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# Travel Daily AU

First with the news

Thu 13 May 10

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- 2 Direct Reports

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## Bumper issue today

TD has eight pages of news and photos today, plus full pages from:

- TMS Asia Pacific
- AA Appointments
- Club Med

## India travel advice

THE Australian govt is advising India bound travellers of fresh reports of "possible terrorist attacks in New Delhi, Mumbai and other cities."

DFAT's Smarttraveller site says "indiscriminate" attacks are likely in public places such as hotels and tourist locations.

However, the travel advice for travellers to India overall remains the same in the middle tier of use a 'High degree of caution'.



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## Stella 'business as usual'

STELLA Travel ceo Peter Lacaze says the proposed merger of the company with Jetset Travelworld is expected to settle on 31 Aug, but until then both businesses will continue trading unchanged.

The massive deal, as revealed to the industry by TD's breaking news and subsequent special supplementary edition yesterday, looks set to transform the travel industry landscape in Australia.

Lacaze told TD this morning that there are still a number of hurdles to be overcome, including a series of regulatory approvals such as an ACCC merger authorisation, which has already been submitted to the commission.

Last night Qantas Holidays issued a statement confirming that it and Viva! "will continue to trade and operate under the existing brands" and remained committed to maintaining and building strong relationships with suppliers and customers.

"Qantas Holidays will continue to provide an extensive product range, competitive pricing and sales support," the statement said, also confirming that reward programs such as the Global Achievers Club, Premium Agency and Trip would continue.

The 50/50 merger deal will see the combined company take on

\$40m of Stella's debt, and key shareholders including private equity firm CVC and Qantas have agreed not to trade out of their stakes for at least 15 months.

Together the businesses employ about 3000 people, and JTG chairman Tom Dery said: "with the economic upswing coming, we're doubting whether staff numbers will drop at all following the merger".

TD has obtained a copy of a video presentation made to staff by Jetset Travelworld ceo Peter Collins, who said that he's "very confident that once people see the outcome of some of the synergies and the efficiencies that the larger business will be able to provide, people will have a greater degree of comfort".

Flight Centre also commented on the deal, with a spokesman for ceo Graham Turner telling TD it "gives us one large competitor at head office level. When the Stella brands initially came together this was generally seen as a positive development for us.

"Aligning the interests of so many businesses and franchisees will be a challenge," he observed.

For comprehensive information on the merger see TD's extra edition at [traveldaily.com.au](http://traveldaily.com.au).

## 26,000+ reasons

TOURISM Australia's latest online tourism campaign, 'There's Nothing Like Australia', saw a late rush of entries yesterday ahead of its cut off deadline last night.

On Wed morning there were a shade over 22,500 submissions, but that number leapt by about 15% to over 26,000.

The 26,264 photo experiences can be viewed online now, with eight finalists to be named on 23 Jun - [nothinglikeaustralia.com](http://nothinglikeaustralia.com).

## Club Med incentive

CLUB Med is offering agents five free nights at its Asia-Pacific resorts for every five client bookings of Club Med holidays.

More details on page 11.



\*\*\*\*\*  
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A I R W A Y S

Click for Etihad Interactive Tour

## QF warning on BA

QANTAS has alerted the industry that the upcoming waves of industrial action by British Airways cabin crew (*TD* Tue) may force the UK flag carrier to cancel services, which will in turn impact QF codeshare services operated by BA.

Customers who are travelling on BA flight numbers over the strike periods 18-22 May, 24-28 May, 30 May-03 Jun and 05-09 Jun are being advised to visit [ba.com](http://ba.com) for the latest information on BA operated services.

"Qantas will continue to monitor the situation to minimise any impact this strike period may have on our customers," the carrier said on its industry site.

QF is allowing affected passengers to defer travel up to 30 Nov, re-route travel via the most direct routing using Qantas or British Airways, or retain the value of tickets in credit, with a full refund provided if BA cancels services and Qantas is unable to provide an alternative.

Where no QF or BA option is available alternative carriers are also being offered on a wide range of routes, including Etihad, Lufthansa, THAI, Singapore Airlines, SAA, JAL, Cathay Pacific, American Airlines, Lufthansa, Air France, SWISS and Austrian.

## Kenya accom review

THE Kenyan government has launched a national review of the classification standards for the country's hotels and restaurants.

Under the program tourism facilities will be assessed by a panel "to create consistent and improved standards across Kenya" based on worldwide benchmarks.

## Tourism careers program

FEDERAL Tourism Minister Martin Ferguson yesterday launched a new *Discover Tourism* careers program.

It's an initiative of the National Tourism Alliance, which received about \$130,000 in funding from the TQUAL Grants program.

*Discover Tourism* aims to help promote careers in tourism, with the money to be used to develop a careers website, produce a CD-ROM and market and promote careers in tourism.

The National Tourism Alliance (NTA) is the peak body representing the industry, with members including AFTA, ATEC, the Australian Hotels Association and various other groups including the state-based Tourism Industry Councils.

Last night in Canberra the NTA held a post-budget forum at Parliament House, where Ferguson launched the program.

"*Discover Tourism* is an innovative response to the challenge of recruiting and retaining staff," he said.

"Tourism employs almost half a million Australians. It adds value by not only supporting family

businesses and offering global employment opportunities; it provides jobs for many demographic and geographic groups including young people, regional communities, Indigenous Australians and mature workers," Ferguson added.

It's not clear at this stage how the new program will impact the activities of the Travel Industry Careers Association (TICA) which was formed some years ago by a coalition of industry employers to help address the skills shortage by promoting travel as a career option.

However it appears that the funding will certainly duplicate some of the work already done by TICA including its comprehensive tourism and travel industry careers website which is online at [www.travelindustry careers.org](http://www.travelindustry careers.org).

One of TICA's founders, Sandra Chiles of InPlace Recruitment, told *TD* this morning that she wasn't able to comment on the *Discover Tourism* program until more information was available.

But she reassured that TICA is "ticking along quite nicely".

## New Disney hotel

WALT Disney World in Florida has announced plans for a new 2000-room 'value-priced' hotel - its first new property since 2003.

The new 'Disney's Art of Animation Resort' will have 1120 suites each accommodating up to six people, along with 864 traditional rooms.

The *Orlando Sentinel* said the hotel will feature themes from *Finding Nemo*, *The Lion King*, *Cars* and *The Little Mermaid*.

## Window Seat

A COMPANY in Finland is inviting stressed stuffed animals to take a break in the Arctic north.

Teddy Tours Lapland is offering special packages for teddy bears in northern Finland, in which the cuddly toys can even visit Santa Claus.

The trips are recorded on video and the teddies are sent home with holiday snaps, with options including a reindeer farm visit and a snowmobile safari.

The company's website warns that "people or living pets may not participate in these trips".

THE upmarket Emirates Palace Hotel in Abu Dhabi has opened the ultimate ATM - a special kiosk which dispenses pure gold.

It's the brainchild of a German entrepreneur, Thomas Geissler, who's pictured below trying the 'Gold to Go' gadget out at its official launch yesterday.

The machine automatically monitors the gold price and dispenses the precious metal in quantities of 1g, 5g, 10g and even one ounce for the presumably well-heeled clientele.

The gold pieces are engraved with a maple leaf, Krugerrand and a kangaroo, to symbolise the major gold-producing nations of Canada, South Africa and Australia.



The gold-plated Gold to Go machine.

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**Travel Daily AU**  
 First with the news

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## Jetstar confirms SIN A330s

JETSTAR yesterday announced that later this year it will base two A330-200s at Singapore Changi Airport to operate long-haul services to Australia and onto Europe and/or North Asia (*TD* breaking news).

The move confirms statements last year by JQ ceo Bruce Buchanan (*TD* 02 Oct 09) when he said that with the delivery of the higher gross weight A330s "we can now do southern Europe very comfortably".

Yesterday Buchanan said the new long-haul base at Changi would create up to 200 new aviation jobs including pilots, cabin crew, engineers and airport customer service staff.

He said the carrier was in discussions with several airports

## TAM joins Star

TOMORROW morning Brazilian carrier TAM Airlines will officially join the Star Alliance, with a ceremony to be held in Sao Paolo.

TAM will be the alliance's 27th member, with the event online at [cdclip.com.br/tam/2010/staralliance](http://cdclip.com.br/tam/2010/staralliance).

to finalise arrangements for services and hoped to "soon launch commercial pre-flight sales" to a number of as yet unnamed destinations.

"Jetstar continues to grow strongly as we build our Pan-Asian presence," he said.

Jetstar Asia and Valair ceo Chong Phit Lian said the carrier's wide-body debut in Singapore would see Jetstar recognised as "the first long haul low cost airline operating into the island city state".

## Dreamliner on track

BOEING yesterday confirmed that the first of its long-awaited 787 Dreamliner aircraft is expected to be delivered to launch customer ANA by the end of the year.

CEO James Albaugh commented on the sidelines of an industry event that "testing is going well...if there are no unexpected discoveries, we'll be on track".

Boeing already has 850 orders for the plane, including 50 for delivery to Qantas and Jetstar.

## Rosie's way to tour Fiji



ABOVE: Fiji specialists Rosie Holidays recently hosted a group of agents from Sydney and Melbourne to Fiji and her islands.

The group hopped their way around the Mamanuca Islands, the Coral Coast and Fiji's mainland over seven days visiting a range of hotels and resorts.

Highlights included the Sigatoka River Safari aboard a safari jet boat into the real Fiji.

Pictured above on Mana Island

back row *from left* are: Amanda Ward, Holiday World Travel; Nicole Edgar, TravelManagers; Stacey Fowler, Trans Otway Travel Geelong; Jessica O'Connor, Mariner Travel; Marina Mattioli, Pellegrino Travel; and Deborah Kitt, Boomerang Travel Centre.

Front Row: Alia Colusso, Rosie Holidays; Jennifer Williams, Delphinus Cruise and Travel; Julie Durovic, Travelcounsellors; and Nadia Giusti, Rosie Holidays.

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## Virgin SLS pact

**VIRGIN** Blue has partnered with Australia's Surf Life Saving (SLS) to raise awareness about surf safety for pax on nationwide domestic services, as flagged last month by *TD* (*TD* 27 Apr).

Launching this month, DJ will promote a 'Swim Between the Red and Yellow Flags' promo on in-flight seatback screens via a still TV advertisement, followed by a half-minute TV commercial which will begin from Jun.

The messages will be played to pax just before landing.

"As an airline flying to many popular coastal destinations, we are keen to play our part in highlighting the importance of beach safety," said DJ's new chief executive John Borghetti.

## Uniworld update

**REFURBISHMENTS** on Uniworld Boutique River Cruises' *River Queen* and *River Empress* have been completed, with each vessel receiving new colour schemes in time for the 2010 European season.

The makeovers were managed by Red Carnation Hotels.

## Getaway tonight

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

- San Francisco, USA
- *Rhapsody of the Seas* in NZ
- Injilup, Western Australia
- Mornington Peninsula, Victoria
- Baja California in Mexico
- 4WD in the Mudgee area
- Rainbow Beach, Queensland.

## Sigrid comp winner

**CONGRATULATIONS** to Gillian Dear from Sabre Pacific who was the winner in Mon's celebrity interview competition quiz, correctly naming Sigrid Thornton's *Underbelly: The Golden Mile* character as Gerry Lloyd.

## BI leases SQ 777s

**ROYAL** Brunei Airlines and Singapore Airlines have signed an agreement that will see BI lease six SIA Boeing 777-200ER aircraft, to replace its ageing 767-300ERs.

The first 777 will be handed over on 26 May, with the following five to be delivered between Jun and Sep.

## GA reduces YQ tax

**GARUDA** Indonesia has clarified it has reduced its YQ fuel/insurance surcharge (*TD* yest.) from US\$15 to US\$5 insurance surcharge only per sector, for tickets sold and journey originating from Australia and NZ, for ticketing from 18 May.

## AFTA UPDATE

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



*THIS week the Federal Budget was handed down and as is now a traditional event, the National Tourism Alliance, of which AFTA is a member holds its annual post budget forum in Canberra.*

*At this forum a large number of Politicians from both the House of Representatives and Senate and from all sides of Government, attend an evening with the tourism industry.*

*AFTA plays a key role in this event and the discussion that takes place during the meetings over the day and evening functions.*

*This year, the budget has been referred to as a responsible budget, one which will set the country on a path to a surplus sooner than expected. I will leave that for you to decide upon.*

*Of significant importance to the tourism industry is the announcement within the budget of \$5.5 million over four years for the funding of the National Accreditation Framework, something that AFTA has maintained an involvement in over the past few years during its development.*

*The NTAf, as it has been referred to, will become the Australian Tourism Quality Council over the coming weeks and will commence a process of placing a quality mark upon a range of tourism accreditation schemes that exist within the Australian Tourism Industry. It is hoped that whatever the new system that may be created as an outcome of the Consumer Protection Review, that the travel industry will take part in this framework so that everyone in the travel and tourism industry carry the same accreditation. This of course remains to be seen, depending on the outcome of the review.*

*Other elements of the budget that will be positive for the travel industry include; the tax free threshold increase which has been confirmed to be effective from the 1<sup>st</sup> Jul. This will mean tax payers will have more money in their take home pay allowing for more disposable income of which it could be spent on travel.*

*For small businesses there is a number of tax changes, some not effective until 2012, which will lower the company tax rate and also allow the instant write off for assets under \$5000 from 1 July 2012. This only applies to small businesses and you'll need to check with your accountant to establish if you are eligible for this write off.*

*The other important news is the formation of a national system of registration for business names, for those businesses that transact or are currently registered in more than one state. This will reduce red tape and cost and allow for only one fee to be paid.*

*Again there is a small business override of this new system and more details will be sorted about the applicability of this to travel agencies.*

*What is good news is that this model is one which AFTA has suggested for the way travel agent licensing could be dealt with which is encouraging as it indicates that the Federal Government has established a system for this type of national registration.*

*Generally, the federal budget for the travel industry is one that has not created anything new for the industry of significant nature, and at the same time not imposed any new tax or burdens on the travel industry, so you could see this as a good budget for the travel industry.*



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# Everyone but Yosemite Sam



**ABOVE:** Insight Vacations and Air New Zealand recently hosted 25 travel agents from around Australia on an eight day Insight Vacations 'Best of California' educational.

On the tour, the agents took in the sights of San Francisco, enjoyed the picturesque Yosemite National Park, soaked up the seaside paradise of Santa Barbara and cruised through the superstar-lined streets of Beverley Hills and Bel Air.

Pictured above in Yosemite are: top row **from left:** Walter Delorie, Insight Vacations state sales mgr NSW/ACT; Anne Macrae, Latitude Holidays Bunbury; Skye Nicholl, FC Caringbah; David Burton, Phil Hoffmann Travel Victor Harbor; Brendan Simpson, RACQ Travel Bundaberg; and Mara Smith, Insight Vacations sales mgr VIC/TAS.

Middle row: Harvey, Insight Vacations' coach driver; Joanne Sinclair, National Travel Bendigo;

Kellie Stevens, HWT Wagga Wagga; Janice Anne Hanson, Jayes Travel Honeysuckle; Sharon Brown, Air New Zealand; Roslyn Johns, HWT Glendale; Marsha Olver, HWT Penrith; Dionne Smith, Lismore Cruise & Travel; Carly Searle, Escape Travel Palmerston; Jasmin Luteria, Phil Hoffmann Travel Semaphore; Nicole Riksmann, FC Garden City; Susan (Faye) Potheary, Best Flights Leederville; and Simone Fuller, HWT Drysdale.

Front row: Lesley Judd, HWT Ocean Grove; Kylie Lees, RACQ Mitchelton; Ivana Herceg, Insight Vacations groups coord.; Jennifer Price, HWT Greensborough; Gabrielle Patten, Escape Travel Doncaster; Tara Chambers, FC Hampton; Fiona Greed, HWT Booragoon; Jennifer Jessop, FC Ashmore City; Amanda Raco, HWT Albany Creek; Susan Salmon, Discover Travel & Cruise The Gap; and Kylie Lamph, HWT Tamworth.

## Intrepid kiwi trips

INTREPID Travel and Trek Tracks in New Zealand have signed a pact which will see the tour company add three new itineraries to its 'basix' range of products, aimed at the backpacker market.

Three new comfort class Intrepid Connection trips, 8-, 10- and 17-days in duration, have also been added to its NZ program.

"Whilst we expect that our comfort range will appeal to the 55 plus market, we do think younger travellers will be attracted to it too," says Intrepid GM sales & marketing Robyn Nixon.

## Disney up and down

THE Walt Disney Company has reported a 2% rise in revenue for its Parks & Resorts worldwide to US\$2.4b year-on-year, for the quarter ending 03 Apr.

Disney says results for the quarter were driven by a decrease at Disney Cruise Line as a result of higher fuel costs and promos.

The theme park saw a decrease in attendance and occupied room nights at US domestic parks, at a time when it also bumped up the average ticket price.

Hong Kong Disneyland Resort was reported as having increased attendance and hotel occupancy, but results were offset due to lower hotel occupancy at Disneyland Paris.

## US/TAM codeshare

US AIRWAYS and Brazil's TAM Airlines have agreed to a bilateral codeshare pact, which will soon provide a single-source booking, ticketing and baggage connection option for pax on each other's services, effective Jul.

Members of US' Dividend Miles loyalty program will also be able to earn and redeem mileage points on TAM services, as well as gain access to the Latin American carrier's airport lounges.

The deal is subject to approval by government authorities.

## Qatar Euro fares

QATAR Airways has released some special economy class fares to Europe, ex Melbourne for travel between 20 Sep-25 Nov, on sale until the end of May.

Prices including taxes and fees are priced from \$1,913 to Barcelona, \$1,921 to Ankara, \$1,924 to Stockholm, \$1,930 to Copenhagen, \$1,945 to Frankfurt, \$1,961 to Athens, \$1,966 to Paris, or \$2,131 to London.

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AIRLINE MARKETING AUSTRALIA

## Marketing Co-ordinator

Air Canada is looking for a Marketing Co-ordinator to join their dynamic team. The successful candidate will be responsible for increasing the awareness and profile of Air Canada by identifying and creating opportunities within the Australian market. The role also requires a high level of analytical skill and the ability to prepare and interpret statistical data.

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- compiling statistical data
- creating new advertising and marketing ideas and initiatives general office duties.

#### The successful candidate will also have the following technical skills:

- proficient knowledge of Microsoft Word, Excel, Outlook, and PowerPoint and Microsoft Publisher
- knowledge of, or willingness to self-learn, Photoshop Elements and Adobe Illustrator
- knowledge of Acrobat Distiller and graphics is recommended

A strong attention to detail is required for this role as well as the ability to manage various tasks within tight deadline. The candidate must also be with a strong team player with excellent written and verbal communication.

If you have the above experience as well as a minimum of two years travel industry experience please apply to Melanie at [humanresources@airlinemarketing.com.au](mailto:humanresources@airlinemarketing.com.au) by 20 May 2010. Due to the high volume of application only successful candidates will be contacted.





## Industry Appointments

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

**Mike Smith** has been appointed as General Manager Marketing and PR of World Trade Travel Marketing, with **Helen Wong's Tours**, located in Sydney. He makes the move across from News Ltd after 28 years, most recently as travel editor of the *Daily Telegraph*.

The Cook Island Tourism Board has appointed Australian **Carmel Beattie** as its new Chief Executive Officer. She is currently the group manager for international markets at Tourism NSW.

**Compass Cars** has announced **Leanne Lowe** as national sales manager. She has 10 years experience and will be based in Sydney.

The Grace Hotel in Sydney has appointed **Nga Dau** as Marketing and Promotions Coordinator.

**Hansni Bhagani** has taken up the position of Marketing Communications Manager for Best Western Australasia.

**Danielle Bird** has been appointed as Director of Sales and Marketing at Q Station in Sydney, effective 17 May. Her experience spans ten years and numerous senior sales and marketing roles for premium international and domestic hotel brands.

**Expedia** has appointed **Nicolas Chu** as General Manager for Australia and New Zealand. In his role, he is responsible for the development and operation of the company in Australasia.

**Nico Zenner** has been appointed to the role of President of **Brendan Vacations**, based in Los Angeles, effective 01 Jun.

**Eurostar** has appointed **Jarvis Cocker** as their new Cultural Ambassador for Culture Connect, which is a partnership with 15 major museums and galleries in London, Paris and Brussels.

**Anantara Hotels, Resorts and Spas** has announced **Manish Jha** as the new General Manager of Anantara Bophut Resort and Spa, Koh Samui. He has been with the Anantara family since Jan 2006.

### Join the team

The Travel Authority Group is growing fast. Join our corporate, leisure or events team and be part of a dynamic and award winning company with excellent career opportunities for passionate, dedicated team players who are looking for something different.

#### Admin/Sales support – Travel and Events – Sydney

##### Skills

- Technically Savvy
- Good time management
- Solutions focussed
- Good communicator
- Good eye for detail

##### Experience/Qualifications

- Min. 1 years experience in an administrative or support role
- Experience of using a GDS (preferable) and online booking system

#### Corporate Consultants – Sydney and Perth

##### Skills

- Excellent communicator
- Attention to detail
- Solution and service focussed
- Team player
- Great sense of urgency

##### Experience/Qualifications

- Min. 2 years corporate consulting domestic and international

Please send your confidential CV to:  
[Employment@thetravelauthority.com.au](mailto:Employment@thetravelauthority.com.au)

the TRAVEL AUTHORITY GROUP



## Byron gets greenies

CLOSE to 20 percent of Jetstar travellers flying to Ballina-Byron Bay airport are electing to offset their carbon emissions, making it the most popular 'green' route for the low cost carrier.

The Far North Coast NSW hub was followed by Hobart and Avalon as the most popular JQ 'green' routes, with 12.4% and 11.3% of passengers going green.

Jetstar gives pax the option to pay a \$2.50 levy to offset their carbon footprint, with funds going towards a government approved Greenhouse Friendly Abatement project.

## Yet more NZ funds

THE New Zealand tourism industry will benefit from an extra NZ\$30m (AU\$24m) in marketing funding announced by the country's prime minister, John Key last night.

Key said \$25m of the funding would be used for international marketing, while the remainder would be allocated to joint venture initiatives.

## \$10 leaping fares

VISITORS to Kangaroo Island in South Australia booking two nights accom through SeaLink Travel Group are being offered a \$10 ferry fare during winter.

The move is aimed at increasing volumes on ferry services and to boost visitor numbers to the island during the cooler months.

The deal runs from 01 Jun-31 Aug and represents a saving of \$68 per adult on a return trip.

For info see [www.sealink.biz](http://www.sealink.biz).

## EK profit soars

EMIRATES yesterday reported a US\$1.1b group net profit for the year to 31 Mar, with the airline division contributing more than 90% of the income.

The strong result came despite the global financial downturn, with ceo HH Sheikh Ahmed bin Saeed Al Maktoum saying passenger numbers were up 21% which had "helped to cushion us from the effects of lower yields".

He said EK was "proud of the fact that we are unsubsidised and wholly unprotected from competition in our home market".

## Brochure correction

IN Mon's 'Brochure of the Week' column that appeared in *Travel Daily* we featured a new STA Travel Round the World brochure.

STA has advised that the image that was featured was in fact the 2009 brochure, and not the 2010 version.

Pictured here is the correct front cover, with the program offering 11 new trips and, according to STA, the cheapest 5 stop RTW ticket priced from \$1,999.



## The Travel Corporation

### Group Communications Manager Sydney

Manage Australia communications & public relations activities for The Travel Corporation group of companies.

- Manage public relations staff & provide strategic direction
- Create & manage execution of communications plans
- Control the preparation & release of media material
- Evaluate media coverage for each TTC company
- Manage TTC's corporate hospitality program

Applicants must have a minimum of five years experience in a commercial environment. Excellent writing skills and a proven track record working with the media are a must. You will thrive in a fast paced environment with multiple priorities and enjoy coming up with innovative ways to engage with the brands' audiences.

For more information and to apply, log onto our recruitment website: <http://recruitment.travelcorporation.com.au>

<http://recruitment.travelcorporation.com.au>





**ABOVE:** Six lucky *Travel Daily* readers recently discovered the meaning of luxury with a weekend in Manila, compliments of Philippine Airlines.

The agents were all successful entrants in a competition designed to celebrate the launch of PAL's new Boeing 777-300ER services to Sydney and Melbourne.

Highlights included Business class seats, manicures, pedicures, massages, five star accommodation and shopping.

Pictured above in Manila *from left* are: Kylie Ryan, Philippine Airlines; Natania Hollingsworth, Corporate Traveller Sydney; Tina Los, Los & Turner Travel Assoc. Brisbane; Kathy Duarte, American Express Platinum Sydney; Abbey Reeves, Travelscene Southbank,

Melbourne; Erin Grant, BCD Travel Sydney; Heike Duggin, Harvey World Travel Bendigo; and Lyndal Hunt, Stage & Screen Travel Melbourne.

## InterCon ranks best

INTERCONTINENTAL Hotels & Resorts has come out on top in terms of guest hotel satisfaction among Australians for the year ended Mar, according to the latest Roy Morgan Research report.

InterContinental properties scored an 88.8% approval rating based on "very" or "fairly" satisfied ratings by patrons, and was followed by Mantra (87.5%), Crowne Plaza (86.5%), Marriott (86%) and Hilton (84.2%).

The Roy Morgan report covered 27 hotel brands.

## Training Specialists – Sydney & Melbourne



Sabre is the leading provider of technology, distribution and marketing services for the travel industry.

We are seeking Training Professionals to join our Sydney and Melbourne offices, to assist with the design, maintenance and delivery of our training courses to our Sabre Pacific travel agency customers and team.

An extensive level of Sabre experience, TMS (SAM/ClientBase preferred), and formal qualifications in Adult Education (Certificate IV in Workplace Training & Assessment) are required from our applicants.

Your travel industry background should include wide-ranging experiences from fields such as: training delivery, travel consultancy, business management skills and adult learning. Superior knowledge of IATA Fares & Ticketing, BSP, the Australian travel industry and business software packages will also be highly considered.

This position fills a responsible, challenging role within a highly dedicated and experienced training team across Australia and New Zealand.

Sabre Pacific offers a highly competitive package to the right applicant, including an excellent salary and bonus package.

If your background meets the criteria detailed above and you would like to be part of a stimulating, highly motivated team, please send your cover letter and resume to [scott@sabrepacific.com.au](mailto:scott@sabrepacific.com.au) or call 02 8204 2624 for a confidential discussion. Applications close 5pm, Friday 21st May.

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

New pals thanks to PAL

## Reba sings an *Epic*

NORWEGIAN Cruise Line's new build 4,200 passenger vessel will be christened and named by US country music singer Reba McEntire in New York on 02 Jul.

The cruise line says *Norwegian Epic's* celebrations are going to be in keeping with the ship's focus on entertainment and McEntire is celebrated as an entertainer and an "avid cruiser," so it's only fitting she be a part of the festivities.

## 3 more DXB metros

DUBAI's Metro stations are on the increase, with Dubai's Roads and Traffic Authority planning to open three more stations on the Red Line this week.

The new stations are located at GGICO Station in Al Garhoud, the World Trade Centre station and Noor Islamic Bank station in Al Quoz, and follows the addition of another seven stations last week (*TD* Tue) incl Dubai Int'l Airport.

## Choice milestone

CHOICE Hotels Int'l says it has signed up its 10 millionth Choice Privileges Member worldwide, with more than 2 million people registering to the loyalty program since last year.

## AirAsia local funds

AIRASIA has introduced a new multi-currency online sales platform using the RBS FXmicropay solution that enables passengers booking flights in Australia, the UK, the US, Hong Kong and Singapore to obtain instant pricing in their local currency, via [www.airasia.com](http://www.airasia.com).

## WIN A PORTABLE TRAVEL LOCK



Each day this week, Global Travel Products is giving *Travel Daily* readers the chance to win a Howsar Portable Door Lock.

Thanks to this new clever little device you don't have to worry about privacy and security when you travel. Howsar Portable Door Lock turns non-locking doors into locked doors simply and quickly.

Designed to temporarily lock occupied rooms against unwanted 'visitors', this gadget acts like your own personal security guard. You and your belongings will be safe from harm, as long as this clever device is fitted to your door.

For your chance to win a Howsar Portable Door Lock this week, simply send through the correct answer to the daily question below:

What sort of doors does the Howsar Lock work on?

Email your answer to: [lockcomp@traveldaily.com.au](mailto:lockcomp@traveldaily.com.au)  
The first correct entry received each day will win.

Hint! Visit [www.globaltravelproducts.com.au](http://www.globaltravelproducts.com.au)  
Congratulations to yesterday's lucky winner- Claudia Vidor from Aeries. The correct answer was: \$15.

## Service Contracts Negotiator

GTA, a dynamic global online travel company is currently seeking an outstanding Service Contracts Negotiator to join our team of dedicated professionals in our St Leonards based office. This is a great opportunity for an innovative individual who is driven to outperform inbound market growth by negotiating and securing the best possible rates and conditions from service providers for our Global GTA markets. The person we have in mind will possess excellent interpersonal and communication skills coupled with strong administrative skills developed through prior experience in a similar role.

Key to your success will be:

- Demonstrated effective negotiation skills
- Attention to detail and the ability to accurately load data and prepare contracts
- Strong product and systems knowledge
- Successful management of supplier relationships

Essential requirements:

- At least 2 years experience in a similar role
- Time Management and Organisational skills
- Highly developed negotiation skills

The successful candidate will be welcomed into a friendly team where ongoing training is provided and opportunities for career growth are available.

Submit your application along with a cover letter as soon as possible to: [careers@gta-travel.com.au](mailto:careers@gta-travel.com.au)



## WIN A TRIP FOR TWO TO SOUTH AFRICA

During May, *Travel Daily* is giving travel consultant readers the chance to win an incredible seven-day holiday to South Africa for two people, courtesy of our friends at **South African Tourism** and **V Australia**.

This sensational prize includes return International Premium Economy airfares to Johannesburg flying V Australia, two night's accommodation in Johannesburg, a four night stay in luxury accommodation at Kruger National Park, a city tour, all transfers and breakfast daily.

Expect to be spoilt in International Premium Economy with V Australia, including priority check-in and boarding, all leather seats with 38" seat pitch and adjustable foot rests, all inclusive food and beverage, mood lighting and much more!

To enter, simply send in a caption that represents the adventure photo featured above. You can enter as many times as you want.



Riding an Ostrich in South Africa

Get creative & email your captions to [satcomp@traveldaily.com.au](mailto:satcomp@traveldaily.com.au)

Plus, a weekly prize of two bottles of South African wine will be up for grabs for the cleverest caption received each week...so keep an eye out in *Travel Daily* each Monday to see if it's you!

Click here for competition terms & conditions.

Note: Agents must be registered on Fundi to enter the competition:  
[www.southafrica.net/fundi](http://www.southafrica.net/fundi)



## Afriqiyah crash

AN EIGHT year old boy was the only survivor of a crash last night of an Airbus A330-200 operated by Libya's Afriqiyah Airways as it landed at Tripoli.

The flight was arriving from Johannesburg with 105 on board.

**Travel Daily**  
First with the news

Thu 13 May 10 Page 8

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

## The Kings of aviation



LAST night a number of Etihad staff were present at the glittering Sydney premier of the new Aussie movie *The Wog Boy 2: The Kings of Mykonos* which stars Nick Giannopoulos and Alex Dimitriades.

The carrier last year flew the cast and crew to the beautiful Greek island for the making of the film which looks set to become a

major hit - following on from the success of *The Wog Boy* which is one of the most successful Australian comedies ever produced.

The *Travel Daily* exclusive picture above shows Nick Giannopoulos in the centre with, from left, Etihad's Mohammad Nasiry, Norhan Youssef, Gina Kotsilas and Glenda Tam.

## UK tax change?

THE new British coalition government may lead to changes in the controversial Air Passenger Duty tax which significantly impacts the cost of flights to or from the UK.

The Conservatives and the Liberal Democrats both have different policies on the APD, but both suggest it will be better implemented on a per-plane rather than per-passenger basis.

## CWT integration

CARLSON Wagonlit Travel has combined its *CWT Policy Messenger* and *CWT Agency + Card Reporting Data* systems to enable their client companies to automatically inform and educate travellers about booking outside of preferred channels or using non-preferred payment methods.

The new option aims to reinforce positive behaviour as well as highlight non-compliance.

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**ENCHANT**  
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**HRG**

Due to business growth we currently have various opportunities across several states for enthusiastic and client focused Business Travel Consultants. We are also looking for an experienced BDM in Sydney to join our dynamic and successful Sales team.

### International Consultants – Sydney & Canberra

If you are an experienced, driven and focused International Consultant and would be interested in joining us in either Sydney or Canberra send through your CV today. The successful applicants will have strong international and domestic consulting experience, Galileo CRS knowledge and truly love working with corporate & VIP clients.

### Domestic Consultants – Melbourne & Canberra

In our Melbourne and Canberra Offices we are seeking experienced Domestic Consultants. The successful applicants will love looking after the demands of domestic travel, ideally have Galileo knowledge and truly enjoy the pace of working with Corporate & VIP clients.

### Strategic Business Development Manager - Sydney

In addition to the above we are currently seeking an experienced, driven and focused Strategic Business Development Manager to lead our sales team in Sydney and be responsible for the growth of our business throughout NSW. The successful applicant will have existing travel management experience with a thorough knowledge of sales principles, along with a proven track record of success and a high drive to achieve outcomes.

If you believe you're suitable for any of these roles and would like to join HRG please send through your CV and covering letter to:  
[recruitment.au@hrgworldwide.com](mailto:recruitment.au@hrgworldwide.com)

Applications close Friday 21 May, 2010

[www.hrgworldwide.com](http://www.hrgworldwide.com)  
HRG Australia. A Hogg Robinson Group company



# Set Sail on a New Career!

Chart a course towards these exciting new positions



Hot Jobs (Australia) - May 2010

**JOB OF THE WEEK!**

## Recruitment Executive - Sydney

- Work for TMS Asia Pacific
- Base plus commission OTE \$60 - \$100k

Due to demand from our clients our team in the Sydney office is expanding. Helping a candidate find their dream role and developing their career is a rewarding role. You will need to be currently working in the travel, tourism or hospitality industry in a sales position as this role requires a driven individual. This role is strongly suited to Travel Consultants who are looking for a change...

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



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ASIA PACIFIC

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### After Hours Consultant - Melbourne

- **CBD location**
- **Perfect life/ work balance**

Are you looking for flexible hours? Do you want a better life/ work balance? Enjoy having your days free? This could be the role for you. Work for this well known Corporate Management Company and you will be kept on your toes booking last minute travel, rerouting passengers and problem solving. Great team and company benefits.

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

### Event Reservations

- **5 Star Luxury Venues**
- **50k Package plus meals and discounted rail, parking, theatres and restaurants**

An exciting popular hospitality organization is seeking a new member of their team. You will be responsible for helping clients arrange their events. This will be banquets, conferences, galas, theatres and accommodation etc. You will also create extra revenue by upselling. Experience in the above is essential to apply for this role.

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

### Ski Reservation Consultant – Sydney CBD

- **Ski resort holiday specialists**
- **Salary \$40K + super + commission**

Our client is a leading wholesale and retail company specialising in ski resort holiday packages. They have a fun, friendly work environment and are looking for a team player with a positive, motivated attitude and a great work ethic. Must be passionate about skiing or have worked in a ski resort.

Contact Emma MacPherson T: **02 9231 6444**  
E: [emma@tmsap.com](mailto:emma@tmsap.com) or **apply online now!**

### Retail Travel Consultant – Sydney North Shore

- **Brilliant team & office environment**
- **Well respected and valued agency**

Are you tired of being just a number in your role? This awesome travel agency are looking for an exceptional retail travel consultant to join their busy team. If you have consulted for a minimum of 2 yrs and want to be part of a happy, high achieving team - please call me today. Good base salary plus incentives.

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

### Groovy Retail Travel Consulting Temp Role - Inner West

- **Long term temp role**
- **Fun & vibrant atmosphere**

If you have been a retail travel consultant and you are looking for some on going temp work - read on.....  
We are looking for two temps that have retail travel consulting experience that would like to work in a groovy travel organisation in the Inner West. You will be booking domestic and international travel all over the phone and via email with no face to face!

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

### Corporate Consultant – Sydney, Melbourne, Perth

- **Leading Corporate Management Company**
- **Great benefits & incentives**

If you love to be kept on your toes and enjoy a busy, fast paced environment you may have found your new role. This leading Corporate Management Company is looking for a new member to join their team. In this role you will manage several accounts whilst offering service with a smile.

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

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**MELBOURNE** – 1/167-169 Queen St – (03) 9670 2577 – [recruit@aaappointments.com.au](mailto:recruit@aaappointments.com.au)  
**BRISBANE** – 13/97 Creek St – (07) 3229 9600 – [employment@aaappointments.com.au](mailto:employment@aaappointments.com.au)

## **COULD YOU BE OUR GURU?**

**INDIA/ ASIA SPECIALIST - WHOLESALE CONSULTANT  
SYDNEY – SALARY PACKAGE TO \$45K**

The search is on for a talented and experienced consultant with specialist knowledge of India and Asia. Join one of Australia's most highly respected wholesalers as a part of their successful and growing team. Excellent salary package plus generous bonuses, reward and recognition programs and fantastic educational! Essentially, you will have 2 years experience with strong sales and customer service skills. You will also be well travelled, with outstanding knowledge of India and Asia.

## **BEST ADDRESS IN TOWN!**

**CORPORATE TRAVEL CONSULTANT  
SYDNEY – SALARY PACKAGE TO \$50K**

This is a fantastic opportunity for a talented consultant to work for a successful multinational company in Sydney's CBD. Manage complex and varied international and domestic for corporate clientele. A generous salary plus great company bonuses combined with lots of opportunity for travel mean that this really is one role you really don't want to miss out on. You will have a min. 3 yrs experience including ticketing skills. Japanese language skills ideal but not essential.

## **INSPIRE SUCCESS TRAVEL MANAGER**

**MELB EAST – SALARY PACKAGE \$65K plus incentive**

Motivate and inspire this team to greatness!  
With the success of this office growing in leaps and bounds, the owners have decided it's time to bring in a new manager. You will have the skills and ability to focus on this company's forward moving approach and be able to implement and initiate change relevant for this company moving forward. Use your strong management skills and keen positive attitude!

## **CORPORATE ROLES IN ABUNDANCE**

**CORPORATE TRAVEL – DOMESTIC & INTERNATIONAL  
MELB & PERTH (CITY) – SALARY PACKAGE \$44k - \$55k**

Be a part of this award winning company's growth and join today. . Joining this organisation is sure to see your career move ahead and also you'll be a part of a fun, social company who making working enjoyable. Essentially, you will have excellent corporate travel knowledge working in either domestic or international level. Sabre skills are preferable but cross training is provided for the right candidate.

## **LOVE WORKING IN THE BACK OFFICE!**

**FARES & TICKETING CONSULTANT  
PERTH (INNER) – SALARY PACKAGE TO \$49k**

Show off your strong fares and ticketing knowledge by joining this newly established ticketing office based in inner Perth. Working for a brilliant national company who are growing their Perth operation you will be responsible for assisting agents with regards to fare queries and processing all required ticketing functions including reissues, exchanges and re calculations. With excellent CRS skills this will be your dream company!

## **SOLE RESPONSIBLE ROLE**

**PRODUCT ASSISTANT  
MELB – SALARY PACKAGE TO \$43K + incentive**

Love working in product? Excel at Excel? Supporting the Product Manager your role will be to update internal access systems to ensure product details and rates are kept up to date and you will love making this role your own. With your excellent attention to detail and previous experience with Galileo you will be able to ensure your work is at the highest standard. Additional incentives provided.

## **TAKE ON A WHOLE NEW ADVENTURE**

**DOMESTIC WHOLESALE CONSULTANT  
BRISBANE CBD – SALARY PACKAGE TO \$50K OTE**

Looking to move away from face to face consulting? Wonder what actually happens at the other end of the phone? Why not make the change to wholesale! This funky team is looking for a passionate wholesale consultant to join them in selling domestic holiday arrangements. You will enjoy finding out what actually goes on behind the scenes and love the unbeatable benefits you will have access to. Travel consulting experience required.

## **SELL YOUR SOCKS OFF!**

**RETAIL CONSULTANTS  
VARIOUS BRISBANE SUBURBS – SALARY PACKAGE TO \$65K**

Sick and tired of being not being appreciated and underpaid? Want to work for company where you are actually paid what you are worth? We have the role for you. Working for this market leader will see you be rewarded for your efforts with \$\$\$, career progression, free holidays, amazing educational and so much more. Min one year consulting experience and a positive attitude required. Start to earn what you are worth – apply today!



Club Med 

WHERE HAPPINESS MEANS THE WORLD



## Sell 5, Get 5\* Incentive!

Earn Free nights when booking Club Med and experience an all-Inclusive holiday for yourself.

For a limited time, you will earn \*5 Free night for every 5 bookings made to use at our Asia-Pacific resorts when booking Club Med holidays!

### Your client's All-Inclusive package includes:

- ✓ Accommodation of various standards
- ✓ Three sumptuous buffet meals per day including wine, beer and soft drinks in a choice of restaurants
- ✓ Open bar and snacking
- ✓ Sports and activities
- ✓ Kids Club facilities from 4 years (at selected resorts)
- ✓ Evening Entertainment

Plus airfares, transfers and taxes,  
if you choose.



For more information, please contact  
your Sales Representative or our Club Med  
Sales Coordinator on 02 9265 0533 or visit  
[www.clubmedta.com](http://www.clubmedta.com)



\*This **Free nights** incentive offer is valid for new bookings only confirmed between May 1<sup>st</sup> until 30<sup>th</sup> September 2010 for bookings traveled between May 1<sup>st</sup> until 19<sup>th</sup> December 2010. At the end of the incentive, you will receive a letter that confirms the number of nights you earned and how to redeem your Free nights. The **Free nights** are applicable to the following Club Med resorts: **Albion & La Pointe** – Mauritius / **Lindeman Island** - The Whitsundays / **Phuket** - Thailand / **Cherating Beach** - Malaysia / **Bali** - Nusa Dua / **Kani** - The Maldives. Offer is valid to Travel industry partners only and is subject to change without notice. Free nights are valid for 1 year from time of issue and cannot be extended. Free nights are not exchangeable, transferable to a third party or redeemable for cash and can only be redeemed during low season and outside of school holidays. Travel agent can travel with 1 travel companion maximum if not direct family (spouse and children). Not valid for groups bookings. Full terms and conditions will be given on the confirmation letter. Agents must add their name to each of their Club Med booking for Free nights to be valid. 5 \*Free night offered for each 5 bookings. 1 FOC night is valid for 1 person for 1 night stay in Superior room and normal inclusions apply (meals, drinks, activities, entertainment) as per brochure. Travel is subject to resort availability and can only be booked 30 days prior departure.