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Travel Daily AU

First with the news

Thu 30 Dec 10

Page 1

EDITORS: Bruce Piper and Guy Dundas
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AUD reaches highs

THE Australian Dollar reached its highest value against the US 'Greenback' in 28 years overnight, topping 101.83 US cents.

The AUD also set a new high vs the Euro, where it reached 77.34 euro cents.

It was also up against the British pound to 65.68 pence.

The AUD's unprecedented levels against the USD and Euro is great news for Aussies planning overseas holidays, however it will impact on Australia's inbound industry.

DL eyes VS merger

DELTA Air Lines is one of a number of airlines to be in talks with Virgin Atlantic over a possible airline alliance.

A Delta/Virgin Atlantic tie-up would enable both carrier's to compete more effectively with oneworld's transatlantic joint venture between British Airways, American Airlines and Iberia.

Gulf carriers such as Etihad Airways and Qatar Airways are also rumoured to be among those the British carrier could be attracted to align with.

HKG stats up 22.5%

THE number of visitors to Hong Kong for the first 11 months of 2010 has surpassed the total 2009 result, according to the latest stats from Hong Kong Tourism Board.

Nearly 32.5 million visitors have arrived in Hong Kong up until the end of Nov, a 22.5% year-on-year increase.

Arrivals from Australia/New Zealand and the South Pacific are up over 9% during the period, to 698,323, and in Nov alone, arrivals from this region grew 3.6% to 62,267 people.

TG fares YQ tax inclusive

THAI Airways International has today announced it will allow agents to earn commission on the YQ fuel surcharge on its Published Carrier Fares, from next week.

THAI says it has begun releasing a revised fare package to industry partners, effective for sales from Australia from 06 Jan 2011.

To enable travel agents to earn commission on the current fuel and insurance charges, THAI says it has increased the fares and the applicable levies being expressed

as a Q-surcharge within the fare construction.

The change means commission for agents is applicable to the amount reflected in the 'Fare' box of a ticket.

TD understands that the selling price of THAI's Published Carrier Fares will remain the same once the taxes are added.

Agents requiring more info can phone THAI on 1300 651 960.

In Sep, Qantas was ordered to pay travel agents up to \$26m in additional commissions after failing to include fuel surcharges when calculating their commission on international ticket sales.

Perth accom scam

WESTERN Australia's Consumer Protection has today highlighted the need for int'l students to be wary when paying for lodging over the web, after some students were conned out of thousands of dollars in a Perth accommodation scam.

Acting Commissioner, Gary Newcombe said the con involves scammers advertising rooms in the WA capital via websites such as Gumtree or Share-Accommodation.

"Usually it's an exceptionally good deal with cheap weekly rates for a high quality home and there will be a reason that you cannot view or meet with the landlord," Newcombe said.

Victims are asked to wire transfer or bank deposit the first month's money and a bond in exchange for keys to the property they are trying to rent, but they never arrive.

Last day for comps

THE final day to enter *Travel Daily's* fabulous Fiji and industry Christmas photo competition will be tomorrow - see page two and three for details.

Today's Travel Daily

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

- TMS Asia Pacific
- Virgin Blue

Canada/UAE spat

CANADIAN travellers visiting the United Arab Emirates will need to pay at least CAD\$250 to enter the region from 02 Jan, as the result of a dispute over landing rights between the two countries.

The introduction of a visa fee for Canadians will see them need to fork out CA\$250 for a 30-day short-term visa, CA\$500 for a three-month visa, or CA\$1,000 for a multiple-entry, six month visa.

Last month the UAE embassy signalled Canadians would need to apply for visas in the future as Arabian carrier's pushed for more landing slots at Canadian airports.

DJ r'ship specialist

THE Virgin Blue Group is seeking a Contact Centre Relationship Specialist for its Guest Contact Centre department in Brisbane, with the successful applicant to handle one of DJ's largest supplier accounts - see page five for info.

TD's year in review

TOMORROW *Travel Daily* will release an extensive year in review supplement which highlights some of the big stories, events, competitions, conferences and educational *TD* has covered over the past 12 months.

Our Year in Review will be sent to readers in a separate email to the regular *Travel Daily* issue, so keep an eye out in your Inbox for this.

Safari over the Maasai Mara



ABOVE: Agents participating on The Africa Safari Co's 10th famill in 2010 (*TD* yesterday) were treated to a sensational hot air balloon ride over Kenya's Maasai Mara National Park last month.

The group spotted zebra and wildebeest, and a lone lioness on the hunt, was the highlight of the

balloon ride.

Pictured here in the air, from left are: Helen Goodings and Cheryl Moore from Jetset Marion; Wayne Hamilton, Africa Safari Co; Tanya Moubey, Travelworld Naracoorte; Lisa Cadd, JTG South Australia; and Paula Scott, Travelworld Parkdale.



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Ben's Christmas Resume Tip

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inPlace
RECRUITMENT

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Click for Etihad Interactive Tour

DJ email help desk

VIRGIN Blue has created a real time email information help desk for passengers, providing details on up-to-date flight arrival and departure times.

The service requires pax to email flights@virginblue.com.au with a particular query in the subject line of the message, such as "Brisbane to Sydney tomorrow", "Brisbane to Sydney today" or "Brisbane to Sydney DJ904".

"If we understand your query, we will reply with the flight information in an email straight away," Virgin Blue claims.

The new service only has the capability to provide information up to 24 hours in advance, but DJ does stipulate that flight arrival and departure times may change.

Bali accom moratorium

INDONESIAN officials are urging the Bali administration to suspend new hotel developments after a recent study identified that the island has sufficient hotel room supplies to last until 2015.

Culture and Tourism Ministry's human resources development head, Pitana Brahmanda this week said Bali was already suffering from an oversupply of hotel rooms as part of a flaw with the island's tourism development policy, and flagged a temporary halt to other new developments.

Badung, Denpasar and Gianyar in Bali were regions focused on in the study where it's evident there is an oversupply of hotel rooms.

According to *The Jakarta Post*,

the study compared the number of hotel rooms against visitor numbers, the average length of stay and occupancy rates.

"What we found was that currently Bali has a surplus of 9,800 rooms," said tourism research and development head, Henky Hermantoro.

Several Ministry parties have called for a moratorium on new accommodation developments.

"A moratorium is needed to balance tourism development across Bali," said the head of the Bali branch of the Indonesia Hotels & Restaurants Association.

Bali already has about 46,000 hotel rooms in 2,175 hotels and guest houses, including 157 star-rated properties.

AA ousts Expedia

AMERICAN Airlines is informing customers using its website that they should defer booking with Expedia, as the spat between the airline and online travel agents continues to harvest (*TD* yest.)

"Customers looking to compare flights or fares online should visit other travel sites such as Kayak.com or Priceline.com for the most accurate and up-to-date information," AA.com says.

AA also recommends that tickets be purchased through "a wide range of accredited travel agencies across the globe."

However, the AA website also recommends "the best place to do business online" is at aa.com.

US blizzard costs

US AIRLINES are counting the cost of this week's blizzard (*TD* yesterday), with some analysts predicting the snowstorm may cost carriers up to \$150 million.

Over 7,000 flights needed to be cancelled by airlines this week as their aircraft were grounded by snow, or moved to other airports out of the blizzard's path.

GOL ticketing deal

BRAZILIAN low-cost airline, GOL Linhas Aereas Inteligentes SA, has entered into an agreement with one of the country's domestic airlines, Passaredo Linhas Aereas.

The deal will see more routes added to GOL, helping it to enter into new destinations where Passaredo operates.



Window Seat

WAITY Katy no more.

It's now tourists to the UK who will have to wait to see Prince William's fiancée Kate Middleton take her place alongside the royals at London's Madame Tussauds.

The wax museum says the sculptors will have to hold off until after the royal wedding on 29 Apr to book a sitting with Middleton, which normally takes a couple of hours.

Following Kate's approval on how she wants to be cast in wax, it will then take sculptors up to four months to create the model for public display.

MOVE over Miss Universe for something much bigger.

The Hotel Association of Chitwan has come up with a novel idea to promote tourism and conservation of wildlife to the hotspot destination located in central Nepal.

This week, a three-day festival took place in Chitwan National Park where tourists watched six body-painted elephants wearing colourful clothes take part in a beauty pageant.

Six judges scored the elephants performance based on their poise, discipline, appearance and overall health.

Other festival activities included an elephant soccer match, a 300-metre race, tourist rides and jungle safaris.

FIRST it was snakes on a plane - now its an orangutan on a ferry.

Silvestre, a one-year old orangutan abandoned by his mother, cruised in style from Spain to get to his new home at Monkey World in Dorset onboard Brittany Ferries *Cap Finistere*.

He swung from ladders and bunkbeds in his first class cabin, dined on citrus fruit and milk and even got to visit Captain Patrick Thomas on the bridge.



Silvestre, working on his orangu-tan

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.

Click here for competition terms and conditions.

"On the eleventh day of Christmas my true love gave to me _____, _____, _____, _____, _____, _____ and _____ in a palm tree."



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A 5-star journey awaits you.

QATAR AIRWAYS
الخطوط القطرية

Meet TM's youngest recruit

10-YEAR old Neve Dowling (pictured) was recently spotted at the European Travel Expo on the Gold Coast lending a helping hand at the TravelManagers information desk.

Daughter of TravelManagers' QLD business partnership manager, Karen Dowling, Neve was responsible for preparing and distributing goodie bags to the hundreds of visitors that attended the expo, and she was even given her own name badge and desk.

When Neve grows up, she says "I want to be a personal travel manager for TravelManagers."

"They have so much fun and are always so friendly and nice - I've nick-named them the Terrific TravelManagers."



Aleenta Aus/NZ reps

ALEENTA Resorts has appointed Aviation & Tourism International as its representative in Australia and New Zealand.

The Thai boutique hotelier has properties located in Phuket-Phang Nga and Hua Hin, and will open another resort in Samui mid next year.

Ripley's 32nd site

RIPLEY Entertainment opened its 32nd Ripley's Believe It or Not! attraction at Jeju Island in Korea on Christmas Eve.

Some of the oddities found at the museum include the world's biggest lock of Elvis Presley's hair, a hand carved and fully functional Cinderella's carriage, a replica of the James Bond 'Goldfinger' car made from cardboard, a large piece of the Berlin Wall, a Mars meteorite and 32 wax figures.

Langham package

THE Langham in Melbourne has released an Enchanted Summer Haven package valid for bookings up until 07 Feb 2011.

Starting at \$585, the package includes two night's accom in a Classic room, breakfast for two in Melba restaurant, access to the Health Club and Wellness Centre and a 20% discount on treatments at Chaun Spa.

A three-night package featuring the same inclusions is available from \$845.

For bookings call 1800 641 107.

Chunnel coverage

PLANS are afoot to enable passengers travelling through the Channel Tunnel to have mobile phone coverage in time for the 2012 London Olympics.

A number of French and British mobile phone network providers, including Vodafone and 3, are bidding to install the technology along the 50km Chunnel.

CX ups HKG-CDG

CATHAY Pacific Airways is lifting the number of services between Hong Kong=Paris Charles de Gaulle from 11 weekly to 14, effective 29 Mar, according to agent GDSs.

The three new services will operate via Amsterdam.

Moscow standstill

MOSCOW'S Domodedovo Airport was brought to a standstill on Sun after a power outage caused by a massive snowstorm, stranded some 8,000 pax at the airport.

Russian carrier Aeroflot elected to cancel 139 flights, most of which were domestic services.

The airport has since resumed services, saying "the situation is back to normal".

DJ iPad 'Project'

VIRGIN has launched its first issue of 'Project' magazine, an interactive publication for Virgin Blue, Virgin American and Virgin Mobile Canada customers.

The launch issue, available now to download for free through Apple's app store, features unique iPad functions

QF ok's instruments

MUSICIANS who fly with Qantas are now allowed to carry specific sized musical instruments in the aircraft cabin, after it reversed a previous policy that meant pieces, other than violins and violas, had to be carried in the luggage hold.

"Due to the delicate nature of musical instruments, customers who travel on Qantas-operated services are no longer required to check in, as checked baggage, a small musical instrument that slightly exceeds the carry-on baggage limit of a total of 115cms," a QF spokeswoman said.

Instruments must not be bigger than 81cm long, 30cm high and 19cm in depth.

The change of mind stems from a Facebook campaign, *The Sydney Morning Herald* reports, that saw nearly 9,000 supporters campaign against the previous policy.

Air France payout

AIR France has been ordered to pay damages of over \$700,000 to relatives of some of the Brazilian passengers who died when one of its flights crashed into the Atlantic Ocean last year.

All 228 pax and crew onboard Flight AF447 flying between Rio de Janeiro and Paris on 01 Jun 2009 were killed in the crash.

A Brazilian court this week ruled that Air France must compensate the parents and grandparents of Luciana Clarkson Seba, who died in the accident, along with her husband and in-laws.

Windstar Gold List

WINDSTAR Cruises, the cruise firm with a fleet of three luxury yachts, has been selected as one of 13 cruise lines in *Conde Nast Traveler* magazine's annual Gold List for 2011.

A sexy Globetrotter Xmas

The latest entry into our popular Christmas industry photo competition comes from Astrid Bierer-Cooper at Globetrotter Corporate Travel.

The staff decided to add some Christmas spice by hosting a party featuring the Simone Perele lingerie models (pictured below).

We're not quite sure how the models added to the Christmas cheer, however it was probably a very memorable celebration especially for the men in the office.



There's only one more day remaining to get those office Christmas party photos emailed in to us to be in the running to win an overnight's stay in a luxury Penthouse Apartment at Fraser Suites Sydney, sparkling wine & a fruit bowl upon arrival and complimentary car parking.

Simply email your festive photos (including names of people pictured) and where your party was held at to: xmasphotos@traveldaily.com.au

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Executive Positions - 02 9231 6444 - sally@tmsap.com

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Corporate Travel Implementations Manager - Sydney

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Our client is looking for a Corporate Travel Implementations Manager. You will sit between the Business Development Managers and the Account Managers. The BDM's source and win the business, once the business has been won, the Implementations Manager ensures the new clients have an excellent first experience with this leading Travel Company. You will manage the seamless transition from the clients travel manager over to their new travel manager.

Contact **Stacy Balderston** at TMS T: **03 96021 809**
E: stacy@tmsap.com or **apply online now!**



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Business Development Executive- Sydney

- A genuine market leader
- Get on board and take your career to the next level!

This is a role responsible for generating sales for this highly acclaimed travel company. You will have the ability to establish and maintain relationships with customers across multiple channels and you will be responsible for identifying new customers. This position plays a key role in achieving annual revenue targets by generating sales leads, developing proposals and closing deals. If you have a background in business development in travel technology or corporate travel this is the role for you.

Contact **Stacy Balderston** T: **03 96021809** E: stacy@tmsap.com or **apply online now!**

Airfare Product Co-ordinator - Sydney

- Leading wholesaler
- Fantastic team environment

Our client, a leading wholesaler is looking for a Airfare Product Co-ordinator to take overall responsibility for the reporting and management of BSP and other airlines payment/reconciliation methods. The ideal candidate will have previous experience with BSP, fares and ticketing 1 & 2 and a knowledge of Calypso.

Contact **Stacy Balderston** T: **03 96021809** E: stacy@tmsap.com or **apply online now!**

Junior Account Manager - Sydney

- Do you have solid experience within the hotel industry?
- Are you a successful account manager?

Our client is the market leading online hotel reservation service. They are currently looking for a Junior Account Manager to work in collaboration with the Account Manager in developing and managing his/her region to maximise revenues. Main responsibilities include monitoring the rate parity and locate the best rates and availabilities within your region, creating and ensuring the follow-up of commercial mailings to further develop the region, preparing and going on market visits, following up on cancellations, evaluations and complaints. You will also manage some of the hotel partners in the same region. To be successful in this role you will have previous experience in Sales or Account Management, you will be fluent in English, you will be pro-active, have sense of responsibility, independent, customer friendly and target focused. You will have good communication and commercial selling skills. You will be a team player, motivated and enjoy the sector of e-commerce and hospitality. Hotel School or University background preferred. Driver's license required.

Contact **Anna Wachowiak** T: **02 9231 6444** E: annaw@tmsap.com or **apply online now!**

Team Leader - Sydney

- Excellent career opportunity
- Great office environment

Our client is looking for a Supervisor consultant who is passionate about cruising to join this rapidly growing area of the travel industry. Working within this small team your ability to build rapport easily with your peers and clients is essential as is your solid consulting experience. Your job will be to oversee the reservations team as well as maintaining relationships with the representative cruise lines if you want to be a part of this warm and friendly team and want access to all the best family trips and industry incentives then look no further!

To be considered for this role you must possess the following:

- Cruise knowledge
- Solid consulting experience
- Team leading experience

Contact **Stacy Balderston** T: **03 96021809** E: stacy@tmsap.com or **apply online now!**

State Sales Manager - WA

- Do you have extensive experience in Sales and Marketing coupled with knowledge of Trade Practices legislation within a Travel/Tourism and/or Insurance organisation?
- Do you have experience in territory management in regards to sales and distribution of products?

Our Client is the market leading Travel Insurer looking for a degree qualified professional with strong strategic and operational skills. The objective of the role is to ensure the effective sales and distribution of Travel Insurance products to customers and to maximise value through the delivery of cost effective services. You are a hands-on practitioner with strong strategic and operational skills plus demonstrated Strategic Manager and Business Planner. Our client is looking for an effective negotiator who is customer service focused and has the ability to manage small team. Preferably you will have a degree in Marketing and Sales.

Contact **Anna Wachowiak** T: **02 9231 6444** E: annaw@tmsap.com or **apply online now!**

Business Partnership Manager - NSW

- Experienced BDM within travel industry
- Strong understanding of the industry and travel consultants relationships in NSW

Due to continuous growth this largest mobile travel company is looking for an experienced BDM who is well networked within the industry. The main objective of the role is to assist travel professionals to make a positive change in both their professional and personal life. You will recruit and develop personal travel managers with focus on growth and retention. You will develop and foster strong relationships with industry partners and the network. To be considered for the role you must have strong sales and interpersonal skills. Experience in recruitment would be highly regarded. You will be able to make a difference in a highly successful and growing organisation. Competitive salary is on offer along with long term career opportunities.

Contact **Anna Wachowiak** T: **02 9231 6444** E: annaw@tmsap.com or **apply online now!**



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The Virgin Blue Group of Airlines has taken a strategic direction to provide contact services for internal clients using both in house and outsource solutions, meaning that Contact Centre Leaders are a provider of services as well as a client of other service providers. The Contact Centre Relationships Specialist is a new role that will provide a connection between the Virgin Blue Group’s Contact Centre Operations, and its key operational partners, inclusive of both clients and suppliers, enabling Operations Leaders to “play in position”.

The role will be responsible for the performance of specified outsourced partners with a cost budget of \$6 million p.a., as well as ensuring relationships with key internal clients are effectively maintained so they are satisfied with the service the contact centre provides to their customers.

This role requires the ability to anticipate and support the impacts of change, and establish systems to ensure clear accountabilities. Equally, it requires an inclusive style that advocates for engaged change through the artful use of interpersonal effectiveness.

To be successful in securing this role:

- You are able to demonstrate sound skills in decision making, facilitation, financial acumen and negotiation.
- Your natural instinct to document decisions with strong written and verbal communication aptitude, sets you apart
- You can show how you achieve success through a relationship management style that respects and values business partners and influences through engagement
- You know contact centres and that people are at the heart of them
- You have had 3 years prior experience in a client relationship or contact centre senior leadership role
- You are able to travel overseas several times per year and would be willing to step in to support during operational events if they occur out of hours
- You may have a background in Change or Project Management with a bent for Stakeholder Engagement

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 virginblue.com.au/careers or click here.

Applications close Wednesday 19 January 2011.

