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Intrepid appoints MD

JAMES Thornton, currently Intrepid Travel gm sales and product, has been promoted to the role of managing director.

Co-founder Geoff Manchester has decided to hand over the md role from 01 Dec so that he can concentrate on areas of the business that he's passionate about, incl responsible travel.

Manchester will continue as a director of the PEAK Adventure Travel Group.

Carnival hails agent Spirit

THE Australian travel industry has supplied the "vast majority" of bookings for *Carnival Spirit*, which officially commenced its year-round Down Under deployment on the weekend.

And Carnival Cruise Lines is so grateful for the industry's support that it hosted more than 2000 consultants from across the country on a special preview cruise last Fri night.

The one night Sydney 'voyage to nowhere' allowed agents to experience the product for themselves - and by all accounts they were very impressed.

Impressive, too, have been the bookings - particularly from families - with Carnival Cruise Lines director for Australia, Jennifer Vandekreeke, saying "we never anticipated the demand".

The importance of the Aussie deployment to the global Carnival Cruise Lines organisation was reflected in the presence of the company's president and ceo, Gerry Cahill, on Fri's special voyage.

Cahill confirmed that if demand

is sufficient Carnival would like to expand capacity further in Australia - and is also looking at other year-round deployments outside the US depending on the success of the Australian move.

"That's why we're here," he said.

Vandekreeke said that the large number of interconnecting cabins on *Spirit* had been a key driver of demand from clients, 70% of whom are first time cruisers.

And future developments include plans to launch group and wedding offerings in early 2013, she added, with weddings a "big part of the business" in the US.

A key focus of the preview cruise was to showcase the "Aussification" of the vessel, which has included \$7m in upgrades to add new culinary and in-cabin offerings, the addition of Australian poker machines, no tipping, Aussie \$ on board as well as the fabulous 'Green Thunder' waterslide which many agents were brave enough to sample.

More from *Carnival Spirit* in *TD's* sister publications *Cruise Weekly* and *Business Events News* as well as on **page nine**.

Tiger at full strength

TIGER Airways Australia earned a new Air Operators Certificate from the Australian safety regulator on Fri, free from restrictions enforced after its grounding in 2011.

CEO Andrew David said the ruling was a "significant milestone," with TT enhancing its Safety Management System and working to lift reliability and punctuality.

Vale Allison Brennan

THE industry is today mourning the sudden death of Royal Caribbean Cruise Lines PR manager Allison Brennan, who passed away in Athens on Fri.

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Amadeus celebrates

AMADEUS is commemorating its silver jubilee this year, thanking the travel industry for 25 years of partnership which has seen it grow to process almost one billion travel transactions a year - see the **last page**.

Nine pages of news

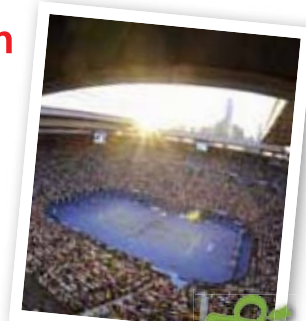
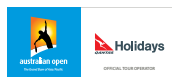
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NZ campervan merger

SHAREHOLDERS in NZ-listed Tourism Holdings Limited have overwhelmingly approved a NZ\$69.5 million merger deal which will create a campervan giant (**TD** 03 Sep), with a single entity owning the Britz, Maui, KEA and United brands.

The deal will settle on 31 Oct, with THL ceo Grant Webster saying that the merger creates a "strong New Zealand tourism advocate with the strength to prosper despite challenging tourism market conditions".

Air France strikes

STRIKE action by an Air France single union is threatening to destabilise the carriers operations from 26 Oct 2012.

AF says it expects to carry all pax to their final destination and that disruptions should remain limited to "a few delays."

Passengers are being advised to reconfirm flight schedules online and ensure they provide Air France with phone, SMS or email contact details.

China Eastern Cairns woes

CHINA Eastern Airlines is already voicing concern that the route may not be viable after its trial period ends next March.

Just over a week away from launching direct scheduled non-stop flights from Shanghai to Cairns, MU Oceania regional general manager Kathy Zhang exclusively told **Travel Daily** that while the first few flights from Shanghai had 90% plus load factors, forward bookings are not as high as expected.

"Each flight costs \$300,000 to operate - that's nearly \$1m per week - and while we are heavily promoting the new service in the China market, I'm a little disappointed in these early stages that our bookings aren't as good as they should be," Zhang said.

"There is a question mark as to whether our flights will continue after March," she added.

The carrier will operate thrice-weekly on the route from 31st October using 287-seater A330 aircraft offering a two-class

Business and Economy Class product, but not even the \$888 low-cost introductory return fare that includes taxes has led to a surge in bookings.

Zhang said inbound loads were high in Jan/Feb due to the Chinese New Year and many Chinese had booked to escape winter and come to Cairns for the warm sunshine of Far North Queensland, but with only 2,000 Chinese living in the Cairns region, outbound loads were low.

Zhang said it takes time to educate the Chinese, to create awareness about Australia and China Eastern has a big job educating wholesalers in China on the new service, with the carrier continuing to work hard on positively promoting the carrier's new Australian port in China.

Qld tourism officials are also keen to see the new services work and are planning a big welcome when the inaugural flight arrives in Cairns at 8am Wed week, with state Premier Campbell Newman on hand.

MU's ceo and other execs will also fly into Cairns on the inaugural.

Taj Orient buy-out bid

INDIAN Hotels Company, parent firm of the Taj Hotel Group, has submitted an unsolicited proposal to buyout Orient-Express Hotels & all its outstanding shares, funded by Montezemolo & Partners.

The company already owns 7% of OEH, and should the offer of US\$1.86 billion be accepted, Taj would take full ownership but Orient-Express would retain its brand name.

In a statement, OEH said its Board of Directors would evaluate the Taj proposal carefully "and respond in due course."

The double-pronged offer comes five years after IHC was rebuffed from a similar take-over.

In recent times, Orient-Express has divested a number of hotels from within its upscale portfolio, including Lillienfels in the Blue Mountains in 2009, and more recently The Observatory hotel in The Rocks district of Sydney.

OEH sold The Observatory Hotel to Langham Hospitality Group, which rebranded the property as The Langham, Sydney in Aug.

Taj Hotels own 93 properties around the world, including the upscale Blue Sydney hotel.

SINGAPORE AIRLINES



TICKET OFFICER - BRISBANE

An opportunity has become available for a full time Ticket Officer position in our Brisbane Office.

This is a customer focused role, dealing with enquiries both in person and over the telephone. Applicants should be able to demonstrate their excellent customer service and communication skills.

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Applications should be addressed to Mr Greg McJarrow, Manager Queensland, Singapore Airlines, either by mail to GPO Box 49, Brisbane, QLD 4001 or by email to info_bne@singaporeair.com.sg.

Applications should be received by Monday 29th October 2012.

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Dorchester targets Australia

THE upmarket Dorchester Collection of luxury hotels has seen continuing growth out of the Australian market, and would ultimately like to have a property in Sydney.

Last week a delegation including Dorchester chief operating officer, Francois Delahaye, was in Australia to update industry partners on the latest developments in the portfolio of nine properties in London (2), Los Angeles (2), Paris (2), Milan, Geneva and Ascot.

The Dorchester properties aim to offer the "best of each city" wherever they operate - being quintessentially English in England, French in France, Italian in Italy and Californian in Los Angeles, with the hotels including the famous Dorchester in London, movie star hangout The Beverly Hills Hotel in LA, and the stunning Hotel Plaza Athenee in Paris.

And although cities are a focus, the amazing Coworth Park near Ascot in the UK offers the best of both worlds, with offerings incl a huge state-of-the-art spa and a stable of 40 polo ponies!

Delahaye, who's **pictured** above right with the group's local sales director, Parris Fotias, told **TD** the objective is to build to 15 hotels, and the Asian market is a key focus with the company also set to open a Shanghai sales office this week.

Dorchester is owned by the Sultan of Brunei, and "we would



love a Sydney property," Delahaye said - but it would have to match the iconic status of the rest of the Dorchester portfolio.

As well as outstanding luxury, a key Dorchester tenet is customer service, with the group working to boost guest engagement - and it's certainly working, with a very high repeat factor of over 60%.

Guests also enjoy top dining experiences in partnership with top chefs such as Alain Ducasse and Wolfgang Puck, while spa operators include La Prairie.

See dorchestercollection.com.

Visa charges to rise

THE government is expected to this week announce significant increases in the prices of long-term visas for visitors to Australia, including boosting the cost of a working holidaymaker visa by about 25% - from \$280 to \$350.

The Mid-Year Economic and Fiscal Outlook (MYEFO) will also see prices rise for Section 457 visas for skilled migrants, with TTF ceo John Lee saying the tourism industry is "sick of being treated as a cash cow" by the govt.

Bush luxury stay pay

WILD Bush Luxury is offering a Stay 3/Pay 2 deal in a wilderness tent at Sal Salis Ningaloo Reef for stays until the end of Mar 2013.

Rates start at \$1,370ppts and \$1,860ppts respectively.

Sister-property Bamurru Plains, near Kakadu, is also offering a 'Stay 2 Fly Free' deal including free flights from Darwin in Nov, priced from \$1,860ppts.



Window Seat

DESPITE the global financial crisis, Dorchester Collection chief operating officer Francois Delahaye isn't too concerned about the prospects for the luxury hospitality operator.

Although the economic situation in Europe has affected some clients, Delahaye is confident that Dorchester will continue to attract business from the mega-rich.

"If someone with \$10 billion loses half their wealth and ends up with \$5 billion, they're still going to stay with us," he said.

INPLACE Recruitment brought in a special temp last Fri, with md Sandra Chiles' puppy Tess (**pictured** below) lending a paw.

The canine contributor offered to be the inPlace personal assistant for the day, in support of Assistance Dogs Australia - and she even generously donated her \$100 salary to the Dogtober fundraiser this month which aims to support people with physical disabilities.

See www.assisteddogs.org.au.



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Fiji rebrand roll out

TOURISM Fiji will reveal its new brand positioning next month, with a replacement tagline for 'Fiji Me' to launch in Jan and a new website in the pipeline.

"We will be rebranding our country," said Elizabeth Powell, Govt of the Republic of Fiji.

"We will be adopting a new slogan, imagery and many new initiatives we will be producing for Fiji and Tourism Fiji," she said.

Tourism Fiji will launch the new brand and campaign at World Travel Market in London, which is being held between 05-08 Nov.

In May, Tourism Fiji named New Zealand-based Colenso BBDO as its new worldwide advertising partner, tasked to develop a new Global Masterbrand strategy for the organisation.

Tourism Fiji later announced the appointment of Sparks Interactive - also from New Zealand - to lead the development of new 'search & book' web-based platform.

AKL-WLG 'night rider'

AIR New Zealand has announced a new "Night Rider" service between Auckland and Wellington, with daily 10pm departures in both directions.

The carrier will offer "seat only" fares, with minimal inflight service on the flights, while Koru lounge entry will not be available.

Innstant adds Hilton

ONLINE wholesaler Innstant Travel has announced a new direct global contract with the Hilton Hotels group, giving same day availability on 3897 additional properties across the globe.

Brands covered include Hilton, Waldorf Astoria, Conrad, Hampton, Homewood Suites, Home2 and Embassy Suites, with the move increasing the Innstant Travel offering to more than 200,000 properties worldwide.

The company claims its portfolio is the largest in the market - more info at www.innstanttravel.com.

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Finnair Economy Class to Europe via Thailand from \$950*.

*Departures until 30 November 2012. Taxes and fuel surcharges not included.

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TASCo ceo soars like an eagle

AFRICAN wholesaler The Africa Safari Co. recently attended the end of season awards evening of NRL club the Manly Sea Eagles.

Company ceo Susie Potter was on hand, asked to present the award for Best & Fairest player for 2012, a gong which went to hooker Matt Ballin.

Also in focus during the evening was the Diabetes Australia Foundation, a charity Potter has supported for 15 years and for who Potter was working to raise funds.

The Africa Safari Co generously donated an African safari experience to be auctioned off to attendees.

Susie Potter and her husband



Steve are pictured above with Manly player and Best & Fairest Award winner Matt Ballin (centre). Susie Potter and her husband

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*Airfares are quoted ex Melbourne and are inclusive of taxes and surcharges correct at 11th September, 2012. Offer ends 30th November, 2012. Travel from 1st February, 2013 until 31st October, 2013. Airfares shown are for travel in the low season. Seats subject to availability. Amendments and cancellation fees apply. Flight restrictions apply. For more information contact your Emirates' Sale Representative or the Emirates' Contact Centre on 1300 880 599.

Tourism spend breaks new highs

FIGURES released on Fri in Tourism Research Australia's *State of the Industry 2012* report shows a new benchmark level of visitor expenditure was achieved, with total visitor expenditure up 8% to \$95 billion.

Strong growth was also recorded in both overnight and day travel spend, rising 9% (to \$51b) and 16% respectively.

International visitor arrivals rose 1.2% "continuing the period of low growth that has been evident in most years since 2000," the TRA report stated.

Overseas growth was fueled by Chinese visitors, up nearly 17%, however Australia's traditional markets of the UK and Germany were down.

"With domestic tourism making up around 3/4's of total visitor expenditure, it is pleasing to see that sector recording its best year for visitor expenditure since the National Visitor Survey began in

1998," said Federal Minister for Tourism Martin Ferguson.

The report also highlights the growth of the country's room stock "has been slow", with an increase of 730 rooms between 2009 to the 2011/12 period.

Although 2,620 extra rooms were added in Victoria since the 2009 Dec quarter, most of the increase was offset by reductions to room stock in Queensland (which lost 1,000 rooms) and NSW (down 900 rooms).

Ferguson reiterated more work needs to be done to ensure the industry can reach its potential, particularly to boost accom, labour supply and skills under the *Tourism 2020* strategy.

The report determined that annual overnight expenditure at \$77b is on track to meet the Tourism 2020 goal to lift total spend to \$115-\$140b by 2020.

View the State of the Industry 2012 report at bit.ly/SOLreport.

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Philippine Airlines

Regent hotel bonus

REGENT Seven Seas Cruises is offering one free post night's luxury accommodation package when booking a 2013/14 Winter Collection itinerary before 31 Dec.

The deal applies to Asia, South America, the South Pacific, Europe, Caribbean and Alaska voyages.

Uniworld deadline

UNIWORLD is reminding agents of its impending deadline for pay-in-full savings of up to \$3,800 per couple on its 2013 Europe and Russia sailings, closing on 31 Oct.

The discount applies to the boutique river cruise company's entire European range.

Tempo Egypt 2 for 1

TEMPO Holidays is reminding agents they have until 15 Nov to take advantage of a two-for-one deal on its Wonder of Egypt tour & cruise for departures until 30 Sep 2013, priced from \$3,260 per couple - call 1300 362 844.

Cabcharge leaves TCF

THE Travel Compensation Fund has advised of the termination of eight head offices and one branch agency from fund participation in its latest communication.

Cabcharge Australia Limited (ABN: 99 001 958 390) at Sydney Coach Terminal has ceased trading as a travel agent, along with a branch office in Toronto on the NSW Central Coast.

Other offices withdrawn from fund participation include Harvey World Travel Parkside, SA; Trident Travel, Vic; Scandinavian Travel Services, Qld; Flight Point in Merewether, NSW; Grange Travel Services, Williamstown, Vic; Platinum Traveller, NSW and Sky High Travel in Arncliffe, NSW.

Banyan into Shanghai

BANYAN Tree Hotels & Resorts has opened a new property on the banks of the Huangpu River in Shanghai, with the opening of a 130-room property on the Bund - Banyan Tree Riverside.

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300m Chunnel guests

THE Eurotunnel has celebrated its 300 millionth passenger since its opening in Jun 1994.

The figure takes into account the number of passengers travelling by car and coach on Le Shuttle, truck drivers on Freight Shuttles and pax travelling on the Eurostar between London and Brussels or Paris.

On average, since its debut in 1994, around 50,000 people have travelled on the Channel Tunnel on a daily basis.

Vanuatu Korean rep

THE Vanuatu Tourism Office has inked a Memorandum of Understanding with DTG Korea to promote the South Pacific nation to the Korean market.

VTO general manager Linda Kalpoi said the agreement will enable the organisation to tap into Asian markets and promote Vanuatu in the region, while developing long-haul markets from Korea as well as China.

Territory cruise wave

THE Northern Territory govt is expecting last year's record cruise season to be matched in 2012/13, with 63 cruise ships to visit the Port of Darwin this wave season.

On Sat, NT Minister for Business Peter Chandler said cruise ships inject a "significant cash flow" into the Territory's economy in the off-peak tourism season.

Last year it was estimated cruise passengers spent \$8.1 million while ashore in the Northern Territory.

Chandler said operators of organised tours were among the local suppliers to benefit from spending by cruise passengers and crews.

For the first time in NT cruise history this season will see several ships overnight at the Port of Darwin, including two vessel on Boxing Day.

Grace Hotel package

GRACE Hotels has a Darling Harbour Attraction package for stays until 20 Dec for two adults and one child priced from \$230.

Included is one nights accom in a Superior Room & admission to either SEA LIFE Aquarium, WILD LIFE Sydney Zoo or Madame Tussands - call (02) 9272 6602.

Macau cooks up a tasty storm



MACAU was the flavour of the month when the Macau Food Festival kicked off this weekend at Sydney's Darling Harbour.

Thousands of Sydneysiders packed Tumbalong Park to sample Macanese delights such as spicy Portuguese chicken and tasty egg tarts and check out a variety of traditional Portuguese and Chinese entertainment.

It was the second year in a row that Macau had staged the colourful event under its tourism motto, "Touching Moments, Experience Macau".

A 32-strong tourism delegation flew in from Macau to herald the event, spending last week meeting with NSW Tourism Minister Geroge Souris and managing director of Tourism Australia, Andrew McEvoy.

"We're on a fact-finding mission

on how to develop Macau as a global destination," Joao Antunes, Director of the MGTO told **Travel Daily** at a Macanese luncheon at Sydney's Sheraton on the Park.

The newly-revamped hotel will also host this year's Macau Food Week from now until 26 Oct in their newly opened Feast eatery which will feature an exciting array of Macanese dishes.

"It's fitting for us because we have the 4,000-room Sheraton Macau, the largest in the world," Regional Director Sales and Marketing, Pacific for Starwood Hotels Daniella Tonetto added.

Pictured above from left is Macau Govt Tourist Office (MGTO) general manager Helen Wong; Joao Antunes, MGTO director; Daniella Tonetto from Starwood Hotels and Mike Smith from MGTO Sydney.



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MELBOURNE	14 Nov 2012	STAMFORD PLAZA	111 Little Collins Street
BRISBANE	15 Nov 2012	HILTON Brisbane	190 Elizabeth Street

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Emirates/Star tie-up

SYDNEY'S The Star has been named the official accom partner of the Emirates Australian Open for the second consecutive year.

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Meeting booking tool

INTERCONTINENTAL Hotels Group has designed a new online booking tool for meeting and events facilities at its 23 Australian and New Zealand properties.

Dubbed GroupMAX the tool fully automates the reservation process for group meeting and events facilities, is compatible with smartphones and is hosted entirely online.

Features of the tool include online hotel booking at IHG hotels, live event tracking, automated room lists and professional email marketing & is aimed at minimising back and forth contact between conference organisers and hotels.

AM Travelport agree

AEROMEXICO has signed a long-term content agreement with Travelport, providing its full fare, inventory & seat availability to connected agents worldwide.

Under the deal, the carrier will also offer its ancillary services incl baggage and merchandising services through Travelport.

Disney pre-teen focus

A NEW series of special events and marketing campaigns to be unveiled throughout 2013 by Disney Parks & Resorts will focus on older children in an effort to encourage family holidays.

The "Limited Time Magic" campaigns have been designed following a year-long study into the psychology around family vacations and reinforcing natural bonds with preteens.

Special promotions will be designed around Valentines Day, the Fourth of July celebrations and Halloween, and coincides with the launch of the refurbished Fantasyland castle at the Magic Kingdom at Walt Disney World, due to be operational by 06 Dec.

Europe drive e/birds

PEUGEOT Earlybird Sales for 2013 have been launched by Driveaway Holidays, with 28-day leases starting from \$42 per day.

Promotions including free days, free delivery and return fees, and bonus days for repeat customers are also offered on the company's range of Peugeot vehicles.

Offers apply to bookings made before 30 Nov - ph 1300 363 500 or book at www.driveaway.com.au.

Macau MGM expands

MGM Resorts International has been granted approval from the Macau govt to construct its second hotel and casino development.

Plans for the three-year long US\$2.5 billion project include 1,600 hotel rooms, 2,500 slot machines and 500 gaming tables.

Brisbane appoints

BRISBANE Marketing has appointed Anne-Maree Moon as Director, Tourism & Major Events, effective 26 Nov.

Her responsibilities will include working with key partners to drive Brisbane Marketing's Major Events Strategy which is aiming to deliver a \$50 million economic impact to the Queensland capital in 2012/13.

PAL eyes Darwin

PHILIPPINE Airlines is looking to add flights between Manila and Darwin, possibly as early 2013, the carrier's VP Marketing Support FelixCruz has revealed.

PAL is also hopeful a black-list against Philippine carriers flying to the European Union will be lifted, allowing it to gain entry to Frankfurt, London and Paris.



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To succeed in this role you will possess extensive sales experience and be able to demonstrate previous achievements in developing and implementing business development and account management strategies for growth and retention.

Equally important will be your focus on relationship building, providing a high level of customer service and excellent communication skills. You will be highly motivated; results orientated and have the ability to work autonomously.

An in depth understanding of both corporate and travel industry market segments will be highly regarded. A high degree of capability with Microsoft Office programs is essential. Knowledge of CRS/GDS and Travel on-line booking tools will also be an advantage.

Applications with a cover letter can be forwarded to Martina Jennings, Regional Sales Manager Vic SA WA NT - mjennings@hertz.com

Applications close Wednesday 24 October 2012

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New China Fairmont

FAIRMONT has announced an expansion to its Chinese presence, signing a deal to build a new property in the city of Chengdu.

The Fairmont Residences Chengdu is expected to be completed next year, will feature 382 luxury residences and will be located next to another new Fairmont Hotel which is on track for a 2015 completion & opening.

The company already operate properties in Beijing, Nanjing, Shanghai and Yangcheng Lake.

2013 Tall Ship review

THE Tall Ships are returning to Australia in 2013, with 17 vessels to take part in the International Fleet Review between 03-10 Oct.

Next year's activities will include visits to Melbourne, Hobart and Sydney and a race to Auckland.

Hard Rock Cancun

HARD Rock International held its official opening for the Hard Rock Hotel Cancun last weekend - one of only three all inclusive Hard Rock Hotels in the world.

SATC Tennis challenge

THE South Australian Tourism Commission has re-signed to the *Be Active Challenge* (part of the World Tennis Challenge) for three further years, Minister for Tourism Gail Gago announced on Fri.

Last year's event attracted 3,500 interstate and overseas tennis fans to Adelaide, generating over \$4.2 million in visitor spend.

"This global distribution helps reinforce South Australia's reputation as the home of world-class events & festivals," she said.

The SATC has been linked to the *Be Active Challenge* since its inception in 2009.

Passions PADI tick

CAIRNS-based Great Barrier Reef operator Passions of Paradise has joined PADI's network of over 6,100 dive centres worldwide.

It follows each of the operator's dive instructors retraining to gain PADI certification.

flydubai still growing

EMIRATES low-cost offshoot carrier flydubai has completed a US\$117.5m loan agreement with the US Ex-Im Bank, and has taken delivery of the first of three new Boeing 737-800NG aircraft.

The additional jet takes FZ's fleet numbers to 26 in operation, with the final two jets in the order arriving in Nov and Dec.



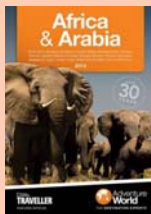
Brochures of the Week

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, itineraries and a PDF of the cover, & contact details to brochures@traveldaily.com.au.



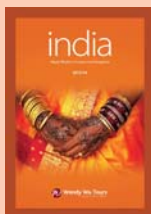
Bunnik Tours - Europe 2013/14

Three new tours - Jewels of Dalmatia, Istanbul to Rome and Turkey & Greece highlight a brochure packed with information on 10 in-depth all-inclusive itineraries ranging in length from 20 to 26 days, covering such countries as Spain and Portugal or the more intriguing Morocco and Slovenia. See www.bunniktours.com.au.



Adventure World - Africa & Arabia 2013

Offering "first to market" experiences, AW's new guide details FIT & group touring product across 22 countries in Africa and the Middle East. Also featured are Exodus Small Group Tours and trips from the Family Adventure Company's range. New for 2013 is a seven-day Odzala Experience to observe western lowland gorillas in the Republic of Congo, priced from \$6,979pp - 1300 295 049.



Wendy Wu Tours - India 2013/14

New itineraries have been added to Wendy Wu's range in India and Sri Lanka as a response to feedback from customers seeking more in-depth focus on wildlife, culture and historical sites. A new tour highlighting the birth, enlightenment and death of Buddha has also been developed, taking in pilgrimage sites in Nepal and India - go to www.wendywutours.com.au.



Sales Manager Asia – Senior Role

Join an Iconic Brand with Iconic Destinations

Captain Cook Cruises, Australia's leading Cruise Company and part of the SeaLink Travel Group is seeking an energetic, highly motivated Sales Manager Asia. This is an exciting role for those who enjoy a busy, challenging environment and are eager to use their proven B2B skills within their own and existing networks to build relationships and sales revenues across a broad range of culturally unique markets.

The Sales Manager Asia is responsible for increasing and maintaining sales revenue for Captain Cook Cruises for Sydney and Murray River and SeaLink for Kangaroo Island, Adelaide and Queensland in the markets of India, Indonesia, Malaysia, Singapore, South Korea and Thailand as well as maintaining key sales relationships with Australian based Inbound Tour Operators.

Experience in dealing across a range of Asian markets, you will possess strong networks with travel distribution partners across markets as well as an understanding of distribution channels and working with our reservations and hospitality departments to deliver world class customer service. You will be sales driven and with an ability to work within a sales budget framework.

The successful applicant will have:

- Business and Sales Development orientated
- A minimum of 3 – 5 years in the tourism industry
- Ability to write and execute a sales development plan
- Excellent organizational skills & communication skills (written and verbal)
- Proficiency in all aspects of Microsoft Office is essential
- Understanding of a CRM system
- Understanding of international distributions partners and systems
- Able to work with minimal supervision and a team player
- Experience in making presentations to individuals and groups
- A foreign language will be highly desirable
- Ability to travel internationally and domestically

Apply by email to Richard Doyle – Head of International Sales & Marketing at richardd@captaincook.com.au by Friday 2 November 2012. Please include CV and application letter.

WANT TO WORK FOR AN AWARD WINNING WHOLESALE TRAVEL COMPANY?



NATIONAL SALES MANAGER SYDNEY BASED

- ✓ Competitive salary with incentive based rewards
- ✓ Generous allowance to spend across our travel brands
- ✓ Established sales force with extensive budget and resource base

RESPONSIBILITIES:

- ✓ Managing a large team of sales professionals to exceed sales targets
- ✓ Managing the retail distribution channel to drive sales
- ✓ Event and conference participation
- ✓ Writing and executing strategic sales plans
- ✓ Managing expense budgets to ensure maximum return on investment

To succeed in this role you must be self motivated and achievement oriented with excellent communication, presentation, negotiation and management skills. Established industry relationships are essential and you'll need to have a minimum of 5 years industry experience.

COULD THIS BE YOU?

To apply, forward your CV and covering letter to recruitment@globusfamily.com.au with the position title in the subject line by **Friday 2nd November, 2012.**



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Swanning around on Spirit



CARNIVAL Cruise Lines ceo Gerry Cahill was a key feature of the "Aussification" of *Carnival Spirit* on its inaugural travel agent preview cruise last Fri (see p1).

Cahill appeared on stage (above) in the ship's Pharaoh's Lounge during the official welcome, resplendent in Sydney Swans gear alongside Aussie cruise director Stu Dunn, Carnival Cruise Lines Australia director Jennifer Vandekreeke.

Carnival Australia ceo Ann Sherry, also pictured with other team members, launched the deployment which will see *Spirit* offer 3-13 night voyages to the South Pacific and New Zealand, with itineraries published right

through to 2014 at this stage.

There's been significant attention to detail to make the ship appeal to Australians, with locally trained baristas, a poolside barbecue (being worked hard by Complete Cruise Solution's Ken Byers on Fri afternoon), and an in-stateroom magazine featuring Aussie favourite Jennifer Hawkins.

The entertainment line-up is also clearly targeting Aussies, with Peter Rowsthorn (aka Brett from Kath & Kim) part of the local talent enjoyed by the travel agents on board last weekend.

As well as many family friendly offerings, the ship boasts an adults-only 'Serenity' area and an extensive spa facility.

2013 Europe Earlybirds with DUBAI STOPOVER!

POPULAR CHOICE

Return economy flights to LONDON ex Sydney flying Emirates
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From **\$2,195*** pp

RELAX IN LUXURY

Return economy flights to ROME ex Sydney flying Emirates
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NEW
HORIZONS
Holidays

Hahn Air comp winner

CONGRATS to Lisa Betts of Pulse Travel who was the winner in last week's mini-competition, winning a new look 16GB iPod Nano, courtesy of Hahn Air.

Lisa's winning entry to explain how Hahn Air supports finalising a ticketing transaction was: *They are able to assist me in ticketing of offline carriers & those 'not so mainstream' airlines with ease.*

Being able to have support at my fingertips, with an email address & informative website! I use Hahn Air often!

Shangri-La Changzhou

SHANGRI-LA Hotels & Resorts last week opened its newest hotel in China, the 350-room Shangri-La Hotel, Changzhou - the group's second property in the city.

Travel Daily
First with the news

Monday 22nd Oct 2012

More Atlantis dining

ATLANTIS the Palm in Dubai will shift its focus to casual dining, with eight restaurant concepts and one premier venue (to be positioned below Nobu) planned to be delivered onsite in 2013.

Wu Sri Lanka addition

WENDY Wu Tours has added a 13-day Pearl of the Indian Ocean itinerary to its Sri Lankan options, with departures set for 23 Mar & 21 Sep, priced from \$4,465pp including return airfares with Singapore Airlines - 1300 727 998.

WIN a unique trip for two to Austria

Pick your favourite 3 Unique Experiences, put together your dream itinerary & win your personally designed trip to Austria!

During October, the **Austrian National Tourist Office**, **Austrian Airlines**, **Rail Plus** and **Travel Daily** are giving readers the chance to win a trip of a lifetime to Austria. Browse unique.austria.info for more than 250 "Unique Experiences", pick your favourite 3 and put together your dream itinerary.

The prize consists of:

- Two Return Economy Air Fares from Australia to Austria (flying Austrian Airlines into Vienna)
- 6 nights accommodation for 2 persons including breakfast
- Eurail Select Pass to travel through Austria linking your chosen experiences
- Sightseeing program associated with your choice of experiences
- Detailed itinerary depending on your choice of experiences

For example: [Learn to waltz](#) at Vienna's best address, dive into a glittering subterranean world in [Swarovski Crystal Worlds](#) near Innsbruck, listen to Haydn's music at the [Esterhazy Palace](#), or experience the magic of [Christmas in Salzburg](#) - the choice is yours!

Austria. Unique Like You

HOW TO ENTER

Browse unique.austria.info for more than 250 "Unique Experiences", pick your favourite 3 and tell us in 50 words or less why these make up your dream itinerary. Send your response to ANTOcomp@traveldaily.com.au



Austrian

Austrian National
Tourist Office

Travel Daily

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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TREAT YOURSELF TO A NEW EXECUTIVE ROLE BEFORE CHRISTMAS!

JOIN THE LARGEST RECRUITMENT TEAM EXECUTIVE RECRUITMENT CONSULANT SYDNEY – SALARY PACKAGE OTE \$80K+

Sick of dealing with client complaints? Tired of looking after staff? Here's a chance to use your client management skills in a whole new direction! Join the AA Team and enjoy the variety and challenge this role will provide when you place senior managers in their next perfect role

WHAT'S IN YOUR DAY:-

- Interviewing and short-listing candidates
- Negotiating job offers,
- Confirming placements,
- Marketing including placing adverts,
- Client account management and business development

WHAT'S IN IT FOR YOU:-

- An excellent salary package plus uncapped commission
 - Achievable team bonuses
 - Up to 25 days paid holiday leave
 - One on one training and development
 - Exciting annual 5 star conferences
- Min 5 years travel exp including supervisory a must for this role!

BRING YOUR E-COMM SKILLS TO A GLOBAL CO. E-COMMERCE SUPPORT SPECIALIST SYDNEY – SALARY PACKAGE \$65K

Join a successful company with a strong global presence and watch your career progress. Responsible for the continued service of pre and post sales support for E-Commerce customers. You will have the ability to manage multiple stakeholder relationships, work closely with the sales team and be a subject matter expert. You will have used a CRS and an online system and have had experience with IT Infrastructure.

DEDICATED MANAGER WANTED WHOLESALE RESERVATIONS MANAGER MELBOURNE – SALARY PACKAGE TO \$65K

Do you love travelling to unique and wonderful destinations? This management role can take you on a journey of discovery every day that you will love coming to work. Overseeing this reservations team in an adventure market company you will need to be able to offer solutions to your team and provide training on destinations. Strong knowledge of Africa & South America is a huge bonus. Management exp a must!

MOVE ABROAD TO HONG KONG REGIONAL OPERATIONS MANAGER –ASIA HONG KONG – EXCELLENT SALARY PACKAGE

This rare opportunity with a Global travel provider will see you working on one high profile account. Your role will be to ensure service consistency, continuous improvement and driving operational projects. You will be a senior operations manager with exceptional people management skills and the ability to question current practices to seek improvement. A great salary with a relocation package is on offer.

DRIVE SALES PERFORMANCE FURTHER NATIONAL SALES MANAGER SYDNEY –EXCELLENT SALARY PACKAGE

Make the move you won't regret! We're looking for a strong sales professional who has experience with national management. You will have extensive relationships across the trade and be known as a highly effective, professional and reliable person with the capabilities to grow a business. If you are ready for an exciting new challenge with a strong brand, this role is for you!

WHERE RELATIONSHIP MATTERS TRAVEL INDUSTRY ACCOUNT MANAGER SYDNEY – SALARY PACKAGE TO \$80K

Want to move to a company that offers endless career opportunity, a stable and supportive work environment and a great salary to top it off! Our client is a leading travel company who has a vacancy for an account manager to join their team. This has a mix of account management and sales to keep you on your toes. You will ideally have at least 3 years in an on the road role with an established contact base.

LOVE THIS PRODUCT IN YOUR HAND INDUSTRY SALES EXECUTIVE (contract) BRISBANE – SALARY PACKAGE TO \$65

Love being on the road with this product in your hand! Agents will welcome you and want to learn more from your fun loving personality. You will enjoy being out and about and know how to put the hard yards in when it counts. Be rewarded here with superb family trips for you to enjoy and bonus schemes. Everyone loves this brand which is growing bigger every year.

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MANAGING DIRECTOR
Ph: 02 9231 1299

Anna Veitch
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Ph: 02 9231 2825

Kathryn Heberton
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Ph: 03 9670 2577

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Finding talent within the Australian Travel Industry

Senior Air Desk and Cruise Consultant

Sydney- \$50-55K + Super + Benefits - Ref 2092-NCR

Combine your skills in this amazing role! Our client is looking for an experienced Airfare & Cruise Consultant who has a genuine passion for the industry. Bring to the table your extensive fares and ticketing experience. Your duties will never be the same; you will be providing updates, training and be the go to person! This is not your average role and will be varied! If you love working in a small team and have excellent customer service skills, please call today!

For more information, please call Natalie on (02) 9113 7272 or click [APPLY](#)

Reservations Cons. (South Pacific Specialist)

Sydney - \$42K + Super + Incentives - Ref 277

Join a market leading wholesale company selling the beautiful and romantic South Pacific! A Reservations Consultant with a passion for sales and at least 1 years' experience in the travel industry, is needed for a friendly vibrant team in North Sydney. Use your travel knowledge to maximise bookings & develop good customer relationships selling the lovely South Pacific, painting the picture for clients, from sailing away to Noumea to honeymooning in Fiji!

For more information, please call Lynsey on (02) 9113 7272 or click [APPLY](#)

Senior Corporate Travel Consultant

Brisbane - \$50-60K + Super - Ref 2791A

A highly experienced Senior Corporate Travel Professional to join a leader in Travel Management. Move to a TMC where your hard work is financially rewarded and career progression encouraged. This is a fantastic opportunity to step away from repetitive reservations and to move into an exciting and diverse position and this is also a chance to work with a stable, secure and growing corporate company where your efforts are recognised and rewarded.

For more information, please call Sarah on (02) 9113 7272 or click [APPLY](#)

Wholesale & Retail Travel Consultant

Adelaide CBD - \$45-50K + Super + Incentives - Ref 292

Want to work in a travel agency where a personalised professional service is paramount? Work in a varied Travel Consultant role where no two days are the same selling domestic and worldwide from short packages to extensive tours. You'll be based in luxury offices in central Adelaide working primarily over the phone, but with some face to face. Offering a great basic as well as incentives, this is a great move for someone looking for an exciting new job in travel!

For more information, please call Joana on (02) 9113 7272 or click [APPLY](#)

Groups Manager - Sydney

Up to \$65K + Super + Incentives - Ref LYB276

Seeking experienced Travel Industry Managers to work for a market leading name in wholesale travel within their Specialist Groups Area. A really great opportunity for the right manager to come in and lead a team from the front! If you are a hands on worker who has a passion for travel and experience managing/leading a team, looking to work in North Sydney, then this is your next move! Be rewarded for your hard work with a generous salary package, incentives & chances to travel!

For more information, please call Lynsey on (02) 9113 7272 or click [APPLY](#)

Senior Travel Consultant

Brisbane - \$40-50K + Super + Comm. - Ref 2551A

Calling all Senior Travel Consultants who are looking for a fresh challenge in retail travel! Can you book a wide array of travel products including multi stop and long haul itineraries? This much loved travel agency need a Travel Consultant to join their friendly team. Your hard work will be rewarded with an uncapped commission structure, fantastic perks and benefits and a great team environment.

For more information, please call Sarah on (02) 9113 7272 or click [APPLY](#)

Cruise & Travel Consultant

S.E. Melbourne - \$45K + Super + Comm. - Ref 289

Are you a travel expert with outstanding customer service skills? If you have used a CRS system and have excellent worldwide and cruise knowledge, I want to hear from you today! This global travel company located in the South East is looking to expand their small and dynamic team. You will work to team targets and take incoming calls. As a successful candidate you will get the industry perks and an opportunity to progress within this reputable company.

For more information, please call Lisa on (02) 9113 7272 or click [APPLY](#)

Retail Travel Consultant

S. Perth - Up to \$53K + Super + Incentives - Ref 290JOL

Due to expansion, a leading travel company based in Perth is looking for a Leisure Travel Consultant. Are you based in South Perth and experienced in the Travel? Do you want a competitive salary, a friendly working environment and great travel products to sell? This is a varied role, dealing with worldwide products from package to luxury and offering excellent customer service. It is an established company, with a great team atmosphere for the successful Travel Consultant!

For more information, please call Joana on (02) 9113 7272 or click [APPLY](#)

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25 years together
Thank you



Amadeus celebrates 25 year anniversary

The travel industry has evolved significantly in the quarter century since Amadeus was born. But in the technology sector, light years have elapsed - in 1987 Sir Tim Berners-Lee hadn't even written his proposal for the World Wide Web and Mark Zuckerberg was three years old!

Amadeus has changed a lot but if there has been a common thread in our evolution then it is our continued investment in innovation and excellence. Just since 2004, we have invested around two billion euros in research & development and open source software is at the forefront of all our efforts.

This investment in R&D has brought us many successes. An example of this is the creation of the community model for our travel IT systems. 100 of the world's leading airlines have become users of the Altéa platform and we project that it will see 735 million passengers boarded in 2014.

Amadeus now processes almost one billion travel transactions each year and has over 10,000 staff in 195 markets around the world. We have unrivalled content in our global distribution system and 38% of travel agency air bookings globally are made via our system.

We would like to thank all of our fellow travellers on the Amadeus journey over the last 25 years, including customers, staff, suppliers, and investors. Without your partnership and commitment, none of this would have been possible.

We look forward to a future in which working together, we can improve the travel experience more than we ever imagined possible.



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