailto:appointments@traveldaily.com.au).

Australian-founded tour and activity specialist Viator has appointed Dan Hart as its new General Manager for Europe and Asia. Hart will head up Viator's consumer direct and third-party distribution activities in these regions, working with affiliates including AirAsia, British Airways, easyJet, lastminute.com and Zuji from the company's Southbank offices in London.

Victorian TMC Corporate Travel Connections has appointed Richard Wignall to its senior team, with the new role coinciding with the opening of a new office in Caulfield, Victoria and strong demand driving the development of further "centres of excellence" scheduled to open in the coming weeks, including in Perth.

Matthew Pickett has been named the new Resort Manager of Hawaii's Kauai Beach Resort.

KEA Campers has appointed Lorraine Dickens as its Depot Manager in Sydney. Dickens was the company's first ever employee, having been with KEA for over 15 years holding various roles including as a detailer through to eventually managing the housekeeping department of KEA Campers New Zealand.

InterContinental Melbourne The Rialto has announced the appointment of Renee Berger as its new Business Development Director. Berger has moved across from her most recent role as advertising manager for Real Weddings magazine.

Nathan Robinson has been appointed as the new General Manager of Fiji's Sonaisali Island Resort. His most recent role was as gm for Ocean Hotels in the Whitsundays, and his extensive experience also includes former roles with Hayman Island, Sofitel Gold Coast and Couran Cove Island Resort.

Surfers Paradise Marriott Resort and Spa has appointed Sanjay Bhatia as Resident Manager.

Norwegian Cruise Line has appointed Francis Riley as its new Director of Sales for Asia Pacific, Latin America and the Caribbean. He moves from his previous position at Tourico Holidays where he was responsible for cruise development, but also previously worked for NCL in the UK and the US.

The Melbourne Convention and Exhibition Centre has appointed Angelique Dingle as its new Communications Manager, as well as Kendall Munns as Communications Coordinator.

Cathay Pacific ceo Tony Tyler has been named as the new Director General and Chief Executive of the International Air Transport Association. He will take up his position next year, replacing the retiring Giovanni Bisignani. At Cathay Pacific Tyler will be succeeded by chief operating officer John Slosar.

Greg Daven has been appointed as Director of Sales at Currumbin Wildlife Sanctuary on the Old Gold Coast.

## Business Development Manager Sydney

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## PR flight boost

PHILIPPINE Airlines claims that its overall performance from Australia is strong "despite the recent withdrawal of [its] services from Brisbane."

The carrier yesterday afternoon announced a new schedule which will see four daytime and three new evening flights to Manila, connecting to both SYD and MEL.

Brett McDougall, gm of PR's GSA Rakso Australia, said the new evening flights would help leisure and business travellers maximise their time in the Philippines.

## TRIP OF A LIFETIME

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## Bigger Celebrities

CELEBRITY Cruises is beefing up capacity on its two Solstice Class vessels currently being built in Germany by widening each ship.

*Celebrity Silhouette* will gain 17 cabins more than her three sister-ships - *Celebrity Solstice*, *Celebrity Equinox* and *Celebrity Eclipse* - while *Celebrity Reflection* is getting 89 extra cabins, increasing capacity by 6% to 1,515 staterooms/suites.

*Reflection* has been assigned 34 new 308-sqft (indoor & outdoor) AquaClass Suites, eight more Sky Suites, 19 ConciergeClass state-rooms and 11 extra inside state-rooms, while seating at a number of venues will also be bolstered.

*Celebrity Theater* will get an extra 45 seats, the Oceanview Cafe capacity will increase by 118 seats, and the pool deck will have space for another 245 loungers.

*Silhouette* and *Reflection* are scheduled to debut in 2011 and 2012 respectively.

See today's issue of *Cruise Weekly* for further details.



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Canada  
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## More open skies deals for UAE

THE United Arab Emirates recently concluded its 60th and 61st aviation agreements, with deals signed with Brazil and Panama last month.

The UAE has concluded eight other liberalised pacts in 2010, with Emirates president Tim Clark saying that open skies deals secured by the UAE and Dubai Civil Aviation Authorities with key economies now represent the majority of EK's air services access worldwide.

"The world, often led by emerging markets, is liberalising faster than many believed possible," he said.

MEANWHILE Emirates has launched a new economy class sale on airfares to the Middle East and South Africa.

Prices lead in at \$1886 return to 13 Middle East destinations from Sydney, Melbourne, Brisbane and Perth, and \$2021 return to Cape Town, Durban and Johannesburg.

Deals valid for booking to 17 Jan and travel 16 Jan-31 Mar 2011 - see [ekagents.com/au](http://ekagents.com/au).

## Muri iPad offer

MURI Beach Club Hotel in the Cook Islands is reminding agents to sell the property to go in the draw to win a new Apple iPad; advise booking details to [sales@wrd.com.au](mailto:sales@wrd.com.au) before 31 Mar.

## Upgrades for CCTE

TRAVELPORT says it will be able to provide agents with "increased workflow efficiencies" in Australia after introducing new features to its mid/back-office solution.

New CrossCheck Travel Enterprises capabilities incl Quote to Booking, Tracking & Reporting, a Trip Forward Sales Report, and new accounting functions.

## Busabout savings

BUSABOUT Adventures and Go East are offering super Earlybird savings on select European itineraries in Italy, Spain, Portugal, Egypt and Morocco.

Savings of up to \$100 per person are being offered on the nine day Classic Rhapsody itinerary now priced from \$899pp, for bookings before 07 Jan 2011 - [busabout.com](http://busabout.com).

## New AirAsia route

MALAYSIAN low cost carrier AirAsia has announced a new route between Kuala Lumpur and Balikpapan in the Indonesian province of East Kalimantan.

The carrier will initially operate three flights per week, with the new port being AirAsia's 11th Indonesian destination.

## Oman launches new campaign



LAST night the Sultanate of Oman Tourism unveiled its new international Oman brand advertising campaign to over 80 suppliers and industry guests at Sydney's 'Souk in the City'.

International advertising agency TBWA has been appointed to manage the global campaign, which officially launched last month at World Travel Mart in London, and will incorporate Oman's newest logo and strap line, 'Beauty has an address'.

"We're not into mass tourism - the new international brand is about aspiring to create experiences", said Oman Tourism country manager Australia & NZ, Mona Tannous.

The campaign will be rolled out in Australia and NZ on Oman's new-look website next week at [www.tourismoman.com.au](http://www.tourismoman.com.au).

It's designed to provide inspiration to consumers highlighting the destination's program of arts, sports and cultural events which will coincide with Oman's 40th anniversary, and includes the Muscat Asian Beach Games (8-12 Dec 2010) and Oman's first Food Festival (3-17 Feb 2011).

Wholesalers will also be able to have their tactical campaigns uploaded to Oman's website, which can be viewed by both consumers and travel consultants selling Oman either separately or



part of a joint package with one of its neighbouring destinations.

"Australia is an important market and we're working hard to continue investing in this market to boost tourism to Oman", said Mr Mohammed Ali Bin Said, senior adviser to the Minister of Tourism.

The three major elements of Oman's tourism strategy include infrastructure development, airlift and marketing.

Australia will also be included in the new global campaign with BBC worldwide.

Pictured *above* at the Arabian-themed 'Souk in the City' restaurant in Surry Hills is His Excellency Mr Hamed Al Hajri, Jacqui Walshe, Mona Tannous and Mr Mohammed Ali Bin Said, and *inset* is George Papaioannou, Excite Holidays; Melinda Brown, AFTA and Tim Harrowell, Emirates.

## QF 7th A380 delay?

QANTAS' seventh A380, which was expected to be delivered in the coming days, is now likely to be delayed after an inspection of the plane's engines revealed a similar oil pipe problem to that seen in the QF32 engine explosion.

## Lizard stay pay deal

ABERCROMBIE & Kent is offering an exclusive Stay 4, Pay 3 deal at Lizard Island Resort on the Great Barrier Reef, now priced from \$5,994 per couple, for travel until 31 Mar 2011 - 1300 851 800.

## InterCon OpenAir

SYDNEY'S Intercontinental Hotel has Open Air Cinema packages on offer between 12 Jan-19 Feb, that incl a nights accom, movie tickets & valet parking, priced from \$360.

## Condor to Seattle

GERMANY'S Condor Airlines is launching a new twice weekly service between Frankfurt and Seattle, effective 23 Jun.

The carrier will operate a triple class B767 on the route, and offer connections with Alaska Airlines.

# Sydney Skal's Santas

YESTERDAY several hundred Sydney travel luminaries gathered for the annual Skal Christmas Luncheon at the Four Seasons Hotel, celebrating the festive season in truly Australian industry style.

The event helped raise money for the oncology ward at Westmead Children's Hospital, with the club set to donate more than \$15,000 thanks to the generosity of Skal members and guests.

And there was also plenty of fun to be had, as these pictures attest, with each table dressing someone up as Santa.

Pictured right is Danielle Tuffield from Aerius Travel Company, looking fetchingly festive as she hopped her way through the crowd.



LEFT: Max Kingston also dressed up, but several people commented that he looked a bit more like Father Time than Father Christmas.

## 2 x Business Development Managers

Melbourne & Brisbane



**Excite Holidays** is the largest B2B only online hotel wholesaler in Australia. Due to strong growth and an expanding suite of products and services, an exciting opportunity is available for two high achieving sales professionals to join our **Sales Team** in Melbourne and Brisbane. This is an outstanding opportunity for a natural business developer, who thrives on the "thrill of the chase" and securing new clients. As BDM you will be responsible for gaining new business through retail travel agencies.

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- must have own vehicle

### On Offer:

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This is an awesome opportunity to be an integral part of a rapidly growing company making its mark on the national travel trade.

Please forward your **Cover Letter and Resume to:**  
[careers@exciteholidays.com](mailto:careers@exciteholidays.com)

# Cosmos Asia boost

COSMOS Tours has added more tours to its Asian program for 2011 following an "enthusiastic consumer response" to the tour operator's first programs in the region launched this year.

Additions include a new seven-day India tour, with the program also featuring trips in China, Japan, Thailand, Vietnam, Cambodia and Bhutan.

Marketing mgr Christian Schweitzer said the 12-day *Journey through Japan*, priced from \$3759pp, was the most popular Cosmos Asia option for Aussie travellers this year - see [www.cosmostours.com.au](http://www.cosmostours.com.au).

## Accor Paris hotel

ACCOR has opened the Mercure Paris Voltaire hotel, a boutique hotel offering 52 guestrooms and located in the Bastille Quarter.

The hotel is offering a two night package including accom and full brekkie for two adults priced from €230 (A\$310), valid until 28 Feb 2011 - [mercure.com](http://mercure.com).

## WIN A FIJI HOLIDAY FOR TWO



Treasure Island Fiji and Air Pacific are giving **Travel Daily** readers the chance to win the perfect Christmas present.

One lucky reader will this month unwrap an envelope with two return 'Pacific Voyager' (economy) tickets flying **Air Pacific** from either BNE, SYD or MEL to Fiji and a voucher for five nights of relaxation at the beautiful **Treasure Island Resort**.

To be in the running, simply help to compose a Fijian version of the "Twelve Days of Christmas".

Every two days we will be asking you to complete (and email in) one of the 12 lines from the song.

Give us your best creative entry and make sure they encompass the treasures that Fiji has to offer.

Email your full entries by **COB 31 December 2010** to [fijicomp@traveldaily.com.au](mailto:fijicomp@traveldaily.com.au).

Click here for competition terms and conditions.

"On the fourth day of Christmas my true love gave to me \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_ in a palm tree."



## CCC extends sale

CAPTAIN Cook Cruises has announced it will extend its 'Find My Fiji' sale, offering up to 47% off its 3, 4 and 7 night itineraries, on sale & for travel until 31 Mar.

The 3 night Southern Yasawa cruise is priced from \$639ppts.

## New NYC Marriott

MARRIOTT Int'l has announced the opening of the newly built 36 room & one king suite, Courtyard New York Manhattan/Soho, located two blocks from Soho.

## New ATEC board

THE Australian Tourism Export Council has appointed a new board at its agm on 30 Nov.

The new directors are Aileen Cobem from Choice Hotels; Neale Herridge of Accor; Peter Lloyd from Quadrant Australia; Anthony Hayes of Tourism Queensland; Bernie Schulz of Accor; and Matt Jones from the Royal Botanic Gardens in Victoria.

Existing board member Inga Afheldt of ATS Pacific was also appointed ATEC Vice Chair.



## Talent Wanted!

Exceptional opportunities in the travel industry.



### Hot Jobs (Australia) - November 2010

Sydney - 02 9231 6444 - [nswjobs@tmsap.com](mailto:nswjobs@tmsap.com)  
Melbourne - 03 9602 1809 - [vicjobs@tmsap.com](mailto:vicjobs@tmsap.com)  
Brisbane - 07 3221 9916 - [qldjobs@tmsap.com](mailto:qldjobs@tmsap.com)

Adelaide & Perth - 02 9231 6444 - [sajobs@tmsap.com](mailto:sajobs@tmsap.com), [wajobs@tmsap.com](mailto:wajobs@tmsap.com)  
Executive Positions - 02 9231 6444 - [sally@tmsap.com](mailto:sally@tmsap.com)

Temp or Contract Executive - [Alex and Sharon](mailto:Alex and Sharon)  
[Sally Frape](mailto:Sally Frape)

JOB OF THE WEEK!

### Retail Travel Consultant - Canberra

- Previous Retail or Corporate experience required
- Galileo knowledge

This successful and well known company is looking for an experienced Retail Travel Consultant to join their friendly team in Canberra. To be considered for the role you MUST have previous Travel experience from Retail or a Corporate agency, knowledge of Galileo, strong communication skills, great customer service skills and you must be a team player. In return, a competitive salary and incentive system is on offer for the right person.

Contact **Anna Wachowiak** at TMS T: **02 9231 6444**  
E: [annaw@tmsap.com](mailto:annaw@tmsap.com) or [apply online now!](#)

BNE • MEL • PER • SYD • BKK • HKG • SHA • SIN

### Specialist Expedition Consultant

Have a love of expedition cruising? Want to use your developed interpersonal skills to promote this unique product to both existing and new clients with this Wholesale company? This varied role means you not only will work closely with the reservations department offering clients a complete package to complement their expedition cruise including flights, hotels and other land arrangements, but you will also have the advantage of assisting the sales and marketing teams as well. Some of the benefits are a great career development and the opportunity to experience these expedition cruises first hand.

Contact Lisa Dodd T: **02 9231 6444** E: [lisad@tmsap.com](mailto:lisad@tmsap.com) or [apply online now!](#)

### High End Leisure Travel Consultant - North Shore

With flexible working hours in a thriving agency in the leafy suburbs of the north shore. This role will give back what you put into it. This travel agency requires an experienced travel consultant who can juggle enquires from 5 star Africa holidays to family gold coast bookings. Knowledge of Galileo and Tramada are preferred, but more importantly diverse destination knowledge and the ability to work within the team and with a range of clientele. Your personality and work ethos are what's important! No weekend or Thursday nights.

Contact Lisa Dodd T: **02 9231 6444** E: [lisad@tmsap.com](mailto:lisad@tmsap.com) or [apply online now!](#)

### Fares and Ticketing Specialist

- Well known popular travel company
- Fantastic team environment
- Great career prospects

You will be responsible for developing & maintaining technical expertise air product and provide support and information to the both internal and external customers on a daily basis ensuring availability, openness and accuracy. This is a great opportunity for someone who is in the travel industry and would like to combine their fares and ticketing knowledge with their excellent customer service skills.

To be considered for the role you MUST have the following:

- Industry knowledge and understanding of the retail market
- Amadeus
- Previous customer service experience preferred
- Positive attitude
- Team player
- Professional presentation

Contact Stacy Balderston T: **03 9602 1809** E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or [apply online now!](#)

### Helpdesk Executive

- Global Travel Company in Sydney
- Salary \$40k + super

Our client, a Global Travel Technology Company in the city is seeking a Helpdesk Executive. You will provide daily support and assistance to travel agencies in Australia and New Zealand. The objective is to achieve a high level of customer service while finding fault resolutions within established processes and procedures. This is a great opportunity for somebody wanting to work for a GDS. It would suit a travel consultant who is looking at entering the world of Travel Technology, or somebody working in a similar role. If you have at least 2 years travel agency experience in using a CRS, have fares and automated ticketing skills and a working knowledge of mid to back office travel accounting packages please contact Stacy. The company you will be working for has an excellent management team, who know how to look after their staff.

Contact Stacy Balderston T: **03 9602 1809** E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or [apply online now!](#)

### Part-time After Hours Corporate Consultant

Multi Skilled Corporate Consultant required part time hours working from home. Solid consulting experience & advanced ticketing required. A unique position has become available for an experienced Corporate Consultant to work from home servicing clients with any enquiries after standard office hours. If you have a working knowledge of minimum of 3 different CRS and want to work from home then this role will suit you. You will be responsible for the reroute and reissue of domestic and International tickets, make hotel bookings and deal with any last minute enquiries. This role will offer you great flexibility working 12 hours per week plus additional hours to cover leave when required.

Contact Lisa Dodd T: **02 9231 6444** E: [lisad@tmsap.com](mailto:lisad@tmsap.com) or [apply online now!](#)

### Calypso-net Administrator

- Leading Wholesaler
- Great team environment

This leading wholesaler is looking for an experienced Calypsonet user to join their team in this newly created role. This is a multi-faceted role were you will be responsible for maintaining relationships with external suppliers, problem solving any calypsonet issues internally and assisting the product team by maintaining and loading air & land products and working with databases. To be considered for this role you will require a knowledge of Calypsonet, great attention to detail and solid problem solving skills.

Contact Stacy Balderston T: **03 9602 1809** E: [stacy@tmsap.com](mailto:stacy@tmsap.com) or [apply online now!](#)



Awarded Best Practice Accreditation 2010

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Partners in DXB UK USA





## SHOPPING FOR A NEW EXECUTIVE ROLE THIS CHRISTMAS?

### ARE YOU A VISIONARY BUSINESS LEADER?

**MANAGING DIRECTOR**  
**SYDNEY – EXECUTIVE SALARY PACKAGE**

This is an exciting opportunity for an exceptionally talented business leader to take this great Brand forward and drive company growth. We are looking for someone with strategic agility, strong negotiation & relationship skills, and the ability to tackle a leadership role with great energy. You will have great communication skills and the ability to inspire your team by being a visionary leader who sets clear objectives.

### THE GRASS IS GREENER ON THE OTHER SIDE

**GENERAL MANAGER**  
**SYDNEY – SALARY PACKAGE DOE TO \$200K**

An extremely rare opportunity is now available for a highly experienced leader in the Corporate Travel sector. This position will be responsible for the entire travel program of a blue-chip organization, driving supplier negotiations and improvements in products & services. This role has global scope so experience within a large multi-national organization is a huge advantage. Hurry for this one!

### WATCH YOUR TEAM SHINE

**SALES AND TRAINING MANAGER**  
**SYDNEY – SALARY PACKAGE TO \$70K + incentives**

This unique role offers you the chance to combine your skills in sales, training, and management with a growing travel agency. You will be planning, designing and executing innovative training programs that focus on excellence in sales, customer service and product knowledge. You'll manage the team's performance and continue to implement tailored training on a needs basis. Training qualifications essential.

### SING IT LOUD & PROUD

**INDUSTRY SALES MANAGERS**  
**SYDNEY / PERTH / BRISBANE – SALARY PKGS TO \$80K+**  
Create a lasting impression on your travel industry clients through your proactive and energetic approach to driving sales. You will represent product you can be proud of and have a motivated approach to growing sales from your region. You will have managed a sales territory and can demonstrate how you've achieved great results. Top salaries, car allowance (or car) plus great incentives are available now.

### HUNGER FOR RECOGNITION & REWARD

**CORPORATE BUSINESS DEVELOPMENT MANAGER**  
**SYDNEY – SALARY PACKAGE UNCAPPED**

Bring your Sales experience and corporate network to an Agency that is poised to go through exciting growth. Put yourself in the prime position to reap the rewards from winning new business. You'll be a knowledgeable, confident and hungry sales professional with the ability to articulate your success. Experience with Tenders and large market corporate travel accounts is highly desirable.

### WATCH MAGIC HAPPEN TO YOUR CAREER

**BUSINESS DEVELOPMENT – EVENTS & CONFERENCES**  
**SYDNEY – SALARY PACKAGE OTE \$70k +**

If you have played in the MICE space and understand how it ticks, plus you have runs on the board in a sales role developing new leads and winning new business, bring those talents to this market leader and watch your career flourish. If you enjoy leveraging your relationships to gain new business opportunities and then be rewarded by huge incentives & bonuses, this is where you need to be.

### GREAT TEAMS START WITH GREAT LEADERS

**RESERVATIONS MANAGER**  
**PERTH – SALARY PACKAGE TO \$67k**

Are you a strong operational leader who understands the requirements of a large and busy call centre? This Perth based role is looking for a dynamic and driven candidate who can lead by example while generating the best from the leadership team. You will be responsible for reporting structures, rolling out new procedures all the while ensuring your res teams are servicing clients within the KPI requirements.

### BRILLIANT WITH NUMBERS, GREAT WITH A TEAM

**ACCOUNTING / FINANCE MANAGER**  
**MELBOURNE & SYDNEY - SALARY PACKAGES TO \$100K+**

These new opportunities are available now for talented, qualified and experienced Senior Accountants or FC's who have worked within the travel industry. Your high attention to detail and experience working in a high volume environment will ensure you help these companies take advantage of every opportunity to improve the bottom line. You have leadership skills and enjoy a fun team environment.

## CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

Adriana D'Angelis  
MANAGING DIRECTOR  
Ph: 02 9231 1299

Linda Green  
NSW & ACT  
Ph: 02 9231 2825

Carmen Pugh  
OLD & NT  
Ph: 07 3229 9600

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

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

FOR MORE GREAT EXECUTIVE VACANCIES VISIT OUR WEBSITE [www.aaappointments.com](http://www.aaappointments.com)

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by booking your clients on **Air Canada**  
for departures 15 January-10 April 2011



Book your clients to Canada flying Air Canada on our daily *nonstop* service and you could find yourself travelling to Canada on our 'Winter Agent Ski Famil' in 2011.

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BEST AIRLINE  
NORTH AMERICA



AIR CANADA 

A STAR ALLIANCE MEMBER  
MEMBRE DU RÉSEAU STAR ALLIANCE 

# Fiji Islands ...all in one day

South Sea Cruises is delighted to announce

**The new 5:30pm departure from Denarau  
is now operating**

**No more one night stands... new  
late afternoon mainland departure**

With our 5:30pm departure from Port Denarau to central Mamanuca Island Resorts, you can now choose to travel direct to your island resort on the same day.



South Sea Cruises has responded to the increasing number of flights arriving into Nadi later in the day and the desire of many visitors to travel directly to their Island Resort on the same day. The new service also allows guests departing on late night flights to remain at their Resort for the day if they wish.

The addition of this service also means increased capacity per day which will benefit all Resorts, not just those on the late circuit, by spreading the loads across our different departures.

The new service has commenced and Guests or Agents who already have bookings on the 3:15pm departure or wish to alter their existing bookings to take advantage of this later departure may do so at no extra charge.

For further information contact your preferred wholesaler or tel: 1800 007 129

## **New 5:30pm Timetable**

Denarau	5:30pm
Treasure/Beachcomber	6:05pm
Mana	6:50pm
Castaway	7:15pm
Malolo	7:25pm
Likuliku	7:30pm
Denarau	8:00pm

CLICK HERE  
FOR MORE  
INFO

[reservations@ssc.com.fj](mailto:reservations@ssc.com.fj)

[www.ssc.com.fj/irc\\_timetable.aspx](http://www.ssc.com.fj/irc_timetable.aspx)



**South Sea Cruises**

CRUISING THE FIJI ISLANDS