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# Travel Daily

First with the news

Friday 6th February 2015



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## Virgin Australia yields up

**VIRGIN** Australia says it's seeing some improvement in domestic trading conditions, but consumer sentiment is still relatively weak.

In an ASX update this morning, the carrier reported an Underlying Profit Before Tax of \$55.3m for the three months to 31 Dec, with yield, revenue and load factors all improving.

Costs declined, but during the quarter there were also ongoing restructuring costs as well as ineffective fuel hedges worth \$33.5 million.

Chief financial officer Sankar Narayan said international yield recovery was also being constrained by continued pressure in the South East Asian and Europe/UK markets.

VA also today finalised the acquisition of the remaining 40% of Tiger Airways Australia, for the princely sum of just \$1.

On a standalone basis Tiger recorded a \$500,000 second

quarter profit, a big turnaround from the \$15.5m loss for the prior corresponding period.

VA said the purchase included the brand rights to fly Tigerair Australia to a number of short haul international destinations.

### Big boost for CZ

**CHINA** Southern Airlines is set to once again significantly boost its presence in the Australasian market, with GDS screens showing increased capacity to Brisbane, Melbourne and Auckland in the coming months.

The move follows the recent renegotiation of the Australia-China aviation bilateral (**TD** 23 Jan) which allows carriers between the countries to ramp up seat numbers by 18%.

From 23 Jun, CZ's Guangzhou-Brisbane services will increase from five weekly to daily, while effective 01 Jul, Melbourne will lift from the current ten flights to 14 per week.

Similarly China Southern's Auckland services will increase from the current ten per week to a double daily 787 flight.

### Today's issue of TD

*Travel Daily* today has nine pages of news and a full page of **AA Appointments** jobs.

**EvergreenTours**

## EUROPE RIVER CRUISING 2016 PREVIEW

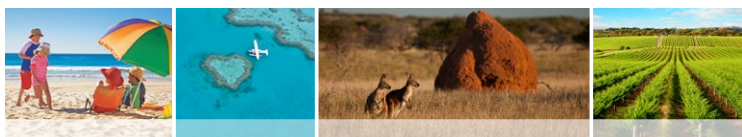
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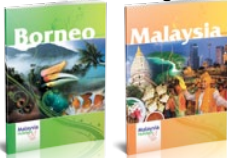
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## Evergreen preview

**EVERGREEN** Tours has released its Europe River Cruise Preview brochure for 2016, offering four specials including a Fly Free (inclusive of taxes) deal available on cruise tours of 21 days or more in all suites and staterooms, across the whole season.

For bookings made by 30 Apr or until Evergreen releases its main brochure, prices have been frozen for 2016 at the 2015 level.

Early bookers can secure a free cabin upgrade on category C, B, A or R Balcony Suites and solo travellers will avoid paying a single supplement when booking a category D or E voyage between Amsterdam and Budapest.

Savings of up to \$800 per couple are also available when a cruise tour is booked 12 months or more in advance.

## Spencer expands north

**PENNY** Spencer's travel agency network is once again expanding, with a new joint venture formed to acquire Travel Specialists Mosman in Sydney.

Spencer and husband Edwin have formed PESM Pty Ltd in conjunction with Sharyn Kitchener and Michael Goodall, taking over the boutique high-end leisure agency which has been led by Wendy Buckley since 1995 along with Jane Tonkin.

Kitchener will be the agency's new md, with the business to continue trading under the Travel Specialists Mosman brand.

Located in Mosman Village, the agency has specialist niche divisions including Africa, Luxury and Family Travel.

Like Spencer Travel, Travel

Specialists Mosman is a member of the Magellan Travel Group.

Buckley, who also started the Travel with Kidz upmarket leisure family wholesaler, thanked the industry for its longstanding support over the last thirty years.

"It's been an extraordinary journey," she said.

Travel with Kidz has been taken over by House of Travel, the parent company of Hoot Holidays and TravelManagers, which has operated it since 01 Jul 14.

The Spencer group also includes longstanding corporate agency Spencer Travel, Shire Travel in Sydney's south and Spencer Travel Eastside in Edgecliff.

## Mantra instant book

**SERVICED** apartment operator Mantra Group has signed a deal to add its inventory to the developing TripAdvisor instant booking platform.

Currently only available in the US, the system will allow users to book Mantra Group properties in Australia, New Zealand and Indonesia without actually leaving the TripAdvisor website.

## Jasper Godmother

**SCENIC** Tours today announced that Australian author Kathy Lette will be the Godmother of its soon-to-launch 169-passenger *Scenic Jasper 'Space-Ship'*.

Lette will christen *Scenic Jasper* at a special ceremony to be held in Vienna in Apr.

## Viking Star sea trials

**OCEAN** operational trials have been completed for Viking Ocean Cruises maiden ship *Viking Star* ahead of the vessel's debut in Apr.

More than 80 different diagnostic tests were executed by maritime experts over a week at sea late last year designed to test engine, propulsion performance, navigation systems and acoustics.

## No Virgin, Jetgo talks

**VIRGIN** Australia has quashed rumours of a potential tie-up with fledgling regional carrier JetGo flared following the axing of its Gladstone-Sydney route (*TD Wed*).

"We continually review our network and partners however we have no announcements to make at this time," Virgin told *TD*.

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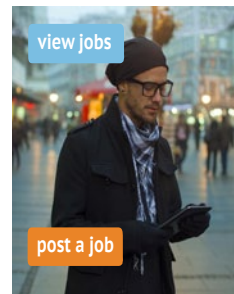
ADVENTURE in Style



# Travel Daily

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## SeaLink well above water

**FIRST** half results released today by SeaLink Travel Group reflected a period of bedding down a flurry of investments in 2014 across its operations, the company posting half-year revenue of \$57.2 million.

The result was up 9% on the same six-month period last year, with net profit after tax closing at \$4.7m, up 37% year-on-year.

Operating expenses climbed 8.4% to \$47.9m, with underlying EBITDA up 13% to \$9.3 million. Highlights for the half year

saw the company sign purchase orders for two new ferries under its Captain Cook Cruises brand in Sydney Harbour and add another vessel to the fleet in the form of the *MV Violet McKenzie* in Dec.

Other drivers of the positive result saw a four-year extension to its Tiwi Islands ferry service.

“The business continued to build on the solid momentum established in FY14 and we saw major improvement in the profit performance of Kangaroo Island and Captain Cook Cruises,” managing director Jeff Ellison said.

The company said lower oil prices were providing cost savings and that the firm was “well positioned” to improve on results for the full 2014/15 financial year.

Improving world economies combined with a lower AUD was boosting Australia’s exposure as a more competitive int’l destination and providing a solid platform for its NSW and SA business units.

## Cover-More winner

**INSURANCE** firm Cover-More has chosen Catherine Vanbest of M & G Travel Moree as the winner of a new Volkswagen Golf from a recent promotion run ahead of the start of a new preferred Helloworld agreement.

The Drive Into Summer incentive was run over two months through Helloworld agencies last year.

## IATA global pax stats

**DEMAND** for air travel in 2014 was above the ten-year average of 5.6%, with IATA reporting a 5.9% year-on-year jump in global numbers for the full year.

IATA member airlines comprise 84% of global air traffic, with overall capacity rising 5.6% to meet demand, forcing average load factors up 0.2% to 79.7%.

All regions recorded an increase in demand, with more than half coming in “emerging” markets such as Asia Pacific & Middle East.

Localised results were strong, with APAC posting the biggest increase among the largest regions of Europe & Nth America, up 5.8% year-on-year.

Domestic travel was a standout performer, particularly in China and continuing on trends formed in the latter months of 2014.

In Australia, domestic travel was largely flat, increasing 0.2% with capacity falling 1% due to a truce in the capacity war declared by Qantas and Virgin Australia.



## Window Seat

**VENEZUELA** was recently left with egg on its proverbial face after using a photo of a former detainee in a tourism campaign.

Jim Wyss, a US news reporter detained by authorities while covering the nation’s 2013 election for not having a journalist visa, was the unwitting star of the campaign.

A photo of Wyss embracing his family upon returning to the US was then used alongside the tagline: “We love Venezuela for receiving foreigners like one of our own” (pictured below).

Promotion firm Telesur quickly removed the advert from its Twitter feed upon learning of the gaffe.



## AGENTS OF ALOHA

*Win a spot on the ultimate Hawai‘i famil!*

Hawai‘i Tourism Oceania, in partnership with Hawaiian Airlines, are offering four travel agents an incredible opportunity to take part in the ultimate journey across the Hawaiian Islands.

We are seeking outgoing and adventurous travel agents, who don’t mind being in front of the camera, to enjoy an exclusive famil from 17th-31st March 2015. The lucky travel agents will explore Hawai‘i’s four main islands and experience the destination’s diverse natural beauty, unique culture, world class cuisine and legendary aloha spirit.

To win a spot on the ultimate “Agents of Aloha” Hawai‘i famil please submit your video entry at [www.alohadownunder.com.au](http://www.alohadownunder.com.au). Full details and terms and conditions can be found on the website.



HAWAIIAN AIRLINES

HAWAII TOURISM OCEANIA

Photo: Polynesian Cultural Center & Climbworks.

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## Exotic making inroads in Aus

**BURGEONING** Indochina FIT touring operator Exotic Voyages says it has been “almost blown away” with the level of interest in its Indochina tours since expansion to Australia (**TD** 01 Sep).

The company says feedback from agents has been of high quality, but it was not yet ready to launch a dedicated AUD priced brochure due to recent volatility with the Australian dollar.

“We have a strong base built on quality and service, so it is great

to see this is being appreciated across Australia and we aim to not maintain this but improve it, making us not the best choice but the only choice,” local bdm Joy Sharrock-Melrose told **TD**.

Instead, a virtual brochure has been launched online, with agents able to seek exact pricing when booking by phone.

New for Exotic Voyages in the Australian market is the launch of small group touring programs in Indochina as well as an Amazing China itinerary.

A fixed departure range means agents can guarantee departure with a minimum of two pax.

These tours were exclusive to the Australian and UK English speaking market, with 4-5\* western-style hotels selected to ensure a high standard was met.

Sharrock-Melrose added the company was on an expansion curve in Australia, with “big news” coming soon.

## Scout 787 lands in PER

**TRADITIONAL** water cannon salutes in Perth yesterday welcomed the inaugural service of Scoot's Boeing 787 *Dreamliner*.

Perth Airport said Scoot has “significantly stimulated the Singapore market” with the city state now the second largest int'l source market for WA, injecting \$193m into state coffers last year.

## Seven US campaigns

**FLIGHT** Centre Travel Group will run seven collective marketing campaigns across its retail and wholesale network in a second phase of a joint promo campaign run alongside Brand USA.

The phase is already underway and will run until Jun, with a focus to be placed on American road trips, live entertainment and outdoor recreational pursuits.

Each of the three focus areas are key themes in play for Brand USA to push throughout 2015.

Australian visitation to the USA is up 5.2% year-on-year for the year to Oct, latest figures show.

## Rail Plus brox release

**THE** 2015 edition of the Rail Plus ‘Your World on Track’ guide has been released offering a range of new experiences, including the Suica Card for use in Tokyo and a Mt Titlis day-trip in Switzerland.

Brochures are available now via TIFs or see [www.railplus.com.au](http://www.railplus.com.au).

## Record year for SLH

**SMALL** Luxury Hotels of the World chief exec Paul Kerr has reported revenues of \$150m for the full year in 2014, an increase of 11% year-on-year.

Room nights booked were up 7%, with a 64% jump in bookings made via mobile devices.

## SilverLeaf enhanced

**A NEW** culinary program designed by Michelin-star executive chefs has been rolled out for Rocky Mountaineer's midscale SilverLeaf travel class.

Dedicated culinary team members in each coach will serve gourmet dishes based on locally sourced Pacific Salmon and Prime Alberta Beef to guests.

An increased beverage choice has been rolled out along with new gourmet snacks, with guests also able to modify portion sizes.

The program comes as part of ongoing celebrations for the train operator's 25th birthday this year.

# ARE YOU OUR VIKING STAR ACHIEVER?

Here's your chance to enjoy a **7 night Mediterranean Getaway cruise for two** in a Deluxe Veranda stateroom from Rome to Barcelona departing 15 Dec 2015.

The cruise is valued at **\$7,598** but that's not all. To prepare you for your *Viking Star* embarkation, you will also receive a star make-over and photoshoot.

**CLICK TO LEARN MORE OR CALL TO BOOK 1800 131 744**

### Terms and conditions:

#### WHO CAN PARTICIPATE?

You must be an individual retail travel agent and have booked a minimum of 6 Viking River 2015 cruises between 1 Jan and 31 Mar 2015. Request an entry form by emailing [Australia@vikingcruises.com](mailto:Australia@vikingcruises.com)

#### WHO IS OUR VIKING STAR ACHIEVER?

The travel agent with the most deposited/paid 2015 Viking River cruises bookings made between 1 Jan and 31 March 2015.



Entry forms must be received by 7 April 2015 and will be validated on 8 April 2015. The Star Achiever will be announced on 10 April 2015. The reward is non-changeable, non-transferable and not redeemable for cash and/or cruise credits. Flights are not included.

## PR WestJet deal

**PHILIPPINE** Airlines is set to add Montreal, Ottawa, Calgary, Edmonton and Winnipeg to its network via a new codeshare pact with Canadian LCC WestJet.



**THE** transformation of the former Jat Airways, a languishing eastern European carrier, into a modern, efficient airline in the form of Air Serbia, has been achieved with the help of some "good old Aussie mongrel".

The fact that the epic changes - including livery, uniforms, network and distribution - have been achieved in just 12 months is nothing short of remarkable.

This week Air Serbia ceo Dane Kondic - who grew up in Sydney's western suburbs - is in Australia to highlight how the airline has risen phoenix-like from the ashes, with the story an inspiration to Australia's Serbian community.

Air Serbia is a joint venture

between the Serbian government and Etihad Airways, with the venture's success being closely watched as a model for other as government-owned enterprises.

Kondic isn't the only Aussie involved - he worked with fellow former QF staffer and now local Air Serbia head Stevan Sipka (**TD** 29 Aug 14) on the project, and the carrier's first female pilot, Biljana Savic (**pictured** above with Kondic), also grew up in Sydney.

Kondic told **TD** he expects Air Serbia's upcoming annual results to be a "positive number", and is very proud of the achievement.

"It's the most amazing turnaround in the history of aviation," he said.

## Galactic back on track

**SIR** Richard Branson says Virgin Galactic remains committed to "achieving our goals", despite the "challenges of last year" which saw SpaceShipTwo crash to earth in the Mojave Desert in Oct.

Branson said Virgin Galactic's second spaceship is already under construction, with modifications or improvements "where we feel are necessary to improve the safety of the vehicle".

A third SpaceShipTwo will also go into production this year.

Virgin Galactic chief executive officer George Whitesides said "we remain committed to the goal of opening space to all. 2015 will be an important and exciting year, and we are looking forward to the future".

## Insider brochure

**THREE** new brochures spanning Thailand & Burma, China and Vietnam, Cambodia and Laos have been unveiled by Insider Journeys, the firm formerly known as Travel Indochina.

The 2015/16 guides feature a collection of small group trips, private travel & river cruises, and are rich in text & vibrant visuals.

GM customer experience and marketing Joe Ponte said the guides illustrate the richness and romance of travel which help bring a destination to life.

"Through the evocative copy and gorgeous images, we'd like them to fall in love before they've even been, to be able to 'imagine the stories' of what they're going to experience," Ponte said.



**Destination NSW**

## Manager, Sector Development

- **Opportunity to work for Destination NSW**
- **Cruise/Food and Wine/Youth/Aboriginal focus**
- **Sydney CBD Location – The Rocks**

### About the Organisation:

Destination NSW is a NSW Government statutory authority with responsibility for devising and implementing strategies to grow the visitor economy. Our particular focus is on driving tourism and acquiring and developing major sporting and cultural events for Sydney and Regional NSW. In addition, Destination NSW is the major investor in Business Events Sydney with the aim to secure more international conventions, incentive travel reward programs, corporate events and exhibitions for Sydney and Regional NSW.

Destination NSW is headquartered in Sydney, with offices and representatives in Singapore, Shanghai, Chengdu, Seoul, Hong Kong, London, Los Angeles, Auckland, Tokyo and Mumbai.

### About the Role:

The Manager, Sector Development is a key senior leadership position in Destination NSW's Destination Development Business Unit. The role is responsible for strategic planning, stakeholder relationships and project management of programs that contribute to the development and marketing of NSW products, experiences and destinations within specific sectors including Cruise, Food and Wine, Youth and Aboriginal Tourism.

The role requires a senior manager with demonstrated experience in Sector Development and high level project management skills to establish, manage and maintain strong working relationships with industry/sector stakeholders and partners including Industry Associations, Regional Tourism Organisations, tourism operators and commercial partners.

### How to Apply:

Please submit your application including a cover letter specifically addressing the following two targeted questions below and a resume demonstrating the capability and experience required to fulfil the role via **Jobs NSW**. This role is also advertised on the Destination NSW corporate website.

1. Demonstrate your previous experience and extensive knowledge in working collaboratively with tourism industry stakeholders, particularly in relation to Cruise, Food and Wine, Youth and Aboriginal Tourism
2. Demonstrate your planning and project management expertise and proven experience in developing processes and systems to monitor project performance.

**Closing date:** Sunday 15 February 2015

**Enquiries:** Julie Bishop, Group Director, Destination Development, on 02 9931 1134 or [julie.bishop@dns.gov.au](mailto:julie.bishop@dns.gov.au)

Applications must be lodged electronically via the Jobs NSW website. Applications submitted via email will not be accepted.



## Travel and Cruise Consultants (Adelaide, South Australia)

Phil Hoffmann Travel is a South Australian family owned business employing over 200 South Australians operating from 10 branches throughout the state, and is 10 time winner of the prestigious NTIA award 'Best Travel Agency in Australia'. We are looking for experienced travel and cruise consultants dedicated to delivering outstanding customer service and with a proven sales record to join our vibrant team.

To learn more about this opportunity and Phil Hoffmann Travel please go to

<http://www.pht.com.au/positions-available.asp>

## Virgins hop into bed

**MEMBERS** of Virgin Atlantic's Flying Club loyalty program can earn 1,000 miles with every stay at the growing network of Virgin Hotels under a new agreement.

A bonus offer to celebrate the new tie-up has been launched, with double points on offer for stays until 30 Apr.

Flying Club Gold members will also receive a room upgrade, subject to availability, and a free breakfast, with Silver members also earning a free room upgrade.

The burgeoning Virgin Hotels network currently consists of its maiden property in Chicago, with Nashville and New York confirmed to open by 2017, with additional US city locations being evaluated.

## Westend up for sale

**REAL** estate firm CBRE has been engaged to facilitate the sale of the 359-bed Westend Hotel in the Sydney CBD, which currently trades under the Nomads brand.

The backpacker style property offers 86 rooms over 13 floors, with an expressions of interest campaign open until 12 Mar.

## Twilight Taronga tkts

**TICKETS** to the annual Twilight at Taronga summer festival which runs through to late Mar (**TD** 11 Dec) are still available.

Upcoming performances incl You Am I, Sarah Blasko, Anthony Callea, Rufus Wainright, James Morrison and Something for Kate - see [twilightattaronga.com.au](http://twilightattaronga.com.au).

## EY pax all connecting

**ETIHAD** Airways says it saw an 80% surge in usage of its inflight wi-fi network last year, with more than 2.5 million devices also linking to the EY mobile network.

## Choice tees up new partnership

**ALREADY** seeing success as the official accom provider of PGA Australia, Choice Hotels has expanded its partnership across the ditch.

The firm now holds the same title for New Zealand Golf and will offer special accom deals to 130,000 members of 395 golf clubs at its 34 hotels nationwide.

The deals are part of the Choice Hotels Choice Sports grassroots program

(**TD** 09 Sep) and include a 15% discount at the group's Econo Lodge, Comfort, Quality & Clarion brands, with 7% going back to the club with each booking made.

## Albatross snap happy

**AGENTS** are now being invited to cast a vote for their favourite 'Festive Europe' photos submitted by Albatross Tours travellers on their journeys around Europe.

Three categories are available - Extraordinary Places, Spectacular Scenery and Unforgettable Moments, with voting closing at 10am on 13 Feb - [CLICK HERE](#).



Choice Hotels recently renewed its deal with the PGA of Australia.

"We're really excited about the opportunities to work with Golf NZ as we found a number of our properties were located in close proximity to the country's top courses," Choice Hotels chief executive Trent Fraser said.

**Pictured** above is Choice Hotels marketing manager Matt Taylor and NZ Golf ceo Dean Murphy.

## NATIONAL ACCOUNT MANAGER PRINCESS CRUISES®

Princess Cruises is the third largest cruise ship operator in the world and part of the world's leading cruise holiday company, Carnival Corporation (represented in the Asia Pacific region by Carnival Australia).

Reporting to the Head of Sales, Princess Cruises, and with two direct reports, the National Account Manager will be responsible for managing the relationship between Princess Cruises and our major national and wholesale accounts. As the principle point of contact, this role is accountable for developing and growing the business from our key accounts through planning, training and marketing support.

### Key responsibilities will include:

- working closely with the Marketing Manager to develop annual marketing plans with each key account to drive the best return for both parties
- managing the monthly A&P forecast across all Sales Development areas, with supporting strategy on movements in forecast spend
- working closely with the Commercial Planning team identifying opportunities with key partners, and preparing ROI analysis for each major campaign
- providing support and building relationships with key accounts as a dedicated point of contact, including managing escalated issues closely with the Head of Customer Service
- regularly communicating with key accounts, including the generation and supply of reports and performance related information
- developing a regular training program for product and sales staff within each national and wholesale account
- managing and coaching the Princess Cruises Inside Sales team to achieve objectives and KPIs

We seek applications from highly organised individuals, with ideally 5+ years experience in a sales/similar account management role who bring:

- travel/cruise industry experience (highly regarded)
- people management experience, with the ability to inspire and develop direct reports
- strong numerical and analytical skills, with a high attention to detail
- experience preparing reports and performance data
- strong interpersonal, relationship building and influencing skills
- a high level of organisation and prioritisation skills with the ability to work in an autonomous manner and deliver to multiple deadlines
- resilience, with the ability to work under pressure
- proficiency in MS Office (Excel and Powerpoint), and previous use of a CRM (e.g. Salesforce)

For further information and to apply online, please visit our careers website: [careers.carnivalaustralia.com](http://careers.carnivalaustralia.com) Job Reference CAR/1146635



## Travel Technology Support

World Travel Professionals is looking for a talented individual to join our dynamic team in Brisbane.

If you have an interest in travel technology and have travel agency or wholesale experience using a GDS (Amadeus preferred) along with a working knowledge of mid/back office systems, this could be the job for you.

Experience with online bookings systems and a background in technology is a distinct advantage, along with the ability to present, implement and support technology solutions.

In return for your knowledge, creativity and professional skills, we offer a great working environment, an excellent salary and the opportunity of working with one of Australia's leading travel management companies.

### Confidential applications to:

**Amanda Barratt**  
e-Solutions Manager

Email: [amanda.barratt@worldtravel.com.au](mailto:amanda.barratt@worldtravel.com.au)



## Seychelles opening

**AVANI** Hotels & Resorts has opened the 124-room AVANI Seychelles Barbarons Resort & Spa, the group's first property in the Indian Ocean destination.

## CX to herald Year of the Sheep



**HONG** Kong Tourism Board and Cathay Pacific Airways will celebrate the 20th anniversary of the International Chinese New Year Night Parade by handing out discount coupons for passengers arriving at Hong Kong Int'l Airport

between 19-25 Feb.

The 'red packet' of coupons include free Star Ferry and tram tickets, discount vouchers on Big Bus Tours and Kee Wah Gift Series and admission to the sky100 Hong Kong Observation Deck and Trickeye Museum Hong Kong.

Cathay Pacific has been the title sponsor for the event for the past 17 years.

**Pictured** with some of their Year of the Sheep counterparts and CX cabin crew from left are Ivan Chu, Cathay Pacific Airways ceo and Dr Peter Lam, chairman of the HKTB.

## Aquis appointment

**CAIRNS-BASED** engineer and project manager Pat Flanagan has been appointed as project director for the proposed Aquis Great Barrier Reef Resort, located at Yorkey's Knob, Queensland.



### Online Product Market Executive

At Sabre Pacific, we connect people with the world's greatest travel possibilities. We are progressive technological thinkers and innovators of IT solutions for the travel industry.

In the role of Online Product Marketing Executive, you will develop marketing plans and strategies for specific Sabre Pacific online products, such as Sabre Explore, to establish, enhance or distinguish product placement within our market.

Key responsibilities include developing product implementation plans; monitoring competitor activity and market trends; identifying customer needs and using this information to suggest product or service direction; and working with internal departments to enhance existing products or develop new products.

As someone with a minimum 5 years in an Online or Ecommerce product marketing role, you will understand the importance of business partnerships and meeting the needs of partners/customers. Experience in developing documentation, processes and procedures is required, along with strong project management, pricing strategies and analytical skills. Also required is a strong communicator with superior interpersonal and presentation skills. Knowledge of Sabre products, travel agency processes and online booking engines is essential.

For further information, please visit our LinkedIn Jobs page or contact [sandrab@sabrepacific.com.au](mailto:sandrab@sabrepacific.com.au). Applications close 20th February 2015. Please note, only successful applicants will be contacted.

## Contiki agent promo

**FOUR** adventures valued at \$2,500 each are up for grabs for top selling Contiki agents.

The youth specialist will reward the top selling agents of its four styles of travel - High Energy, Easy Pace, In-depth Explorer or Discover Plus (**TD 15 Sep**) - with a Contiki trip of their own.

To qualify for the incentive, new bookings of seven nights or more need to be made between 28 Jan and 31 Mar.

## New SA meeting space

**OAKS** Embassy, Adelaide has unveiled two brand new meeting and event spaces suitable for intimate groups and conferences for up to 20 delegates.

Full day delegate packages have launched starting from \$58pp which includes room hire and room inclusions, a light lunch, freshly brewed coffee & tea and morning & afternoon tea.

Half and full day room hire is also available from \$300 - call (08) 8124 9900 for details.

## SOH 'selfie' hot spot

**THE** Sydney Opera House has rated highly in the world's most popular destinations for 'selfie' photos, according to a study from UK firm AttractionTic.co.uk.

At the top of the list was the Eiffel Tower in Paris, with 10,700 hits based on the Instagram caption of 'Eiffel Tower Selfie'.

In second place was Disney World Florida with 9,870 hits, followed by Burj Khalifa, Dubai (8,860 hits), Big Ben London (8,780) and rounding out the top five 'selfie' hot spots was the Empire State Building in New York City (8,430).

Sydney Opera House was the only Australian landmark to make the list, ranking 13th.

## Kosi Carpet relocation

**APPROVAL** has been granted for Charlotte Pass Village to shift its existing 54m 'Kosi Carpet' lift some 6m north to "allow for better use of the ski run".

Its relocation will provide clearer division of the beginner ski area for children on one side and adults the other.

Developers say the repositioning will create a better visitor experience for skiers & boarders visiting Charlotte Pass in winter.

## Technology Update

Today's Technology Update is brought to you by Amadeus IT Pacific.

### Training for the Future



As a 28 year old travel technology company, you might make a reasonable assumption that our

sole purpose in life is to sell technology.

It might surprise you then that a significant portion of our business is, in fact, not about technology.

Our customers want **consultation**. They want the ability to **transform their business** and we help them do that.

One of the most frequent requests we get is: how can we help our customers address the increasing 'skills gap' in their business today?

We used to think the answer was quite simple: lots of classroom training sessions and regular meet-ups with our product experts. But the reality of upskilling your workforce is a far greater challenge.

According to some education experts, people only retain around 10% of the information from classroom training sessions. Just 10%!

The key to successful training starts with change.

More online training, less classroom. More real-life scenario training, shorter sessions and an ongoing commitment to participate in an ongoing education plan. Learning should never stop.

I will be speaking at the **AFTA Training and Education Symposium** on Wednesday, 11th February in Sydney and will be talking about how we can better equip the Pacific travel industry for the future. Come and join the discussion.

**Guillaume Kozinski, Head of Operations, Amadeus IT Pacific**

**amadeus**

## WIN OPENAIR CINEMA TICKETS WITH BRITISH AIRWAYS



British Airways, the only European airline to service Australia, is sponsoring this year's Bondi Openair Cinema in Sydney and is offering readers the chance to win one final double pass to watch a film of their choice before the season ends on March 1, 2015.

To win, be the first person to send the correct answer to the following question to:

[britishairwayscomp@traveldaily.com.au](mailto:britishairwayscomp@traveldaily.com.au)

What does British Airways call its business class offering?

Need a hint? [Click here.](#)



Congratulations to yesterday's winners Anna Warwick from Destination NSW and Taryn Robinson from helloworld Menai Marketplace!

## DXB quick processing

**THE** recently crowned world's busiest international airport Dubai Int'l Airport has announced plans to overhaul its passport control counters in order to speed up passenger processing.

The Middle Eastern hub used by Qantas will also ramp up its staff numbers to help ease queue congestion, the airport confirmed.

Immigration counters will be redesigned to directly face arriving customers, a move which DXB officials say will make the process take "only a few seconds".

## Great Eastern Drive

**TOURISM** Tasmania expects the opening of the Great Eastern Drive between St Helens & Orford will breathe new life into drive tourism on the state's east coast.

The 110 km route includes vistas of The Hazards mountains of Freycinet National Park, ocean views and rural landscapes.

Half a million dollars has gone into the transformation of the roadway, with new signage and a two year marketing campaign to promote the drive.

"We are working with the East Coast Regional Tourism Organisation and local govt to promote this amazing stretch of road and all the region has to offer, Tasmania's Minister for Tourism, Hospitality and Events Will Hodgman said this week.

## Reed Hols incentive

**AGENTS** booking a holiday with Reed Holiday Group's three touring brands between 09 Feb and 30 Jun will earn a Coles Myer Gift Card valued at \$100.

The company celebrated its 25th anniversary in 2014 and offers commission across its brands which include Australasian Air Holidays, Senior Coach Tours and Young at Heart Holidays. Conditions apply.

## Manukau Is resort

**NEW** Zealand's Overseas Investment Office has approved the sale of Pararekau Island and Kopuahingahinga in Manukau Harbour (near Auckland) to Chinese interests for a mooted six-star luxury resort.

Rainbow Holdings NZ plans to invest NZ\$130 million (AU\$123m) on the luxury property which will include restaurants, entertainment and business facilities, *stuff.co.nz* reported.

## Karma Rottnest

**KARMA** Royal Group has today confirmed its development of a 4.5-star resort on WA's Rottnest Island (*TD* 27 Jan) will be called Karma Rottnest.

## CHC, WLG cautious for NZ/CX

**CHRISTCHURCH** Airport is attempting to railroad Air New Zealand and Cathay Pacific's plan to extend its alliance for 5 years, saying the partnership has fallen short of delivering a number of promised public benefits.

Air New Zealand and Cathay Pacific initially received approval for their North Asia Alliance Agreement from the NZ Ministry of Transport (MOT) for 3 years, commencing 30 Jan 2013.

The alliance allows the carriers to coordinate capacity, scheduling and pricing on services between Auckland and Hong Kong, as well as on 'feeder' NZ domestic routes.

In Nov, Air NZ and Cathay Pacific sought reauthorisation from the MOT for a further five years, telling the authority the pact has enabled Air New Zealand to

## Legendary Wotif pitch

**SPECIAL** accom deals at hotels and resorts between the Central Coast and the Tweed will feature on Wotif.com in a new campaign for The Legendary Pacific Coast.

The \$100,000 campaign is part-funded by the North Coast Destination Network and will see a promotional email blast sent to the 1.5 million Wotif database as well as social media pitches.

The [www.pacificcoast.com.au](http://www.pacificcoast.com.au) platform will also highlight drive itineraries, event info, available activities and video content.

maintain its presence in a key Asian market, and to date, has seen "no consumer detriment".

While Auckland Airport said it is "generally supportive" of alliances, Christchurch Int'l Airport Limited (CIAL) urged the MOT to grant the carriers only a two year renewal.

In its submission lodged on Fri, CIAL said it "broadly supports the alliance on the basis of the public benefits" outlined in its application in 2012, and where the alliance supports wider growth on the South Island.


"However, we do consider that the airlines have not satisfactorily demonstrated that many of those anticipated benefits have eventuated over the initial term, or will do so in the future," the CIAL commented.

The partnership has failed to expand direct flights to the South Island and domestic connections via Hong Kong have decreased, the airport operator said.

CIAL "strongly recommended" Air NZ/CX be permitted only a two year extension, by the end of which the pact be thoroughly analysed for its public benefits "to ensure a longer term does not adversely impact on Christchurch's recovery opportunities".

Wellington Int'l Airport Ltd said the MOT should be "very careful" when assessing the jv's benefits.

The MOT is expecting to hand down a decision by late May.



**WE'RE MORE THAN JUST TRAVEL... WE'LL OFFER YOU THE OPPORTUNITY TO LEAD A TEAM**

### Groups Consultant

North Sydney

If you have travel industry experience and are seeking your next challenge, Flight Centre Groups has an opportunity for an experienced Travel Consultant to join their team, based out of Flight Centre's North Sydney office.

Assisting groups of 10 or more people, this role will present you with a diverse range of clients as you take on responsibility for a range of bookings — whether it's a wedding, school, sporting body, special interest or large family group.

When you join us you'll receive a market leading salary, along with ongoing industry training, support for educational trips and career advancement opportunities. Apply Now!

**Apply Now at: [Applynow.net.au/jobF150868](http://Applynow.net.au/jobF150868)**

## Marketing & Communications Executive



Passionate about connecting customers with our people and solutions? We have an exciting opportunity for a Marketing & Communications Executive in our Sydney office. The successful candidate will assist with the development and execution of product, brand and communications strategy across Australia and NZ. In this broad role, you will provide general marketing support to the marketing team through digital marketing, advertising, campaign management, partner marketing, sales support, social media and event management.

The ideal candidate will have 5 years relevant experience in Marketing and Communication, ideally within the travel industry. You will have outstanding communication and time management skills, as well as being able to run multiple Marketing & Communication projects in a busy environment.

For further information, please email [sandrab@sabrepacific.com.au](mailto:sandrab@sabrepacific.com.au).  
Closing date for applications 13th February 2015.



## Water Park approved

**DEVELOPERS** have been given the green light for a \$90 million water park and accommodation development on Queensland's Sunshine Coast.

Plans for the environmentally-friendly attraction by Waterplay Pty Ltd were revealed last year (**TD** 30 Jul), with building now set to begin in the next 12 months.

The park will be named "Sunshine Park" and located on Steve Irwin Way at Glenview.

Features will include a wave pool for surfing, waterslides, hotel, restaurants, retail and multi-purpose function centre.

Local tourism bodies, residents and council members have roundly supported the proposal, describing it as one of the biggest attraction developments in the Sunshine Coast's recent history.

## Geraldton revitalised

**NEW** tourism opportunities and cultural festivals are expected to flock to the WA coastal town of Geraldton following the opening of a restored Railway Building.

The facility will now be turned into the official Visitors Centre for Geraldton and will also double as a public event and festival space.

## JetBlue fare bundles

**THREE** new airfare families will be unveiled by US low-cost airline JetBlue in the second quarter of 2014 as one of the first moves of incoming ceo Robin Hayes.

Fares on offer will include seat only as its core budget model, an 'Even More' fare including extra legroom, express path security and other extras, and a fare for its new Mint Business Class service.

The carrier says it is aiming to position itself as a midscale air option in between ultra-low-cost Spirit Airlines and the full service Delta, United and American.

## KE revamps Prestige

**KOREAN** Air has redesigned and unveiled its new-look 'Prestige Suite' Business Class seat, which will be retrofitted to all new and many existing long-haul aircraft.

The suite (**pictured**) will initially be available on A330 services from Seoul Incheon to Singapore, Guangzhou and Hanoi.



It will also be fitted on all new A330-300s & Boeing 777-300ERs, 747-8 and 787-9 on order.

Suites offer lie-flat capability with an armrest which can move out of sight to widen the seat, with a personal ottoman built in as a footrest.

The new product will be installed in a 2-2-2 configuration across the cabin but still allows aisle access to each passenger.

**MEANWHILE**, Korean Air has signed a codeshare pact with American Airlines for KE to place its code on AA flights from Dallas/Fort Worth to Seoul Incheon.

Korean SKYPASS frequent flyer members will be able to earn points on AA-operated flights under the new agreement, which is subject to regulatory approval.

## Ohana to be a Hilton

**OHANA** Waikiki West in Hawaii has been sold to an investment consortium for US\$33.1m and will close down on 27 Mar for an overhaul, reopening next year as the Hilton Garden Inn Waikiki.

The formerly Outrigger-owned property is popular with the local market for its central location and mid-market price point.

Demolition of the current building on Kuhio Avenue is set for Apr, with construction of the new property to end in Feb 2016.

The hotel will be across from the redeveloped International Market project, which will feature a Saks Fifth Avenue outlet.

# Conchita says thank you

**RIGHT:** Today's Australian travel industry Conchita look-alike is Daryl Dickson from Singapore Airlines in Perth, who dressed up as last year's Eurovision Song Contest winner at an event organised by a friend in 2014.

"As a massive Eurovision fan I couldn't say no," he told **TD** - and now his stunning look on the night could win him a trip to Vienna courtesy of Austrian Airlines (see **below**).

Appearing as Conchita in **Travel Daily** could be the highlight of Dickson's career - even topping his win as Best Corporate Consultant in the 2012 National Travel Industry Awards.

In this month's **TD** competition the best Aussie industry Conchita will be heading to Europe in May on a global mega-famil for the once-in-a-lifetime chance to attend the 2016 Eurovision Song Contest, so get creative with your transformations.

The competition closes at the end of February.



## Centara pool villas

**CENTARA** Grand Island Resort & Spa in the Maldives has announced an extensive resort-wide refurbishment which will include the launch of 20 new "Sunset Ocean Pool Villas".

All of the luxury Sunset Water Villas and Beach Suites at the property will also be renovated as part of the project.

The five star resort offers a "cashless" experience, with the nightly rate under its Ultimate All-Inclusive Program also including various excursion options such as whale-shark snorkelling, sunset cruises, night fishing and visits to local islands.



From

Brad or Janet

To

Conchita -  
Can you do it?




## Eurovision 2015

Agency competition

Can you transform from Brad or Janet into Conchita? Send us your photo for a chance to win a seat on this mega-famil. The best transformation wins!  
*Details here.*

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#### MARKETING TRAVEL CONSULTANT

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This boutique tour operator is looking for a dynamic marketing coordinator to join their creative marketing production team. Assist with the production of the company brochures, ensure all the itineraries and information are correct. Use your creative flair to showcase their wonderful in-depth itineraries. In return, travel to the incredibly destinations and enjoy ongoing progression. If you have travel industry & marketing exp plus creative writing skills and a passion for travel, this is the role for you!

### THE MORE THE MERRIER!

#### GROUPS SPECIALIST

**NORTH SYDNEY & CBD – SALARY PACKAGE UP TO \$60k**

We have an abundance of group's roles available throughout Sydney from retail to wholesale, cruise to premium sporting tours. Enjoy planning a full bespoke itinerary so not just flights, land products and logistics also safari experiences, cooking classes and hidden city tours. If you have travel groups exp, strong GDS and organisation skills, you will be rewarded with M-F hours only, an office closer to home & top famils/bonuses. Groups' gurus, we want to hear from you!

### DESIRE FOR LUXURY!

#### WHOLESALE TRAVEL CONSULTANTS

**BRISBANE – GREAT \$\$\$**

Do you dream of booking luxury unique experiences for your clients? This highly regarded boutique agency is searching for an experienced senior travel consultant with a previous client database to join their team. You will be creating tailored itineraries to luxury holiday destinations for your exclusive clients. You will enjoy an amazing salary + commissions, Mon-Fri hours, 5 star famils and more. If you have 2 years consulting experience, exception sales & customer service plus a client base, apply now!

### JOIN A FIRST CLASS AGENCY!

#### RETAIL TRAVEL CONSULTANT

**GOLD COAST – TOP SALARY PACKAGE**

Sick of booking the same old itineraries? This leading agency is looking for a first class travel consultant to come and join their dynamic team as an International consultant looking after their high end clients, booking a variety of packages and exotic destinations. Every day will be a new challenge. A minimum 2 year's experience, GDS experience plus strong sales and customer service skills a must. Enjoy a fantastic office location, strong salary package and incentives. Come join this 5 star agency today!

### THE BEST CORPORATE ROLES ARE IN PERTH

#### CORPORATE TRAVEL CONSULTANTS

**PERTH – SALARY PACKAGE DEPENDING ON EXPERIENCE**

Have you ever wanted to work in corporate travel? There are so many opportunities now for experienced travel consultants to take the next step in their careers, you would be crazy to miss out. Move away from face to face travel and deal directly with corporations. Book interesting and intricate itineraries and construct airfares to match your clients requests. The sky is the limit! So if you think it is time to make a change in your career then contact AA Appointments today as these roles won't be available for long!

### YOU NEXT BIG EVENT!

#### CONTRACT TRAVEL MANAGER

**MELBOURNE – HOURLY RATE DEPENDING ON EXPERIENCE**

Are you an experienced travel manager who has worked on large events? We have a sensational new opportunity in Melbourne for an experienced Travel Manager to assist with booking domestic and international group flights for a large conference being held in Melbourne. The ideal contractor would have groups flight experience, and be experienced using Galileo and Events Pro software. In return you will be earning a top hourly rate, have the security of a 3 month contact and work with a fun and appreciative team.

### A RARE OPPORTUNITY AWAITS!

#### EXCUTIVE LEISURE TRAVEL CONSULTANT

**MELBOURNE – SALARY PACKAGE \$55K - \$70K**

Want the opportunity to work for a leading travel company that will offer you career stability and progression? This exciting & rare opportunity will see you dealing with leisure travel bookings for an array of corporate clients. Offering your clients a wide & unique selection of travel options, you will never get bored in this role! A min 3yrs leisure or corporate travel experience is essential to be considered. On offer is a great salary, fun team environment & career progression opportunities. What are you waiting for? Apply

### THE WAIT IS OVER!

#### HIGH END LEISURE CONSULTANT

**MELBOURNE - SALARY PKG DEPENDING ON EXPERIENCE**

Would you prefer to work close to home? We have some sensational roles that will see you working close to home and kissing the city commute goodbye! These well-known travel companies now require superstar consultants to join their teams and service the repeat and referral clients of the offices with their high end leisure bookings. These roles will see you working exciting hours and be paid a top end salary. Don't wait another minute, secure your new role for 2015 today and never look back.