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First with the news

Tuesday 21st February 2012

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Qantas India changes

QANTAS has begun updating passenger PNRs which are being impacted by its withdrawal of the Singapore-Mumbai return service on 06 May (**TD** Thu).

Passengers with Qantas 081 issued ticket are being moved to either Cathay Pacific, Jet Airways or Kingfisher Airlines services - details at qantas.com.au/agents.

VS Flying Hub push

VIRGIN Atlantic is promoting its full service product offering to London and the vsflyinghub with a cover wrap on today's issue - see www.vsflyinghub.com for info.

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FC \$1m Air Australia pricetag

FLIGHT Centre Limited today announced a record pre-tax profit of \$119.7 million for the six months to 31 Dec (up 18%) & a TTV increase of 9% to \$6.2 billion compared to the same time last year (**TD** breaking news).

MD Graham Turner said nine of Flight Centre's ten regions had achieved profits, fueled by growth from the Australian, UK and Dubai market, and corporate travel in North America.

The retail travel giant also highlighted in its results that the collapse of Air Australia is likely to cost the company up to \$1 million.

Today the group posted on its travel blog that most of its clients who paid for tickets on the broke airline, by either cash or credit

card, will likely be able to recover funds due to policies it enacted in recent months when insurers removed insolvency coverage, as revealed by **TD** late last year.

"Travellers and travel agents have been stung before in Australia by airline collapse and it was important that we took precautions when insurance coverage was removed," he said.

Precautionary measures incl booking flights that would minimise or eliminate the risk to customers, and making travellers aware of the insurance situation, "a move that prompted Air Australia to publicly criticise our stance," Turner added today.

More info at bit.ly/FCpolicy.

Eight pages of news

Travel Daily today has eight pages of news, a front full page for Virgin Atlantic plus full pages from: (**click**)

- TMS Asia Pacific jobs
- AA Appointments jobs
- Ezeego1 agent incentive
- Voyages Industry sale

Wet'N'Wild Syd tick

VILLAGE Roadshow Limited has today confirmed Wet'N'Wild Sydney has received conditional approval for its development, with on-site work to commence in the 2012 calendar year.

VRL has an expected capital budget for the Sydney project of between \$100m-\$120m.

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Coolum dumps Hyatt brand

MINING billionaire Clive Palmer has today announced the termination of the management contract for his Hyatt Coolum Resort & Spa, with Hyatt dropped after 24 years.

The stunning move will see the iconic Sunshine Coast property henceforth known as The Coolum Golf Resort and Spa, with Palmer, who bought the resort last year (TD 06 Jul) citing poor performances by Hyatt and its "lack of consultation and commitment with resort staff".

"Hyatt has managed the property for 24 years, but in that time it has just led to millions of dollars in losses to the owners," Palmer said.

He said the management deal had been based on boosting turnover rather than making a profit, "a flawed business model which was delivering a substandard result for stakeholders".

Palmer said Hyatt had failed to give the property its due priority, adding that the Hyatt Group "doesn't even have a full-time employee in Queensland".

He said that he planned to make a further \$2 billion investment in developing his Qld tourism assets, with the Coolum property to receive "significant attention".

He's also paid all 650 staff an immediate \$500 bonus each, and appointed Bill Schoch as general manager of the property.

Palmer said the resort would continue to be home to the Australian PGA Golf, and he would be looking to bring "additional high-calibre events to the Sunshine Coast".

Edwardian turns Blu

ALL 13 Radisson Edwardian Hotels across the UK will be rebranded as Radisson Blu by the end of 2012, according to a statement from Carlson Rezidor and Edwardian Group overnight.

The privately owned hotels are managed by Radisson, with Edwardian ceo Jasminder Singh saying the move would see them "gain vastly greater visible presence and remove any source of potential confusion".

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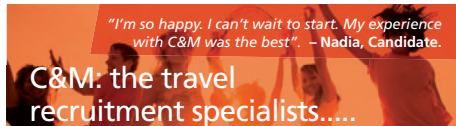
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Tuesday 21st February 2012

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Travel Daily on location in Melbourne

Today's issue of TD is coming to you from the 2012 Asia-Pacific Meetings and Incentives Expo.

AIME is now on in earnest, with more than 3600 delegates having pre-registered to find out the latest in business events offering across Australia and the world.

Almost 800 exhibitors are on show for the 20th ever AIME, with key announcements yesterday including a new 'MelbourneIQ' positioning for the Victorian capital.

AW roadshow series

ADVENTURE World will hold a national roadshow series kicking off in Sydney on 13 Mar and concluding in Perth on 21 Mar.

The shows will include GSA partners Acacia Africa, Headwater Walking & Cycling Holidays, Rocky Mountaineer Vacations, Fez Travel Turkey, G Adventures, TrekAmerica and Star Clippers.

More details on dates, times and venues at bit.ly/AWonshow.

Oman targets MICE

THE Sultanate of Oman is one of the many exhibitors at AIME this year, touting a range of initiatives including reduced visa fees (TD 30 Jan), a new international airport and four domestic airports scheduled for completion 2014-16 as well as several new resort and hotel openings.

Another key development is the construction of the 3000 seat Oman Convention and Exhibition Centre which is due to open in late 2015.

Country manager Mona Tannous said there was strong interest in the destination from the business tourism market, with Oman also working towards an "invitation-only" MICE famil later in the year.

Sands Cotai now open

MACAU'S new Sands Cotai Central has begun accepting reservations, ahead of its opening in Apr this year.

Details on the integrated resort are at sandscotai.com, with the property featuring 600 rooms in a Conrad hotel and 1200 from Holiday Inn.

Crown carbon tick

CROWN Melbourne's Carbon Offset Program has achieved government approved certification under the National Carbon Offset Standard.

The initiative allows hotel guests and conference organisers to voluntarily offset their stays, with other recent developments including the refurbishment of all of the hotel's 32 luxury villas.

Starwood meetings

STARWOOD Hotels & Resorts has today announced the global launch of a new business events portal at StarwoodMeetings.com.

The site aims to deliver "relevant and comprehensive content for all phases of the meeting planning process,"

More than 1000 properties are included, with features, integrated maps, points of interest, floor plans and management tools.

Starwood is also offering bonus Starpoints and a choice of either a welcome reception, discounts off master-billed rooms or free upgrades at more than 350 properties in North and South America.



Window Seat

AT last night's Cox & Kings function (see page 5) md Steve Reynolds revealed a little-known fact about the firm's relationship with the featured destination, Switzerland.

Apparently C&K's Indian parent company has sent so many passengers from India to visit the Swiss Alps over the years that one of the peaks is actually named Cox & Kings Mountain.

He didn't say whether tours of the snow-capped edifice were included in C&K's brochure.

ANOTHER reason to visit the US.

Acrobat Nik Wallenda is set to become the first person to walk a tightrope over Niagara Falls in more than a century.

33-year-old Wallenda has been granted rare permission for the stunt, which has long been illegal because so many people have died trying.

He'll make the attempt in Jul, following in the steps of the famous Charles Blondin in 1859.

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C&M open evening

C&M Travel Recruitment says it's hoping to build on the success of its first open recruitment drive held last Aug with another after hours session offered to travel job candidates in Sydney next week.

The open evening runs from 4:30pm to 7:30pm on Tue 28 Feb at the Westin Sydney.

Appointments on 02 8705 5428.

GA SkyTeam delay

GARUDA Indonesia has pushed back its entry into the SkyTeam global airline alliance from this year until Q1 2013, the carrier's ceo Emirsyah Satar is reported to have told the Centre for Aviation.

Le Meurice upgrade

DORCHESTER Collection's Le Meurice Paris has guaranteed room upgrades at time of booking for stays from 22 Jul to 28 Aug.

To book agents can use the GDS code 'DC' or email the hotel at reservations.lmp@dorchestercollection.com.

Hawaii markets surge

GROWING numbers of people travelled to Hawaii from Australia to wed, honeymoon and holiday in 2011, the latest visitor Hawaii Tourism Oceania visitor stats show.

Last year saw destination weddings to Hawaii soar 173%, to 1,853 couples (up from 678), while Hawaiian honeymoons rose to around 14,000, up 18.7%

Visitor days increased by 1/3 to 2.116 million and visitor spend was up 13% to \$232.75 per day.

The incentive and corporate markets have also seen significant growth in 12 months, fueled by a 140% surge in incentive travellers (up to 1,293) and corporate meeting travellers, up by more than 100 delegates to 445 in 2011.

Driving growth was the strength of the AUD\$, increased air lift and support from the trade, HTO said.

HTO country manager Helen Williams said the figures were welcome news for Hawaii as first time visitors to the destination tend to return at least twice.

A Very Fine Relationship

LAST week Qantas hosted a special event at Sydney's Blue Angel Restaurant to recognise its VFR Trade Partners.

About 50 special guests attended the event, and pictured at right are Robert Leung from Chung Pak Travel with Qantas NSW Account Executive, Joseph Mak.



TM/Excite sales soar

EXCITE Holidays has reported home-based travel agent network TravelManagers achieved a 187% increase in sales growth in 2011 compared to the year prior.

Seadream add on's

SEADREAM Yacht Club has introduced stand-up paddle boarding to its complimentary onboard watersports activities offered in *SeaDream I*.



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Money

WELCOME to *Money Talk*, TD's Tue feature on what the Australian dollar is doing.

\$1AUD = US1.072

THE Australian dollar is still trading at amazing levels, despite dropping back slightly overnight while a key meeting about the European debt crisis continued.

A key upward driver for the dollar this week has been a change in China to ease the banking regulatory regime, which is expected to further stimulate the Chinese economy with consequent flow-ons for Australian exporters to China.

The European issues continue, with Greece still hanging in the balance and weighing on the Euro which in turn is boosting the A\$.

Wholesale rates this morning:

US	\$1.072
UK	£0.676
NZ	\$1.272
Euro	€0.809
Japan	¥84.98
Thailand	฿33.01
China	¥6.67
South Africa	R8.11
Canada	\$1.059
Crude oil	US\$104.89

EMTA tradeshows

THE Eastern Mediterranean Tourism Assoc. will hold trade events in Melbourne, Sydney and Brisbane from mid-next month to showcase the region to agents.

The group says that despite the 'Arab Spring' of discontent last year, the East Med, Egypt and Libya are "well and truly open for business."

The EMTA evenings will give attendees the opportunity to speak with experts about the state of the destinations and learn about their products.

Presenters include Albatross Travel, Bunnik Tours, Chat Tours, Globus/Cosmos, Greece & Med. Travel Centre, Insight Vacations, Israel Travel Centre, Jetta Express, Mediterranean Holidays & Tours, On the Go Travel, Royal Jordanian Airlines, Timeless Tours & Travel, Touchdown Tours and Worldstar Travel.

The shows will be held in Melb. on Thu 15 Mar, Sydney on Thu 22 Mar and Brisbane on Thu 12 Apr - RSVP at bit.ly/EMTashows.

Brisbane greeters

THE Brisbane Greeters Program has debuted in the Queensland capital, staffed by volunteers who provide a personal perspective of the city's arts & culture; history & heritage; family & fun and architecture.

Tours vary in length from 2 to 4 hours, can be customised, and permit a maximum of six guests - see www.brisbanegreeters.com.au.

Switzerland rolls on for C&K



LAST night Cox & Kings hosted a Switzerland destination showcase in the appropriately themed Hofbrauhaus in Melbourne.

Lots of prizes were on offer, with the event organised in conjunction with Switzerland Tourism which is celebrating strong growth from the Australian market where numbers grew about 8% and overnights by 9.6% last year.

Cox & Kings offers a range of Switzerland product, including lots of rail packages in conjunction with Rail Europe.

MD Steve Reynolds, who's pictured above with Lisa James

from Switzerland Tourism, told *Travel Daily* that the destination was continuing to boom, and like many other countries provides exceptional value due to the strong Australian dollar.

Other initiatives unveiled during the event were a new online training program which allows travel agents to become Switzerland specialists, accessible via the new trade corner at www.myswitzerland.com.

C&K chief operating officer, Nigel Loveday, also revealed that the wholesaler is set to launch a new 'Exotic Escapes' brochure in the coming months.



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Happy 13th AA Appointments!



ABOVE: AA Appointments is celebrating its 13th birthday in 2012 with national parties (like the one above in Melbourne held recently) planned for Brisbane and Sydney in coming weeks.

As many of the AA staff are also celebrating milestone anniversaries with the recruitment firm - such as 5, 7 and 10 years - managing director Adriana D'Angelis said it

was a fitting time to thank their clients and candidates, together with their staff.

Pictured at the Melbourne bash from left are: Lee Pownall, AA Team Leader Melbourne; Adriana D'Angelis, managing director; Anna Veitch, AA Team Leader Sydney; Kathryn Heberton, AA Branch Manager - Melbourne & Krystle Egginton, Temps controller Melb.

Academic & Corporate Travel Consultant - UNSW



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Applicants must be Australian residents or hold an unrestricted working visa for Australia.

KGI campaign launch

SOUTH Australian Tourism Commission has rolled out its long awaited Kangaroo Island marketing campaign (*TD* 27 Jul) along the eastern seaboard.

Heralded by SA Tourism Minister Gail Gago as the "most impressive" TV commercial the state has ever produced, it will be promoted in print, digital and editorial components and aims to increase awareness of the island.

"There is great potential to increase tourism to Kangaroo Island among this market, which simply doesn't yet know about the island's existence of what it has to offer," Gago said.

Campaign activity will run for at least the next 18 months.

SATC comp winners

CONGRATULATIONS to Kelsey Wood of Flight Centre Engadine and Anna Antonuzzo of MP Travel who were the last winners in our exclusive mini-competition which featured in *TD* on Fri last week.

Kelsey and Anna have each won a pair of tickets to the Bondi Openair Cinema, courtesy of South Australian Tourism Comm.

PK orders 5 777-300s

PAKISTAN International Airlines has placed a firm order for five Boeing 777-300ER aircraft, and another five options, worth around US\$1.5 billion.

Alila Metha Detox

ALILA Villas Uluwatu in Bali is offering one- & three-day Metha Detox journeys priced from \$260+ tax - see alilahotels.com/uluwatu.

EK upgrades Tunis

EMIRATES is beefing up flight frequencies to Tunis from 25 Mar adding a new daily service from Dubai using an A340-500, lifting the route to a daily operation.

Sofitel India debut

ACCOR's Sofitel Luxury Hotels brand has launched in the Indian market after the Sofitel Mumbai BKC opened its doors to guests.



Sales Executive Sydney, city location

Philippine Airlines' GSA, has a vacancy for a well experienced and enthusiastic Sales Executive based in Sydney to manage a portfolio of accounts located across multiple states.

The key objectives of the role include:

- Achieving revenue budgets within the defined territory
- Acting as an ambassador for client brands and destinations
- Implementing sales plans and strategies
- Establishing and managing personal relationships with key supporting agents

Candidates should have a track record of sales success, 5 years international airline experience, a detailed understanding of the local industry, be well presented and demonstrate excellent presentation skills.

This is an influential role within the Australia team and reports direct to the General Manager. An attractive salary with benefits is available, applicants must have the right to live and work in Australia.

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TravelEdge swap GDS

TRAVEL Management Company TravelEdge has switched Global Distribution system to Amadeus as its primary GDS.

Last week the TMC began the transition to Amadeus and adopted the online & mobile management tool, CheckMyTrip. "We are excited about the move, as it will ensure all our clients are benefitting from the most comprehensive, efficient and best-value technology available," the firm said.

TravelEdge previously had an 11 year partnership with Sabre as its preferred GDS.

Ski NZ - OnePassNZ

NEW Zealand's eight top ski field operators have united to offer an interchangeable pass that can access 2,230 hectares of lift-serviced terrain in the nation.

The OnePassNZ will access ski areas in Cardrona Alpine Resort, Treble Cone, Snowpark, Snowfarm, Ohau, Mt Dobson, Roundhill and Porters Ski Area, and it can also be loaded with snow dollars to use on ski gear rentals & lessons.

Orion extends promo

ORION Expedition Cruises has extended its \$500 cash bonus agent incentive to consultants who book their guests aboard *Orion* and *Orion II* until 07 Apr.

GM sales and marketing Chris Perkins said the promo, which initially launched in Jan as a short term sales stimulus, has seen "excellent incremental sales."

He said the success warranted "a further investment as we have seen a worthwhile lift in business attributable to this cash incentive promotion," he said.

The cash bonus is in addition to the regular 10% commission for twin share or sole occupancy.

Cambodia bus scams

DFAT is warning travellers to be wary of "opportunistic crime" in Cambodia, including the more common practise of travellers having items taken from their stored luggage compartments on buses, especially between Phnom Penh and Siem Reap.

oneworld fare update

QANTAS is advising that new slightly higher fare levels will be introduced for the **oneworld** Visit North America Fares for sales and marketing on 01 Apr 2012.

Also effective immediately, the cancellation and change fees have risen from US\$100 to US\$150.



AFTA UPDATE

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

AS THE full situation starts to come to the surface around how many people have been affected by the collapse of Air Australia, everyone in the travel industry feels an eerie scene of deja vu. It is not as though this is the first time we have had a significant airline collapse in this country.

Most can remember the past drama, but this one appears to have a real sting in relation to the credit card charge back exposure. Partly due to the fact that a great deal of the bookings came direct from consumers to the airline and credit cards were used, but also as many of the bookings were packaged and as such travel agents used their credit card merchant facilities to collect the funds from the consumer, not using the airlines merchant facilities.

From early reports there is a larger than one would have expected exposure to travel agents, and some wholesalers, around the credit card chargeback recourse, which is being pushed by the airline Administrators.

I noted the article in the national newspapers about this yesterday. There is little that a travel agent can do about stopping the chargeback if the customer proceeds, however, banks will only provide the chargeback once, so if you are caught up in this mess make sure you are talking to the bank in advance to ensure that you can minimise your own exposure.

What is important to establish is if the ticket was issued, have the funds been passed on to Air Australia and how was the ticket paid for.

Unfortunately, all this will take some time to be worked out as with any mess, but in the end I do fear that many agents will get once again caught up holding the baby and the bathwater at the same time without the bath.

The Administrator has issued a frequently asked questions sheet, which has been posted on the home page at www.afta.com.au and as more information becomes available we will continue to pass this on.

For those agents that are IATA agents, I know that BSP link has been suspended for Air Australia and this will again take some time to get sorted out, so please make sure that you continue as normal with your settlements to IATA as any adjustments will be treated as a default. The last thing anyone wants is to compound the problem.

The situation will be closely monitored and I will make sure that whatever AFTA can do to assist, will be done.

Thank you to the many that have sent me emails about particular examples and problems, this has all assisted greatly in understanding the many challenges ahead of us all in relation to this collapse.



SALES EXECUTIVE



JAL is seeking candidates for the position of SALES EXECUTIVE for its city office at 22 Market Street, Sydney.

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We are seeking a sales professional capable of maintaining and development business relationships with agents and corporate accounts. Experience in the Airline/Travel industry is essential.

Email your resume to: rick.kelly@jal.com

Busy Jan for Brisbane

BRISBANE Airport achieved its strongest int'l passenger growth for the 2011/12 financial year in Jan, with over 400,000 travellers passing through the Qld hub.

Int'l arrivals were up 5.7%, driven by the Asian market, while domestic arrivals grew a healthy 12.1% - the first time in around 4 years domestic numbers have reached double-digit growth.

The combined figures reflected a 10.9% year on year growth, with over 1.75 million pax.

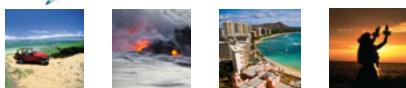
Kirra Hols CHC focus

KIRRA Holidays is drumming up business for earthquake ravaged Christchurch with a range of initiatives launched to lure visitors back to the New Zealand city.

The tour operator says its 2012 Ski brochure promotes the winter resorts of Methven and Mt Hutt; it's pushing 'Discover Coach Tour' in partnership with Tourism New Zealand; has a free ride on the Transalpine (which starts & ends in Christchurch); and has a number of agent famils in the pipeline.

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Visit www.mahalomonth.com for full details



Momento 2% bonus

MOMENTO Travel Services' bonus 2% commission for new or existing bookings (excluding Via Rail & Amtrak packages) will expire in eight days on 29 Feb.

Jetstar currency card

JETSTAR has today launched a multi-currency card that it says will offer travellers a more secure & cost effective way of accessing their money while overseas.

The Jetstar Travel Card can be applied for online, with travellers able to lock-in exchange rates, avoid monthly account keeping fees and account management. online through jetstar.com/cards.

MEANWHILE, the QF offshoot is offering newly approved Jetstar Platinum MasterCard holders the chance to receive up to 30,000 Qantas Frequent Flyer bonus points when they opt in for both programs by 31 Mar, and make a purchase before 31 May.

Sun Island delivers

SUN Island Tours has named the winner of its recent Samsung competition as Kate Narracott of Jetset Travel, winning a Samsung Galaxy mobile phone.

Kate is **pictured** below receiving her prize from Sun Island Tours sales rep Larry Burrows.



Tiger holds best arr/dep timings

TIGER Airways has maintained its recent positioning as the most time tardy airline in the domestic market, with govt figures released today revealing the budget carrier achieved the best on time arrivals and departures in Jan 2012.

Tiger flights departed within 15 mins of their scheduled time 89.3% of the time, narrowly pipping out Qantas on 89.1% - its best result since May 2010 - followed by Virgin Australia down about 10 percentage points to 79.8%.

89.2% of Regional Express services also departed on time. TT services arrived on time 88.6%, 3 percentage points ahead of Qantas and 11 points on Virgin.

Over all participating carriers the average on time departure was 82.1% and arrivals were 80.8% - both results were two percentage points behind the long term average.

The month of Jan also saw Jetstar cancel about one in every 30 domestic services, for a total of 220 of 6,641 (3.5%) of its proposed schedule.

Virgin axed 1.4% (167) of its Jan services, and Qantas 0.4% (35).

Tiger Airways cancelled only seven services of its total 893 interstate flights.

Of the 4,297 flights Regional Express offered in Jan it cancelled just two services, or 0.05%.

The Ayers Rock-Sydney route had the highest amount of on time departures and arrivals.

The Sunshine Coast-Melbourne route was the worst, with only 54% of flights departing on time and 62.1% arriving on time.

Flight cancellations were highest on the Launceston-Sydney (8.4%); Sunshine Coast-Sydney (6.9%); and Newman-Perth (5.2%) routes.

25 PLACES TO CHINA AND VIETNAM UP FOR GRABS!!!

As part of Helen Wong's Tours' 25th anniversary celebrations in 2012, the leading Asian specialist has teamed up with *Travel Daily* to offer 25 spots across four colourfully informative familiarisations to China and Vietnam in June, valued at \$60,000.

Three of the familiarisations will be devoted to China, one focussing on Shanghai, another on Beijing, the third on a Yangtze cruise through the breathtaking Three Gorges.

The fourth familiarisation will focus on Saigon (Ho Chi Minh City), all four itineraries finishing in Shanghai.

Every day *Travel Daily* & Helen Wong's Tours will ask a different China/Vietnam-related question - just read the issue and email us your answer. There will be 21 questions in total.

At the end of the month 25 subscribers with the most correct entries and the most creative responses to the final question will win a place on this fantastic famil.



Q.15: In and around which Chinese or Indonesian city am I? "I'm standing outside the infamous Tuol Sleng Museum."

Send your answers to: helenwongscomp@traveldaily.com.au

Hint! Check out Helen Wong's Tours' China & Vietnam brochures at www.helenwongstours.com

Click here for Terms & Conditions of the competition



The Jetset Travelworld Network Marketing Executive - Sydney based

An exciting opportunity has become available at the Jetset Travelworld Network for a Marketing Executive.

Reporting to the Marketing Manager the successful candidate will need to be proactive, organised, able to work in a dynamic fast paced environment, have an excellent eye for detail and good communication skills.

The role of the Marketing Executive will have a strong emphasis coordinating and developing marketing campaigns and promotional activity in conjunction with the overall marketing strategy.

The role also involves creating effective marketing campaigns as well as ensuring we have the best product in marketing, managing the promotional calendar, liaising with various partners, developing communications, supporting the agency network, supporting the online team and reporting.

Please forward your resume with a one pagecovering letter via email to: Attn: Zac at Zac.Lavarn@stellatravel.com.au by 29 February 2012

Travel Daily is Australia's leading travel industry publication. Produced each weekday since 1994, the newsletter is first with the latest industry news and is available by paid subscription to people within the travel industry. Sign up for a free 14 day trial subscription at www.traveldaily.com.au.

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LET TMS LEAD YOU TO SUCCESS!



INDUSTRY UPDATE



Welcome to our latest update! It is certainly a busy time of year and if like me, you feel that you just won't get everything done, then why not think about employing a TEMP! With the start

of the year come new business objectives and KPI's so the pressure is on to perform. Temps can be great for budgets as they give you the ability to recruit in peaks and troughs. Temps can add personality into an existing team and renew enthusiasm. They introduce new ideas and smarter ways of completing day tasks. They are knowledgeable, flexible and self motivated to get tasks done.

As always, I welcome a chat anytime. Call me on (02) 9231 6444.

Sally Matheson,
General Manager

Look out for the return of the **TMS LUCKY DUCK**



Download our **SALARY SURVEY REPORT TODAY!**

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TOP JOBS OF THE WEEK

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SYDNEY CBD [CLICK FOR MORE](#)

VIP Corporate Cons \$65k +
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Admin & Back Office Assistant \$NEG
SYDNEY CBD [CLICK FOR MORE](#)

MEET THE TEAM

NAME:
Sharon Moss

ROLE:
Temp Manager

YEARS IN INDUSTRY:
8 years



FAVOURITE DESTINATION?

Italy. Love it! I love everything about Italy, the food, the romantic ambience, the cobbled streets, the laid back pace, the people, the history and character, the wine bars. Did I mention the food?

TOP TIP FOR CANDIDATES?

Practise. Make sure you have lots of examples and scenarios in your mind so that you feel confident you can answer each question well. Have a firm handshake!

TOP TIP FOR EMPLOYERS?

If you have a vacancy, try temp to perm. It's a great way to try before you buy!

TOP TRAVEL TIP

Always take Aeroguard and stingose... Oh and Beroccas!



DON'T WAIT ANOTHER YEAR... **MAKE THE CHANGE NOW!**

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

WA & SA – (03) 9670 2577 – recruitwa@aaappointments.com.au & recruitsa@aaappointments.com.au

NO MORE CALL CENTRES!
MULTI SKILLED CORPORATE CONSULTANT
SYDNEY \$55-\$60K+

Sick and tired of working in a call centre? Our client a popular TMC located in the CBD right next to transport, bars and restaurants requires two multi skilled talented corporate consultants to join their team. You will need to have at least 3 years experience as a corporate consultant, excellent international airfare knowledge with ticketing being an advantage. Excellent career progression, supportive management team and a great salary on offer.

ALL ABOARD CRUISE ROLES GALORE
CRUISE CONSULTANTS
SYDNEY

\$45-\$55K PLUS SUPER DOE

The cruise season has begun and as predicted it is going to be a monster. We have cruise lines, wholesale cruise agents and boutique cruise agents all over Sydney requiring specialized cruise agents to join them now. Move into a specialist role of one of the industry’s fastest growing areas and be rewarded with excellent salaries and your chance to specialize in your passion.

NETT OR PUBLISHED OR RTW-ARE YOU AN EXPERT?
FARES AND TICKETING CONSULTANT
PERTH (CBD) – SALARY PACKAGE TO \$42K (DOE)

If you consider yourself a fares and ticketing pro then we have your new role for 2012. This large national company is looking for an experienced consultant to join their growing team in Perth. You will be responsible for issuing tickets, refunds, exchanges and assisting with all fare enquiries from agents around Australia. If you have experience using a GDS and love working out those complicated fares, this is the role for you.

***NEW* BACK OFFICE ROLE – SNAP THIS ONE UP!**
TRAVEL ADMINASTRATOR

MELBOURNE (CBD) - SALARY PACKAGE TO \$45K (DOE)

Now here is a role with a difference. Work in a back office role with the opportunity to travel! This boutique agency is looking for a multi tasker who can assist them with the back end operation of their company. With your friendly personality you will be able to build rapport with people and be able to handle working in a busy environment that at times can be demanding. Previous industry experience is req.

JUST LIKE THE RAIN DOWN IN AFRICA
AFRICAN WHOLESALE

MELBOURNE – SALARY PACKAGE TO \$52K (DOE)

Have you travelled extensively throughout East Africa? Do your colleagues call you the African specialist, and direct all African enquiries over to you! Why don’t you bring your passion to this wholesale role in Melbourne and share your expertise with the world, not just your local area! With the opportunity to attend AMAZING famils you won’t want to pass this offer up. Openings here are rare, so apply today to find out more!

PARIS ONE DAY, MALDIVES THE NEXT
SENIOR RETAIL CONSULTANT

PERTH (NORTH) – SALARY PACKAGE TO \$55K (DOE)

This small family run agency located north of the River is looking for an experienced consultant to join their growing team. Servicing the Perth market for over 15 years you will be responsible for selling high end leisure to the repeat clientele that they have built up over the years. Now is the time to make the move that you have been thinking of for years! Min 5 years experience required. Apply today!

IT’S TIME TO JUMP SHIP
SPECIALIST CRUISE CONSULTANT
BRISBANE CBD – UP TO \$50K PKG + INCENTIVE

Rare opportunity on offer for a superstar consultant with a passion for all things cruise. This renowned travel company is the crème de la crème in cruise sales and expertise. They are seeking a bright, professional individual who is capable of selling both individual and group cruising. Whether it’s a P&O South Pacific or luxury Cunard world cruise, you will be kept busy with a variety of requests ensuring no two days are the same. Top salary, fantastic educational & incentives.

SOME LIKE IT HOT

RETAIL TRAVEL CONSULTANTS
VARIOUS QLD – UP TO \$55K PKG OTE

MACKAY, GLADSTONE, ROCKHAMPTON, CAIRNS TOWNSVILLE
Which of these hot spots takes your fancy? Right now we have sizzling roles waiting to be snapped up in these locations. If you are an experienced, passionate consultant looking to make not only a change in career but in scenery, we want to speak to you! If you have min 12 months experience come reap the smokin’ rewards of top \$\$\$, generous incentives & wow factor educationals.

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WIN A \$500 VOUCHER EVERY DAY!

All paid bookings between 13 – 24 February 2012 will go into the daily draw to win a \$500 ezeego1 travel voucher. Includes all new and converted time limit bookings.

Find out more! >



RED HOT Travel Industry Special

Hurry, offer ends 31 March 2012

Uluru's more than a tick on your bucket list. It offers timeless attraction in a living cultural landscape, an endless array of experiences from sunrise to sunset from scenic flights and camel rides to intimate dining under the outback sky.

It's about time to experience our culture, time to slow down and time to reconnect.

We would like to extend a warm welcome to our travel industry colleagues.



2 Nights Accommodation

\$139

 per person
twin share*

Inclusions:

- 2 nights accommodation in a Standard Room at your choice of either Desert Gardens Hotel or Sails in the Desert Hotel
- Full buffet breakfast daily
- Return Ayers Rock Airport transfers
- Complimentary use of the resort shuttle



For reservations contact the Voyages Travel Centre on 1 300 134 044
or email travel@voyages.com.au