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**Travel Daily AU**

**First with the news**

**Thu 18 Jan 10 Page 1**

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

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## Royal Caribbean doubles capacity

ROYAL Caribbean International today announced it would deploy a second ship in Australian waters for the 2011/12 season (*TD* breaking news), boosting its local passenger capacity by over 100%.

*Radiance of the Seas* will join *Rhapsody of the Seas* in Australian waters, with local md Gavin Smith saying the move "is a demonstration of the strength of the local cruise market."

The 2100-passenger *Radiance* debuted in 2001, making her "the first 21st-century cruise ship to be based in Australia," Smith said.

For full details see today's *Cruise Weekly* - subscribe free at [www.cruiseweekly.com.au](http://www.cruiseweekly.com.au).

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## Qantas to upgrade 747s

QANTAS will spend \$400 million on a reconfiguration of its 747-400s to give them a long-haul product consistent with the QF A380 fleet (*TD* breaking news) - as well as 52 extra seats.

The move will see First Class eliminated from all nine QF 747s, while 12 A380s will still have a four class configuration.

A further eight A380s will be delivered with just Business, Premium Economy and Economy cabins, with Qantas set to offer First only on daily services from Sydney and Melbourne to London (via Singapore) and Los Angeles.

"Maintaining a First offering on flagship routes is essential for Qantas as a premium airline," said ceo Alan Joyce.

"It is vital that we align this offering with the forecast demand which is expected to be relatively slow compared to Business, Premium Economy and Economy."

"While some travel markets are recovering from the economic crisis, our assessment of longer term travel trends...shows that international premium travel demand is changing," he added.

The nine reconfigured 747s will be fitted with the A380-style fully flat Skybed for their 58 business class seats, while the aircraft will also have 36 Premium Economy

and 265 economy seats - an overall increase of 52 with the elimination of the First cabin.

Seat numbers in the eight three class A380s, which will be delivered from 2012, are yet to be confirmed subject to talks with Airbus and suppliers.

Joyce made the announcement along with the Qantas first half profit results, which showed a \$58m net result after tax.

Key factors included weaker domestic and international demand and lower fuel surcharges over the last year, which led to a 14.9% yield drop.

He said future reporting of QF results would also include an 'underlying profit before tax' figure which eliminated non-recurring items and changes the treatment of fuel hedging "to assess the underlying quality of returns."

The Underlying PBT for the six months to 31 Dec was \$267m.

Joyce said Jetstar was now "firmly ensconced as Australia's leading low fares airline," and JQ's international growth will be supported by additional A330 capacity ahead of the arrival of the long-awaited Boeing 787.

He said Qantas remained committed to Jetstar's expansion in Asia, including in Vietnam.

"Qantas and Jetstar continue to give us an optimal 65 per cent Australian domestic market share, and the best opportunities to develop an expansive and profitable international network."

Joyce predicted underlying PBT for the year to 30 Jun would be in the range of \$300-\$400m.

### Today's Travel Daily

Travel Daily today has six pages of news and photos, plus there are full pages from: (*click*)

- TMS Asia Pacific
- AA Appointments
- Consolidated Travel

## 2 more Princesses

CARNIVAL Corporation is looking to boost its fleet after signing a memorandum of agreement with Italian shipbuilder Fincantieri to construct 2 new Princess vessels.

The currently un-named ships will be the largest in Princess' fleet and are planned to enter service in spring 2013 and 2014.

## AFTA ceo on ASIC

AFTA ceo Jayson Westbury met with the ASIC this week - see **pg 4** for details in his exclusive weekly column, along with information about the Travel Industry's Review of Consumer Protection.

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## Happy Birthday MTA

MOBILE Travel Agents of Australia (MTA) turns 10 years old today, and will celebrate with a combined conference and birthday party on the Gold Coast this weekend.

The company, which pioneered home working for Australian travel agents, has grown to just on 200 consultants who will be kicking up their heels - see *TD* next week for exclusive pics.

## Jetstar \$1 fares

JETSTAR is trying to push sign ups for its Jetstar MasterCard, advising *JetMail* members that next month it will offer fares on selected routes for just \$1.

The one buck airfares will be available on domestic services along with other cheap fares on international routes.

In an added incentive, *JetMail* members are also being offered a \$100 Jetstar Voucher after their first purchase with their card.

## HOT JOBS!

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## Webjet hotel sales double

WEBJET has followed the launch of Wotif's new Wotiflights offering (*TD* yesterday) with an announcement that Webjet hotel bookings under its 'Stay then Pay' model are up more than 100%.

"Since our media launch in the Christmas New Year period, sales have approximately doubled relative to last year, and although still from a low base, are currently the fastest growing component of our business," said md David Clarke.

The Stay then Pay product, which is offered alongside Webjet's flight offering, has a range of about 40,000 hotels worldwide with full year inventory - including peak periods.

Rooms are able to be secured with a \$10 upfront payment, with the balance payable at the time of stay.

Clarke said: "we are very encouraged by these early signs." He also confirmed that Webjet's

## US\$2.9m FAA fine

US aviation authorities have proposed a US\$2.9m civil penalty against American Eagle Airlines, which it's alleged operated more than 1000 flights using Bombardier aircraft with defective landing gear doors.

The FAA said that between Feb and May 2008 the carrier flew four of the planes with main landing gear doors which had not been repaired in accordance with a 2006 Airworthiness Directive.

overall total transaction growth had "continued the trend of 37%" which was advised to the market recently along with the firm's half yearly results.

MEANWHILE Wotif has confirmed that its new online airfare booking system, which currently offers a range of domestic and regional carriers, is set to be progressively expanded into the trans-Tasman market and then into an international booking service.

Wotiflights is charging a booking fee of around half that levied by Webjet, with Wotif.com ceo Robbie Cooke saying "We think this new initiative will be very appealing to the 3.8 million visitors who come to Wotif.com every month."

## Lufthansa strikes

LUFTHANSA is informing pax via its website to expect heavy flight delays over a four day period next week as a result of strikes by the pilots union.

The disruptions are planned to run from Mon 22 to Thu 25 Feb.

Passengers with flights booked and already ticketed over the affected period can rebook once at no charge on another LH flight, so long as the amended travel date is before 31 Mar and origin/destinations remain the same.

Pax travelling within Germany can also switch to a journey by rail with Deutsche Bahn, if their flight has been cancelled.



ACCIDENT investigators in Paris say they're cautiously optimistic that the wreckage of the Air France A330 which crashed into the Atlantic ocean last Jun will be found, when search efforts resume next month.

The search for AF447's black boxes was suspended in Sep, but since then computer models of currents and wind directions have been used to narrow the area under scrutiny to about 800 square miles - about a tenth of the original search zone.

"We have reduced the size of the haystack," said chief investigator Jean-Paul Troadec. "Now we have to find the needle," he added.

BERLIN in Germany must be trying to attract the family tourist market, with changes to laws which now make it legal for children to make as much noise as they like.

Previously noise pollution regulations in the city meant that people living near play areas could lodge official complaints about noisy children, but the legislation now states that "the disturbing noise made by children is fundamentally and socially tolerable."

US publication *Travel + Leisure* has this week published a list of the world's 12 ugliest airports, with London Heathrow, Tokyo Narita, New York JFK and Bali's Denpasar International all having the dubious honour of making the cut.

Paris Charles de Gaulle was also included, with the magazine cuttingly describing it as "a symbol of a fiendishly technocratic world where nothing works and nobody cares."

Also on the list were airports in Moscow, Sofia, Nassau, while the magazine said "You are unlikely to mistake El Paso International for any other airport on the planet. Arguably that's a good thing."

Commenting on Bali's Denpasar airport, the article said "You know an airport's got problems when its most eye-catching feature is a McDonald's."

## Travel Industry Account Manager.

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# Travel Daily AU

First with the news

Thu 18 Feb 10

Page 3

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

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## Happy new year for OETG



**ORIENT** Express Travel Group last night launched its Chinese New Year agency celebrations in Melbourne, with the party to roll onto Brisbane and Sydney.

Next week's Sydney event will see one of OETG's Select agents win a Honda Jazz car, with entries achieved by consultants who sold \$50,000 worth of Singapore Airlines Tickets via Express Ticketing over the Jun-Dec period.

OETG ceo Tom Manwaring said the company had enjoyed consistently loyal support from its 310 Select agencies, with key factors being "transparent business contracts" and 24/7

service for its Express Ticketing offering, combined with OETG's "considerable buying power."

"This business model has progressively added value and created brand recognition for the Select franchise within the Asian-Australian community," he said.

Manwaring also announced that the 10th Select conference would be held in Bangkok 21-24 May.

Pictured above are, from left: Derek Morris, CX Sales & Mktg mgr Australia; Peter Collins, QF sales mgr Vic; Kelly Mac, Countrywide Travel; Lin Li, Wings Travel; OETG ceo Tom Manwaring; and Chris Rowe, SIA sales mgr Vic.

## CWT volume down

**CARLSON** Wagonlit Travel says its figures for 2009 are testament to "the challenges the travel industry and most other businesses confronted" during the global financial crisis.

Total transaction numbers were down 9.3% while sales volume, which totalled US\$21.4 billion, fell 22.8% compared to 2008.

The company said this showed the "aggressive cost-cutting measures companies took to reduce their travel spend," and was seen in all regions.

The Asia-Pacific region was the worst hit region, with volumes down 27.6% overall.

## SIA load factor up

**SINGAPORE** Airlines passenger load factor rose 5 points in Jan 2010 to 79.1%, compared to the same time last year, however the increase came at the expense of a 7.8% reduction in capacity.

Pax loads were up across all SIA's five regions, with West Asia and Africa highest at 9.5 points to 75.2% and the South West Pacific lowest at 1.4 points to 85.7%.

The number of pax carried in Jan was down 3.3% to 1.4 million.

## Eurostar no's rise

**AUSTRALIAN** passenger numbers travelling aboard Eurostar rail services went up 7% in 2009, compared to the year earlier.

Eurostar account manager for Australia, Jason Tarabo said the increase reflects "the continuing growing strength of the Eurostar brand and the strong appeal of rail travel in Europe."

**MEANWHILE**, Eurostar's chief executive officer Richard Brown has said the group expects rival rail companies to launch services through the Channel Tunnel.

Germany's Deutsche Bahn and Spain's Renfe have both flagged the possibility of operating services on the route.

"Whoever comes in will need to have trains that comply (with safety guidelines), but that's not impossible," Brown said.

## Topdeck raises \$18K

**TOPDECK** has donated \$18,000 to the Red Cross Appeal for victims of the Haiti earthquake, raised by its Australia/NZ and UK offices.

Topdeck matched the donations of its staff members, dollar for dollar, along with a generous initial donation figure.

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# AFTA UPDATE

the latest insights from AFTA's Chief Executive,  
Jayson Westbury



*The AFTA board met this week and spent much of the meeting talking about the Review of Consumer Protection in the Travel Industry. This included a meeting with the review team from PricewaterhouseCoopers (PWC) at which they (PWC) outlined the pathway going forward for the review.*

*A number of views were discussed with the review team and this first meeting was deemed very successful and useful to both the board and the PWC review team. It is expected that an issues paper will be released by PWC by the end of the month and this will shape the review process and how the review will address the key aspects of the terms of reference for the review. PWC will be taking a very broad consultation approach and AFTA welcomes this approach. AFTA continues to work with KPMG as we prepare the formal submission to the review which will be undertaken over the next 6 weeks. A number of industry meetings continue to take place with AFTA to ensure that all industry views are considered and that an appropriate submission is prepared.*

*AFTA has also met this week with ASIC to talk about the advertising approach taken by some online insurance companies. This issue is by no means resolved and AFTA will now be taking a more formal and legal approach with ASIC to seek more formal regulation around the way travel insurance is advertised.*

*It was explained to ASIC that travel agents don't mind competing on any product with any one, but some of the tactics and false claims being made and more importantly the inappropriate references to travel agents needed to stop. We will continue to take up this fight towards a more acceptable outcome.*

*I am also pleased about the progress we are making in the redevelopment of the AFTA WebMail software. The new system is looking fresh and exciting with a range of great new features to make it easier to use. WebMail will be launched to the industry in March with some of the specific details being released over the next two months.*

*February is proving to be a busy month and from the way I see it, March will be even more so. I hope the year is off to a good start for everyone with early reports of good trading and some growth in the corporate travel sector coming into AFTA over the past week. Certainly some of the early profit reports we are all reading about are solid indicators for a good year ahead.*



## Fifth Haneda runway

AUTHORITIES in Japan are considering a plan to construct a fifth runway at Tokyo Haneda airport, with a feasibility report to be prepared by Mar 2011, according to the *Tokyo Shimbun*.

The move comes as 5 US airlines request slots with the Department of Transportation to fly services from US cities and territories to Tokyo Haneda, after Japan last year agreed to open capacity up for US airlines (TD 09 Dec).

American Airlines has proposed to operate a daily flight between Los Angeles and New York JFK to Haneda, Continental Airlines wants to operate a daily Newark-Haneda service, Continental Mirconesia is hoping for daily Guam-Haneda capacity, United Airlines is seeking a daily San Francisco-Haneda service, and Hawaiian wants a twice daily Honolulu service (TD yesterday).

The largest request has come from SkyTeam member Delta Air Lines, who is wanting to operate daily Seattle, Detroit, Los Angeles and Honolulu services to Tokyo's Haneda.

The carriers are competing for a total of just four daily round-trip services on offer from late Oct.

## Quest expansion

QUEST Serviced Apartments has turned the first sod for one of its latest property developments - Quest Heatherton in Victoria.

Work on the \$12m Heatherton project joins two other properties already under construction - the 60 unit Quest Cheltenham, VIC and the 84 unit Quest Palmerston, in the Northern Territory.

## Travel Daily AU

First with the news

Thu 18 Feb 10 Page 4

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

## Docklands Lodge

TOGA Hospitality will open the new build Travelodge Docklands on Mon, the 16th Travelodge hotel in the group's portfolio.

The 290-room property is located on Aurora Lane in the Docklands, near the MCG and Crown Casino.

Introductory rates are priced at \$99, available from 22 Feb-11 Apr, excluding peak periods.

## PR B777 OZ-bound

PHILIPPINE Airlines has moved forward its launch of Boeing 777-300ER services between Manila-Sydney and Melbourne to 20 Feb, a month ahead of schedule.

The 370-seat aircraft offers wider seats, wider aisles, more headroom and seat-back IFE.



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## 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](mailto:michelle.calvo@airtickets.com.au) by 24 February 2010.



**air tickets**





## Gladstone funding

THE Rudd Govt will chip in \$5.5m to upgrade the terminal at Gladstone Airport in Queensland.

The funding will enable the airport's arrival and departure halls to be upgraded and provide more space for additional security screening facilities by year's end.

Transport Minister Anthony Albanese said Gladstone was in urgent need for better aviation infrastructure with forecasts expecting the population of the city to grow by over 80% in the next twenty years.

## Getaway tonight

TONIGHT'S episode of Channel Nine's dedicated travel program Getaway at 7:30pm features stories on:

- the Great Barrier Reef
- South West USA roadtrip
- Las Vegas, Nevada
- P&O Pacific Jewel
- Sydney Rocks YHA
- Banff, Canada
- Masterpieces from Paris exhibit at the National Gallery of Aust.
- Movie Stunt School, Gold Coast

## Tiger 2 for 1 airfare

TIGER Airways is offering two airfares for the price of one in a new 'Take a Mate' sale which launched today.

The budget carrier has fares for two priced from just \$50 on some routes, but they need to be booked by Wed 24 Feb.

TT's Vanessa Regan said: "As other airlines look to increase fares as the effects of the global financial crisis abate, Tiger Airways will continue to look at ways to reduce its fares even more."

"With all 19 routes across Australia included in the 'Take a Mate' sale, there's never been a better time to grab a mate and take them interstate," the airline's spokeswoman added.

## French rail savings

RAIL Plus is offering a 25% discount on France flexi rail passes when booked by 29 Mar.

Passes are available for 4 to 9 days travel within one month.

A six-day adult first class pass has been reduced to \$390, a saving of \$130.

## Longer Delta fares

DELTA Air Lines' Retail USA Escape fare from SYD-LAX is valid for travel until 31 Jul, not 31 May as mentioned in *TD* yesterday.

Fares lead in at \$949 plus taxes of approx \$320 - 1800 144 917.



## 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 [brochures@traveldaily.com.au](mailto:brochures@traveldaily.com.au).

Rachel Lester has been appointed the Director of Sales for Sheraton & Westin Resorts, Denarau Island Fiji. Rachel's responsibilities include overseeing the wholesale market and to develop and drive MICE and leisure business from Australia and the Americas for Sheraton Fiji Resort, Sheraton Denarau Villas and The Westin Denarau Island Resort & Spa, Fiji. She'll be based in Sydney.

Norfolk Island Tourism has appointed Nicole Moore as its new GM. Moore has more than 20 years experience in sustainable tourism for Fosters, New South Wales, Sydney, Singapore and Coffs Harbour.

Insight Vacations has announced Anjali Chandra has returned to the position of National Groups Manager following maternity leave.

Philippine Airlines has named MG Media Communications to manage the carrier's public relations activities in Australia. The move comes as Philippine Airlines begins ramping up its Australia operations with a new twice weekly Brisbane-Manila service.

Hawaii's Aqua Hotels & Resorts has made some new management appointments at its Waikiki office. Lori Downes has joined the group as marketing manager, Myna Eheler has replaced Karishma Chowfin as Contract Sales Manager and Shelley Okubo has taken on the role as Office Administrator.

Jim Dean has been appointed as President of SeaWorld Parks & Entertainment in Florida. Dean is currently Executive Vice President - Retail Operations with the group.

Orbitz Worldwide Inc has appointed Jeremy Bellinghausen as President of HotelClub. He takes over the position from Chloe Lim who is leaving the company to pursue other opportunities.

Aviation & Tourism International has been appointed to represent The Paradise Koh Yao Resort & Spa in Thailand for the Australia & New Zealand markets. The property is located on Yao Noi Island, set in the middle of Thailand's Phang Nga Bay.

Palazzo Versace Gold Coast has named Russell Durnell as the hotel's new General Manager. Durnell was most recently the Director of Sales & Marketing for Langham Hotels International.

Andrew Sargant has been appointed as the permanent Director, Regional Tourism at Tourism New South Wales.



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#### 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](mailto:koula.pantazis@airtickets.com.au) by 24 February 2010.



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Email: [mgr@southsidetravel.com.au](mailto:mgr@southsidetravel.com.au)

## Safari sales surge

BENCH International reports the number of pax booking a safari trip following a fly/cruise package that starts or ends in South Africa has risen by 50% over 2009.

Guests are booking safaris at private lodges in Kruger National Park and Zululand in Kwa Zulu Natal, before joining or upon leaving their ship's voyages from Cape Town.

## NSW EY STA promo

TOURISM NSW's recent joint campaign with Etihad Airways and STA Travel in Germany resulted in a 230% increase in seat sales to Sydney with EY for the month of Jan, compared to Jan 2009.

The promotion was aimed at the youth market, which accounts for nearly 57% of Germans travelling to New South Wales.

## 10 days in Mexico

ADVENTURE World is offering a 10-day Mayan Heartland tour that visits some of the most popular archaeological sites of Mexico, priced from \$1,786 per person.

Highlights of the trip include the ancient sites of Uxmal and Kabah, the Mayan city of Chichen Itza, as well as Mexico City, San Cristobal and Cancun.

For bookings call 1300 320 795.

## Orbitz for Agents

ONLINE travel company Orbitz Worldwide is looking to entice travel agents to use its website launching a new Orbitz for Agents portal in the US.

Orbitz says the "groundbreaking program" will offer commissions based on accommodation bookings and customised packages (combos made up of flight, hotel and car rental services) around the world.

According to the firm, Orbitz for Agents is able to give customers access to highly discounted rates on airline tickets, hotel rooms and car rentals that airlines, hotels and car rental companies would not allow them to offer for booking separately.

President Orbitz Worldwide Distribution Ronnie Gurion said the program "gives travel agents the ability to set and charge service fees on a transaction by transaction basis."

Standard commission rates of 10% for hotel bookings and 4% for travel package bookings are being offered, but the first 500 agents to sign up and book by 15 Mar are being offered an extra 2% and 1% comm. respectively for a year.

It's unclear at this time if the service will be offered to Aussie travel agents.

See [www.orbitzforagents.com](http://www.orbitzforagents.com).

## JAL salary cuts

JAPAN Airlines has proposed to reduce employee pay packets by 5% from Apr in a move to reduce costs by JPY30 billion yen (AU\$370m) per year.

Under the plan, bonuses in fiscal 2010 will be axed.

## PRODUCT CO-ORDINATOR



Tourism & Leisure Holdings offers diverse career development opportunities for people passionate about travel with its well respected brands, including Adventure World, Coral Seas, Value Tours & Creative Cruising.

Adventure World Travel offers diverse product range for interesting and varied work. Key responsibilities for role are:

- Loading of data from supplier contracts in the Calypso product database
- Updating of existing product with amendments, specials, hotel renovations etc, as they come to hand
- Answering queries from Reservations and accounts
- Assisting the Product Manager with general duties and brochure production as required
- Liaising with suppliers as required

If you have experience in retail and/or wholesale travel industry in a reservations or product load role, we are interested in talking further with you. You will have high attention to detail, be proud of your work quality, be well organised, enjoy tight deadlines and enjoy being part of a team. You must also have Calypso experience.

If you are interested in this role, please send your resume in the first instance to [jobs@tlholdings.com.au](mailto:jobs@tlholdings.com.au) prior to Wednesday, 24<sup>th</sup> February.

# 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](mailto:railpluscomp@traveldaily.com.au).

Full terms and conditions available at [www.traveldaily.com.au](http://www.traveldaily.com.au).



\*Itinerary subject to change.

**rail plus**  
way to go!

## Business Development Manager - WA

**TOURISM  
& LEISURE  
HOLDINGS**

Tourism & Leisure Holdings with its well respected brands, including Adventure World, Coral Seas and Value Tours.

12 Months Fixed Term contract  
(maternity leave replacement)

We require a dynamic, experienced and proactive Business Development Manager for our Western Australian business, available to work on a full time basis.

This role requires a high degree of autonomy and involves developing and enhancing new business opportunities through an established network of Travel Agencies.

To be successful in this role, you will have:

- Proven success in external sales
- Experience involving regular call cycles
- Established relationships with the retail agency networks
- Travel industry experience
- Excellent self motivation
- A solution selling mindset
- An outgoing and confident personality
- Your own vehicle and valid driver's license

If you feel you are ready to step up to this fantastic opportunity please send a brief cover letter and resume to [jobs@tlholdings.com.au](mailto:jobs@tlholdings.com.au) by Friday 5th March 2010.

# Top Talent Wanted!

Excellent Opportunities for Career Progression



## Executive Jobs - February 2010

### Travel Technology Manager, SYD

- **Leader in wholesale and retail travel**
- **Oversee and manage whole IT infrastructure**
- **Executive salary**

Our client is expanding their all ready growing business, and they therefore require a Travel Technology Specialist to meet the increased demands for technology enhancements. This is a fantastic opportunity for an experienced IT Manager looking for a challenging and rewarding role with a leading travel specialist. Experience with Calypso and Amadeus is advantageous.

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

### Support Centre Supervisor, SYD

- **Leader in Travel Technology**
- **Sydney CBD location**
- **Manage team of 7**

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. You could be a team leader looking for a change, or come from a call centre / reservations manager background. Must be able to deal with pressure along with excellent time management skills.

Contact Sally Matheson T: 02 9231 6444 E: [sallym@tmsap.com](mailto:sallym@tmsap.com) or [apply online now!](#)

### Corporate Travel, Business Development Manager, SYD

- **Leader in Corporate Travel**
- **Best commission structure in town**
- **Sydney CBD**

Our client is an award winning Travel Management Company located in the heart of the CBD. They currently are looking at growing their existing sales team, and need an experienced Sales Manager / BDM. If you want an opportunity to represent one of the most renowned TMC's in Sydney and have an opportunity to be rewarded for your sales achievements, then this role is not to be missed. This is a great opportunity for an experienced industry sales professional looking at getting in with an outstanding / well regarded Corporate Travel Management Company.

Contact Sally Frape T: 02 9231 6444 E: [sally@tmsap.com](mailto:sally@tmsap.com) or [apply online now!](#)

### Finance Manager - SYD

- **Full responsibility of managing the finance and administration of the business**
- **Financial management and budget forecasting**
- **Be a part of a happy long established team**

Are you a proven Finance Manager with Admin experience from the travel industry? Reporting directly to the General Manager, you will be responsible for overseeing the full financial function of the business as well as providing commercial advice, input on financial trends and the travel market. The most exciting part of this role is the hands-on aspect and the opportunity to contribute directly to the strategic direction of the company! Must have previous financial experience in travel industry.

Contact Sally Matheson T: 02 9231 6444 E: [sallym@tmsap.com](mailto:sallym@tmsap.com) or [apply online now!](#)

### State Sales Manager – WA/NSW/SA

- **Well known brand**
- **Salary package around \$90k ++**
- **Management of a small team**

This well known travel related company is looking for a switched on State Sales Manager to drive sales within their team. The successful candidate will be responsible for building and implementing sales strategies within the retail travel sector and identifying new business opportunities, as well as develop existing relationships with key partners. You will be an 'ideas' person who is able to visualise and execute.

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

### Training Team Leader, SYD

- **Manage and lead training specialists**
- **Manage scheduling of courses**
- **Hands on role**

You are responsible for leading the training team to ensure the training program is developed and maintained whilst ensuring the successful deployment of modern training programs. You will be responsible for course creation and maintenance. You will have Certificate IV in workplace training, have hands on experience in training along with excellent communication and people skills.

Contact Sally Matheson T: 02 9231 6444 E: [sallym@tmsap.com](mailto:sallym@tmsap.com) or [apply online now!](#)

### Implementations Team Leader, SYD

- **Leader in Travel Technology**
- **Sydney CBD location**
- **Manage customer cutover**

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 system and additional services. You will manage customer cutover and conduct system checks. You will liaise with partner companies always working in conjunction with the Support Centre. You must be able to deal with obstacles, work under pressure and be highly organised.

Contact Sally Matheson T: 02 9231 6444 E: [sallym@tmsap.com](mailto:sallym@tmsap.com) or [apply online now!](#)

### Business Development Executive – Melbourne

- **Global travel supplier**
- **On the road visiting travel agents**
- **Salary up to 70K + super + bonus**

You will be responsible for capturing new business and assisting in identifying new revenue opportunities. This position plays a key role in achieving annual revenue targets by generating sales leads, presenting to prospects, developing proposals and closing deals. This is a fantastic role for an experienced sales executive who is looking at joining a reputable Global Travel company. Excellent career opportunities along with a great remuneration package.

Contact Sally Matheson T: 02 9231 6444 E: [sallym@tmsap.com](mailto:sallym@tmsap.com) or [apply online now!](#)

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# AA APPOINTMENTS CAREER FAIR

1 - 28 FEB 2010



1 - 28 FEB 2010



**ALWAYS WONDERED WHO THE INDUSTRY'S  
BEST EMPLOYERS  
ARE IN TERMS OF BEST STAFF BENEFITS,  
IN-HOUSE TRAINING & DEVELOPMENT  
AND CAREER PROGRESSION?**



**MAKE AN APPOINTMENT TO HAVE A  
FREE, ONE-ON-ONE CAREER ASSESSMENT  
WHERE YOU WILL RECEIVE PROFESSIONAL:**

- ❖ Guidance on career progression & development
- ❖ Hints on CV writing
- ❖ Tips on interview techniques
- ❖ Information on the industry's best employers
- ❖ Information on current job vacancies



**THIS IS YOUR CHANCE TO GAIN  
THE VALUABLE TOOLS YOU NEED TO  
HELP LAND THAT DREAM ROLE!**



**CONTACT OUR OFFICES OR  
EMAIL YOUR DETAILS:**  
NSW & ACT: 02 9231 6377  
[apply@aaappointments.com.au](mailto:apply@aaappointments.com.au)  
VIC & WA & SA: 03 9670 2577  
[recruit@aaappointments.com.au](mailto:recruit@aaappointments.com.au)  
QLD & NT: 07 3229 9600  
[employment@aaappointments.com.au](mailto:employment@aaappointments.com.au)





# Rewards on Q with Consolidated Travel



**Simply sell Qantas in the month of February and be rewarded!**  
**The top 3 sellers will win the following:**

**First Prize: 2 Business Class tickets to Los Angeles on the A380**

**Second Prize: 2 Premium Economy Class tickets to Singapore**

**Third Prize: 2 Economy Class tickets to Hong Kong**

**But it doesn't end there... You can also earn yourself some shopping vouchers...**

**\$50 voucher awarded per ticket in Business/First Class\***

**\$40 voucher awarded per ticket in Premium Economy Class\***

**\$25 voucher awarded per ticket in Economy Class\***

**Conditions:**

- Valid for tickets issued by Consolidated Travel or via Quikticket on the Consolidated Travel IATA between 1 - 28 Feb 10 on QF International itineraries ex Australia plated to QF (081) ticket stock.
- This promotion is valid to all full time consultants in Australia.
- Infant, Child, Group Sales, Cancelled or Refunded tickets are not eligible.
- Consolidated Travel and Qantas reserve the right to alter or withdraw the promotion at any time.
- Winners will be advised and prizes will be distributed after completion of the promotion.
- Prize winning tickets include taxes.
- \* Vouchers are capped.

To receive your vouchers, please complete the below & fax OR email to the Consolidated Travel Sales Team no later than Friday 5 Mar 10

Agency Name: \_\_\_\_\_ Consultant: \_\_\_\_\_

Ticket Numbers: \_\_\_\_\_

Claim Date: \_\_\_\_\_



**Melbourne**  
Telephone: 03 9251 5044  
Facsimile: 03 9663 2095

**Sydney**  
Telephone: 02 9394 1402  
Facsimile: 02 9247 7907

**Brisbane**  
Telephone: 07 3334 2000  
Facsimile: 07 3221 3771

**Adelaide**  
Telephone: 08 8203 8001  
Facsimile: 08 8231 1220

**Perth**  
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Facsimile: 08 9481 0590

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