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Travel Daily AU

First with the news

Wed 17 Feb 10 **Page 1**

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

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Wotif launches flight site

A NEW website has been launched by online accommodation leader wotif.com which sees the firm set its sights on the domestic aviation market.

The site, at www.wotiflight.com, claims to have a "real focus on regional Australia," with ceo Robbie Cooke claiming "no other website has more domestic airlines working with it."

Bonkers for Honkers

AGENTS who want to take one of their kids to Hong Kong in the next school holidays are reminded that there are just two weeks left to enter our fantastic Hong Kong Family Familiarisation comp, in which six lucky consultants and their child (aged 5-12 years) will get to fly Virgin Atlantic to Hong Kong and experience the city's famous shopping, dining and culture, as well as Hong Kong Disneyland - details on page 4.

Qantas clarification

QANTAS says First Class was removed from sale on selected routes last year until 07 and 08 Jun (TD yesterday) as part of the carrier's response to the global economic situation.

However from those dates First has always been available on those routes, with inventory never removed from sale.

Flights from Qantas, Jetstar, Virgin Blue, Regional Express, Aeroperlan, Brindabella and Air North are all listed - but Tiger Airways is a notable exception.

Each Wotiflight booking comes with a \$10 wotif.com gift voucher for accom bookings, and Cooke said the company also had a "patent over our unique way of searching for flights".

The site charges a \$16.95 fee for online bookings, or \$26.95 for offline or assisted reservations.

Wotif.com today reported a 34% increase in half year profit, to a record after tax result of \$27.6m with a 22% increase in room nights sold to 3.7 million.

Rail Europe is 15

RAIL Europe is offering generous discounts on European rail passes or train tickets booked through to 31 Mar 2010, in celebration of its 15th birthday.

The program offers discounts on TGV, Eurostar, Thalys, Lyria as well as the France Rail Pass and the Swiss Pass, with specials available through Rail Plus, Rail Tickets, CIT and Infinity.

New VS/HA RTW

VIRGIN Atlantic and Hawaiian Airlines have released a new joint round-the-world airfare leading in at just \$2152 plus taxes in economy class.

The Business/Upper Class fare is \$8400 plus taxes, and the fares also include options to upgrade legs to premium economy on Virgin Atlantic, as well as purchasing side trips in Hawaii.

Passengers are able to fly east or west from Australia, and the fare also offers 9 VS destinations in the US and three US gateways served by Hawaiian Airlines.

Members of the loyalty schemes of both carriers will earn miles on the RTW fare.

MEANWHILE Hawaiian Airlines has also filed an application with the US Dept of Transportation to introduce new non-stop A330 flights between Honolulu and Tokyo Haneda Airport in Japan.

Today's Travel Daily

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

- AA Appointments
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Travel Daily AU
First with the news

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EDITORS: Bruce Piper and Guy Dundas
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Go somewhere NEW

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Cruise West to PNG

PORTS in Papua New Guinea, Malaysia, Indonesia, Vietnam, China, Israel, Scotland and Iceland are some of the new locations Cruise West will offer guests for the first time sailing on its second edition of the Voyages of the Great Explorer, in 2011/2012.

The round the world voyage aboard *The Spirit of Oceanus* is split into 25 back-to-back cruises, starting out from Singapore on 22 Feb next year and ending in Hong Kong on 24 Jan 2012.

The cruise will sail to 254 ports in 61 countries on six continents.

Trafalgar urges 2010 sales

SHIFTING buying habits by consumers mean there's still plenty of scope for agents to continue to sell 2010 itineraries, according to the CEO of Trafalgar Tours, Gavin Tollman.

UK-based Tollman has been in Australia for the last two weeks getting feedback from agents to better understand the local industry environment.

He told *TD* this morning that Trafalgar is aiming to "truly understand the nuances of each market" so it can offer better tools for agents to sell its product.

"We take our position as market leader as a privilege and a challenge," he said.

Trafalgar is seeing anticipated pent-up demand due to last year's downturn now become a reality, and is targeting a 10% increase on 2008 sales this year.

He said unlike earlier seasons when most of the peak selling is over by the end of Feb, 2010 is different, with a later booking pattern meaning that agents can

TCF termination

THE Travel Compensation Fund has announced the non-voluntary termination of the agent trading as *DFT Dandenong Travel* (ABN: 79 122 895 809) of Dandenong VIC effective 16 Feb 2010, after claims were received.

benefit by focusing on business to be had right now.

Tollman said many agents had commented on the strong demand for ocean cruising in the local market, and urged them to capitalise on this by suggesting that travellers also look at what can be seen in European countries away from the coastline - selling add-on coach tours to allow pax to truly experience the destinations.

Agents had also given positive feedback on Trafalgar's family experiences programs, he said, with the family market providing a key opportunity for the industry.

Tollman will continue onto Perth later today, saying agent comments during his visit would feed into Trafalgar's selling tools and strategies into 2011.

Travelforce growth

TRAVEL management company Travelforce has spread its wings, opening offices in Melbourne and Brisbane - the first time the firm has run a business outside Sydney in its 34 year history.

CEO and chairman, Andrew Ross said Travelforce's expansion means it can better service clients nation-wide "and reach businesses based in Victoria and Queensland who value high level service from their travel provider."

Window Seat

A BABY born on board a TAM Airlines flight in South America this week has been granted free flights for the next 21 years.

The girl was born two weeks prematurely on a flight from Cochabamba to La Paz in Bolivia, and fortunately passengers included a doctor and nurse who were able to help with the birth.

The little girl has been named 'Tami' in honour of the airline, and she will also receive a scholarship at a Bolivian Air Force school, *AAP* reports.

AIR New Zealand's new economy class 'SkyCouches' (*TD* 27 Jan) look like they may lead to a lot of promiscuity among travellers.

A survey by UK flight search engine Skyscanner has found that 13% of passengers would be happy to sleep on a Skycouch with a perfect stranger they met in a check-in queue.

The 'lie down economy bed' converts three seats into a flat mattress suitable for two adults.

Skyscanner pointed out that Air NZ has stressed that Skycouches should not be used to join the 'mile high' club.

A UK theme park will hand out free dried insect snacks this week as a trial to see if they should be on sale permanently.

Chessington World of Adventures in Surrey will offer guests cheese and bacon flavoured crickets, chocolate covered larvae and even "chocolate ant wafer biscuits".

If the feedback is positive the edible insects will go on sale in the park's new 'Wild Asia' area due to open next month.

"I have tried the sample snacks, and I think if you can exercise mind over matter you will find that they are actually quite tasty," said gm David Smith.

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Page 3

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Delta Escape fare

DELTA Air Lines has launched a new Retail USA Escape fare today, priced from \$949 plus taxes between Sydney-Los Angeles.

The offer is valid for travel until 31 May, but must be ticketed by the end of Mar.

Taxes on the SYD-LAX route are currently priced around \$321.

Hertz raises options

HERTZ Australia will add the Mercedes-Benz C Class sedan and the CLC Sports Coupe, along with the six-cylinder Lexus RX 350 SUV and the four-cylinder IS 250 sedan to its fleet line-up this month.

The vehicles will all be available at select locations in Hertz's new Prestige Collection.

Hertz will also launch its Fun Collection in Australia in Mar too, with options including the MINI Cooper S and Cooper S Cabrio.

The Fun Collection has been offered in the US and European markets for a number of years.

"The car rental market is very competitive and success relies upon continually offering new and different vehicles, value for money and excellent customer service and product support," said region vice president and MD of Hertz Australia Jacqueline Lehmann.

"With these vehicles, there is the opportunity for the rental car to become the actual reason for travel," she said.

CHC pips AKL, WLG

CHRISTCHURCH Airport has reported a 5% increase in int'l pax numbers for the financial year to date, compared to the year prior.

"Our performance exceeds that of Auckland and Wellington, so it also confirms the pull of the South Island as a top destination," said GM marketing and business development Gareth Owens.

Figures for Jan 2010 are also up on last year, with int'l pax up 5.2% and domestic pax rising 3.7%.

He said Christchurch Airport is hoping to exceed the 2009 result for trans-Tasman visitors during winter with several joint venture marketing ski promos underway.

HKG Lunar NY celebration



ABOVE: Sydney's Four Seasons Hotel lured a crowd of over 500 travel industry representatives, politicians and business leaders for its annual Lunar New Year celebration last night.

This year's marketing platform for the Hong Kong Tourism Board is dubbed 'Festive Hong Kong 2010', and has been designed to encourage visitors to experience the city's traditional festivals and cultural celebrations.

Throughout the year HKTb hopes to further lift Hong Kong's image as the Events Capital of Asia and create greater business opportunities for tourism-related sectors in the gateway city.

The SYD event is by far the largest in the region and jointly hosted by the Hong Kong Tourism Board, Hong Kong Economic and

Trade Office, Hong Kong Australia Business Association and Hong Kong Trade Development Council.

Other Lunar NY celebrations are planned for Melbourne, Brisbane and Auckland, and follow on from events hosted last week in Adelaide and Perth.

Also referred to as Chinese New Year, the event stretches over a three day period which began in 2010 on Sun 14 Feb, and marked the start of The Year of the Tiger.

According to the Chinese Zodiac those born in The Year of the Tiger have a charismatic personality.

Pictured here *from left* are Richard Jones, Cathay Pacific Qld business development manager, Lisa Lee, trade marketing mgr, HKTb; Andrew Clark, regional director, HKTb and Holly Biggs, marketing services exec. HTKB.

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RIDE the rails to success



ABOVE: Earlier this month Rail Europe hosted its first ever Rail Europe International Distribution Event in Hong Kong (TD 01 Feb).

The RIDE event brought together rail carriers and GSAs to chat about key subjects regarding international rail distribution.

Australasia representatives included Rail Plus, Rail Tickets and CIT and Richard Leonard from Rail Europe, along with delegates from European rail service providers - SNCF (France), Deutsche Bahn (Germany), SBB (Switzerland),

InterCon MEL spa

INTERCONTINENTAL Melbourne The Rialto has launched the East Day Spa today, offering a selection of Eastern-style massages, luxury beauty treatments, ancient healing therapies and modern spa treatments - see eastdayspa.com.

Trenitalia (Italy), Renfe (Spain), Thalys, Eurostar, TGV Lyria, Elipsos - and some non-European railways, including Amtrak (USA), and Via Rail (Canada).

Organisers of the event are heralding it as a "huge success". "It was a unique opportunity for all participants to meet with Rail Europe's partners from around the world, share elements of expertise in a context of growing competition and design the future of International Rail distribution," said Pierre-Stephane Austi, Rail Europe CEO.

"Very productive sessions have enabled to jointly define leverages to optimize international rail distribution and design together a common strategy on overseas markets," he said.

Pictured above are the 90 plus participants from over 15 nations.

Kingfisher to LHR

5-STAR Indian carrier Kingfisher Airlines (IT) will launch daily A330-200 services between Delhi-London Heathrow from 28 Mar, according to travel agent GDSs.

IT already operates daily flights from Mumbai to LHR.

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Interested applicants should send their resume to Dilli via email (dillic@worldaviation.com.au) before Monday 22nd February 2010.

Only successful applicants will be contacted.

WIN A SPOT FOR YOU & YOUR CHILD ON THE ULTIMATE HONG KONG FAMILY FAMILIARISATION

To celebrate the Year of the Tiger, the teams at Virgin Atlantic, the Hong Kong Tourism Board and Hong Kong Disneyland have joined forces with TD to offer travel consultants the chance to win a spot on a truly unique Hong Kong familiarisation trip taking place between 06-10 April 2010.

Six travel agents and their child (aged 5-12 yrs) will join the magical adventure in a city that offers endless activities and amusements for children and parents.

With flights courtesy of kid-friendly airline, Virgin Atlantic Airways, and ground arrangements generously supplied by Hong Kong Disneyland and the Hong Kong Tourism Board, the winners will stay a total of 2 nights in sparkling downtown Hong Kong and 2 nights at Hong Kong Disneyland, and will experience Hong Kong's famous shopping, dining and culture, as well as the magic of Hong Kong Disneyland and much more!

How to Enter:

For a chance to win one of 6 spots for you and your child on this Hong Kong Family Fam trip all you have to do is send in your most creative photograph featuring yourself and your child including aspects of Hong Kong, Virgin Atlantic Airways and Hong Kong Disneyland!!

Email your photos to hkgcomp@traveldaily.com.au by 5.30pm Sunday 28 February 2010.

Terms & Conditions:

Visit the **Travel Daily** website at www.traveldaily.com.au.



Expedia handi tool

EXPEDIA.COM has added a new search tool to its US website that aims to help disabled travellers refine their search for accessible accommodation.

The tool lists properties which offer accessible bathrooms, paths of travel, a roll-in shower and Braille or raised signage.

Kings' Centre deal

AAT Kings is offering a bonus post tour night's accom when booking on its three-day Centre Highlights Short Break before 28 Feb, for travel to 30 Jun 2010.

The offer applies to new bookings only and can not be combined with AAT Kings' Short Break sales.

There are three package options available priced from \$710ppts at the Outback Pioneer Hotel, from \$1,000ppts at Desert Gardens Hotel, or \$1,085ppts at Sails in the Desert - see aatkings.com.

Qatar gets yummy

QATAR Airways has been named as the Official International Airline of the 2010 Melbourne Food and Wine Festival, from 12 to 24 Mar.

CEO Akbar Al Baker said, "Qatar Airways has a proud tradition of being Five Star in every class, and food and wine are both key ingredients of our high-quality service to customers."

The festival will be the airline's first major Australian sponsorship deal, and follows its recent start of services into the Vict. capital.

Crystal to Ukraine

CRYSTAL Cruises has expanded its 2010 European cruise program to include two Black Sea voyages which feature the cruise line's maiden voyage to the Ukraine.

Crystal Serenity will make a port of call at Sevastopol on the 12-day Venice to Istanbul sailings departing 19 Jul and 24 Aug.

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First with the news

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NetCheck adds 9

AGENTS connected to Sabre Pacific's *NetCheck* service can now compare, shop & sell flights operated by nine more carriers - Air Minas, Blue1, Cathay Pacific, FlyDubai, Flysama, Jazeera Airways, Kulula, Mango and SAA.

Tahitian seminars

TAHITI Travel Connection will host breakfast seminars for travel agents in Syd, Mel and Bne in Mar which feature product and airline updates and a destination overview. Attendees also have the chance to win a major prize of a seven night trip to Tahiti flying Air Tahiti Nui, or lucky door prizes.

Events commence at 7:30am and are being held in SYD at the Mercure Sydney Hotel on 02 Mar; in MEL at the Mercure Spring St on 03 Mar and in BNE at Eagle Street Conference Centre on 04 Mar.

Register your details by email to marketing@tahititravel.com.au.

Air Europa to MIA

AIR Europa has expanded its international transatlantic route, announcing overnight it will launch a new non-stop Madrid-Miami service from 19 Mar.

The SkyTeam carrier will fly a two-class 299-seat Airbus A330-200 on the route.

Relax, it's just a small croc



ABOVE: About 40 Northern Territory tourism operators were at Luna Park in Syd last week for the annual NT Muster trade event which showcased more than 60 products to front line agents.

This year's Muster, which also ventured to MEL, BNE and ADL, featured suppliers from AAT Kings, Crocosaurus Cove, Yellow Water Cruises and from the IHG Group.

More than \$17,000 worth of NT experiences and travel prizes were given away each night.

Pictured here getting up close and personal with some of the NT's well known residents are, from left: Jeff Huyben, Chifley Alice Springs; Anthony Simpson, Australian Wildlife Displays and Rebecca Nable, Voyages Hotels and Resorts.

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SCENIC TOURS is one of Australia's most dynamic escorted touring companies delivering the ultimate touring experience across Australia, Canada, Europe and to a number of other international destinations. This exciting company is currently looking to fill casual positions within its Newcastle based Customer Service Centre for a minimum 20 to 25 hours per week.

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- Achieving sales of Scenic & Evergreen products by handling enquiries, bookings and amending reservations for travel agents in a timely manner
- Producing accurate air/land quotations and booking advices in a timely manner
- Accurately documenting all discussions with customers to ensure a complete booking history can be understood and used by other Customer Service Centre team members, as well as other departments

Certificate III in Tourism, as well as a working understanding of Galileo and other reservation systems is desirable. Travel agency or contact centre experience will be an advantage. Demonstrated sales and negotiation skills essential together with an ability to identify and exceed customer's needs.

To apply, please email your resume along with salary expectations to employment@scenictours.com by COB Thursday, 4 March 2010. For further information on the company please visit our website www.scenictours.com.



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TM referral rate

WORD of mouth is the driving force behind TravelManagers recruitment, says the network's exec GM, Mandy Scotney.

"While we recognise the importance of advertising it was fascinating to see that over half of our new personal travel managers contact us based on a referral from our existing personal travel managers," Scotney said.

Most referrals are coming from VIC, WA and NSW.

&Beyond store

RESPONSIBLE travel specialist &Beyond has launched a new online safari shop offering up a range of gear and apparel.

The portal features items from clothing outfitters including Patagonia, Outdoor Research and Smith Optics, with items focused on being waterproof, windproof, insulating and sun-protective.

See andbeyondsafarishop.com.

Q Station for Easter

SYDNEY'S Q Station has released a 'Family Fun Package' for Easter period which incl a night's accom, brekkie, an in-room movie and entry to Oceanworld Aquarium, priced from \$230 per night.

The deal is valid for travel from 02-18 Apr for a minimum two night stay.

For details see qstation.com.au.

New TCF agents

ELEVEN new head office travel agencies have joined the Travel Compensation Fund since 01 Feb.

In the mix are a bunch of cruise, tour, flight and golf specialists added, including *Smart Flights* of Box Hill, Vic; *Aurora Coach Tours* of Copacabana, NSW; *GOLFSelect* of Malvern East, Vic; and *Cruising Plus* of Clayton Beach, SA.

Travel X-pert of Reedy Creek, Qld; *Khalsa Travels* of Caulfield North and *Travelscene Deer Park* in Vic; *Nacel Australia* of Nedlands, WA; *Australia & Oceania Travel* of Kings Langley & *Time Holidays* of Mascot in NSW and *All-Style Holidays* of Athelstone, SA have also signed up to the fund.

Payless Flights Pty Ltd has registered a branch location in Wentworthville, NSW, along with Flight Centre's *Holiday Packages* in Queen St Brisbane, Qld.

Intrepid two for one

INTREPID Connections has a two people travel for the price of one promotion on select dates of its 11 itineraries through the Red Centre, Kimberley, Top End and Western Australia.

Bookings must be made prior to 28 Feb, for travel before 30 Jun.

SYD sites protected

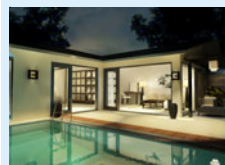
THE New South Wales Premier has announced that Luna Park, the Queen Victoria Building and the Sydney Town Hall have been placed on the state's Heritage register.

Kristina Keneally said the move will protect the structures for future generations, adding "it is impossible to think about Sydney without these three landmarks."



Accommodation Updates

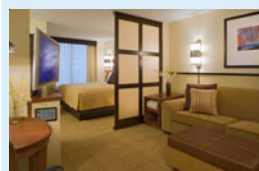
WELCOME to *Accommodation Updates*, *Travel Daily's* Wednesday feature. If your property has undergone some recent changes you would like to make the industry aware of, send a brief description to accomupdates@traveldaily.com.au.



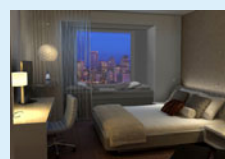
ABSOLUTE HOTEL SERVICES will manage two resorts in Vietnam under a new deal struck with Fusion Hotel Management. The **FUSION MAIA DA NANG RESORT** will feature 87 villas, each with their own private pools and luxurious amenities, and the all inclusive room pricing will include spa treatments. The beachfront **BOUTIQUE HOI AN RESORT** will offer 84 rooms and villas, each of which has its own private balcony with views of the China Sea. Both properties are scheduled to open their doors mid this year.



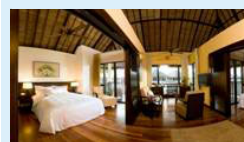
RENAISSANCE HOTELS has opened its 2nd hotel in Thailand, the **RENAISSANCE BANGKOK RATCHAPRASONG HOTEL**. The hotel features four restaurants, 11 meeting rooms, a 7,000 square foot ballroom (which can be extended by 3,000 sqf for pre-function space) and spa which overlooks the city skyline. A third Thailand Renaissance will also open in Phuket in 2010.



Earlier this month **HYATT HOTELS & RESORTS** announced the opening of the 151-room **HYATT PLACE SACRAMENTO/ROSEVILLE**. This centrally located property feature 42" flat screen TVs in rooms, complimentary brekkie and Wi-Fi.



STARWOOD HOTELS & RESORTS has unveiled its latest W Hotel, the **W HOLLYWOOD HOTEL & RESIDENCES** located on Hollywood Boulevard. Guests staying in the 305 rooms will have easy access to Los Angeles County's metro rail and bus system. There's a rooftop pool deck, bar and nightclub *Drai's Hollywood*. Room options include W's signature *WOW Suites* and the *Extreme WOW Suite*.



HOTEL REPRESENTATION AUSTRALIA (HRA) has signed on the 393-villa **GOLDEN PALM TREE SEA VILLA & SPA** property in Sepang, Malaysia (about 75mins from Kuala Lumpur). The resort will have a soft opening in Apr, offering one-, two- or three- bedroom villas, a Spa & Wellness Centre, infinity pools, landscaped gardens and gym, positioned on the sheltered waters of the straits of Malacca.



COURTYARD STOCKHOLM KUNGSHOLMEN has opened in Scandinavia, offering 278 guest rooms with stylish and comfortable amenities, free internet access, large well-lit work stations, ergonomic chairs and coffee makers. There's also an on-site fitness centre.



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SEARCH IT • BOOK IT • TICKET

SmartFares – Fares Coordinator x 2 - Melbourne

As part of the Air Tickets business within in the Stella Travel Services group SmartFares is the market leader in the wholesale distribution of international airfares. We are looking for 2 experienced fare loaders who are focused on getting the job done and are self starters for our new Melbourne based team.

As a Fares Coordinator you will be responsible for loading airline tariffs with accuracy and speed for both general distribution and our private fare database clients. To be successful in this role you will have excellent customer service skills, be a team player and have the ability to prioritise and multi task. You will also have Travel qualifications including good understanding of fares if not fares & ticketing 1/11, and GDS knowledge (preferably Galileo).

If you would like to apply for these positions please send your CV and covering letter to **Michelle Calvo** michelle.calvo@airtickets.com.au by 24 February 2010.



Bentours Cruise Offers

Bentours offer some of the worlds best cruises and right now they're on sale.



Click here to explore our cruising options.

www.bentours.com.au

QLD body art event

THE Sunshine Coast hinterland town of Eumundi will see a boost in tourist numbers during May when it hosts the three-day Australian Body Art Carnivale.

Not only will the show feature body art, but wearable art and pavement art will be showcased.

See australianbodyart.com.au.

More India U Hotels

U HOTELS & Resorts will add four new properties across Indian next year in a strategic move to expand its portfolio in the nation.

The hotels incl the KBJ Stupas, Kushinagar; the KBJ Five Colours Bodhgaya, the KBJ Touchstone Khajuraho and the KBJ La Casa Bella Goa, and they join the U Hotels KBJ Grand Varanasi.

Kazakh registration

THE Dept of Foreign Affairs and Trade has updated Kazakhstan-bound travellers who intend on staying in the country for 5 days or more need to pre-register with the local Visa & Registration Office.

Visitors need to register their details within five days of arrival, however those arriving via one of Kazakhstan's int'l airports, staying for up to 90 days, are registered automatically by control authorities.

Byron and Beyond

NORTHERN Rivers Tourism has a new catch phrase - Byron Bay and Beyond - a move to brand the region to international markets.

The Parker Travel Collection has been appointed to build up the profile of the area.

"Our strategy is to instil confidence among international trade wholesalers and retailers selling our region and capitalise on Byron Bay's iconic profile to encourage international visitors to experience the wider Northern Rivers region," said Northern Rivers Tourism ceo Russell Mills.



SmartTickets Help Desk (Melbourne Based)

- 1 x Help Desk Team Leader
- 2 x Help Desk Customer Service Consultants

As part of the Air Tickets business within in the Stella Travel Services group we are looking for experienced customer service focused gurus to join our SmartTickets team in Melbourne. SmartTickets is the industry's leading online airline ticketing system. SmartTickets Online is seen as the solution that provides travel agents with the service delivery and efficiencies they demand and expect. We currently have some exciting opportunities available within our Melbourne based team.

Team Leader: Will be responsible for delivering a high level of customer service to both our agency members and internal customers. Provide telephone assistance and guidance for all online ticketing and GDS queries. Work with the operational and development teams to increase online usage including the management and loading of net remit fares including validation, along with managing the Smart-Tickets Help Desk Consultant team. To be successful in this role you will have strong leadership skills, be customer service oriented, possess an excellent understanding of airline systems and procedures along with multiple GDS experience. Also you will have Travel qualifications including Fares & Ticketing I and II.

Help Desk Consultant x 2: Will be responsible in providing telephone assistance to both our agency members and internal customers for all general online ticketing queries, system guidance and general usage. Assist the team leader with the loading of ticketing information into relevant database online ticketing. To be successful in this role you will have excellent customer service, problem solving and communications skills. Along with Travel qualifications including Fares & Ticketing I and II. And Multiple GDS knowledge.

If you would like to apply for any of these roles please send your CV and covering letter to **Koula Pantazis** koula.pantazis@airtickets.com.au by 24 February 2010.



WIN A TRIP TO EUROPE

To celebrate the start of the New Year, Rail Plus is giving **Travel Daily** agent readers the opportunity to win some sensational prizes during the months of January and February.

To enter this fabulous competition, subscribers will simply have to correctly identify what country the train featured below is from and come up with a creative caption to accompany this image. There will be a major prize awarded at the end of the competition period of a place on the 2010 Rail Plus European familiarisation being held from 28 Apr to 08 May 2010, visiting Northern Italy, Switzerland, France and the UK* - for the best caption overall!

A weekly prize of a Eurail Select Pass for 5 days in 3 countries will also be up for grabs for the cleverest caption received each week, as decided by the Rail Plus judging panel.

So put on those thinking caps and email your caption and contact details to railpluscomp@traveldaily.com.au.

Full terms and conditions available at www.traveldaily.com.au.



*Itinerary subject to change.



JOB VACANCIES

Due to substantial growth and the importance of achieving a high customer service delivery, Tramada is now seeking to fill 3 senior positions within their operation.

SUPPORT CENTRE SUPERVISOR

You will be responsible for the management of 7 staff within the Support Centre whilst managing all operational aspects. This will be to ensure the day to day workflow is run smoothly and a high level of customer service delivery is achieved.

IMPLEMENTATIONS TEAM LEADER

You are responsible for driving the implementations process both internally and externally. You will do this by scheduling, coordinating and completing on-time customer implementations of the Tramada system and additional services.

TRAINING TEAM LEADER

You are responsible for leading the training team to ensure the training program is developed and maintained whilst ensuring the successful deployment of Tramada's modern training program.

To find out more about these fabulous roles with Tramada please call Sally Matheson or Sally Frape at TMS 02 9231 6444 or email sally@tmsap.com





**RACE INTO AA
TODAY FOR THESE
WINNING ROLES!**

FOR ALL THE BEST VACANCIES VISIT www.aaappointments.com

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

MELBOURNE – 1/167 Queen St – (03) 9670 2577 – recruit@aaappointments.com.au

BRISBANE – 13/97 Creek St – (07) 3229 9600 – employment@aaappointments.com.au

ADELAIDE & PERTH – (03) 9670 2577 – recruitsa@aaappointments.com.au & recruitwa@aaappointments.com.au

TOP JOB OF THE WEEK - MAKE THE SWITCH

TRAVEL RECRUITMENT CONSULTANT

SYDNEY - SALARY PACKAGE CIRCA \$65K +

Due to unstoppable growth, AA is expanding!

As part of our energetic Sydney team, you will enjoy sourcing & selecting candidates, developing existing client relationships and building new ones. You will enjoy great perks such as annual conferences, top salary & other great bonuses.

Essentially, we are looking for a confident, enthusiastic travel professional that enjoys providing the highest level in customer service, working in a close knit team & meeting sales targets!

SABRE AND TRAMADA TRAVEL TEMP WANTED!

SYDNEY NORTH – 2 MONTH CONTRACT

EXCELLENT HOURLY RATE + SUPER

We are searching for a highly skilled Sabre /Tramada trained Corporate Consultant/Leisure temp that can start 8MAR. This is a 2 month temp role working Mon-Fri. You will bring something special to this temp role, including a fantastic friendly attitude, a professional outlook and a wealth of travel industry experience. Your commitment and dedication is paramount. You will deliver outstanding customer service and communication to these high end accounts.

SET YOUR CAREER FOR TAKE OFF

CUSTOMER SERVICE CONSULTANTS X 5

MELBOURNE (INNER) – PKG TO \$53K

Calling all experienced Travel Consultants with Galileo skills.

Secure one of these fantastic roles today and you will be working in one of the fastest growing travel companies in

Australia! Working within customer service, you will be responsible for handling queries from clients via phone and email in regards to fares and changes as well as ticketing.

A fantastic remuneration package applies. Shift work required.

ESCAPE TO GREENER PASTURES!

BOWRAL – TEMP OR PERM/PART TIME

SHORT AND/OR LONG TERM ROLES AVAILABLE

Our retail client is looking for a talented individual to join their dynamic team located in beautiful Bowral. You can choose to join them on a temporary or permanent part time basis.

We are looking for a strong multi skilled retail consultant (min 3 yrs) that is highly proficient on Galileo and Crosscheck Travel. You will also have an excellent sales record and deliver outstanding customer service.

PUT YOUR BEST FOOT FORWARD

SENIOR TRAVEL CONSULTANT (GROUPS)

MELBOURNE (INNER) – SALARY DEP ON EXPERIENCE

Are you experienced in all facets of group travel? Are you also proficient on Galileo? If so, we have the perfect position for you based at this fabulous boutique operator. You will love creating

cultural and study tours on a day-to-day basis as well as working with a passionate and very professional team of

consultants. A very generous salary will be offered to those with strong experience. Monday to Friday hours.

NO MORE COMMISSION TARGETS!

RETAIL TRAVEL CONSULTANT

PERTH (NORTH EAST) – PKG TO \$50K

Say goodbye to the stress of strict commission targets and move to this successful boutique office today! Based in a busy shopping centre, you will enjoy the variety this role offers as you arrange domestic and international leisure travel for a wide range of clientele. A senior retail travel consultant with CRS skills is required and both a full time and part-time position is available so apply today!

THE BEST OF BOTH WORLDS

TRAVEL CONSULTANT

GOLD COAST - \$38K - \$42K SALARY PACKAGE

Craving some variety in your day? Are you sick of selling the same destination over and over? This new and exciting role is for you. Working in this boutique agency will see you handle a

range of high end leisure clients along with catering to corporate clients and arranging group travel. In addition to

developing your consulting skills you will enjoy a healthy salary, Mon – Fri hours with an occasional Sat and supportive management. Minimum 2 years consulting experience is preferred. This role won't last for long!

EXCITING NEW TICKETING ROLE

TICKETING CONSULTANTS

BRISBANE CBD – \$60 K OTE

Are you an experienced ticketing consultant looking for a new challenge? Know Galileo inside out? If so we are looking for you. We require 2 experienced ticketing consultants to join this global company. Not only will you have the opportunity to earn a fabulous salary package but enjoy exciting incentives, career development and work with a fun and innovative team. You will need min 2 years ticketing experience and strong GDS skills.

Make a refreshing change today apply now!



We thank our passengers for appreciating our attention to detail.

SKYTRAX Research has certified Garuda Indonesia as a world 4-Star Airline.

Garuda Indonesia is now one of just 27 airlines worldwide that meets the rigorous quality criteria for a 4-Star airline ranking. The certification covers over 200 touch points evaluating 61 criteria in Executive Class and Economy Class for front-line product and service quality. It is the endless effort of all our staff, which is the essence of the Garuda Indonesia Experience, that is recognized by this award.

“This 4-Star Airline Certification is a coveted seal Quality Approval that an airline receives in recognition of its front-line product and service quality. Garuda Indonesia has undergone a major quality transformation and improvement during the past year, across both their product and front-line service standards.”

Skytrax Research



Contact Garuda Indonesia direct on 1300 365 331

Garuda Indonesia 