



Travel Daily

First with the news

Friday 26th August 2016

HOT DESTINATIONS!
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MORE INFO

travel directors

VA/SQ alliance tick

THE Australian Competition and Consumer Commission yesterday issued a draft decision which would see the alliance between Virgin Australia and Singapore Airlines re-authorised through to 2022 (**TD** breaking news).

The pact, which kicked off in 2012, has delivered "significant public benefit for Australian travellers" according to VA gm alliances, Phil Squires.

He cited new services such as direct flights from Singapore to Cairns, Darwin and Canberra, as well as more frequencies and greater capacity on key routes.

More destinations have been added to the joint network, while the pact has also led to a "world first points conversion initiative" allowing members of Velocity Frequent Flyer and SQ's KrisFlyer loyalty programs to convert points between both schemes.

The ACCC is now seeking comment on the draft ruling.

Helloworld blasts OTAs

HELLOWORLD has flagged plans to create an "integrated solution giving our customers the best of both worlds" in the coming year, with the firm's bricks & mortar franchise network distribution to be "aligned with online distribution platforms".

The move was revealed in the company's annual results announcement late yesterday afternoon (**TD** breaking news).

Helloworld said "online travel agents can never match the 24/7 service our network offers, with over 700 network members in our branded and associate networks in Australia and NZ and over 7,000 retail travel consultants crafting, monitoring and managing travel arrangements for over 2 million customers annually".

It's the first annual result since Helloworld merged with the AOT Group in Feb, with the combined

TTV coming in at \$5.1 billion and profit before tax of \$3.45 million.

The retail segment generated TTV of \$3.6 billion, up 3.5% but revenue decreased 2.9% to \$147.5 million and the net profit of the division was \$6.2 million.

Travel Management saw its TTV jump 22.7% to \$736.2 million, mainly reflecting QBT's appointment to the Whole of Australian Government contract.

Divisional EBITDA for Travel Management was \$1.4 million after allocating shared service costs.

TTV in the wholesale/inbound segment jumped 20.2% to \$801.8 million but the division had a net loss of \$4.1m, despite including five months of AOT trading during which AOT recorded a \$3m profit.

Interestingly Helloworld's overall pre-tax profit of \$3.45 million was exactly 1% of the \$345 million result reported by Flight Centre.

More from Helloworld on **p4**.

Air China kk CTU/SYD

STAR Alliance member Air China overnight confirmed details of its new direct flights from Chengdu to Sydney (**TD** 19 Aug), with the service being the first non-stop operation between western China and Oceania.

"Not only will travellers flying out of Chengdu be able to directly fly to the sunny port of Sydney, but people from cities all across western China...can also fly from Chengdu to travel to the southern hemisphere," the carrier said.

Air China currently flies directly from Beijing and Shanghai to both Sydney and Melbourne and plans to launch a Shenzhen-Melbourne route at the end of 2016.

Today's issue of TD

Travel Daily today has eight pages of news & photos, plus full pages from: (click)

- InPlace Recruitment
- Travel Trade Recruitment

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Already registered? To celebrate our win at the NTIA's, we are giving away David Jones Gift Cards for every individual group booking of 10 or more passengers made between 20 July and 31 August 2016. For more details on this amazing opportunity including terms and conditions, please [click here](#).



qantasgrouptravel.com



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Shirley Field out of VA

VIRGIN Australia gm of global sales Shirley Field is understood to be no longer with the carrier, with her departure coming just days after she launched VA's new 'Fares for You' structure (**TD** 09 Aug).

Air NZ's record results

AIR New Zealand had a knock-out FY2016, recording the best results in the airline's 76 year history and setting many records.

The carrier's net profit after tax jumped 42% to NZ\$463m, earnings before other significant items and tax blasted ahead to NZ\$806m, up 70% on the year prior and customer satisfaction was at record highs.

Staff will reap the benefits, with the board awarding a Company Performance Bonus of up to \$2,500 to 8,200 staff who do not have other incentive programs.

"I am extremely proud of the airline's achievements, our people and the contribution we make to super charging New Zealand's success," said chief executive officer Christopher Luxon.

Looking ahead, Luxon acknowledged increased competition as other international airlines add capacity.

"There's no doubt customers have more choice but we are confident that we have the right pricing, products and services to stay a step ahead of the competition as we grow our business at home and overseas."

It's no surprise Luxon is feeling positive, with the ceo bringing in a fixed remuneration of NZ\$1.47m over the course of the final year.

Due to the "outstanding performance", Luxon will be paid out an additional NZ\$1.617m - 110% of his base salary as part of

his short-term incentive scheme.

The airline has predicted earnings before tax for the full year 2017 to be between NZ\$400-\$600 million.

MEANWHILE, NZ commercial chief Cam Wallace says the company's recent recruitment drive in Australia is set to further boost its local sales performance.

He told **TD** this morning Air NZ has boosted its local headcount by about 20 additional staff.

The new state-based structure means Air New Zealand will be "set up to grow in both short haul and long haul markets".

"We'll be able to engage more deeply with each state," he said.

"We're very pleased with the performance and momentum of our operations in Australia," Wallace added.

Vic visitor strategy

THE Victorian Govt has unveiled plans to increase visitor spending to \$36.5 billion by 2025 and grow employment in the sector to 320,700 jobs.

To read the Victorian Visitor Economy Strategy, **CLICK HERE**.

Travel Daily

on location in
Vanuatu

Today's issue of **TD** is coming to you courtesy of the **Vanuatu Tourism Office and Air Vanuatu** who are hosting the **Tok Tok industry trade show at Iririki Island Resort & Spa this week**.

DAY two of the Tok Tok trade show is in full swing here at Iririki Island Resort & Spa.

After a full day of event sessions yesterday delegates were given a tour of the Holiday Inn Resort in Port Vila which only reopened in Jun following Cyclone Pam.

The interactive tour allowed guests to listen to some live local music plus watch a fire twirling show and some traditional water dancing (more on **page 7**).

This morning media were given an exclusive sneak peek of the new Ramada Resort in Port Vila which is due to be completed early next year.

It's looking pretty impressive, with more pictures available on our **FACEBOOK PAGE**.

Tok Tok wraps up tonight with a special Gala Dinner at Iririki.

Theme parks "solid" for Village Roadshow

VILLAGE Roadshow today reported a 59% decline in after-tax profit to \$16.6 million for the year to 30 Jun, due to non-recurring items and writedowns worth \$35.2 million.

The theme parks division performed solidly, with several key initiatives planned including the debut of a new **DC Comics Super Villains Unleashed** area at Movie World on the Gold Coast and the local launch of sports entertainment group Topgolf.

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PORTUGAL & SPAIN CRUISING 2017
ON THE MS DOURO QUEEN



Snow Conditions

WELCOME to **TD's** regular snow conditions update, providing info on the latest snow falls and lifts in operation across key Australia and New Zealand ski-fields.

Here's the latest snow reports:

- Falls Creek - 4cm / 13 lifts
- Perisher - 5cm / 46 lifts
- Thredbo - 10cm / 14 lifts
- Charlotte Pass - 2cm / 5 lifts
- Mt Hotham - 3cm / 13 lifts
- Mt Buller - 3cm / 20 lifts
- Coronet Peak - 5cm / 8 lifts
- The Remarkables - 1cm / 6 lifts
- Mt Hutt - 1cm / 4 lifts
- Cardrona - 5cm / 6 lifts

G'Day Thailand event

LEARN muay thai, traditional fruit carving and chow down on Thai food at Tourism Authority of Thailand's educational event.

It is being held at Martin Place, Sydney from 9am to 6pm.

CTM earnings surge 60%

CORPORATE Travel Management today delivered yet another "great result", said managing director Jamie Pherous (**TD** breaking news), with the group recording a statutory net profit after tax of \$42.1m - a whopping increase of 60% on the prior corresponding year.

"Each region in our network delivered record profits, demonstrating that our business model and strategic investment decisions are working well for our clients and investors," he commented.

TTV jumped 35% to 3.6 billion, whilst revenue saw a 34% surge to \$264.8 million.

The group's performance in the Australia/New Zealand region in terms of client wins remained strong, "despite difficult economic conditions and activity decline in resource client base".

During the period, ANZ

customers adopted quickly to CTM SMART technology, amounting to 80% of all transactions now placed online.

Going forward, CTM say they will continue to explore merger and acquisition opportunities in North America, United Kingdom and Europe.

CTM is predicting the full year underlying EBITDA to sit between \$85-90 million, representing 23-30% growth on the year prior.

Tas Asian mission

TOURISM Tasmania is inviting the industry to participate in its 2017 Asia Mission.

Participants will visit Kuala Lumpur, Singapore, Hong Kong, Shanghai with an optional trip to Chengdu in Western China.

Expressions of Interest for the mission are now being sought. Submit your EOI - **CLICK HERE**.



Window Seat

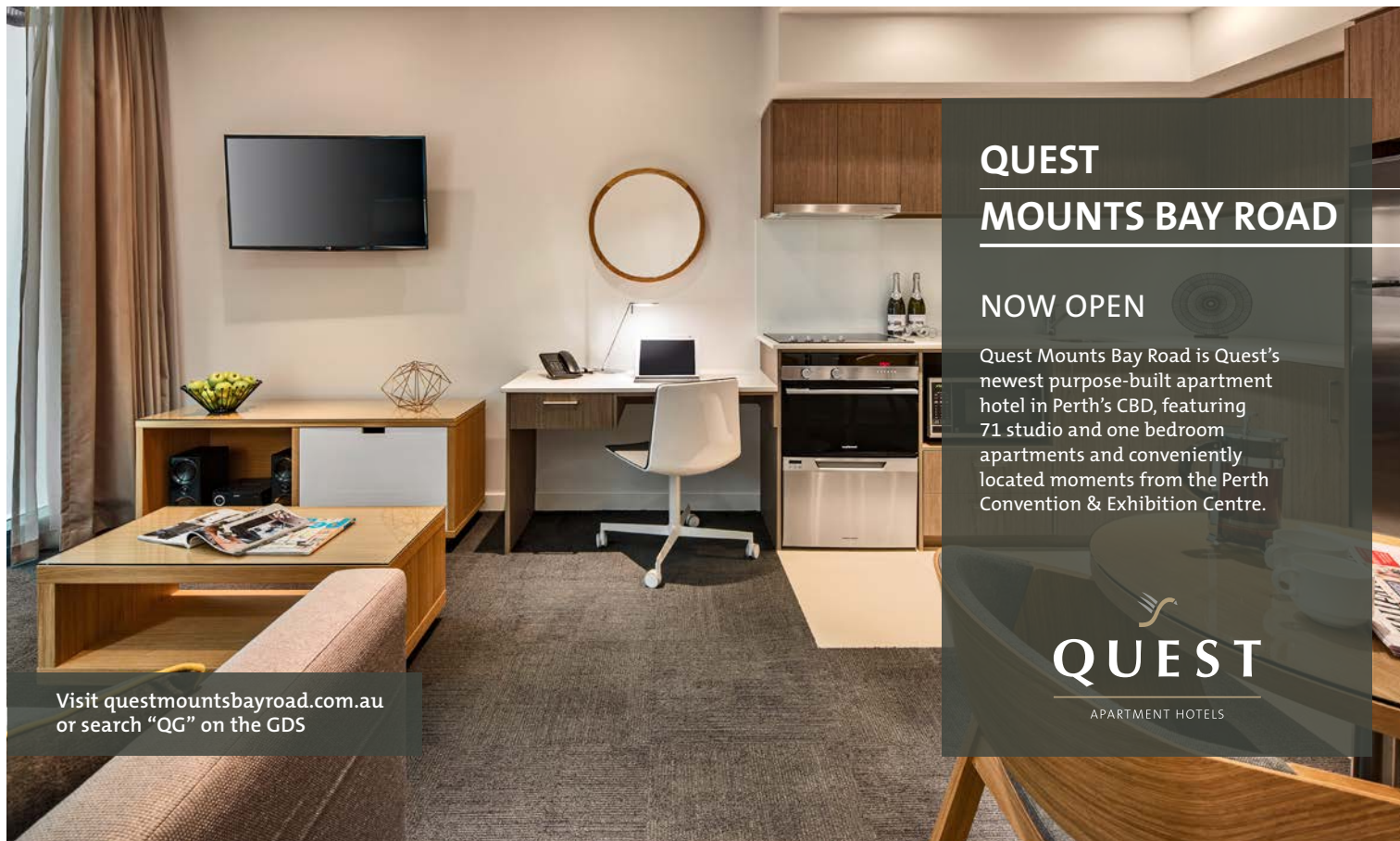
A **TRAVEL** agency in China has come under fire after fining its employees for failing to comment on social media posts made by their boss.

About 200 staff at the Jinan-based business were ordered to comment on a Weibo microblog by CEO Zhang Ming, and those who didn't were "penalised accordingly" by paying 50 yuan.

Some staff were also fined for not carrying bags featuring the company's logo.

The *Beijing Youth Daily* quoted a company spokesman saying the move aimed to "improve the work ethic" of employees.

Zhang welcomed the publicity around the controversy, writing another blog post saying the business relies on staff to promote it and spur its growth.



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Friday 26th August 2016

HTA delegation down under



HAWAII Tourism Authority's president and ceo is in Australia this week to thank trade partners personally for their support as the island state remains on target to achieve a fifth consecutive year of visitor arrivals growth in 2016.

George Szigeti's visit here is his first since taking over the reins at HTA in May last year.

The HTA boss heaped praise on bricks and mortar travel agents, with more than 60% of bookings coming through the trade.

Australia is Hawaii's third largest international market, with only Japan and Canada ahead of the Oceania region.

He said Aussies have a close affinity with Hawaii, sharing a lot of cultural similarities.

"They love to be outdoors to surf, scuba dive, hike, zipline and do activities that are so unique to our market," he told **Travel Daily**.

Szigeti's visit gives him a chance

to meet with local stakeholders and discuss new innovations and forward thinking strategies to sustain growth.

One such project is the 2016 Hawaii Tourism Conference being held next month in Honolulu.

The conference has been given a complete shake-up and will run across five days (instead of one) and encompasses suppliers from each island, from hotels & resorts, to attractions, food & wine producers and more.

He extended an invitation for travel partners in Australia to participate in the refreshed event, which he says will offer "more than ever before" - for details go to hawaiiitourismconference.com.

Szigeti is **pictured** (right) with Hawaii Tourism Authority's Chris Sadayasu, tourism brand manager and Leslie Dance, vp marketing & product development, with Hawaii Tourism Oceania's Kerri Anderson, country manager.

oneworld update

NEW ticketing arrangements will apply from 01 Sep for customers checking in on separate **oneworld** tickets.

According to an update on the Qantas agent site, consultants will need to reserve connections in a single booking for customers to be eligible for through check-in to their final destination.

See qantas.com/agents.

IHG AliPay pact

INTERCONTINENTAL Hotels Group today announced a new global partnership with Chinese third party online payment solutions company Alipay.

The move means Chinese guests at IHG properties globally will be able to pay for their stays using Alipay via all online and mobile channels.



HLO strong outlook

HELLOWORLD ceo Andrew Burnes says the outlook for the firm is "very good," with sound fundamentals for the business.

In a statement issued along with the HLO annual results (**see p1**) Burnes said he expects to see some margin improvement in the coming year.

"Tighter cost management including delivery on identified synergies and cost savings will deliver much stronger fiscal outcomes for the business," he promised.

"Travel continues to be both a necessity and a pursuit for just about everyone...as we refine our offerings and align our new digital platforms with our traditional bricks & mortar businesses, we expect to see demand for our fundamental value proposition to significantly increase," he added.

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Haircut for Russell

RUSSELL Carstensen, Helloworld's group general manager Air Services and QBT, has had his base salary reduced to \$450,000 per annum from 01 Sep 2016, as part of a "recalibration" of executive remuneration at the company. According to the HLO annual report released yesterday, Carstensen was paid \$786,841 in 2015/16 including a short term incentive payment of \$233,855.

Helloworld payout

HELLOWORLD has declared as 2c per share dividend, its first return to shareholders since 2013.

The payment means ceo Andrew Burnes and executive director Cinzia Burnes will receive dividends worth \$878,935 for their 40% stake in the company.

Corporate Travel Consultants – after-hours team

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Due to business growth at QBT, we are seeking to grow our after-hours team and looking for experienced Multi-Skilled Corporate Travel Consultants ready for the next move in their travel career. Following on from QBT's success with being appointed the Sole Travel Management Provider for the Whole of Australian Government, this is a fantastic opportunity to be part of an evolving TMC.

Your success in this position will be underpinned by your extensive previous corporate travel experience and your insightful customer service. As part of our After-Hours team you will often work with our high profile clients, in urgent circumstances therefore your ability to respond professionally and thoughtfully under pressure will be regularly put into practice.

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- Use industry leading technology everyday
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- Participate in a monthly Productivity Incentive
- 17.5% annual leave loading, shift penalties and 5 weeks annual leave (shift)
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* Please note that we would love to be able to contact everyone personally, however, this is not always possible. If you have not heard from us within 4 weeks of submitting your application, we thank you for your interest in joining the QBT team but on this occasion your application was not shortlisted.

Friday 26th August 2016

MAH Australia deals

MALAYSIA Airlines has launched a winter warmer special, with flights between Australia and Asia starting from \$490 return in Economy.

The deal is available to Penang, Bangkok, Ho Chi Ming City, Kuala Lumpur and Phuket.

Fares are valid from now until 19 Sep, for travel until 31 Mar.

CLICK HERE for more info.

WY offers comp coach

A NEW complimentary coach service between Al Ain and airports in Abu Dhabi and Dubai has been launched by Oman Air.

Introduced to allow for added convenience for passengers from Al Ain, Oman Air's new vehicles seat 33 passengers and are fully equipped with climate control systems and reclining seats.

The coach services will run twice daily between AAN and both DXB and AUH, with a single journey time of approximately two hours.

RCI TVC to launch Sun

This weekend a new Royal Caribbean's 60 sec television commercial will premiere during Channel Nine's 6pm news and then again during the *Block*.

Created in a 30 second format too, the ads will both roll out in coming months on Channel Seven and Channel Nine.

Carlson mobile study

ALMOST 70% of travel managers do not have a mobile strategy in place, according to a Carlson Wagonlit study of travel professionals in the US & Europe.

Dominique Betancourt, data insight mgr for CWT Solutions Group said a strategy requires a broader view than just apps.

'A Mobile Effect: Setting a Clear Mobile Travel Strategy' explores current and future adoption of a mobile travel strategy, and recommends best practices for implementing one.

CLICK HERE view the report.

ALEXANDER ASSOCIATES

INSIDE SALES COORDINATOR CRUISE INDUSTRY SYDNEY

Reporting to the VP Sales and working closely with the global sales team in the US and regional offices in Asia, this hands-on role provides support to a national team of Business Development Managers plus Travel Agent and Wholesale Trade Partners and offers opportunities to get out on the road assisting with ship inspections, events and expos.

Key responsibilities include co-ordinating events including invites, RSVPs, venues and marketing collateral, assisting with the preparation of sales trips, co-ordinating famil trips and ship inspections, updating sales presentations, proposals and contracts and updating the CRM system with meetings, events, requests and notes.

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Flight Centre Cirque world first



FLIGHT Centre Travel Group has commenced a new contracting deal between its wholesale division Infinity Holidays and live entertainment specialists, Cirque du Soleil.

Agents using Infinity Holidays can now log into live availability and book seats to any of Cirque du Soleil's shows in Las Vegas and a three night package at the Flamingo Las Vegas that includes admission to two performances.

The pact with Infinity has been described as "ground breaking" by Cirque du Soleil's director of tourism and international travel, Matthew Boone.

Earlier this year, Boone told **TD** Cirque du Soleil was keen to be part of the Australian visitor experience to the US, particularly in Las Vegas - 'the entertainment capital of the world'.

The move is in line with Brand USA's focus on live entertainment and music that will form part of a new marketing communication message in 2017/18 (**TD** Tue).

"Live entertainment in general has really been on the peripheral of tourism and it's more so been something that travellers had to figure out on the ground.

"It's never been something the



travel trade has been able to offer or book through TicketMaster or some place similar," Boone said.

In Vegas, Cirque currently has six shows in production on a regular basis - *Zumanity*, *Mystere*, *KA*, *Love*, *Michael Jackson One* and *O* - amassing about 40% of the entertainment spend in 'Sin City', Boone told **Travel Daily**.

To view the options available, **CLICK HERE**.

While other wholesalers are selling Cirque du Soleil tickets, the arrangement with Infinity is the first direct contract, Boone said.

He added that Qantas Holidays and Viva! Holidays are planning to offer a similar arrangement in the future.

In celebration of the tie-up, sixty consultants from Infinity Holidays, Flight Centre, Escape Travel and Student Flights (some of which are pictured above) were treated to a the premier show of Cirque du Soleil's *Kooza* (inset) in Sydney earlier this week.



Friday 26th Aug 2016

Travel Daily

First with the news

A CONTINGENT of helloworld agents were welcomed onboard an All Nippon Airways Boeing 787 Dreamliner at Sydney Airport

Nepal Air to Dubai

NEPAL Airlines has commenced new services between Kathmandu and Dubai International Airport, Terminal 2. The Nepalese carrier operates the route on a thrice weekly basis using Airbus A320 aircraft.

recently for an aircraft inspection to get to know the product.

Pictured trialling the pointy end product are Ana Marcelo, ANA sales manager; Shannon Hewitt, Reho Travel; Elizabeth Katsidis, Goldman Travel; Nik Young, Anywhere Travel; Stacey Johnson, Castle Hill Travel; Francine Moutsos, Lazeaway Travel; Jenine Lewis, Cruise & Travel Authority; Pam Hooper, helloworld Hornsby and Heather Lennon, helloworld Bankstown.



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About the Organisation

Destination NSW is a Public Service Executive agency with responsibility for developing 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.

About The Role:

The purpose of the role is to develop Eastern Market inbound tour operator trade relations and implement the Destination NSW international Eastern trade familiarisation program. The role provides key wholesale and retail agents with opportunities to experience NSW tourism products first hand in order to confidently sell and promote NSW products and services. The successful applicant will build and maintain relationships with Inbound Tour Operators based in Australia who represent and/or market to the Eastern international markets, tourism industry bodies and tourism suppliers. The applicant must be fluent in Mandarin, being able to read to HSC (Higher School Certificate) level proficiency. Written Mandarin will be a distinct advantage.

Applying for the Role:

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

Closing date: 31 August 2016 at 11:59pm

Enquiries: Fiona Lyne Tel: 02 9931 1455 or Email: fiona.lyne@dns.com.au

Maria Island relaunch

TASMANIA'S Maria Island Walk is now offering 4 different walks.

Departing 09 Sep from Hobart, the Winter Escapes walk is a three-night trip staying at the heritage listed Bernacchi House.

From 1 Oct-1 May the four-day Maria Island Walk will operate, with the first two nights spent in the Casuarina and White Gum camps & the third in Darlington.

Following the four-day walk, there's the option to transfer from the island on a chartered plane or helicopter for the two night-Maria/Saffire Experience.

For an extra cost \$200, guests can book the Pack Free Walk and their luggage will be transferred between accommodation.

Tassie \$20m Silo hotel

WORKS have commenced on Launceston's \$20 million Silo Hotel on Northbank.

The 108-room hotel will stretch across seven storeys and include a restaurant, cocktail bar and large meeting room and is expected to open in Dec 2017.

An artist's impression is **below**.



DriveAway cc fees

DRIVEAWAY Holidays will adopt new credit card surcharges from 01 Sep in line with regulations being introduced next month.

Changes will see the credit and debit surcharge on Visa and MasterCard transactions lowered from 2% to 1.2%.

Surcharges on American Express purchases will increase from 2% to 2.9%, effective the same date.

XMN/MEL 3rd weekly

XIAMEN Airlines has scheduled a new third weekly service on the Xiamen-Melbourne route, due to commence on 06 Dec.

The extra weekly Boeing 787 service will operate from MEL on Wed, GDS displays indicate.

Technology Update

Today's Technology Update is brought to you by **Tramada Systems Pty. Ltd.**

Bring client profiles and booking data together for powerful CRM



Customer Relationship Management (CRM) refers to the practices and systems that are used

to improve customer retention and drive sales.

In the travel industry this entails knowing your customer with a deep and detailed customer profile, and integrating that information with booking transactional data to support better decision making and marketing activity. tramada® has CRM built into the very core of the product. Customer profiles hold all the information you need to know about a client, including marketing preferences, interests, VIP status and much more. tramada® also manages and tracks the booking lifecycle from New, Quote, Booked through to Finalised.

Agencies can create marketing lists using sophisticated filters from information in the client profile, booking data, supplier profiles, and combinations thereof. Integration with MailChimp automates this further by synchronising extracted lists with the MailChimp mailing list so there is no administration requirement. tramada® includes a suite of 54 reports and dashboards that access data in real-time covering financial, administration as well as CRM reporting. Specifically the Booking Conversion Dashboard and the Customer Review Dashboard are key CRM tools. Other reports include the Passenger Location Report and the Cruise Report which analyses bookings by client, agent or supplier down to the ship level. These reports can be further customised or new reports can be created with integrated BI. For more information please contact sales@tramada.com

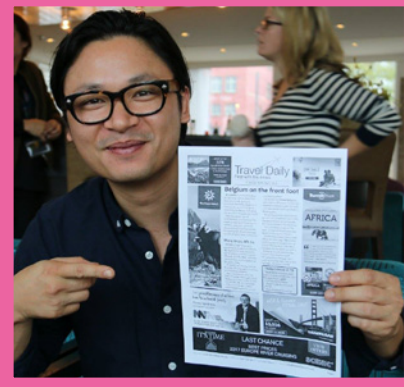
Kay Hartman, Marketing Manager, Tramada – your technology partner





Celebrity Interview

with Luke Nguyen



CELEBRITY chef Luke Nguyen has many strings to his bow: restaurateur, author, television host and gastronomic traveller.

As well as owning restaurants in Sydney and Vietnam, Nguyen has written four bestselling and award-winning cook books while also hosting *MasterChef Vietnam* and *Luke Nguyen's Vietnam*.

On top of all this he is an ambassador for APT & cooks

dégustations on river cruises along the Mekong and in Myanmar.

Travel Daily was lucky enough to travel with Nguyen on board APT's Diamond VIP trip from Amsterdam to Mainz where we sat down with him to chat all things travel.

What has been the highlight of your career so far?

Winning the annual Ethnic Business Award which recognises the determination and competitive spirit of Australia's migrant community.

I was so honoured because I'm not a businessman, I'm a chef. It was a pretty special highlight because my parents worked so hard to establish our life here.

What is your favourite holiday spot and why?

The Byron Bay and Mullumbimby area for the people, landscapes, beaches and hinterland bush country. It's so relaxed and has a great energy.

What is one of the most exotic destinations you have travelled to?

Myanmar. It's so different and I was so happy the first time I went there for filming. I'm looking forward to heading there again with APT and delivering a private dining degustation menu to guests.

What is one thing you cannot leave home without when you travel?

Knives for my cooking. Even if I'm only travelling for three or four days I have to take check-in luggage because the airlines aren't too keen on me carrying my set of sharp knives on board.

Do you have an embarrassing travel story that you can share with us?

I love Vietnamese coffee and whenever I travel I take all the

necessary ingredients to make it, including condensed milk. Once when travelling to China for filming, the condensed milk got spilt all through my underwear in my luggage!

Here I was with my condensed milk covered underwear when one of the ladies working at the hotel come into my room.

I just said, "please take it!"

What features do you look for when choosing a hotel?

It needs to be boutique and have character, not a corporate hotel. I like a bit of soul and for it to feel a bit like home.

Do you have a travel tip for our readers?

Remember to take off your belt when going through security to ensure you can get through the screening process quickly.

Who is one person you wish you could sit next to on a plane?

David Attenborough. I imagine he would have some great stories to tell.

What is one food you would like to see on an airline menu?

Vietnamese Pho! Some airlines are already serving some great food though. Etihad serves a beautiful medium rare steak.

Where are you planning to travel next?

I want to go back to Amsterdam; take the kids, bicycle and spend some time there.

Friday 26th Aug 2016

Travel Daily
First with the news



TOK Tok Vanuatu delegates were treated to impressive fire twirling (pictured right) and water dancing performances plus a local choir and band last night during a tour of Holiday Inn Resort in Port Vila.

The resort, which bore the brunt of Tropical Cyclone Pam only reopened in Jun following extensive repairs.

Last night's tour not only allowed buyers and media to see the refreshed resort first hand but also experience some great entertainment and taste testing of local foods.



Pictured above enjoying the evening's festivities are James Munro, Luxury Escapes; Glynn Pugh, Flight Centre; Simon Douthett, Holiday Inn Resort Vanuatu; Belinda Bender, Fusion Holidays and Farid Hacene, Island Escapes.

Iririki turns it all around

OVER 23 million dollars has been pumped into Iririki Island Resort & Spa after it suffered extensive damage from Tropical Cyclone Pam in Mar 2015.

The landmark property was reopened in May with a major gala dinner attended by special guests attending including the Prime Minister and key government delegates and tourism industry representatives.

Managing director of Iririki Island Rest & Spa Anthony Pereira, who was on the Island during the cyclone 18 months ago, spoke exclusively to **Travel Daily** about the terrifying 17-hour ordeal and its aftermath.

"Honestly I thought we might die. There were people huddled in the foetus position," he said.

"The whole island was not recognisable afterwards everything was damaged, there were branches and trees and leaves everywhere and nearly 50

boats shipwrecked."

Major renovations and repairs were carried out and the newly reopened resort is sitting at about 50% occupancy.

"We budgeted for 60% occupancy but it's a slow growth," Pereira admitted.

He said forward bookings were looking promising at this stage, but they were always hoping to attract more.

Hosting the Tok Tok industry trade show this year has been a great way for Iririki to proudly display its refreshed look and recovery, he said.

Pereira reiterated how vital wholesalers are to his business.

"Wholesalers are very important they're the ones who sell about 55% of our bookings".

Tok Tok continues today and the event will wrap up tonight with an Island themed Gala dinner - follow **TD's** journey at facebook.com/traveldaily/.



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Travel Specials

WELCOME to Travel Specials, *Travel Daily's* Friday feature. If your firm has released a travel special you'd like to make the industry aware of, send the details to specials@traveldaily.com.au.

End of Winter specials at **Frasers Hospitality** are available at Sydney from \$259 per night, Perth (from \$224pn), Melbourne (from \$129pn) and Brisbane (from \$215pn). Book by 30 Sep at www.frasershospitality.com.

Book the seven-night **Uniworld's** Timeless Wonders of Vietnam, Cambodia & the Mekong (2017) river cruise by 30 Sep and save up to \$2,740pp on select departures. Call 1300 780 231.

Tigerair Australia is celebrating the launch of its Melbourne-Canberra route with fares from \$59 each way. The sale will run until midday 31 Aug for travel 8-21 Dec and 04 Jan-29 Mar. See tigerair.com.au.

Miami's **Biltmore Hotel** is running special of 20% off the best available rate. For more information, **CLICK HERE**.

VA, VS Cargo alliance

VIRGIN Atlantic Cargo will continue to be responsible for Virgin Australia's international long-haul cargo sales and management.

The two airlines renewed their long-term agreement, *Air Cargo News* is reporting.

Virgin Atlantic Cargo and VA have worked together since 2009.

Tut tomb exhibition

AN EXHIBITION recreating Tutankhamun's tomb and treasures will open at the Perth Exhibition and Convention Centre on 29 Sep and run to 15 Jan.

'Tutankhamun - His Tomb and His Treasures' features 1,000 exhibits including recreations of gold coffins, jewellery & statues.

See kingtutexhibition.com.au.

Cape York air tender

THE Australian Govt is calling for tenders from aircraft operators to provide pax and freight air services to designated locations in the Cape York region.

Friday 26th Aug 2016



THE largest ever delegation of tourism reps from the US state of California to venture down under are on their homeward run after a week-long sales mission in New Zealand and Australia.

Over 40 delegates from hotels, attractions, tourism boards, ski resorts & shopping outlets across the Golden State have met with travel agents, wholesalers and media at events in Auckland, Melbourne, Brisbane and Sydney.

Speaking with **TD** at last night's media event, Visit California's director of Americas and Australia marketing, Jennifer Montero said Australia is a crucial market to the west coast state, with the trade providing a vital link in promoting and selling California to clients.

Australia is California's third largest overseas market, behind China and the United Kingdom.

Montero, a regular visitor to Aussie shores, said the mission has provided the ideal platform to showcase just a sample of the diverse scope of things to see and do in California, with some of the suppliers here for the first time.

Guest speaker and 'California Dreamer' at the media event was rock climber Kevin Jorgensen.

In Jan 2015, the adventurer and his climbing partner completed what is recognised as the world's

hardest climb - the Dawn Wall of the iconic El Capitan rock face in Yosemite National Park, California.

The monumental feat took a whopping 19 days to complete and is an example of California's 'dream big' movement, that is also Visit California's tagline.

View a collection of other 'dream big' itineraries and experiences at www.visitcalifornia.com.au.

The 'work' side of the California sales mission wraps up today with an event for the trade in Sydney.

After a hectic week, many of the group will let their hair down tomorrow, attending the 2016 US College Football season launch at ANZ Stadium, Sydney.

Along with VIP guests, the troupe will watch their homestate University of California Golden Bears take on the Hawaii Rainbow Warriors, starting at midday.

It's the first US College Football match played in Sydney and first American Football game played in Australia since 1999.

Pictured at last night's event in Sydney at Darlo Country Club from left are: Lisa Poppen, Visit Napa Valley; Jennifer Sweeney, Visit California; Jackie Alvarez, Santa Monica Tourism; Kevin Jorgensen and wife Jacqui; Abbie Wheeler, Gate 7 and Jennifer Montero from Visit California.

WIN A LUXURY HOLIDAY

WITH CLUB MED



This month *Travel Daily* and *Club Med* are giving readers the chance to win a trip to Indonesia. The luxury prize includes:

- An all-inclusive 7 night stay in Club Med Bintan Island Resort Indonesia.

To win this great prize, answer every daily question correctly and have the most creative answer to the final question. Send your answers to clubmedcomp@traveldaily.com.au

20. What is the trident rating of Club Med Bintan Island?

Club Med
Premium all-inclusive resorts

TERMS & CONDITIONS

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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Part of Business Publishing Group.

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**When was the last time
you told your team they
were doing a good job?**

Click [HERE](#) to read our latest blog



Senior Groups Consultant

Sydney

Salary to \$60K + super + travel opportunities

Join this boutique organisation with a difference and arrange group travel to unique European locations. If you have groups experience, Galileo and Crosscheck and a good knowledge of European destinations including cruising and sailing trips, then this would be an ideal role for you! Monday to Friday 9am to 5pm with parking available and the opportunity to meet groups on location.

- Unique Product
- Monday to Friday!

Call Cristina or [click here](#)

Wholesale Reservations Consultant

Inner West - Sydney

Competitive salary on offer

Due to continual business growth of this leading travel brand with a great staff culture, positions have become available in the wholesale division of this well established company. This role involves delivering premium service to travel agents and other industry partners selling worldwide travel and in-house products. Amadeus and Calypso required.

- Varied role
- Supportive culture

Call Cristina or [click here](#)

Supervisor - Reservations

Sydney

Salary \$55K + super

An inspiring brand encouraging it's clients to get out and try new, different & life changing experiences whilst connecting with their surroundings in amazingly beautiful settings. You will lead a small team of specialist sales consultants ensuring a high level of customer service is maintained whilst increasing sales & product awareness via B2B & B2C channels. Previous supervisory/mgt exp.

- Amazing famils!
- Inspiring product range

Email Ben or [click here](#)

Business Development Executive

Sydney North Shore

Salary to \$70K + super + incentives

Join this constantly expanding Event Management Company focused on the not for profit market throughout Australia. They have had significant growth for half a decade & need an experienced BDM with a background in the events industry to further build their business. This role will predominantly involve business development with some account management at times.

- Events Industry
- Expanding business

Call Ben or [click here](#)

Event Coordinator

Sydney location

This varied role will see you supporting the Pharmaceutical Events team for both new & existing clients. You will be involved in managing all logistics for the programs Aust. wide. A supportive company with some amazing mentors.

Email Ben or [click here](#)

Retail Travel Consultant

Sydney City fringe

Mon to Fri only! Leading independent travel co. established for more than 20 years! Handling direct clients over email and telephone you will be arranging travel itineraries to worldwide destinations. Amadeus and Calypso.

Call Cristina or [click here](#)





Working in partnership with the Australian Travel Industry

International Travel Consultant

Gold Coast, Great Base + High Comms, Ref: 2104SZ6

Want to earn your worth? Are you an experienced retail or online travel agent? This role is all about servicing warm customers, converting quotes and ensuring repeat and referral businesses are well looked after. Customer service is very important but a proven history in sales is what our clients are seeking. It's time to step away from face to face and be apart of this growing family with an on target earning of \$60-80k within your first year and a potential to double your base salary.

For more information please call Serena on
(07) 3123 6107 or click [APPLY](#) now.

Boutique Corporate Travel Consultant

Sydney, \$65k + Super, Ref: 2453HC1

This high-end corporate travel company is one of the most reputable companies in Sydney. It is a close knit team known for their exceptional customer service and excellent reputation in the corporate sector. You will work towards KPIs and book complex travel itineraries. You would be putting together complex itineraries and a strong GDS is a must. We are looking for consultants with a passion for customer service and you will be rewarded for your hard work with excellent career progression.

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

International Travel Consultant Extraordinaire

Melbourne, \$55k + Super, Ref: 2444KH1

If worldwide travel is your passion and you have travelled extensively, why not move to an agency where around the world travel is their focus! Create bespoke holidays and booking fantastic travel packages, cruises and rail trips to destinations all over the world. The ultimate purpose of this role is to create and convert the sale of high quality tailor-made itineraries to exceed clients expectations. Work in a mature office with a fantastic team. Mon – Fri Only, Get your weekends back!

For more information please call Kelly on
(03) 9988 0616 or click [APPLY](#) now.

Experienced Account Manager

Adelaide CBD, Circa \$85k, Ref: SO4821

This is a fantastic role to fully utilise your exceptional customer service skills to implement effective retention strategies for clients by creating excellent rapport and service. You will be building on these relationships and preparing customer reviews, as well as setting strategic business goals. You will be working with a large highly successful organisation and you will benefit from exception training and leverage off their excellent reputation. Plus an uncapped earning structure.

For more information please call Sarah on
(08) 6365 4313 or click [APPLY](#) now.

Groups Travel Consultant

Gold Coast, Competitive PKG on offer, Ref: 2439SZ1

Experienced group travel consultants are needed for this established independently run agency located in a well sought after area in the Gold Coast. Get flexibility in your working life and manage corporate & leisure groups to some amazing and exciting places. Dealing directly with air and land suppliers to get group allotments. This role is purely working Monday to Friday mostly within business hours. You will also have the opportunity to host groups to some exotic places.

For more information please call Serena on
(07) 3123 6107 or click [APPLY](#) now.

Travel Recruitment Consultant

Sydney, \$48k - \$54k base, OTE \$82k, Ref: 8542SJ1

Join one of Australia's leading travel recruitment companies by utilising your strong travel industry experience & superb sales skills while enjoy earning a fantastic salary package with an OTE of \$82k. No two days are the same in this diverse role. You will need to be a people person, confident communicator & self motivated. CBD offices with Mon–Fri working hours & a fantastic team environment. Take the next step in your career in a role with the autonomy to run your own desk.

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

Wholesale Travel Consultant

Melbourne, \$55K pkg + Super, Ref: 1122KH1

Are you looking for a new challenge in the travel industry? A fantastic opportunity to move behind the scenes and join an award winning wholesale travel company. If you are great at sales and can provide excellent customer service then this could be the move for you! You will receive a competitive base salary plus fantastic commission and incentives. There is also a great opportunity to grow your career and of course, great industry perks! Mon – Fri Only... Get your weekends back!

For more information please call Kelly on
(03) 9988 0616 or click [APPLY](#) now.

Director of Sales & Marketing

Adelaide, Circa \$80k, Ref: SO9999

Working within a large Hotel Group, you will need to have experience of working within a sales/marketing capacity within a hotel. You will be used to making high level strategic decisions and continuously improving and reviewing ways of exceeding revenue targets and improving the brand of the hotel. You will be experienced at maximising income through conference and large events and you will have innovative and inspirational ideas for marketing the hotel to its highest potential.

For more information please call Sarah on
(08) 6365 4313 or click [APPLY](#) now.



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online... on mobile... in branch