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QANTAS

Burnes fires first FC shot

HELLOWORLD Limited ceo designate Andrew Burnes has flagged member shareholding, longer office hours, better tools, and a possible consolidation of brands (see **page 6**) as future initiatives under his leadership.

Addressing some 600 delegates at the Helloworld owner managers summit in Wellington, Burnes said the group's "service proposition" was what would set it apart from its "fierce competitor" the Flight Centre Travel Group.

He said Flight Centre's 'airfare price guarantee' is a compelling proposition in people's minds, "as airfares are the main focal point for people when they are booking," but added 99% of people's travel experience comes after landing.

"What comes after the guarantee? What comes after you land is what makes the difference."

Burnes said 'service' in the minds of travellers is yet to be tapped.

"Therein lies a wonderful opportunity for Helloworld as a brand to establish its fundamental service proposition," he said.

The AOT ceo & industry pioneer of 28 years told delegates there

are many opportunities in the industry today, but also warned "there are just as many risks".

Besides Flight Centre, Burnes said he is "critically aware" of other "disrupters" facing the traditional distribution platform, citing Uber, Airbnb, OTAs, airline loyalty programs and niche price point packaging, all of which have "never been more active".

"As you look through the travel industry it is littered with those who look to take and are taking away the travel consumer from your stores. Away from your phones & away from your portals and onto their own," he said.

HLO shareholders vote on the merger of Helloworld Ltd and AOT Group - already backed by Qantas & Europe Voyager which hold a 50% stake - at an extraordinary general meeting in Jan.

More on **pages 2, 3, 4, 5 and 6.**

Today's issue of TD

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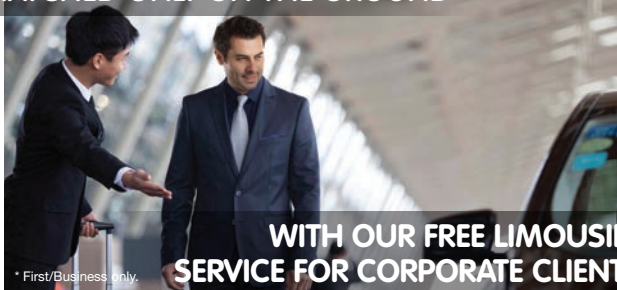
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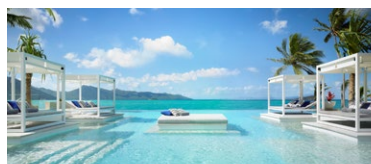


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Helloworld off-shore?

THE alignment of Helloworld & AOT Group could see the bricks-&-mortar retail travel group lift its presence beyond Australia.

Designate ceo Andrew Burnes said there may be an opportunity to co-brand AOT's existing 12 overseas offices under the helloworld banner in the future.

Currently, the Helloworld brand is limited to Australian shores but will branch out across the Tasman in 2016 as Stella NZ takes over 12 Air New Zealand Holidays offices and rebrands them as helloworld.

AOT has customers in 72 nations serviced by staff in a dozen offices in London, Milan, Munich, Paris, Seattle, Hong Kong, Shanghai, Singapore, Jakarta, Mumbai, Bali and Rarotonga.

AOT's offshore offices' primary purpose is to provide services to inbound customers, with Burnes flagging the expansion of those teams - following the merger with HLO - as a "fledgling thought".

"I think there is some opportunities there for some of our offices internationally to enhance the service proposition that the franchisees have."

Helloworld customers travelling around the world could utilise the foreign AOT service centres to handle enquiries, Burnes said.

"Ultimately, they will likely be co-branded as helloworld but they'll keep their fundamental proposition which is as sales & marketing offices for AOT's inbound business."

easyway becomes Tango

QANTAS Holidays and Viva! Holidays will relaunch & rebrand its booking platform *easyway* under the new moniker Tango from next year, offering significant system enhancements to travel agents.

QHV's new front end of Calypso has been undergoing a revamp for the past several months, Helloworld Limited head of sales Fiona Dalton revealed yesterday.

The current *easyway* platform is 10 years old, with Dalton saying QHV is responding to feedback from the trade for a fresh face.

"One that will give you flexibility in how you search for product or construct a holiday and one that's intuitive, easy and fast".

Enhancements include a new search widget from Tango's homepage that displays all flights, hotels, cars, transfers & activities, with the system not requiring components to be loaded in any particular order - significantly reducing the number of steps to process a quote or booking.

Tango features a button to

ensure all components are in the correct sequence and itineraries can be saved as a quote or easily converted to a booking.

Tango also enables consultants to price adjust itinerary costing, up or down, with nett prices to the agent remaining unchanged.

Other features include a toggle to select brand, 'passenger view' option to hide financial details/ commission, interactive maps, invoices, itineraries-on-demand & a spot to show supplier comments.

Tango will be deployed on a user acceptance pilot in coming months, Dalton added.

CLICK HERE to preview Tango.

QHV cut int'l deposits

HEAD of sales for Qantas Hols & Viva! Holidays Fiona Dalton has revealed HLO's wholesale division will standardise deposits for international bookings in line with domestic, to "simplify and streamline our business offering".

Effective immediately, QHV and sister brand The Cruise Team (that includes land and air) will charge a modest \$55pp deposit.

Further, QHV will also now hold the deposit of cancelled bookings in suspense for six months - less supplier cancellation fees - rather than being non-refundable.

Dalton said: "This change will give you a streamlined cost effective solution on deposits that recognises the value of allotments".

Aloha Global Achievers

THE destination for the 2016 Global Achievers that rewards 170 Qantas Holidays' top sellers has been announced as Honolulu.

To be held in Oct in coordination with Hawaii Tourism & Starwood, participation is based on QH sales across all brands, including Insider Journeys, until 30 Jun.

Last chance to win!

TODAY is the last chance to enter *Travel Daily's* month-long competition to win a trip to New Caledonia, courtesy of Aircalin & New Caledonia Tourism.

To have a chance at winning the five night trip for two, see **page 7**.

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What's at stake for HLO agents?

MEMBERS of the Helloworld Ltd business will be offered a chance to become shareholders in the company under an initiative planned by designate ceo.

Speaking at the Helloworld owner managers summit in New

Zealand, Andrew Burnes said it would be a goal of his to enable more members to have a slice in the "successful transformation of the company".

"Before the end of Jan, I will be outlining plans which will see each and every owner of our franchises having an opportunity to own a part of Helloworld Ltd, and I believe these initiatives will help to align our mutual efforts to continue to grow and develop our franchise network in Australia and New Zealand."

Burnes told **Travel Daily** HLO currently has approximately 950 shareholders and about 440 million issued shares.

A specific quota or percentage of shares to be made available to franchisees is still to be discussed.

The cut of the company will not be a "huge stake", Burnes said, but for agency owners to have a slice in the business will enhance the alignment of interests between franchisees & franchisor, he said.

"To attract our franchisees to invest in the master business, I think is a good thing."

HLO shares on the up

THE share price in Helloworld Ltd jumped 38% in the week after the company confirmed its merger with AOT Group, Andrew Burnes told **Travel Daily** on Sat.

Burnes boasted the share price spike to 0.41c on Fri reflected confidence from HLO investors in the planned merger.

Singapore Summit

HELLOWORLD head of branded network Julie Primmer revealed yesterday that the 2016 Helloworld owner managers summit will be held in Singapore.

A specific date for the 2016 event is yet to be announced.

3m cruisers by 2030

CARNIVAL Australia ceo Ann Sherry has revealed that having surpassed the one million passenger milestone in Australia for a single season in 2014/15, it is now time to up the ante.

Sherry told delegates at the Helloworld owner managers summit that her new goal for the thriving cruise sector would be to crack the 3 million mark by 2030.

"We need to get more people choosing cruises as a holiday and it is absolutely doable," she said.

More from Sherry in tomorrow's issue of **Cruise Weekly**.

Air NZ digital push

AIR New Zealand is set to boost its brand awareness in the digital arena, with chief executive officer Christopher Luxon revealing plans are afoot for the NZ carrier to "unleash digital technology".

Luxon told Helloworld Limited delegates in Wellington yesterday the carrier would be jacking up its technology budget by 66% in the next year "as we think about how we can transform our business."

The strategy would include the introduction of a chief digital officer, Luxon remarked.



Window Seat

YOU'VE probably never heard of novelty credit card jealousy?

Helloworld Ltd emcee for last weekend's owner managers summit in Wellington was the always entertaining Seven Network celebrity, Larry Emdur.

The Morning Show host was at the event courtesy of Steve Callaghan from Cash Passport & was supposed to have a credit card prop, which had been held up at Auckland Airport security.

By mid-morning the over-sized credit card (**below**) arrived intact in Wellington for Emdur to show.

But while viewing a highlights reel during a presentation from the 2015 Helloworld Frontliners conference in Cairns this year, Emdur spotted Nine Network's Stevie Jacobs, appearing in photos with said credit card.

Drawing attention to the issue, Emdur called out to Callaghan: "Is that the same card?"

"Cause if it is, I feel a whole lot of Qantas emotion coming on," Emdur quipped in reference to QF's heartstring-tugging 'Feels Like Home' ad campaign.



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Today's issue of **TD** is coming to you from Wellington, courtesy of **Helloworld Limited**

THE past weekend in Wellington saw 600 Helloworld Ltd owner managers hear from the firm's senior execs & keynote speakers on the topic of 'leadership'.

Head of associate, corporate & affiliate networks David Padman said great leadership is about "keeping your eye on the game and not stopping even when times get tough".

Head of branded network Julie Primmer emphasised that great leaders are perceivers, love what they do and are great problem solvers and negotiators.

Chief marketing officer Kim Portrate gave a detailed analysis of how Helloworld is positioned in the marketplace, highlighting NPS, CRM, digital marketing & social media successes, such as the recent #helloworldrelay.

Qantas exec mgr - group brand & marketing cmo Stephanie Tully revealed the internal strategy taken in recent years to position QF as an airline industry leader. More in **Travel Daily** tomorrow.

Ticket wallet revamp

NEW document compendiums are set to be phased in by Qantas Holidays & Viva! Holidays to replace the existing versions.

Fiona Dalton said feedback from agents was the current black and pink offering is "too big and not practical to travel" & will be replaced by black ticket wallets.

The new co-branded QH/Viva! compendiums will be available to customers who spend \$6,000 (up from the previous \$5,000), when current stock is exhausted, while a cruise version will be rolled out for all bookings over \$8,000.

Agents wishing to purchase the ticket wallets for their clients will be charged \$30 (commissionable).

Helloworld branded agencies will have access to a helloworld blue version.

helloworld brochures

AGENCIES aligned with the helloworld branded solution will have access to a complete set of domestic and international branded brochures in the future.

Helloworld mull longer hours

SELECT member agencies of the Helloworld Ltd network should consider keeping their office doors open longer, says designate ceo of the group Andrew Burnes.

Referring to the controversial topic of office hours as "the old chestnut", Burnes told delegates HLO travel agents and affiliates are missing out on potential business outside the normal 9-5 hours to Flight Centre.

"It's a common theme that I hear from different people, that when we go into particularly some of the bigger shopping centres & high streets our friendly competitors are open & we're not."

"I've seen that at the friendly competitors, they are six deep at the counter, and then you walk over to the helloworld branded or associate store, and its shut."

Burnes told **TD** extended hours would not suit all agencies "but I think there are some places that we need to encourage our owners to open up a bit longer."

The traditional bricks-&-mortar agency ultimately needs to be open 24/7 to compete with online travel companies such as Expedia, Burnes told **Travel Daily**.

"Unlike bricks-&-mortar outlets, OTAs don't have to sit behind a desk as their call centres operate

24/7 and their portals are always on...in some way shape or form we need to be available 24/7."

He was however understanding of "strong" industrial relations reasons (IR) preventing businesses from rushing out to change their hours, taking into account staffing shortages and penalty rates.

"It's lovely for me and others to say we've got to be open, but its got to be profitable. We have to come up with some IR solutions that would actually allow stores to be open longer and to make money by opening up the door, not lose money."

Burnes told delegates during the conference, "the bottom line is we need to be open when our customers want to book and that is not always the case."

"I believe we need to work more closely with you to facilitate IR solutions that will enable you to open longer and on more days at a reasonable cost, better after hours solutions and, as I mentioned earlier, online solutions which mean you are never closed and you are participating fully in the revenue stream from the online channel."

"In this way we can collectively ensure you are effectively always open for business."

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Helloworld heads to Wellington



HELLOWORLD Limited's senior executive team were in full force in Wellington, New Zealand last weekend for the group's owner managers Summit.

The summit provided agents an opportunity to meet designate ceo Andrew Burnes face-to-face.

Burnes certainly isn't new to the industry, a point he was keen to promote to Helloworld Ltd owner members last weekend.

The tourism heavyweight has an extensive industry background, in 1998 establishing and running a safari touring business to Cape York ex Cairns.

He's owned eight retail travel agencies across the country and was chairman of ATEC for four years, a director and deputy chairman of Tourism Australia for five years and a trustee of the Travel Compensation Fund, also for five years.

Burnes has slightly more than a 10% stake in HLO, which will rise to 40% if shareholders approve

the merger with AOT in Jan.

"My ongoing commercial success and stability is tied 100% to the success and stability of helloworld.

"I am not going anywhere. I've been privileged to be the ceo and managing director of the AOT Group for 28 years & whilst it might be a bit ambitious to think I will be the ceo and md of Helloworld for the next 28 years, I am going to give it my best shot...making this business something we can all be proud of," Burnes said.

Pictured are the Helloworld executive team of David Padman, head of associate, corporate & affiliate networks; Kim Portrate, chief marketing officer; Jenny MacDonald, chief financial officer and acting chief executive officer; Andrew Burnes, designate chief executive officer; Julie Primmer, head of branded network and Simon McKearney, executive general manager of Stella New Zealand (**TD Wed**).



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Cover-More ID move

COVER-MORE Insurance is preparing to switch the method customer details are collected, moving from a policy number driven environment to a customer number.

"What that means is we can uniquely identify every single customer, so if customers have a pre-existing illness, they won't need to go through the same process every single time they are going to go travel overseas," said Cover-More Insurance gm customer, Richard Austin.

Austin told Helloworld Ltd agents the move, to be rolled out in Jan, makes for a "far better user experience".

Austin also said Cover-More has streamlined the back-end of the process for online claims, which means it's faster for customers to make claims, and with less effort.

It is now possible for customers to check the status of a claim during the process & obtain dollars while they are travelling.

In Jan, Helloworld commenced a preferred travel insurance agreement with Cover-More.

So far this year, Helloworld sales via the listed travel insurance firm have risen by over \$1 million, while pay-outs to customers are close to topping \$9 million.

Monday 30th Nov 2015

Depart cards going

AUSTRALIAN Federation of Travel Agents chief Jayson Westbury confirmed on Sat that Australia's departure cards are set to be made redundant in 2016.

"It's going. Isn't that exciting?" Westbury told members of the Helloworld Summit in Wellington.

Westbury said he has been on a crusade for the past eight years to have the unnecessary departure cards axed, arguing the govt collects the data it requires when passports are scanned at immigration & flight information is recorded at the gate.

The AFTA boss said the departure cards would be scrapped by the end of next year.

Australia is one of only a few countries left in the world to ask departing travellers to fill out the cards, with New Zealand another.

At Sydney Airport & destined for other major gateways, the bulk of departing travellers can use self-service e-gates and drop off departure cards in a box which is not screened by immigration staff.



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Today's issue of *TD* is coming to you from Basel, courtesy of Switzerland Travel System, Rail Europe and Switzerland Tourism.

A CHILLY eight degrees in Basel today welcomes 14 travel agents and GSA's from Australia and NZ for the 2015 Swiss Travel Pass SuperStar faml.

These lucky recipients were the top performers of a three-month global incentive program rolled out in May, designed to encourage agents to promote and sell Swiss Travel Passes.

The all-inclusive prize trip flying Swiss International Airlines will see the group visit the cities of Lucerne, Interlaken, Montreux & Zurich over the next seven days.

With most being first time visitors to Switzerland, these agents will get to experience all the key highlights including travelling on a variety of scenic train journeys, the magic of the Christmas markets, tasting traditional food and drinks and engaging with local traditions.

Be sure to follow all of the group's adventures this week in *Travel Daily* and on Facebook.

Google Flights coming

INTERNET search engine Google is set to enter the flight booking scene in Australia & New Zealand within the next 12 months.

Google Flights is already active in the US & parts of Europe, and acts as a flight booking service through third party suppliers.

Responding to a question from a delegate during a presentation by Google at the Helloworld owner members summit, Google industry head of travel Dougal McKenzie revealed "discussions" are already underway with local airlines.

"Do we want to be an OTA? No. Do we want to own an airline or a hotel? No, that's not our business.

"Is our business true to its core of taking the world's information & making it universally accessible and usable - which will always be our core mission? Yes."

McKenzie told delegates: "My guess is you'll see that next year."

The Google exec emphasised Google Flights is not the merchant in the transaction process.

HLO consolidation?

DESIGNATE ceo for Helloworld Ltd Andrew Burnes believes there may could be brand consolidation opportunities within the business, once approvals of the AOT merger are finalised.

Burnes told *TD* it was too early to consider further acquisitions for Helloworld, saying there's nothing on the horizon currently.

He admitted there are "a lot of brands" supporting different elements of the business.

"When it comes to brands covering the same thing, I am a fundamental believer that less is more," Burnes told *Travel Daily*.

"I've got no doubt at some time we will contemplate what to do with all the brands, and whether or not this in any logical reason to bring any of them together.

"But we are not there yet".

'Patchy' QHV Q4

HELLOWORLD'S wholesale division has reported a "patchy" Q4 performance for int'l FIT sales, blaming a "negative effect" on TTV on the Bali ash cloud.

Qantas Holidays/Viva! Hols head of sales Fiona Dalton said the HLO wholesale divisions, which include ReadyRooms & The Cruise Team, are performing "very well" on the trans-Tasman FIT and international cruise front.

Dalton highlighted the South Pacific, Singapore, Hong Kong and North America as markets that strong or "holding up".

However, she said a softness in equity markets and higher currencies remains a concern for consumers mulling trips to the UK and Europe.

Dalton questioned the "plague of higher short term tactical commissions and exorbitant cash incentives" by competitors.

"Educational are being used as leverage ahead of learning and development and short-term incentives are compromising service standards," she said.

Dalton told *Travel Daily* agents are being bombarded with short-lived offers that will have little benefit for their businesses in 3, 6, 9 or 12 months time.

The best of Basel



A GROUP of lucky agents were recently invited to experience Basel, also known as Switzerland's "city of culture".

The faml featured a guided city tour which showcased Basel's unique architecture, historic landmarks, shopping destinations, picturesque Old Town and restaurants and bars.

Participants also made a quick stop to the iconic Christmas House of Johann Wanner for quirky Christmas bauble gifts.

The day ended with a peaceful stroll through the grounds of the Christmas Markets and an indulgent traditional Swiss cheese fondue dinner.

Pictured at the guesthouse and culture centre, Der Teufelhof Basel are: Mark Wettstein, Switzerland Tourism; Ingrid Kocijan, Rail Europe & Christoph Bosshardt, Basel Tourism.

TFF Holiday survey

IT'LL be business as usual for most Aussies this coming holiday season, according to a national survey of 1,000 people conducted by the Tourism and Transport Forum, Australia.

Some 40.3% of people surveyed stated they would not be changing their routines at all during the holiday months; while 12.5% reported that they would only take statutory days off; with only 47.2% looking to take extra time off over Dec and Jan.

"Australians are well known as leave hoarders - collectively we have 123.5 million days' worth of leave up our sleeve according to Ray Morgan Research," said TFF ceo Margy Osman.

Cruise Team live chat

AGENTS dealing with The Cruise Team will be able to have one-on-one conversations with resident experts from next year when the Helloworld Ltd-owned business rolls out 'Live Chat' functionality.

A pilot program to test Live Chat is currently underway with select Cruise Premium Agencies.



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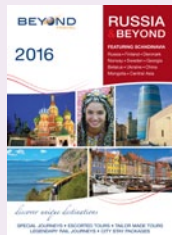
Brochures

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



Infinity Holidays - Mexico & Caribbean 2016/17

Three new cruises have been introduced, including the new *Carnival Vista* ship. There is a sprinkling of new hotels to choose from in this year's brochure, particularly in Cancun and the addition of intro sections with tips on where to eat and drink. Highlights include a Zip-line Canopy tour in Jamaica, and eight-day Cortez Tour that starts with three-nights in Mexico, followed by one night in Taxco and three-nights in Acapulco.



Beyond Travel - Russia & Beyond 2016

New packages featuring Hurtigruten and an exclusive small group journey are new to this year's program. One of the new tours is an 18-day package which takes in Sweden, Denmark, & Norway around a five-night Hurtigruten voyage from Kirkenes through the Lofoten islands and a crossing on the Arctic Circle on the way to Bergen. Also new are Scandinavia ferry services, short-stay city and fjord packages, additional sightseeing options and more hotels throughout Scandinavia.



Topdeck - Asia 2016/17

Topdeck has added Asia to its mix of destinations, with the company launching trips across Thailand, Indonesia, Japan, Vietnam, Singapore, Malaysia, Laos and Cambodia. The program offers 11 trips, with experiences ranging from skiing in Hakuba, taking in the energetic Ho Chi Minh City, lazing on the beaches in Seminyak and seeing Angkor Wat in Cambodia. Highlights include the 27-day Indochina and Thailand trip, which explores Vietnam, Cambodia, Laos, Thailand and Bangkok.



Scenic - Magical Wonders of Christmas 2016

A number of festive cruises and land tours for those wanting to experience a European winter or a white Canadian Christmas are available in Scenic's new brochure. Highlights include 11/13-day Christmas in the Rockies, which travels from Victoria to Banff, including one-night aboard the 'Snow Train' from Vancouver to Jasper, a sleigh ride along the lakeside trail to the end of majestic Lake Louise and celebrates Christmas at the Fairmont Banff Springs.



Broome Kimberly & Beyond - 2016/17

Plenty of new product for Western Australia, Northern Territory and for the first time, South Australia feature in the new 115-page brochure. Options include relaxing on Cable Beach, cruising in the Kimberley, a 4WD adventure through rugged inland gorges or magnificent outback scenery, exploring the wine regions and experiences in Perth, Adelaide and Darwin. 'Destination packages' are available that

include accommodation, tours and car hire, along with cruises, tours ranging from camping to accommodated, rail, car and campervan hire, flights and group travel.

Jurassic World for VIC

MELBOURNE will take centre stage in Mar, hosting the world premiere of *Jurassic World: The Exhibition*.

"Jurassic World: The Exhibition is going to be an absolute showstopper, and we've got it first," said Minister for Tourism and Major Events, John Eren.

"Big Exhibitions like Jurassic World mean thousands of visitors converge on Victoria, and that's an enormous win for Victorian businesses and State's economy."

Since 2004, exclusive exhibitions have injected \$427m into VIC.

Exhibited at the Melbourne Museum, the immersive display will offer up-close encounters with realistic life-sized animatronic dinosaurs, developed by Melbourne's own Creature Technology Company.

Monday 30th Nov 2015

NSW to host NCAA

SYDNEY will play to host the opening round of the 2016 National Collegiate Athletic Association (NCAA) Division One College Football Championships next year, between University of California & University of Hawaii.

Held 27 Aug at the ANZ Stadium, the event is anticipated to attract more than 15,000 domestic and international visitors to Sydney and inject more than \$10m in visitor expenditure to the local economy, according to Tourism and Major events Minister, Stuart Ayres.



Win a trip to New Caledonia

This month *Travel Daily*, Aircalin and New Caledonia Tourism are giving agents the chance to win an amazing trip to New Caledonia including:

- Two complimentary return economy class tickets on Aircalin
- 5 nights' accommodation in a one bedroom apartment for two Including buffet breakfast everyday provided by Ramada Plaza Noumea.
- Return airport transfers



All you have to do is have the most correct answers and the most creative answer to the final question. Send all your answers to newcalcomp@traveldaily.com.au

21. To win, just tell us in 25 words or less your dream holiday in New Caledonia. Get creative!



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 at www.traveldaily.com.au.

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MELBOURNE & SYDNEY - SALARY PACKAGE OTE \$125K

If you have the determination & resilience of a successful BDM this exciting opportunity with a leading Brand is available now. If you can articulate your proven ability to build new business through your initiative, relationship skills and target-driven attitude, this company has a place for you on their growing team. Your success will ensure their continued growth and you will be rewarded with a fantastic salary plus bonuses & benefits.

MAKE AN IMPACT!

NATIONAL ACCOUNT MANAGER - HOTELS
BRISBANE/SYDNEY - FROM \$80-\$85K ++

This growing hotel brand is looking for an experience Account Manager to join their national sales team. Handling a portfolio of corporate clients you will build & develop relationships, build strategic business plans, deliver key objectives, source for new opportunities & converting into sales. To be successful previous hotel experience is preferred, along with strong account management, presentation and negotiation skills. A great package on offer for you to enjoy!

**** NEW ROLE ****

BUSINESS DEVELOPMENT MANAGER - EVENTS
MELBOURNE - SALARY PACKAGE NEGOTIABLE

This very reputable meetings, incentive, conference & event travel company require a strong business development manager to join their sales team! Servicing large scale programs, this company has a strong client portfolio however require a hunter to chase new business. You will focus on various sized organisations, driving B2B sales for the company's events solutions, whilst maintaining relationships and driving retention.

BREAK AWAY FROM THE EVERY DAY SALES ROLE

INDUSTRY BDM - PREMIUM PRODUCT
SYDNEY - SALARY PACKAGE \$\$\$

This fantastic new sales role has your name written all over it. Looking after the Australian market, you will be self-motivated and utilise your strong negotiation skills to qualify opportunities and increase sales, growing sales revenue and build strong ongoing relationships with key industry personnel. Your friendly personality, presentation skills & creative ability is required here. Contact us today to hear more about this exciting opportunity.

LEAD THE WAY!

HEAD OF COMMERCIAL
SUNSHINE COAST - \$200K + SUPER

This successful international company is looking for an Executive Commercial Manager to join their team. You will be responsible for the company's entire commercial function incl. the sales team, the successful culture, commercial & financial performance, identifying market opportunities & executing business strategies to maximise revenue. Extensive senior commercial management exp. in travel/hospitality essential. Executive package on offer.

**** NEW ROLE ****

COMMERCIAL PARTNERSHIP MANAGER
MELBOURNE - REMUNERATION \$120K - \$150K

This global travel company are looking for a Senior Business Development Manager to acquire new corporate travel business for their corporate brand. You will be focused on new business wins & complete lead generation across the LARGE market space. If you are good at building relationships & have fantastic relationship building skills, then this role is for you! With this leading TMC, your career will be put in number one spot. Terrific employee benefits on offer.

***NEW ROLE* REAP WHAT YOU SOW**

CLIENT RELATIONSHIP MANAGER
PER, SYD & MEL - SALARY PACKAGE UP TO \$90K

As Client Relationship Manager you will be responsible for managing a portfolio of high profile clients. Key objectives include growing revenues, increasing margins and retaining the business.

To do this, you will have a thorough knowledge of corporate travel as well as the professional communication & negotiation skills to deal with managers at all levels up to executives. Enquire today.

YOUR LIFE IN EVENTS WILL ONLY GET BETTER

SENIOR EVENTS MANAGER
SYDNEY - SALARY PACKAGE OTE \$90K++

If your experience lies within conference & incentive program management and you have managed event teams, this is a rare opportunity to join an industry leader. You'll be well versed in the creation and delivery of unique, motivational and exciting events for corporate clients, including incentive groups, conferences and launches. This is the role everyone wants! Do not miss your chance to secure this sensational role.

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Working in partnership with the Australian Travel Industry

After Sales Customer Support Consultant

Brisbane, Pkg of \$55k + Super, Ref: 1797S21

Are you sick of focusing on just sales and want a bit of diversity in your role to assist customers that holds existing bookings with post sale enquiries? If you are an experienced Travel Consultant with 2 + years you will be experienced in making changes to flights and wholesale products to ensure customer satisfaction. Rotational working hours predominately Mon - Fri and although, you will be required to do a weekend once a month with days off in lieu. Fantastic company benefits.

For more information please call Serena on
(07) 3023 5023 or click [APPLY](#) now.

Cruise/Tour Consultant

Sydney, Up to \$60k + Super DOE, Ref: 1866PE15

Great New Company!! Are you looking for a new challenge where you can make a role your own? My Clients are seeking a highly experienced travel agent to join this new team. To be considered for this position you will be an outgoing and enthusiastic individual with at least 5 years experience specialising in cruise. You will have a love of sales with a track record for consistently delivering outstanding results. These opportunities do not come up very often; interviews happening now!

For more information please call Paul on
(02) 9113 7272 or click [APPLY](#) now.

Entertainment Travel Specialist

Melbourne, \$Competitive Salary, Ref: 1956KF1

Want to work with the bright lights of entertainment? Currently working in a similar role and looking for a change? This fantastic agency is looking for someone to join their team booking entertainment travel. From music artists to national sporting teams, they've been the travel manager behind performance-related and sporting events worldwide. This is a unique opportunity for savvy entertainment consultants who know how to think outside the box and are creative problem solvers.

For more information please call Kate on
(02) 9113 7272 or click [APPLY](#) now.

Travel Supervisor

Adelaide, Competitive Salary, Ref: 2058DV4

Are you looking for a more senior role within a well-established and respected name in leisure and corporate travel? Positions within this company don't come along too often due to a low level of staff turnover and this role won't be around for long! No two days are the same in this role as you will deal with your portfolio of corporate accounts offering both business and leisure travel! As well as consulting you will be working in a supervisory role and will need to have supervisory experience.

For more information please call Dave on
(02) 9113 7272 or click [APPLY](#) now.

International Travel Consultant

South East Queensland, Competitive Salary, Ref: 2037LM1

An excellent opportunity has opened South East of Queensland at an independent retail travel agency. To be successful in this role my client requires an experienced Travel Consultant that is confident in building their reputation further and continuing the development of this agency. You will join a small team of knowledgeable travel consultants. Be recognised for your performance and exceptional customer service with a solid base salary with individual incentives. GDS experience is required.

For more information please call Lia on
(07) 3023 5023 or click [APPLY](#) now.

Senior Cruise Consultant

Sydney, Up to \$55K + Super, Ref: 1992MB1

After something different in your day? Wanting a mix from just consulting? This is the perfect opportunity for an experienced Travel industry professional looking to develop your skills further. This respected client is looking for a dynamic and passionate senior consultant with fantastic attention to detail. You'll be managing air bookings, hotel and cruise groups and booking any third party arrangements required, as well as leading by example and mentoring your team to drive success.

For more information please call Serena on
(02) 9113 7272 or click [APPLY](#) now.

Japan Wholesale Travel Specialist

Melbourne, \$40k + Incentives, Ref: 2051TS1

Passionate about off the beaten track destinations in Japan? This is a fantastic opportunity for a consultant with experience in FIT, tour, ski and rail products to join a travel company specialising in Japan. This is a diverse and stimulating role working with a fantastic team in a fast paced environment. We need a consultant who can build rapport with agents, provide extraordinary customer service and create personalised itineraries. Great package and incentives are on offer!

For more information please call Tammy on
(02) 9113 7272 or click [APPLY](#) now.

Corporate Travel Consultant

Perth, \$50-\$52k, Ref: 1877DV5

My client is looking for a Multi-skilled Corporate Consultant to join their expanding and successful team in the Perth area! Your experience within Corporate will be rewarded and valued in this global company and you'll be offered further development. If you have excellent corporate consultant experience then you can succeed in this exciting challenge and build your career further. In return for your hard work you will receive an excellent competitive base salary, company commission and Super.

For more information please call Dave on
(02) 9113 7272 or click [APPLY](#) now.



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GIFT VOUCHER
TWO \$100 BEST RESTAURANT
GIFT VOUCHERS**

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