

Thank you to all our travel partners  
from everyone at Qantas.

○  
2011

○ 2012

○  
Queensland Floods  
Bush Fires  
Ash Clouds  
Industrial Action  
Cyclones  
Japanese Tsunami  
Earthquakes

To all of our partners in the travel industry,  
thank you for standing by us in 2011.

2011 has been a challenging year. But through every single challenge and every difficult decision we've had to make, you've helped us keep the disruptions to a minimum. And you've helped get our valued customers to where they've needed to go. So we'd like to say thank you to each and every one of you. And here's to 2012 being a little less challenging.

Enjoy the journey





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# Travel Daily

First with the news

Monday 19th December 2011

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## Sign up for BEN!

**TODAY** *Travel Daily* officially launches our newest sister publication - Business Events News, or BEN for short.

BEN will be published three times a week in the familiar **TD** format from early next year, and we have now opened up opportunities for free subscriptions to the publication.

Business Events News will focus on the burgeoning business tourism sector, including meetings, events, conferences and incentives, targeting outbound, domestic and inbound group business.

To sign up at no charge enter your details online today at [www.businesseventsnews.com.au](http://www.businesseventsnews.com.au).

## Qantas thanks industry

**ONCE** again Qantas is thanking the Australian travel industry for its support through the trials and tribulations of 2011 - see the special front full page of **TD** today.

# Accor buys Mirvac hotels

**ACCOR** Asia Pacific has boosted its portfolio by 48 additional properties, after being revealed as the successful bidder for the Mirvac Hotels and Resorts portfolio (**TD** breaking news Fri).

Announced late on Fri afternoon, the deal follows a long-running review of the Mirvac hospitality operations (**TD** 16 Jun) which include the Citigate, Quay Grand, Sea Temple, Quay West and Sebel brands.

The deal includes the purchase of Mirvac Hotels & Resorts for €149m as well as a 21.9% stake in the Mirvac Wholesale Hotel Fund for €46m, while the remainder of Mirvac's 49.2% stake in this fund will be bought by Singapore-based developer Ascendas.

Accor said the purchase was in line with its ambitious development strategy, and will see its Australasian network reach 241 hotels and a total of 32,500 rooms.

Mirvac md Nick Collishaw described the sale as a "transforming event" for the hotel business, and represented a 15% premium on the book value of the assets.

And Accor Asia Pacific chairman Michael Issenberg said the combined groups would "help shape the hospitality scene in Australia and New Zealand for many decades to come.

"The massive growth in world travel and the changing forces of customer engagement makes it important for the Mirvac hotels to underpin their futures with a robust international platform".

## Brochures galore!

**TODAY'S** issue of **TD** includes a full page of brochures on **page six**, following a spate of new programs launched in recent weeks.

## Seven pages of news

*Travel Daily* today has seven pages of news and photos, a front full page for Qantas plus a full page from: (**click**)

- AA Appointments



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Monday 19th December 2011

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## Travel Daily on location in Abu Dhabi

Today's issue of TD is coming to you from Abu Dhabi in the United Arab Emirates, courtesy of Jumeirah Hotels and Resorts.

IF you want your clients to experience the ultimate in luxury while stopping over in Abu Dhabi, look no further than the spectacular Jumeirah at Etihad Towers Hotel.

This stunning property offers a magnificent beachside setting, with 382 rooms and suites, 12 amazing restaurants, boutique shopping and a landscaped oasis of pools and gardens adjacent to its own private beach.

For a bit of pampering there's also a Talise Spa, and all rooms feature the latest in technology as well as spectacular views.

The Jumeirah at Etihad Towers is also a great location for conferences, with 13 meeting rooms and capacity for up to 1400 delegates in its multi-functional Mezzoon Ballroom.

Business guests will also enjoy the dedicated Club Executive Lounge on the 45th floor.

More at [www.jumeirah.com](http://www.jumeirah.com).

## Tourism seasonal workers

THE government yesterday announced a significant expansion of its Pacific Seasonal Worker Scheme, allowing accommodation providers to access staff under the program as part of a three year trial.

The move follows a smaller pilot scheme based in Broome, and will now allow operators to employ workers from Tonga, Vanuatu, Tuvalu, Kiribati, Nauru, Papua New Guinea and the Solomon Islands.

Tourism minister Martin Ferguson said the expansion recognised the high levels of staff shortages in the sector - particularly in regional areas where tourism is competing for workers with the booming resources industry.

"This three-year trial will make a real difference for the tourism industry, both here in Australia and the region, because tourism is a primary source of employment and economic development," he said.

ATEC md Felicia Mariani welcomed the move, saying it would help meet some of the immediate labour needs of accommodation providers.

She urged the government to further extend the availability of seasonal workers to the whole of the tourism sector.

Mariani said a shortage of skilled and unskilled labour would be a major obstacle to achieving the objectives of the gov't's recently updated *Tourism 2020* long term strategy.

## P&O's Pacific Sun sold

CARNIVAL Australia has this morning announced the sale of the 1900-passenger *Pacific Sun*, which will see the vessel depart P&O Cruises' fleet in Jul 2012.

The cruise line says the sale is "seen as a natural progression in Carnival Australia's multi-brand strategy".

*Pacific Sun's* last voyage will be a seven-night Pacific Island cruise on 01 Jul from Brisbane.

Pax who were booked on *Sun* sailings after this date are being rebooked on "near equivalent cruises" on alternate P&O ships, or being provided a full refund.

## QF/ALAEA make deal

QANTAS and the Australian Licenced Aircraft Engineers Association have reached a new three-year agreement, which will be presented to Fair Work Australia later today.

The deal includes a 3% wage increase, effective 01 Jan, reports the *Sydney Morning Herald*.

Minister for Infrastructure, Anthony Albanese welcomed the pact, saying the outcome is a result of the gov't's "decisive actions" by involving FWA when Qantas grounded it's fleet in Oct.

Last Fri, Qantas made a similar pact with its cabin crew.

QF is still working on deals with transport workers & pilot unions.

## Asker steps aside

FOUNDER and current md of The Captain's Choice Tour, Phil Asker, is to step down from his role effective 01 Jan, making way for gm Dan Kotzmann to take over as new managing director.

Asker says he will remain active in the business and will take on the title of Founder and Director.



## Group Consultant

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First with the news

Monday 19th December 2011



## Qantas still leading in satisfaction

**QANTAS** enjoyed an 84% satisfaction rating in the latest Roy Morgan Domestic Airline poll, which is now being released on a quarterly basis.

For the three months to 31 Oct QF's satisfaction declined slightly from an 86.5% high in Jun, but is still above Virgin Australia which came in second place at 81%.

The pollster said the Virgin figure was a significant improvement, after the airline suffered a big dip in satisfaction following the major failure of its reservation and check-in systems in Sep 2010.

During the Oct quarter a total of 68% of Jetsar customers were 'very' or 'fairly' satisfied, while despite returning to the skies, Tiger Airways satisfaction is still

plumbing the depths with an overall rating of just 44%.

It will be interesting to see the results for the current quarter, which is likely to reflect the full impact of the Qantas fleet grounding on satisfaction.

**MEANWHILE** Roy Morgan has also released its latest hotel satisfaction report, which saw Sheraton share the top position with Crowne Plaza for the 12 months to Oct 2011.

Both groups recorded a 91% rating - just ahead of Westin, Hilton, Intercontinental, Mantra and Marriott which all tied with an 89% satisfaction rating.

Ratings for almost all hoteliers significantly improved on the previous 12 month period.

## BOGOF Q Bag Tags

**QANTAS** is offering a "buy one, get one free" deal on its Q Bag Tags, which are on offer for \$49.95 or 7,000 Qantas Frequent Flyer Points until 31 Dec.

The special is available online or at the Qantas Clubs in Sydney T3, Melbourne and Brisbane.

## Wendy Wu Concierge

**WENDY** Wu Tours has launched a new Concierge service that allows pax to custom build itineraries, tailored specifically for the American market.

"Wendy Wu Concierge is the culmination of everything Wendy has learned in 20 years of taking travellers to China," senior vice president Mark Grundy said.

## Air Austral policy

**AIR** Austral has published its commercial policy for passengers affected by its cancellation of services from Reunion to Sydney, Noumea and Bangkok (**TD** Fri), which will end on 20 Mar 2012.

Options include a ticket refund or date change when travel begins after service suspension, or a full refund on all sectors or the inbound sector if the suspension comes into effect after a client's outbound service.

When travel has already commenced and the inbound sector is affected, passengers may change without fee for return before the flight service is suspended, or are entitled to a refund of return coupon value.



## Window Seat

**THERE** was lots of speculation about who would buy the Mirvac hotel assets, but Accor was always going to be a strong contender given the history of its chairman Michael Issenberg.

Before joining Accor in 1994, Issenberg was ceo of the Mirvac hospitality operation, having helped originally establish it - meaning the takeover (**see p1**) sees the completion of a full circle for him.

**WHEN** was the last time you flew on a near-empty plane?

Well, there were only 24 passengers on Air Australia's first flight ex Honolulu to Melbourne last week, meaning there were 205 empty seats on the A330-200.

"They had the plane all to themselves, it was like their own personal jet," quipped Michael James, Air Australia CEO.

"We're pretty full outbound but it seems we have a lot of work to do on the inbound side".

Hawaii Tourism is certainly thrilled at the additional capacity from Australia, as attested to by the big smile on the face of Mike McCartney, ceo of the Hawaii Tourism Authority who's pictured below right with James at a launch luau (**see p5**) on Sat night.



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# Sabre knows how to party



**ABOVE:** Sabre Pacific held its Customer Christmas Party late last week, with Gai Tyrrell and Hans Belle saying thank you to some of its largest customers.

The 100 guests spent time networking with other partygoers from AMEX, BCD, CTM, Jetset, Orient Express, Phil Hoffmann Travel and Flight Centre as well as brand ambassador James Tobin.

**Pictured** at the event from left are Carl Frier, Sabre Pacific gm sales, mkt & product, Alison and Phil Hoffmann, Phil Hoffmann Travel; & Gai Tyrrell, Sabre ceo.

## EY begins Dusseldorf

**ETIHAD** Airways has begun new four times weekly services from Abu Dhabi to its third German gateway, Dusseldorf.

Services are timed to offer seamless onward connections to destinations including Australia.



### Supplier Updates

**WELCOME** to *Supplier Updates*, *Travel Daily's* new regular feature.

Agents can now access the latest special deals and promotions being offered by suppliers, simply by **CLICKING HERE**.

Supplier enquiries for notices: [advertising@traveldaily.com.au](mailto:advertising@traveldaily.com.au)

## Favolosa Dubai debut

**COSTA** Cruises 3,800-passenger *Costa Favolosa* has arrived for her inaugural season sailing the UAE from Dubai, the line's 6th back-to-back season sailing in the region.

## MAS casualties in route rationalisation

**MALAYSIA** Airlines has confirmed it will withdraw from loss-making routes from as early as next month as part of a network review (**TD** 15 Nov).

Routes that MAS will terminate from Kuala Lumpur include a daily Surabaya B737 service, effective 06 Jan, a thrice weekly direct Dubai route using A330s, effective 10 Jan; a twice weekly Dubai route via Karachi A330 route, effective 12 Jan, and a twice weekly Dammam route, via Dubai, using A330s, effective 13 Jan.

Later in the month will see the demise of a daily Langkawi-Penang-Singapore B737 service, effective 30 Jan, a thrice weekly Kuala Lumpur-Johannesburg B777 route, effective 31 Jan; a twice weekly B747 KL-Cape Town-Buenos Aires service, effective 01 Feb; and a thrice weekly Rome route from Kuala Lumpur, using B777s, effective 02 Feb.

The route overhaul is designed to have "minimal impact" on the carrier's position as a top tourist destination, ceo Ahmad Jauhari

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Yahya said last week.

He said that a return to axed routes is possible "after we have stabilised our business."

MAS will for now focus on the core ASEAN region, South Asia, Greater China and North Asia.

It said it would reconfigure its network through retiming of existing frequencies to provide more direct connectivity from Kuala Lumpur to int'l destinations.

## Lindeman for \$215pp

**CLUB** Med Lindeman is offering tactical industry rates from \$215pp per night for stays of four nights or longer until 31 Jan.

## CA Beijing to Tibet

**AIR** China has introduced the first direct services between Beijing and Lhasa, Tibet, with daily A319 services now in action.

## 7,000th 737 delivered

**FLYDUBAI** has taken delivery of the 7,000th Boeing 737 family aircraft, a Next-Gen 737-800 jet.



## our new partnership is taking off

Virgin Australia is proud to announce our new partnership with Singapore Airlines. This means in 2012 your clients will be able to experience seamless connections to over 60 destinations in Asia and beyond.

Velocity members will enjoy additional benefits, including the ability to earn Velocity Frequent Flyer Points\* and Status Credits, as well as redeem their Points on Singapore Airlines operated flights^.

Eligible guests will also benefit from Priority Check-in, Baggage and Boarding. And starting immediately, they will have access to Singapore Airlines' operated lounges.

For more information, click here or contact your Virgin Australia Account Manager.

\*To earn and redeem Points you must be a Velocity member. Velocity Membership and Points earn and redemption are subject to the Member Terms and Conditions, as amended from time to time available at [virginaustralia.com/velocity](http://virginaustralia.com/velocity). ^Selected services unavailable for redemption.



## Discount fares higher

**THE** Federal government's Dec Domestic Air Fare Indexes shows cheap airfares are at their highest levels in four years, or about 20% higher than 12 months ago.

Best Discount fares are now at an index level of 92.9, some 40 index points higher than May.

Restricted Economy fares also rose in Dec, but by less than 4 points, while Business Class fares were down to 14 year lows (**TD** Fri).

## Travelzoo wow factor

**TRAVELZOO** has named the five destinations it believes will offer the best value to travellers next year as Costa Rica, Japan, the Mediterranean, Orlando (Florida) and Thailand in its Wow Deal Destinations of 2012.

The firm said Japan & Thailand are both hungry for tourism and are offering some great deals to entice travellers to their shores.



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## Tourism Fiji acting CEO

**TOURISM** Fiji appointed Michael Neade as its new Acting Chief Executive Officer, last Friday replacing Josefa Tuamoto who stepped down from his role as CEO on 30 Nov, according to the Fiji Times.

Neade has previously held roles with IHG, Rendezvous Hospitality Group & British Airways.

## USA Madness sales

**PREMIUM** Outlets in the US is about to launch what it is claiming to be the largest annual sales event of the year, from 26 Dec to 02 Jan.

The After Holiday Sale is available at all Premium Outlet locations offering savings on top designer and name brand clothes - see [premiumoutlets.com/sales](http://premiumoutlets.com/sales).

## Delta LaGuardia hub

**VIRGIN** Australia's US alliance partner Delta Air Lines has announced a massive expansion at New York LaGuardia airport, adding over 100 new flights & 29 new destinations from the hub.

By next Northern summer, Delta will operate 264 daily flights between LaGuardia and more than 60 cities.

New destinations include Miami, Dallas/Fort Worth and Denver.

DL will also invest US\$100m at LaGuardia's Terminal C & D, from where it will operate from 26 gates, and convert the existing US Airways lounge in Terminal C to a Delta Sky Club.

"Our expanded New York schedule is a clear indication that we're making good headway with creative thinking and strategic moves to become the preferred airline for travellers flying to and from New York City," Delta chief Richard Anderson said on Fri.

The carrier will also "optimise" its New York JFK international & transcontinental flights, offering improved coordination with partner SkyTeam airlines.

## Hertz revs up fleet

**HERTZ** in the USA is adding a range of new "head turning" cars to its Adrenaline Collection, including the 2012 Camaro SS and 2012 Corvette convertible - both with 6.2 litre V8 engines.

The firm is also adding the Cadillac CTS to the Hertz Prestige Collection from next year.

## Cheers to you Air Australia!



**ABOVE:** Guests on Australia's newest international airline, Air Australia, were welcomed on arrival at HNL in true Hawaiian-style with hula dancing girls and leis, heralding the start of non-stop flights from Brisbane and Melbourne to Honolulu.

The young carrier is off to a promising start on the route, saying it has 92% load factors on its 229 pax Airbus A330-200s to Hawaii from now until Feb.

Speaking to **Travel Daily** at a Luau Launch Party on Sat night at the Hilton Hawaiian Village, founder and CEO Michael James says he's not worried about competing against the more established carriers on the route.

"We'll stay focused on the leisure market and offer the cheapest ticket, best-fare-of-the-day and be seen as the price setter in the market."

"With 20% growth to Hawaii there's sufficient demand for all on the route and as long as we keep our costs low and not operate ex-Sydney, we will be

## Sheraton agent rates

**THE** Sheraton Mirage Port Douglas and Gold Coast as well as Sheraton Noosa Resort and Spa are offering travel agent rates priced from \$150, \$225 and \$199/ night respectively, for travel until 31 Mar.

Call 1800 073 535 and quote TA.

## Beachcomber hours

**BEACHCOMBER** will be open from 9am-5pm AEST from 19 Dec and will continue to operate its 24/7 emergency phone service.

**MEANWHILE** SIT Italian Travel Specialists will close down from 23 Dec to 09 Jan.

around for a very long time".

In fact the 34-year old ceo has ambitious expansion plans for the Brisbane-based airline with thrice weekly flights in the works for China and Vietnam by this coming Jun, and a long-held dream to fly to the US West Coast within the next three years.

Air Australia's fleet consists of just two A330s and three A320 aircraft but it will get another A330 by next Feb.

While Air Australia flies only twice weekly to Hawaii from Brisbane and Melbourne, twice-daily on the BNE-MEL-BNE route and thrice weekly to Bali and Phuket, James said it's his intention to operate daily on all of his routes eventually.

James started helping his father load bags on planes at Bundaberg Airport in his early teens, later moving to Ansett, but lost his job there at age 21 when the airline went bust.

But with a \$20,000 loan six years ago he started Strategic Aviation Group, which has led to Air Australia.

In the words of Mike McCartney, President of Hawaii Tourism Authority, he's a new breed of aviation pioneer.

## Creative adds Samoa and the Cook Islands

**CREATIVE** Holidays has expanded its South Pacific brochure to incl product in Samoa and the Cook Islands adding to its existing product in Fiji, Vanuatu, New Caledonia and Tahiti.

The wholesaler is offering six properties in Samoa on the island of Upolu and two on Savai'i while in the Cook Islands 16 accom options are available in Rarotonga and four in Aitutaki.



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



### Natural Focus Safaris - Canada and Alaska 2012

The new 2012 brochure focuses on the wholesalers range of boutique wilderness experiences, with cruising taking the spotlight in 2012 with various small ship cruises through Canada and Alaska's Inside Passage on the west coast, the Maritime Provinces on the east coast and up north into the High Atlantic. Also new is the addition of American Safari Cruises's flotilla of boats with the launch of the 86 guest *Safari Endeavour*.



### Creative Holidays - Thailand 2012

Agents will discover a fresh new look throughout the 2012 brochures offering a clearer layout, range of new properties and three new extended tours plus more value adds, bonus offers and upgrade deals. 30 new properties in Phuket, Bangkok, Koh Samui and Koh Phangan have been contracted and include the 5\* Anantara Phuket Villas and 4\* Imperial Queenspark.



### Inspiring Journeys - New Zealand 2012/13

The experiential small group operator has had a successful debut year and is expanding its product range across its journeys in New Zealand. New itineraries introduced include the six day The Endless Shores tour through the North Island, eight day The Southern Drift taking in the South Island and 13 day

The Long White Cloud showcasing both islands - more info online at [inspiringjourneys.com.au](http://inspiringjourneys.com.au).



### World Drive Holidays - Motorhomes 2012

The new 6 page brochure features Motorhome rentals in Britain, France, Germany, Italy and Spain. Earlybird discounts of up to 5% is being offered on all rentals of seven to 20 day and 10% off for 21 or more days when booking before 21 Dec 2011. The Britain program is new for 2012 and includes the option to add a mobile Satellite TV package at GBP60 per week which guarantees great TC reception no matter where you are.



### P&O Cruises - World Cruises & Cruises to Australia 2013

The 2013 program, which was released in June, will see P&O Cruises World Cruising welcome its largest ship to Australian shores when the 3100-passenger *Azura* sails Down Under as part of the cruiseline's biggest ever world cruise program. Three of the cruise line's ships - *Azura*, *Aurora* and *Arcadia* will collectively make 11 calls to Australian ports during Feb and Mar 2013.



### Helen Wong's Tours - China 2012/13

The new China brochure also features Hong Kong and Macau and on the eve of its 25th anniversary, Helen Wong's Tours has added a 15 day cruise & rail journey and a two week family group tour to its broader China program for 2012/13. The tour operator also guarantees that 50% of its group tour itineraries will depart when a minimum of two guests are booked on a departure.



### Infinity Holidays - Fiji 2012/13

The new edition includes myTime products offering travellers exclusive inclusions, bigger bonuses and better value for money. A new holiday planner with re-coloured maps and icons showing popular dive and surf spots in Fiji. The island chapter has been split into holidays spots such as: Mamanuca Islands, Yasawa Islands, Regional Island & Northern Fiji Islands.

## SYD Xmas flight advice

**SYDNEY** Airport is suggesting pax check in online for flights in order to save time at the airport over the Christmas-NY period - the busiest time of the year.

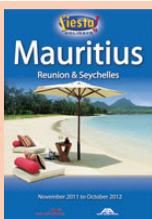


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### Grand Pacific Tours - New Zealand Luxury Coach Holidays 2012/13

The new 2012/13 brochure has a distinct front cover image of the Tiki which provides a unique New Zealand element. GPT's product portfolio continues to be defined in three categories: Luxury Coach Holidays, Ultimate Small Group Touring & Special Interest Tours including Festive Season Holidays. The tours vary from nine to 19 days & are inclusive of airfares, taxes, accom and most meals.



### Fiesta Holidays - Mauritius 2012

Mauritius properties are featured comprehensively in the new brochure including resorts, all inclusive options, serviced and self catering apartments and villas. Also included in the brochure are options for Reunion and the Seychelles with all clients and occasions featured. For details - [fiestaholidays.com.au](http://fiestaholidays.com.au).



### Explore Holidays - Mexico and Caribbean 2012

The brand new range of product for Explore Holidays Mexico and Caribbean brochure includes a new dedicated chapter on the Caribbean with island destinations including the Bahamas, the Dominican Republic, Aruba, St Lucia, Barbados, Antigua and the Turks and Caicos Islands. New maps and increased hotel listings have also been added.



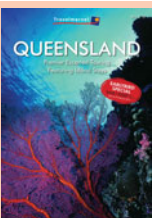
### Adventure World - New Zealand 2012

The brochure offers new holiday options including luxury escapes, walking and cycling tours, rafting trips and a dedicated cruise section. The product range has been adapted to reflect the style of trip travellers love and the collection has a special focus on independent travel. Brochures available through TIFS.



### Tempo Holidays - Latin America 2012

Six tours have been added to the new Latin America brochure including the nine day Tango to Samba itinerary; 21 day South American Experience and seven day Colombia tour. The 60 page brochure covers Latin America and also highlights well located Copacabana and Ipenema Beach. For more info or to make bookings visit - [tempoholidays.com](http://tempoholidays.com).



### Travelmarvel - Queensland 2012/13

The Queensland program offers six tours ranging in length from seven to 18 days. Earlybird discounts of up to 10% off the tour price or a reduction of \$700 per couple on select departures. The lead in tour is the 12 day East Coast Wanderer from Cairns to Sydney and includes stops in Kingfisher Bay Resort on Fraser Island and Daydream Island.



### Wendy Wu Tours - India 2012/13

The Asian tour operator's new 2012/13 India brochure also offers product in Nepal, Bhutan, Sri Lanka and Singapore. New for the coming year is the option to extend the seven day Independent Golden Triangle package with a choice of three day add on tours. Add on tours include the Wildlife Extension at the Chambal Safari Lodge, Spiritual Extension Karauli and one of Rajasthan's holiest cities or the Medieval Extension to Bundi-known for its palaces and temples. The other new tour is the 10 day Brahmaputra River Cruises sailing between Nov and Mar onboard *MV Manashputra*.





**ABOVE:** This lucky group of Travelscene Corporate agents had the chance to visit Etihad Stadium in Manchester, UK to watch the Manchester City football team hammer Norwich 5 to 1.

Courtesy of Etihad Airways and Marriott International, the six-day famil also included experiences in London and Abu Dhabi.

**Pictured** at Etihad Stadium in the front row from left are: Paul Millan, Travelscene Corporate;

Jane Blunden, Concierge Business Travel; Louise Brown, Spencer Travel; Tracey Williams, Bayview Travel; and Nathan Burke, Etihad Airways.

Back row: Geoff Fairall, Atlantic Pacific; Sharn Parker, The Travel Authority; Jennie Lemon, Travelcall; Carol Chapman, World Travel Professionals; Adrian Dennis, Gilpin Travel Management; and Hardy Kilimann, Marriott International.

## Pan Pac industry offer

**PAN** Pacific Hotel Groups is offering summer special trade rates at its Parkroyal and Pan Pacific properties in Australia for stays before 31 Jan 2012.

Details at [bit.ly/pphgmaterates](http://bit.ly/pphgmaterates).

## Pegasus new mob app

**PEGASUS** Solutions has expanded its mobile application to add RezView Mobile that will allow hotels to design native applications for Apple and Android smartphones and tablets.

## Tune into Thailand

**BUDGET** hotel brand Tune Hotels has launched its first property in Thailand, the 143-room Tune Hotel Hat Yai.

It's the 14th Tune Hotel to be opened globally, with plans for another five in the next three months and a portfolio of about 30 in the next 12 months.

The business was co-founded by AirAsia boss Tony Fernandes.

## AM seeks CHI/ORD

**AEROMEXICO** is seeking rights to launch services between Cancun and Chicago with multiple weekly nonstop services.

Just weeks ago, US low cost carrier AirTran sought approval for the same route to Chicago Midway (TD 09 Dec), saying at the time, competition between the cities was needed.

## Eurostar chaos strikes

**EUROSTAR** says services have now resumed to normal on the Channel Tunnel after the tunnel linking the UK with the continent was shut down late on Fri.

Five trains became stuck in the "chunnel" over the weekend, throwing the travel plans of over 50,000 people wanting to travel between Britain, France and Belgium into disarray.

Passengers trapped onboard the trains were stranded for up to 16hrs, according to reports.

More at - [www.eurostar.com](http://www.eurostar.com).

## Xmas parties in full swing!

The travel industry is renowned for hosting memorable events, and Christmas is no exception with some fantastic celebrations taking place across the country, as shown in the selection of photos below.

Our good friends at Fraser Suites Sydney will choose the best photo at the end of the month to win an overnight's stay in a Two Bedroom Suite, sparkling wine & a fruit bowl upon arrival and complimentary car parking.

Bonus points will be awarded for party snaps that include a copy of the Travel Daily newsletter.



**ABOVE:** The Operations team at Scenic Tours held a Christmas Market where they all cooked and had handmade gifts to sell to the rest of the Newcastle office to raise money for Smith Family charity.

Standing: Jodi, Bec, Janelle, Laurice, Pam, Andrew, Kirrilly and Santa  
Sitting back row: Chris, Tracey, Roxy, Sarah, Ness and Reanna  
Sitting front row: Ivona, Kathy and Emily.



**ABOVE:** The Travel Authority team and their clients getting into the festive spirit!

You too could be in the running to win. All you need to do is email your festive photos (including names of the people pictured) to: [xmasphotos@traveldaily.com.au](mailto:xmasphotos@traveldaily.com.au)

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## WISHING YOU A MERRY CHRISTMAS FROM THE AA EXECUTIVE TEAM

### DIG YOURSELF OUT OF A CAREER RUT

**CORPORATE BUSINESS DEVELOPMENT MANAGERS  
OLD / WA BASED – SALARY PACKAGE \$90k + INCENTIVES**

This leading travel provider is looking to secure new BDM's into their teams. You will have strong connections within the mining and resource sector having full understanding of these operations and key markets along with your solid experience within the travel industry. With your strong negotiation, sales and influencing skills you will know how to open doors and convert new business. A fantastic salary package is on offer.

### THE BIGGEST PROJECT IN TOWN

**BUSINESS IMPROVEMENT SPECIALIST (12 MTH CONTRACT)  
BRISBANE – SALARY PACKAGE TO \$105k**

This exciting opportunity working on a 12 mth contract will see you facilitate the roll out of a new internal system. You will need to possess strong travel industry experience specifically with an understanding of distribution systems. You must have strong negotiation & communication skills across multiple levels of the business, strategic planning and project management skills. GDS & Airline experience a bonus.

### MAKE A GREAT TEAM EVEN BETTER

**OPERATIONS MANAGER – CONFERENCE & INCENTIVE  
MELBOURNE – SALARY PACKAGE TO \$100k +**

Bring your wealth of experience to lead the program management team and add an edge of creativity and innovation to the design & delivery of the product. Extensive background in incentive travel & conference management is essential, as well as being a passionate leader of people with the motivation to drive team performance and service delivery to VIP clientele. Strong financial skills also required.

### TAKE YOUR CAREER TO A GLOBAL PLAYER

**CORPORATE ACCOUNT MANAGER  
SYDNEY – SALARY PACKAGE TO \$100k+**

Time to bring your knowledge of corporate travel and client management to this growing organization that is making a strong name for itself in the Australian market, and will only get stronger. You will have a background in account management, being strategic and analytical with the ability to negotiate the best outcomes for both the business and the client. Grow your career with a global company.

### ONLINE TECHNOLOGY JUST GOT MORE EXCITING

**GLOBAL ONLINE SUPPORT MANAGER  
SYDNEY – SALARY PACKAGE OTE \$110k**

This role will see you managing a team who are responsible for supporting application services globally. Bring your technical knowledge of both GDS and airline systems to this industry giant and grow with an organization that supports ongoing development and opportunities for progression. Strong leadership skills and a proven understanding of online technology solutions are essential.

### TIME TO HIT THE HIGH SEAS

**BUSINESS DEVELOPMENT MANAGER  
SYDNEY – SALARY PACKAGES DOE**

If you love cruise product and have worked on the road in Sales now is a great time to get carried away by the booming cruise market. As an experienced BDM you'll know how to run a territory, drive sales and business growth, train Agents on your product, and deliver presentations at conferences & expos. You'll be joining a brilliant Brand and taking a high profile role in the Industry. Fantastic benefits too.

### ARE YOUR CONNECTIONS IN M.I.C.E.?

**BUSINESS DEVELOPMENT MANAGER – EVENTS  
MELBOURNE - SALARY PACKAGE OTE \$90k - \$120k**

This role is ready now for a resilient and ambitious "hunter" with the proven ability to leverage relationships with the goal of developing new business opportunities. Working directly with the corporate sector you will have the ability to connect with decision makers, discuss their conference/incentive and events business and objectives, and deliver stunning proposals that impress every time. Join one of the best in the business.

### YOUR CAREER IS SET FOR TAKE OFF

**CORPORATE SALES - AIRLINE  
SYD/MEL/PER/BNE – SALARY PACKAGES OTE \$100k+**

If you have the proven ability to build new business through your initiative, relationship skills and target-driven attitude this Airline wants you. You will identify new opportunities and build a pipeline using your confident, friendly communication and presentation skills to put you in the winning position. This is a revenue-generation role so you must be hungry and motivated to achieve targets.

## CONTACT AUSTRALIA'S MOST EXPERIENCED EXECUTIVE RECRUITMENT TEAM

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