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Travel Daily AU

First with the news

Mon 29 Nov 10

Page 1

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QH drops air fee

QANTAS Holidays has announced the removal of its \$50 booking fee for retail airfares purchased in conjunction with its land packages.

On Sat QH chief Simon Bernardi told agents attending the Jetset Travelworld Retail Network conference in Hong Kong that the fee was being removed effective immediately, as one of a number of measures to make the wholesaler more competitive.

"We want to encourage you to book the whole package with us," he said.

Bernardi also reiterated other changes revealed last week (*TD* 22 Nov) including extended price matching and price-protection of deposited bookings.

He also urged agents to book their cruise passengers with Qantas Holidays, as the only wholesaler which can offer clients one Qantas Frequent Flyer Point per dollar spent on cruise.

Qantas Holidays is currently finalising its new dedicated ski brochure, which will offer product across the globe but with a particular focus on New Zealand, Bernardi said.

JTG Cruise Centre rollout

THE Jetset Travelworld Retail Network will this Fri officially launch its long-awaited Cruise Centre - an online cruise booking platform which will allow agents to easily compare cruise offerings from a range of suppliers.

The move was flagged a year ago at the JTG conference in Cairns, but final contracts for the Odysseus system weren't signed until May, meaning it's taken just over six months of intensive work to get up and running.

Speaking to attendees at the JTG conference in Hong Kong on Sat, gm Marketing, Strategy and Cruise, Chris Phillips, thanked agents for their patience.

"Cruising is in and we need to be there," he said, with the system offering the ability to aggregate multiple suppliers and specials and offer live availability for some cruise lines.

All pricing is in Australian dollars and the system will launch with more than 17,000 sailings from 46 cruise suppliers - including 4000 special offers.

Currently a live connection is available for Royal Caribbean,

Azamara and Celebrity Cruises, with other dynamic links planned.

Details of cruises offered by Carnival Australia's Complete Cruise Solution are part of the system, but a live connection is not currently operational, meaning JTG agents wanting to book CCS product will have to switch to Polar Online to book.

Information on cruises is presented in a standard format, with the system including deck plans, cabin layouts and ship features to make comparisons easy for clients and agents.

Phillips said the group would continue to develop the platform, including further connectivity enhancements including some river cruise product by Mar 2011.

He said the system would also help JTG to track cruise revenue, giving it "another form of data for use in negotiations".

The new Cruise Centre will be available to all members of the group, after being tested by the 60 or so Cruise Select specialists.

Although JTG Wholesale chief Simon Bernardi has flagged cruise as a major area of expansion for the group's wholesale offerings, Phillips said he hadn't spoken to Bernardi about making the technology more widely available.

QF A380 LAX plan

QANTAS looks to be planning a resumption of Pacific A380 flights in mid-Dec, with GDS displays currently showing A380 availability for MEL-LAX and SYD-LAX effective 15 Dec.

A380 flights will operate daily from Sydney, while MEL services will resume thrice weekly, with a fourth weekly flight from 06 Jan.

8 pages of news!

Travel Daily today has eight pages of news, plus full pages:

- AA Appointments jobs
- China Holidays

APT South America

APT has launched its first programs in South America, with an interim brochure detailing departures from Oct-Dec 2011.

MD Chris Hall told *TD* the new destination had been added to provide further options for past passengers of the group, with the programs starting at Buenos Aires and including a combination of flights and touring options such as the Galapagos, Iguazu Falls and a Holland America Cruise.

A full 2012 APT South America brochure would be released in the new year, Hall said.



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10 GOOD REASONS TO VISIT NEW CALEDONIA

10 Easy to get there

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Jewel sails away

RELIEVED cruisers celebrated the successful departure on Sat of P&O's *Pacific Jewel*, which has been in drydock for repairs and upgrades for the last four weeks and now has a rectified stabiliser and a new top deck Big Screen.

Cosmos Asia boost

COSMOS has added a new 7-day India tour to its Asia program, which now include 11 tours visiting China, Japan, Thailand, India, Vietnam, Cambodia and Bhutan, priced from \$96 per day.

Sabre pushes for scale

SABRE Pacific ceo Gai Tyrrell has hailed the vision of Jetset Travelworld Group ceo Peter Lacaze in pursuing the merger between Stella Travel and JTG, saying it had for the first time "created an opportunity for Flight Centre to be tackled head on".

Tyrrell was speaking at the JTG Retail Network conference at Hong Kong Disneyland on Sat, and heavily pushed Sabre Pacific's relationship with JTG and urged attendees to work with the GDS.

"We are the exclusive preferred GDS supplier for your group, and we want all of your business," she said, mirroring an earlier call from Lacaze for a "stronger connection between supplier contracts and revenue" for JTG.

Tyrrell claimed that because Flight Centre was such a significant customer for rival GDS Galileo, this meant that Travelport "focuses all its energies" on Flight Centre, rather than on agents in other retail groups, and urged JTG members to support Sabre Pacific.

"We are ready to help. We are 150% behind this group," she said, appropriately quipping that agents shouldn't "Mickey around with preferreds".

Tyrrell revealed that 95% of travel colleges in Australia were

using Sabre, which meant that Sabre agencies employing recent graduates would get them up to speed faster.

And the recently released Sabre Red "foundation platform" was the most significant development undertaken by Sabre in the last decade, she said, providing a way for agents to halve the time taken to issue tickets.

The expandable Sabre Red desktop has already had insurance and the Air Tickets SmartFares database added, and there are "more revenue opportunities to come," Tyrrell said.

DJ pax numbers up

VIRGIN Blue this morning announced a 3.7% increase in Oct domestic passenger numbers to 1.4 million - but an increase in capacity saw the airline's revenue load factor dive 3.9 points to 81% for the month.

Int'; passenger numbers were up 2.9% to 237,000, with the load factor up 4.4 pts to 81.8%.

MH Adelaide boost

MALAYSIA Airlines has confirmed an increase in ADL flights, with six weekly non-stop services to Kuala Lumpur from 27 Mar (TD 08 Nov).

Schedules will also change to offer better connectivity, MH said.



Window Seat

UNFORTUNATELY, they probably have nothing better to do.

A group of newly unemployed flight attendants from collapsed Mexicana Airlines, have launched a "sultry aviation-themed calendar" to draw attention to their plight, according to AP.

The calendar reportedly features the cabin crew wearing skimpy bikinis or "abbreviated uniforms" draped over propellers or in "racy cockpit poses".

One of the participants said the goal was "to try to help ourselves because we lost everything overnight"

ROYAL Caribbean has unveiled yet another stunning innovation - the first time ever that a 3-D animated character is the godmother of a cruise ship.

At a glittering ceremony in Fort Lauderdale yesterday, it was revealed that Princess Fiona - one of the ogres from the smash hit *Shrek* animated movies - would preside over the stunning new *Allure of the Seas*.

Royal Caribbean has a special partnership with the Dreamworks Animation film studio which made the *Shrek* movies, with Royal Caribbean ceo Richard Fain saying "Princess Fiona is not only a Royal, but we felt such a unique ship deserved a unique godmother."

"Princess Fiona symbolises the fun and entertainment that is so extraordinary on *Allure of the Seas*," he said.



RCI ceo Adam Goldstein, RCCL President Richard Fain, Princess Fiona and Allure captain Hernan Zini.

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**Airline of
the Year 2009**
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Big things coming to Hong Kong

TOURISM authorities in Hong Kong are seeing significant improvements in hotel occupancy this year, with 2010 seeing the opening of 11 new properties so far, adding 1552 rooms in total.

And 2011 will see room supply increase even further, with 25 new hotels scheduled for completion, adding 4159 rooms, according to Hong Kong Tourism Board General Manager of Marketing, Patrick Kwok.

Speaking at Hong Kong Disneyland on Sat to delegates attending the Jetset Travelworld Retail Network conference, Kwok outlined a number of major developments planned for the city in the coming years, including expansion of Hong Kong Disneyland as well as the Ocean Park theme park.

Early next year the sky100 attraction will open - an observation deck providing spectacular views, located on the 100th floor of Hong Kong's tallest building, above Kowloon Station.

And Hong Kong is currently developing a new Integrated Arts and Cultural District, which is

planned for completion in phases from 2015, Kwok said.

Hong Kong is also set for better connectivity with other areas in China, with the 2015 opening of the new Hong Kong-Macau Zhuhai bridge which will make travel much easier to Macau and the Pearl River Delta.

And a new high speed rail link is also planned into mainland China, which will allow travellers to get to Guangzhou in just 45 minutes - and connect in with further high speed rail networks linking to 16 major cities including Shanghai and Beijing.

Also under development is the new Hong Kong cruise terminal, which is being constructed on the site of the old Kai Tak Airport, and which will have capacity for the world's biggest cruise ships.

Business Select head

JETSET Travelworld's Vic/Tas sales manager Lynda Wallace is currently heading up the JTG Business Select corporate subgroup following the departure of Oily Tams (TD 04 Nov), until a permanent replacement is found.

RBA incentive winner

RIGHT: Royal Brunei Airlines presented \$5,000 to Travelworld Capalaba for winning its NTC/JTG QLD agent incentive recently.

Weekly prizes of \$777 were also on offer throughout the competition with the Travelworld Capalaba also picking up one of these awards.

Pictured above with Vesna Latter from Travelworld Capalaba, are Carol Baker, RBA (left) and David Streek, NTC.



BA adds LCY/CMF

BRITISH Airways is launching a new four times weekly CityFlyer route between London City Airport and Chambery, France for the Northern Winter period, from 18 Dec, using Embraer 190 jets.

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Bunnik: Don't Miss Saigon



ABOVE: Australian-born tour operator Bunnik Tours set out on its inaugural charter flight to Ho Chi Minh City earlier this month.

Bunnik has chartered two Vietnam Airlines' aircraft for two special flights from Adelaide, both of which are fully booked.

The 270 passengers on the first flight came from areas all over Australia and are now travelling in different regions of Vietnam and Cambodia with Bunnik Tours.

"The response we have received for these exclusive services has been fantastic," said managing director, Dennis Bunnik.

Pictured here at the airport from left are Bunnik brothers, Sacha Bunnick, operations director, and md Dennis Bunnik.

C&K agent rewards

COX & Kings is offering agents booking any two Escorted Small Group Journeys before 30 Jun a bottle of Moët Chandon.

Agents who make five bookings will earn a \$250 Visa Money Card and eight bookings earns a \$1000 Visa Money Card - 1300 836 764.

Hainan launch YYZ

CHINESE carrier Hainan Airlines has commenced new thrice weekly services between Beijing and Toronto Pearson Int'l Airport.

HU is the first mainland China carrier to operate flights between the two cities.

Hainan Airlines will also launch services between Hangzhou and Sydney, on 19 Jan (TD 25 Nov).

Big Princess 2012?

PRINCESS Cruises is set to unveil a major expansion of its operations in Australia in the coming weeks, with the move hinted at by Complete Cruise Solution regional sales manager David Clark at the Jetset Travelworld Retail Network conference in Hong Kong on Sat.

Clark gave a rundown on the various brands represented by CCS, also highlighting a brand focus for P&O Australia as targeting "every day Aussies and Kiwis" and a "worth every cent" philosophy.

Daintree self-famil

TRAVEL industry staff are being invited to experience the award-winning Daintree Eco Lodge & Spa in Far North Queensland, to "indulge and recommend to your clients a unique rainforest experience".

The property comprises 15 tree-top houses in the heart of the Daintree, about a 90 minute scenic drive from Cairns.

The industry offer cost \$350 for two nights and three days including accom in a spa room, breakfast for two, a two course dinner in Julaymba Restaurant for two, a Julay Binalbu Aboriginal Art Class for one and a "top to toe" massage for one.

Partners can also pay a special discounted rates for activities, and the deal includes an extra night for \$100 more.

Subject to availability; more info svetlana@uniquetourism.com.

Travelex offers agents foreign cash

TRAVELEX is set to roll out its new "cash stockist" model out to more Australian travel agents in 2011, according to the company's National Business Relationships Manager, Adam French.

Speaking at the JTG conference in Hong Kong on Sat, French said that under this program agents are provided with a 'float' of foreign currency, which is available to sell to customers on the spot.

He said the option creates incremental revenue for agents, brings bank customers into agencies and gives "more exposure to holidaymakers".

There are some criteria for agents to be part of the program, with Travelex in the process of identifying suitable locations.

The company is also keen to roll out more of its multi-currency ATMs within the JTG network, building on the current 100 or so Travelex ATMs already operating in Australia.

The fully-maintained ATMs can be stocked with four different currencies, and have a live communications link to ensure that exchange rates are dynamically updated, French said.



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Fiji very windy

EMERGENCY services in parts of Fiji have been placed on full alert for heavy weather, with gale force winds expected for the Yasawa and Mamanuca island groups and the western half of Viti Levu, Vatulele, Kadavu and nearby smaller islands.

Tourism Fiji says hotels and resorts had begun taking "usual precautions" but at this stage flights are continuing as normal.

QF renumbering

QANTAS has renumbered its QF115 flight between Brisbane and Auckland to QF123, with the first flight number change effective 27 Mar 2011.

The change is in line with the recent change of QF116 AKL/BNE to QF124, due to a call sign conflict in Brisbane with QF15/16 which operates to Los Angeles.

Chat Tours drops

MEDITERRANEAN operator Chat Tours has released its new brochure, with the strong Aussie dollar meaning that almost every price is lower than last year, to destinations including Greece, the Greek Islands, Turkey, Egypt and Anzac tours.

The company, which was recently taken over by Mike Hay and Tony Brazenell (TD 04 Nov) will shortly move into new Sydney CBD premises, with Brazenell predicting that based on the "huge volume of enquiries and bookings in the last few months, 2011 will be the biggest year to Europe in over a decade".

EY heads for black

ETIHAD is claiming an "important step forward in the airline's journey towards full break-even," with its 2010 results showing a profit - as long as you don't count the cost of interest, taxation, depreciation, amortisation and rentals.

Speaking at a financial roadshow event in London ceo James Hogan promised the carrier would reach full break-even in 2011 and "full profitability" in 2012.

TSAX connects in San Fran



ABOVE: Travelscene sent a select group of consultants from Queensland on a 'Stay Connected' faml to San Francisco, hosted by Travelscene Holidays and Air New Zealand recently.

The group are pictured above about to set off on the 'Bike and Roll' guided tour, *from left* are: Angelika Tom, Travelscene Hols;

Tamara Shaw, Travelscene Gympie; Kim Armitage, Fairfield Travel; Kym Nicol, Globenet Travel; Lisa Betts, Pulse Travel; Tina-Maree Lazell, Travelscene Samford; Karen Sweeney, Cruisemart; Paul Massingham, Travelscene American Express; Jamie Fraser, World Travel Professionals; and Mike O'Leary, Travelscene Smithfield.

DFAT on Korea

THE Dept of Foreign Affairs and Trade is advising against travel to the Northern Limit Line Islands in the Republic of Korea after last week's exchange of artillery fire from the Democratic People's Republic of Korea on ROK.

DFAT suggests Australians in the region to "monitor developments closely" as the situation "could escalate without warning."

R&C 2011 Guide

RELAIS & Chateaux has boosted its Australasia-South Pacific portfolio to 13 restaurant and hotel members in its 2011 Guide.

Recent additions include the Tower Lodge in the Hunter Valley, Jonah's Whale Beach in Sydney and Chateau Yering Hotel in Vic.

Other new members include Ratua Private Island in Vanuatu and Matakauri Lodge, in NZ.

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Applications close Monday 6th December, 2010.



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LAN acquires Aires

LAN Airlines has announced the acquisition of Colombian carrier Aires for US\$12 million, along with assuming debts of US\$100m.

The purchase deal will see Aires copy LAN's established low cost model into the Colombian market.

Story time for NZ

AIR New Zealand is looking at a number of innovative services on its new 777-300ER aircraft, including running a "story time" for children in the aircraft galley.

And adults won't miss out, with plans under consideration also including wine tasting sessions, according to Gail Wharau of Air NZ who revealed the moves at the Jetset Travelworld conference in Hong Kong on Fri.

The innovative seatback screens on the aircraft will also allow economy passengers to order "snacks on demand," she said.

Colleague Karen Koval ran through the Air NZ trade site where agents are able to purchase upgrades for clients on the new A320 Tasman 'Choices' product after booking either Seat only, Seat+ Bag or The Works products on GDS.

Using airnzagent.com.au it costs \$30 to upgrade to The Works (which includes in-flight entertainment and on-board food) or \$110 to upgrade to The Works Deluxe, which includes a blocked empty adjacent seat (where available), extra baggage allowance plus lounge access.

The trade site can also be used to upgrade passengers to the new economy-class SkyCouch option on the 777-300 long-haul flights, without having to pay reissue or change fees.

The upgrades on both long-haul and Tasman/Pacific services can be purchased via the trade site up until the day before departure.

Peregrine showcases the Galapagos Islands



PEREGRINE and LAN Airlines recently hosted 14 travel agents on a fantastic famil to the Galapagos Islands.

The educational was won by the agents during the Feb to Jul 'Join us in the Galapagos' incentive.

For seven nights the group enjoyed time on the *MY San Jose* along with a few nights in Quito and Guayaquil.

Pictured are the lucky winners from left: Jane Thistlethwaite, HWT Bankstown; Fredrick Steyn, Escape Travel Broadway; Melinda Spain, FC Bondi Westfield; Pam

Neill, FC Albany; Mark Wilson, FC GyMEA; Corrine Dietschi, FC Roselands; Christine Patterson, FC Pakington St; Grant Mason, Travelworld Salamander Bay; James Carroll, ET Burwood; Tanya Croxford, Boomerang Travel Centre; David Cameron, Peregrine Adventures; Bronny Tudor, Peregrine Travel Adelaide; and Bronco Milic-Zumberski, LAN Airlines.

Front Row: Corinna Stefani, FC Ashburton; Jess Denton, Backtrack Adventures; and Debbie Trewavis, Travelscene Monbulk.

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ANZCRO hot NZ hotel pricing

NEW Zealand specialist wholesaler ANZCRO has launched a new hotel program for 2011 which founder Owen Eagles says will help agents compete with online accommodation providers.

Under the ANZCRO 'hot hotels' option, the company has taken allocations at key properties in Auckland, Rotorua, Wellington and Christchurch with peak season prices from just \$99.

Eagles told attendees at the Jetset Travelworld conference in Hong Kong on Fri that part of the deal is that the contracted properties guarantee not to give a better rate for online sales, meaning that agents can be assured they're offering the best deal to their clients.

Other initiatives for ANZCRO include a new online reservation system which will launch internally next month and roll out to agents in the new year, enabling them to build their own itineraries.

The company has developed the software to specifically handle the complexity of NZ bookings which usually include more than 15 elements, with ANZCRO also offering dynamic pricing from

GlobalCARS bargain

GLOBALCARS is offering prices of about 10% cheaper than last year on earlybird Citroen Europe leasing bookings, due to the strong Australian dollar.

A range of advance purchase bonuses also apply - 1300 789 992.

some suppliers such as THL.

In 2011 ANZCRO will also for the first time produce a dedicated ski brochure, consolidating its position as the biggest provider of NZ ski business in the world.

BA Australia route "very profitable"

THE strong Australian dollar and good loads have seen a surge in profitability for British Airways' double daily long haul operations between the UK and Australia.

Speaking at the JTG conference in Hong Kong on Sat, BA regional commercial manager Nicole Backo said yields from BA's Australian business were currently up to 30% higher than those in the UK "which allows us to keep building on our 75-year history in the Australian market".

She also gave an overview of BA's strategy in creating the International Airlines Group in conjunction with Spanish flag carrier Iberia, with plans to possibly expand in the future.

"Sponsoring airlines into oneworld such as Kingfisher, S7 and Air Berlin may help us to work with them further in the future," she said.



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Brochures of the Week

WELCOME to *Brochures of the Week*, *Travel Daily's* Mon feature. If your firm is releasing a new brochure you'd like to make the industry aware of, send a brief description summarising its features and itineraries, including a PDF of the front cover, and contact details to brochures@traveldaily.com.au.



Infinity Holidays - Bali 2011

This already huge brochure has been upsized to 96 pages and sees the advent of the Bali Villa Specialists. A new section with 18 pages are dedicated solely to villas. Infinity consultants are receiving specialist training on this product.

Infinity Holidays - Fiji 2011

This popular destination is back with 56 pages showcasing the best of the tropical paradise. There is a wonderful range of accom from your basic hut-and-hammock-on-the-beach to helicopter transfers and private islands. Also a 20 page section on island accom provides a multitude of options for all different markets like

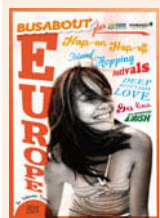
honeymooners, families and backpackers.

Infinity Holidays - Gold Coast 2011

The 64 page Gold Coast brochure offers new additions including the Soul Tower offering 77 floors, with the first stage to be completed and ready to sell by mid 2011.

Infinity Holidays - Luxury

The first of its kind is coming out to agents in the next couple of weeks. Designed to plan a dream holiday of first class indulgence, pampering and style. It caters to honeymooners to stylish corporate functions and guests wanting to be pampered. The brochure covers Australia, NZ, the Pacific Islands, Asia and the Indian Ocean.



Busabout, Haggis and Shamrock - Europe 2011

New for 2011 is an updated product range including refreshed routes, new itineraries and lots more inclusions. The Busabout Adventures range has been expanded to include a seven day Egypt itinerary, two eight day Ibiza Island Hopper option and eight day Morocco adventure. Haggis has two new 'Off Road' trips in Scotland and more - see busabout.com.



CIT Holidays - Italy 2011

Celebrating its 40 year anniversary CIT has released its 202 page Italy with the best of Europe brochure featuring a significant cultural theme. New products include 'Do it yourself' tour of Cinque Terre, three day Sorrento and Capri itinerary and seven nights in a villa in the heart of Tuscany. Further details at www.cit.com.au.



Tempo Holidays - Greece Turkey Croatia and Cruising 2011

This new brochure offers more Croatia product, new cruises, exclusive hotels and early bird discounts of up to 20%. Four new pages have been dedicated to accom in Dubrovnik, Split and Zagreb, and there's new cruise product with Variety Cruises, priced from \$2202ppts with the 20% discount when booked and paid in full by 01 Feb 2011 - see tempoholidays.com for info.



Discover West Holidays - West Australia

This 120-page brochure offers accommodation, tours, vehicle hire, self drive holidays and trips on the Indian Pacific. Broken up into sections the booklet ranges from experiences in Perth, South West, North West and the Kimberley. Safari and coach tours allow guests to experience the West anywhere from between three and 12 days. Go to www.discoverwest.com for more details.

GROW A MO AND WIN A CRUISE ONLY TWO DAYS LEFT TO ENTER!



P&O Cruises World Cruising in conjunction with **Travel Daily** is supporting **Movember** this month and have been urging the industry to take part in the charity event with great prizes to be won.

There's only two days left to register in the competition for your chance to win a fantastic 7 night cruise on board P&O Cruises World Cruising's *Arcadia* ex Sydney to Fremantle, plus other great prizes including Cricketing memorabilia; cricket sets and gift packs.

If you've grown some impressive facial hair be sure to register your details at <http://au.movember.com>, then email your team name and 'mo photos to pomocomp@traveldaily.com.au.

Complete Cruise Solution's Movember Moboys, Ryan Taibel, Don Clark and Ken Byers (above) no longer need their fake 'mo's when they have the real fundraising kind - now we want to see yours, so get sending!

[Click here for full entry details and conditions](#)

DID YOU KNOW?

Families are well catered for on board P&O Cruises World Cruising voyages with a number of Children's and teen on board programmes, and on our family friendly cruises, your client can receive generous reductions on children's fares, or in some cases children's places are free!



Business Manager NSW

Harvey World Travel is the most recognised retail travel brand in Australia. With a passion for travel and a dedication to excellence in service, the strength of the Harvey World Travel brand is our people.

We currently have an exciting opportunity available for a Business Manager based in Sydney focusing on NSW agents. This role is key role in establishing and maintaining the face to face relationships between the franchisor and the Harvey World Travel franchise network.

Focused on building and sustaining an overarching level of support and service delivery between Harvey World Travel (the business) and our Franchisee Network Partners to grow and maintain the strength of the franchise business and the franchisee's business.

To be successful in this role you will have a proven track record in business development, sound exposure and knowledge of the retail travel industry, strong business acumen and excellent relationship management skills.

If you are ready for an exciting opportunity with a market leading brand, look no further.

Apply now! careers@stellatravel.com.au

New JTG tag lines

JETSET Travelworld Retail Network launched new tag lines for both the Jetset and Travelworld brands at the group's conference at Hong Kong Disneyland (TD Fri).

The updates, which also include a new jingle, were revealed in closed sessions for each brand, with attendees provided with T-shirts featuring the new branding.

Jetset will be rebranded as "Jetset Travel - Know the World We Know", while the new Travelworld tag line is "Travelworld: Great Holidays, Lasting Memories".

JTG Retail Network manager of Marketing, Strategy and Cruise, Chris Phillips, said extensive research had gone into developing the new collateral, including consultation with members and consumer focus groups to make sure that key elements of the branding "connect with consumers".

The new tag lines will be reflected in stationery, websites and press advertising, and over time are also expected to result in new signage as stores refit.

Velocity car promise

VELOCITY Rewards, the loyalty program of the Virgin Blue Group, is offering a Price Promise for pax when booking car rentals with Hertz, Thrifty or Europcar.

Under the 'guaranteed peace of mind' deal, if pax find a lower price for a rental, DJ will not only match it, pax will receive an extra 1,000 Velocity Points.

Skywest profit to be hit by A320 buy

SKYWEST Airlines' executive chairman Jeff Chatfield has said its investment of an Airbus A320-300 aircraft (TD 03 Aug) will impact on net profit for the half-year period to 31 Dec 2010, which is now expected to be lower by \$2.9m year-on-year.

Chatfield said that Skywest's basic operating performance for the period was up on last year (based on monthly passenger statistics) in the Chairman's Statement today, but outlined that the A320's Air Operator's Certificate, CASA processes, training and hiring of pilots and deployment is estimated to cost around \$6m.

He also reiterated the Perth-based carrier's frustration over the regulatory environment for Carnarvon, Monkey Mia and Kalbarri, with negotiations between the airline and WA govt expected this week (TD 22 Nov).

Awaiting regulatory approval for these towns is "a situation which would presumably be unsettling for the residents and businesses of these important towns. Skywest is hopeful that a prompt solution can be achieved," Chatfield said.



Product Manager, Sydney Based

Analytical. Personable. Presentable. Influential

Only the best need apply for a truly premium travel role

Travelscene American Express is seeking a truly exceptional and analytical **Product Manager**.

The role will be responsible of taking charge (in conjunction with our internal contracting team) of the partnerships in place with our preferred suppliers and the direct impact on the organisation's profitability.

To be successful in this role you will need extensive experience in the following areas:

- Relationship Management
- Business Reporting & Analytics
- Performance and Market Data Interpretation
- Conflict Resolution
- Internal / External Stakeholder Management

The individual we are seeking must be a pro-active self starter with the ability to communicate, present and engage with partners, whether they be other product managers or right through to CEO's of supplier organisations.

As such the preferred person for this role should have extensive travel industry experience over the last 5 - 10 years in a similar role, have strong analytical skills and possess a good network of contacts.

This is an excellent opportunity with great career prospects for the right person.

If you would like to apply for this position please send you CV to careers@stellatravel.com.au by 3 December 2010.



LAST CHANCE to win 2 VIP Tickets to see the U2 360 Tour in Sydney on Mon 13 Dec!

ARE YOU A VISIONARY BUSINESS LEADER?

**MANAGING DIRECTOR
SYDNEY – EXECUTIVE SALARY PACKAGE**

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

KEY LEADERSHIP ROLE WITH A POPULAR BRAND

**GENERAL MANAGER RESERVATIONS
SYDNEY – EXECUTIVE SALARY PACKAGE AVAILABLE**

This award winning travel operation requires a talented Call Centre Manager to take over their National operations. This strategic role will include leading & managing the reservations and support departments with a focus on customer service delivery and staff development. Previous Call Centre experience with an emphasis on development and change management is essential.

FOCUS ON GROWTH

**BUSINESS DEVELOPMENT MANAGER
SYDNEY – SALARY PACKAGE CIRCA \$100K++**

Be responsible for managing, maintaining and developing the relationship with key clients through your proactive & strategic approach, ensuring ongoing revenue opportunities are maximized and a true business partnership is developed. You'll have strong commercial acumen, highly developed communication & presentation skills, and functional knowledge of IT/GDS, distribution and e-comm operations.

TRAVEL TECHNOLOGY IS A SECURE FUTURE

**KEY ACCOUNT DEVELOPMENT MANAGER
SYDNEY – SALARY PACKAGE DOE**

Be responsible for managing, maintaining and developing the relationship with key clients through your proactive & strategic approach, ensuring ongoing revenue opportunities are maximized and a true business partnership is developed. You'll have strong commercial acumen, highly developed communication & presentation skills, and functional knowledge of IT/GDS, distribution and e-comm operations.

BE REWARDED FOR YOUR SALES SKILLS

**TRAVEL INDUSTRY BDM
SYDNEY – SALARY PACKAGE TO \$80k**

If you dream of luxury product, beautiful famils, great team spirit, a growing organization, and agents that welcome you in to their stores with open arms this BDM role is ready for you now. You will represent a popular, high quality product and have a motivated approach to growing sales from your region. Ideally you'll have managed a sales territory and can demonstrate how you've achieved great results.

AN EVENTFUL CAREER IN EVENT SALES

**BUSINESS DEVELOPMENT – MICE MARKET SALES
SYDNEY & MELBOURNE – SALARY PACKAGES OTE \$90k ++**

If you're looking for a company that is on the move and rewards results these roles are available NOW for hungry hunters who love winning new business. If your background is in Corporate or MICE market sales these roles will reinvigorate your career at a time when business is booming. You'll be enthusiastic, self-motivated and driven by achieving sales targets which results in great bonuses!

ARE YOU MOTIVATED BY SUCCESS?

**BDM – LEISURE TRAVEL INDUSTRY MARKET
BRISBANE - SALARY PACKAGE \$60k + CAR + BONUS**

Represent this outstanding product in the Brisbane and QLD market. You will be responsible for establishing close working relationships with your agents ensuring they know they have your support. This role requires travel to regional areas and the potential for someone to step into their first on the road role from retail travel. Weekend work, early and late nights are required in sales along with an ability to drive sales growth.

EXCITING MANAGEMENT LEVEL ROLE

**CALL CENTRE MANAGER – TRAVEL RESERVATIONS
PERTH – SALARY PACKAGE TO \$68k**

This is your chance to use your exceptional operational expertise working for this well known brand. You will be able to deliver a cohesive and productive team environment ensuring service delivery is within KPI requirements. You're a strong communicator who will be able to implement change and develop your team through training and guidance. Don't delay this position will be filled before Christmas.

CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

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MANAGING DIRECTOR
Ph: 02 9231 1299

Linda Green
NSW & ACT
Ph: 02 9231 2825

Kate Dalrymple
OLD & NT
Ph: 07 3229 9600

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

OR EMAIL YOUR APPLICATION TO executive@aaappointments.com.au

FOR MORE GREAT EXECUTIVE VACANCIES VISIT OUR WEBSITE www.aaappointments.com

Merry Christmas

Book Now

2011-2012

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