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# Travel Daily

First with the news

Thursday 15th September 2016

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## Corporate chatter

**TODAY'S TD** includes the next instalment of our new regular Corporate Chatter feature, with an exclusive column on travel procurement from Tony O'Connor of Butler Caroye - see page 7.

## Magellan rises above all

**DESPITE** common challenges facing the entire travel industry in FY16 such as terror attacks in Europe, an unprecedented refugee crisis and the Brexit vote, Magellan Travel Group chief executive Andrew Macfarlane this morning reported growth in all sectors of the business.

In FY16, total transaction value grew from \$860 million to \$883 million, whilst net operating profit surged to \$9.4m from \$8.9m the same period prior.

The total income which the group earned in FY15/16 sat at \$10.3 million, however Macfarlane said this would have been 15% higher than the prior year had suppliers paid on time.

"It's a really strong result and the figures are something that we are very proud of," he remarked at the Magellan conference in Auckland this morning.

Aside from upticks in profit,

Magellan's head office has also increased in size.

New to the HO team are David Stafford, commercial operations manager and Sydney-based Scott Darlow, national manager corporate (**TD** 08 Aug) along with and accountant Jill Keating - while a new communications and marketing manager will be announced in coming months.

Speaking on the new comms role, Macfarlane reiterated that the purpose of it would not be to turn into a consumer-facing brand or undertake central marketing.

Instead, the role marks "a significant change to how aggressively we will promote Magellan to the travel industry and agents and suppliers alike...we want to make a bit more noise".

Over the next six months, Magellan will also set its sights on agents whose three-year contracts are coming to an end with competing groups.

"Magellan is open for growth... we will promote more strongly than ever that our doors are open to agents who fit our mould."

## Hayman suite escape

**ONE&ONLY** Hayman Island is offering five night's suite accom with daily breakfast and return luxury yacht transfers from \$1,320 per night - for details see page ten of today's **Travel Daily**.



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## Cosmos from \$69pd

**COSMOS** has launched its 2017 Europe and UK programs, with tours priced from just \$69 per day.

The operator is also offering 10% off for bookings confirmed by 29 Nov plus a further 5% repeat traveller discount and \$200 off per couple who book a second tour.

Cosmos tours include complimentary on-coach wi-fi - see the **cover page** for details.

## Today's issue of TD

**Travel Daily** today has nine pages of news, including a front cover page for **Cosmos**, a photo page for **Atout France** plus full pages: (click)

- One&Only Hayman Island
- AA Appointments jobs

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# Travel Daily

First with the news

Thursday 15th September 2016

EvergreenTours  
A World of Discovery



## Travel Daily

on location in

Auckland, NZ

Today's issue of *TD* is coming to you courtesy of Magellan Travel Group, who are today kicking-off their annual conference.

**AIR** New Zealand hosted Magellan's official welcome event last night, which saw delegates wined and dined at The Wharf in Auckland's Northcote Point.

Attendees networked over delicious Asian-inspired canapes and Kiwifruit cocktails, before settling down to enjoy a performance by local dance troupe, the J Geeks.

Today begins with an official welcome by Magellan Travel Group chairman Andrew Jones and a CEO Report by chief executive Andrew MacFarlane, before delegates disperse for a jam-packed day of conferencing and workshops.

## Flight Centre Ignite buy

**FLIGHT** Centre yesterday announced the acquisition of a 49% stake in Gold Coast-based Ignite Travel Group (*TD* breaking news), the company behind the various MyHolidayCentre brands, travel voucher business Holiday Exclusives and incentive operator RewardsCorp.

Flight Centre md Graham Turner said the tie-up was an exciting opportunity, with the pact set to help Ignite grow by strategically diversifying its distribution network by "allowing it to tap into new low-cost B2B and B2C models, plus new customer segments".

Ignite will also be able to enhance its value proposition to suppliers by offering new distribution channels, complementing Flight Centre's "vast on and offline leisure, wholesale and corporate travel networks," Turner said.

"There is also clear opportunity to export Ignite's offerings to FLT's businesses overseas," he added.

Ignite Travel Group was founded in 2005 by Randall Deer, who has grown it to an estimated \$100m annual TTV and a staff of 120.

Deer will continue to run the business from its Broadbeach headquarters, with the operation overseen by a four member board including two Flight Centre representatives.

He said the relationship between Flight Centre and Ignite would bring together two businesses with differing but complementary operating models.

"FLT is an incredible business with an unmatched market penetration and network of stores and agents.

"This represents an exceptional opportunity for us to grow market penetration for our unique products and models, both locally and globally while maintaining our exclusive supply chain relationships," Deer added.

Flight Centre is paying an undisclosed amount in cash for its 49% interest in Ignite, with options to increase its holding.

## Great Escape launch

**THE** Travel Corporation has today formally debuted its much-anticipated TTC Great Escape incentive for 2016 (*TD* 22 Aug).

100 plus seats are up for grabs, and for the first time participants will explore the world on a range of itineraries with the various Travel Corporation brands.

The trip starts with a two-day Sydney exploration with AAT Kings and Qantas before jetting off to China (Trafalgar and Singapore Airlines), France (Uniworld and Qatar Airways), South Africa (Adventure World and Qantas), Malaysia & Thailand (Contiki and Cathay Pacific) or Switzerland (Insight Vacations and Etihad) on an eight-day trip.

Every passenger booked across the portfolio will give the agent an entry in the draw - for details see [ttcgreatescape.com.au](http://ttcgreatescape.com.au).

## QF China webinar

**QANTAS** Agency Partnerships is inviting travel consultants to attend an online 'Qantas to Greater China' webinar which will be held on Wed 21 Sep.

The 15 minute webinar will take place four times across the day covering the carrier's partnership with China Eastern and how agents can create unique QF code itineraries - [qantas.com/agents](http://qantas.com/agents).

## Deed to leave TF

**WAYNE** Deed, regional director NZ for Tourism Fiji, has announced his departure from the organisation to seek "new challenges and opportunities".

More appointments on **page 6**.

## Air NZ pax up 4.4%

**AIR** New Zealand carried 1.175 million passengers last month, up 4.4% on the prior corresponding period according to figures released yesterday.

Short haul numbers grew 3.8% to 1.026m while long haul passenger carriage was up 8.5% to 149,000 for the month.

On the Tasman/Pacific numbers dropped 1% to 271,000.

The overall passenger load factor was 82.1%, down 1.2 points.

## New Karma rep

**THE** newly formed Boutique Tourism Collection has signed Karma Resorts Indonesia as a client, with the operation headed up by Lindy Andrews from LCA Communications Group.

Also represented by Boutique Tourism is SHetravels, a luxury travel company specialising in holiday itineraries for women.

Andrews said the new operation provides marketing, PR and sales representation for global high end leisure and incentive tourism products and destinations in the Australia/NZ market.

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Thursday 15th September 2016

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## Helloworld NZ expansion

**HELLOWORLD** has announced the addition of New Zealand's World Travellers Group to its network across the Tasman (**TD** breaking news), with the move following World Travellers decision to exit a longstanding supply arrangement with Flight Centre (**TD** yesterday).

Helloworld ceo Andrew Burnes said he was delighted at the addition which would see the NZ Helloworld presence lifted by 36 retail and mobile travel business across the North and South

Islands of the country.

The addition is effective from next month and will add more than \$90 million in annual TTV to the group, Burnes said.

Helloworld NZ chief Simon McKearney confirmed that the move was one of several changes in the wings for the company's Kiwi operation.

### AIME Association push

**NEXT** year's Asia-Pacific Incentives and Meetings Expo (AIME) will for the first time ever operate a hosted program tailored to the needs of association event planners.

Titled 'My Association | My Club' the initiative will include a flexible schedule for planners to explore the show floor, and a range of hosting options including complimentary flights, accom and transfers plus exclusive association networking events.

"When every minute counts and has to be justified by our buyers this initiative gives them many more options," said AIME event director Ian Wainwright - more in today's **Business Events News**.

### Australia at PURE

**MORE** than 15 Australian luxury operators are taking part at the international PURE Life Experiences trade show in Marrakesh this week.

PURE attracts almost 500 luxury buyers from across the globe, and Australia will be showcased in a media conference, workshops and on the dedicated Australia stand during the event.

It's the second year running that Tourism Australia has led a delegation of premium operators at the Morocco show.

### The other "Big Five"

**CHIMU** Adventures is offering clients the opportunity to tick off five key South American bucket-list adventure experiences in a single itinerary, with the launch of a new Big 5 Explorer journey.

The new 27-day itinerary, priced from \$11,999 per person twin share, takes in Argentina, Brazil, Peru, Ecuador, Patagonia, the Andes, the Amazon and the Galapagos Islands.

The Big 5 experiences include Machu Picchu, Rio de Janeiro, the Galapagos, Iguassu Falls and the Amazon, with the price including accom, internal flights, breakfasts and tours - details at [chimoadventures.com](http://chimoadventures.com).

### Ireland workshops

**TOURISM** Ireland will host an upcoming "Ireland Rocks" sales mission in Australia and New Zealand from 14-21 Nov, visiting Auckland, Brisbane, Sydney and Melbourne.

Thirteen suppliers will attend from Ireland representing a full range of the country's tourism experiences such as the Wild Atlantic Way, Causeway Coastal Route and Ireland's Ancient East.



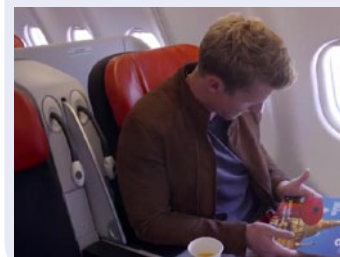
## Window Seat

**BACHIE** fans couldn't have missed it last night - AirAsia's not-so-subtle product placement as *Network Ten's* Bachelor Richie Strahan travelled to Bali with his final three ladies.

AirAsia X flew the cast and production crew to Bali aboard an Airbus A330 where Strahan was able to "chill out in their premium flatbed seat" before arriving for filming in Nusa Dua.

Head of marketing for AirAsia in Australia Linda Na was rather chuffed about the exposure.

"The visual integration into the show and the opportunity to host Richie and the girls has been a great alignment for the AirAsia brand in Australia," she commented this morning.



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Thursday 15th September 2016

## Kia Ora to Magellan delegates!



AIR New Zealand chief sales and commercial officer, Cam Wallace (pictured right), gave a warm welcome to Magellan delegates last night, who have arrived in Auckland for the annual group conference.

"We are delighted to have you here," said Wallace to the crowd, "and we want to congratulate you on a tremendous financial result in the last 12 months".

Wallace highlighted Magellan's famed transparent reporting as a particularly "attractive" point of difference for suppliers.

"Quite frankly transparency is something that we've struggled with in the industry, so with Magellan bringing together a



whole host of well run, well endorsed agencies is really attractive not only to Air New Zealand but to a whole range of suppliers right across the industry".

**Pictured** above at the official Magellan welcome event are Dennis Bunnik, Bunnik Tours md; Stella Hritis, Air NZ business development manager NSW/ACT, and Ramon Iledo, in flight service manager, Air NZ - more at [facebook.com/traveldaily](https://www.facebook.com/traveldaily).

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## Peppers Airlie Beach

**RECEIVERS** McGrathNicol are selling Peppers Airlie Beach via an expressions of interest campaign currently being run by CBRE Hotels and PRD Nationwide.

It comes after Gold Coast-based developer Latitude, went into receivership earlier this year.

Fifty-nine of the 106 strata apartments in the 4.5 star Whitsunday are for sale.

Up for grabs as part of the sale are 56 one, two- and three-bedroom apartments and three four- to five- room villas.

Also included are resort management rights for the complex plus the reception, meeting spaces, a restaurant and a commercial tenancy leased to third party operating as an Endota Day Spa.

## Adventure rebrand

**FLIGHT** Centre's My Adventure Store operation has changed its name to 'My Adventure Travel,' with the move said to better reflect the brand's positioning and growth strategy.

National marketing manager Paddy Scott said that while My Adventure Store had enjoyed strong brand recognition, "there was a degree of ambiguity with the name implying we were a retail provider of adventure equipment rather than travel".

He said as well as the brand's national retail footprint the [myadventuretravel.com](https://www.myadventuretravel.com) website is also popular, with an average of 40,000 monthly visitors.

Rebranding as My Adventure Travel "makes it crystal clear what we do," he said.

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An exciting business development opportunity exists with Travellers Choice, Australia's leading independent retail travel agency group. This role is suited to an energetic self-starter, with strong industry relations, diverse business development experience and excellent communication skills. You'll work as a trusted and integral team member reporting directly to the General Manager Sales and responsible for developing the group's membership network and preferred supplier sales in New South Wales and the ACT.

Key responsibilities include development of the agency network, maintaining preferred supplier relations, providing support and promoting sales and marketing activity amongst member agents, and contributing to achievement of the Company's strategic objectives.

Our fast-paced and supportive environment will offer you lots of benefits, including a competitive salary, with attractive incentive components, a friendly team and flexible working arrangements. This is a challenging role that will deliver great rewards to the right applicant.

Applications should be addressed to Nicola Strudwick, General Manager Sales on [nstrudwick@travellerschoice.com.au](mailto:nstrudwick@travellerschoice.com.au).



Thursday 15th September 2016

## Empire State sunrise

**THE** Empire State Building has announced a new Sunrise Experience, giving visitors a special opportunity to watch the sunrise over New York City from the 86th floor observatory.

No more than 100 tickets will be sold per sunrise and the STATE Grill and Bar will also offer an Empire State Building Sunrise Breakfast for these guests.

The experience is only available from 01 Oct to 20 Nov and is priced at \$100 per person.

**CLICK HERE** to book.

## Azamara Earlybird

**BOOK** an Azamara Club Cruise 2017 European voyage before 30 Nov and receive a Club Verandah Stateroom for the price of an Interior Stateroom.

Snag a place on the Tapas and Wine voyage on board *Azamara Journey* ex Barcelona on 07 Jun for \$2,999 per person or on the 10-night Amalfi Coast and Sicily Cruise on board *Azamara Quest* from \$5,499 per person.

Phone 1300 754 500 for more.

## Adhesive Singapore

**ADHESIVE** PR has retained its contract with Singapore Tourism Board for the second time following a tender process.

The two-year contract which has the option to extend another year covers Australia and New Zealand PR services including strategic comms, media relations, social media strategy, influencer partnerships and crisis comms.

## Visit Orlando LGBTQ

**VISIT** Orlando has released a new edition of the Orlando Gay Travel Guide detailing the best of the city's events, attractions and dining for LGBTQ visitors.

**CLICK HERE** to access a digital version of the guide.

## VSC/Mantra p'ship

**VISIT** Sunshine Coast & Mantra Group have inked a one-year business partnership in a bid to attract more visitors to the region.

It will see them work together on planning and campaigns supported by cross promotion via PR, social media & trade activities.



## Trafalgar's terrific threesome



**TRAFALGAR** last night hosted several hundred of its key supporters at a lavish "Grand Champions Soiree" in Sydney.

The lucky participants were flown in from across the country for an exclusive VIP experience at Cirque du Soleil's Kooza show which is currently playing in Moore Park's Entertainment Quarter.

The evening was hosted by the genial Gavin Tollman, global ceo of Trafalgar, who showcased the new 2017 Europe and Britain

brochure offering exceptional value with fly free deals and significant price reductions.

Some tours are up to 23% cheaper than this year.

"And that's a lot," said Trafalgar Australia md Matt Cameron-Smith, who's pictured centre with the new brochure along with Tollman (left) and Travel Corporation ANZ ceo John Veitch.

More from Trafalgar tomorrow, plus lots of pics from last night at [facebook.com/traveldaily](https://www.facebook.com/traveldaily).

## INTERNATIONAL Traveller

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*Australian Traveller* and *International Traveller* are the two fastest growing travel media brands in the country.

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They will inherit an existing travel and tourism client base as well as cold call for new business. They will be responsible for growing the advertising revenue across all International Traveller-branded products including the magazine, online assets, and custom content solutions.

**If you are interested in this fantastic opportunity then please email your CV and a cover letter through to [ebarsby@australiantraveller.com](mailto:ebarsby@australiantraveller.com) or call 02 9698 7072.**

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### The Brand

Uniworld is a prestigious, award-winning company and the world's only luxury boutique cruise line™. We offer diverse itineraries in spectacular destinations throughout Europe, Russia, and Asia. Coupled with Uniworld's spectacular ships, experienced crew, and committed staff, we are passionate about creating unforgettable, personalised six-star experiences for every guest in every moment.

### The Role

A fantastic opportunity is on offer for a motivated Reservations Sales professional. Our ideal candidate will have a strong passion for working with the trade and consumers to sell six star luxury travel experiences. You will love working as part of a small, committed, positive, and customer orientated team. A Certificate III in Travel & Tourism, along with knowledge of the travel industry is highly desirable. Join a culture where investing in our staff's professional development is #alwaysonthefrontfoot.

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# Industry Appointments

**WELCOME** to Industry Appointments, *Travel Daily's* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email [appointments@traveldaily.com.au](mailto:appointments@traveldaily.com.au).

**Kingsley Loh** has been appointed Group Director, Revenue Management & Distribution and **Alka Datwani** as Group Director, Branding & Communications of **Marco Polo Hotels**. Loh was previously Group Director of Revenue with Regal Hotels International, while Datwani was Director of Communications for Cordis, Hong Kong.

A new creative director, **Mireya Garcia**, has joined the **cievents** team in Hong Kong. Garcia joins from MAYA Events Hong Kong.

**Virgin Group** has named **Amy Stirling** as its Chief Financial Officer. She was recently The Prince's Trust's CFO.

From 19 Sep, **Roberto Martinoli** will take to the helm of **Silversea** as Chief Executive. He has been a Board Member since 2013 and will replace Enzo Visone.

**Ross Buchanan** has been appointed as General Manager, **Swissôtel Sydney**. Buchanan is a seasoned hotelier and since Mar 2016, held the position of Acting General Manager.

**Beanca Daluz** has filled the role of Head of Sales at **Uniworld Boutique River Cruise Collection**. She has more than 14 years' experience in the Australian travel industry.

Effective immediately, **Philippe Chérèque** will become President of **American Express Global Business Travel**. In the new role, he will continue to oversee Commercial and Product Technology organisations, in addition to Supplier Relations, Marketing and Consulting.

**Fiona Hele** has joined **Sealink Travel Group** as a non-executive director. She is also on the board of the South Australia Tourism Commission.

## Bentours two-for-one

**TWO** people can travel on Bentours' eight-day Symphony River Cruise for the price of one.

The cruise travels between St Petersburg and Moscow, with prices from \$2,000pp when booked by 04 Nov; for more email [res@bentours.com.au](mailto:res@bentours.com.au).

## Curio in Tuscan Hills

**HILTON** has inked a management agreement with Agricola Merse Srl to open the 101-room La Bagnaia Golf & Spa Resort Siena in Mar 2017.

The hotel will be spread over 1,100 hectares and be connected to an 18-hole golf course.

## Punthill Melb opens

**THE** thirteenth Punthill Apartment Hotel has opened in Melbourne's Northbank.

Offering one- and two- bedroom spread across 29 storeys, the property is across from the Yarra River and walking distance from Crown Casino and Melbourne Exhibition Centre.

## Celebrity adds Mediterranean trips

**CELEBRITY** Cruises has unveiled its European cruises for 2017, upping the number of Mediterranean sailings on offer and adding two new destinations.

Celebrity's newest ship, *Celebrity Reflection* now offers eight 11-night 'Best of the Western Mediterranean' sailings while *Celebrity Constellation* has a range of nine- and ten- night departures taking guests to two brand new ports of call for the line: Sète, France and Monte Carlo, Monaco.

Book a voyage before 30 Sep to score earlybird deals.

Thursday 15th Sep 2016

## Costa Rica Explore

**BOOK** a Costa Rica holiday with Explore Worldwide by 10 Oct to score a free canopy walk and hot springs experience worth \$105.

The 15-day Costa Rica Canopy & Coast trips starts from \$2,757per person and take in the volcanoes of Arenal and Poas, rainforests of Monteverde and Tortuguero Manuel Antonio.

Phone 1300 439 756.

## Hotelogix/Snapshot

**CUSTOMERS** of cloud-based hotel management system, Hotelogix will now have free access to SnapShot Analytics, following a partnership between the two companies.

The move makes Hotelogix one of the first cloud based PMs with hotel analytics integration.



## Cargo Services Officer, Brisbane (part-time) (12 month contract)

Cathay Pacific Airways is looking for a **Cargo Services Officer** to join our Brisbane Cargo office, on a 12 month, part-time contract (22.5 hours/week), with the possibility of extension.

The purpose of this role is to provide superior customer service to Cathay Pacific's Queensland cargo agents to maximize revenue and minimize service failures. You will liaise with the Cargo Terminal Operator (CTO) to help maximise cargo uplift and limit impact to Cathay Pacific (CX) operation.

This role would be suitable for someone with Cargo or airline experience, however we encourage anyone with a passion and experience in customer service to apply. You must also have the right to live and work in Australia.

**\*Please also note that this role will convert to full-time (37.5 hours/week) from approx November 2017. When applying for the role, applicants will need to take into consideration the requirement to move to full-time work.**

**The successful candidate must demonstrate the following:**

- 2 - 4 years in customer service; previous airline experience will be considered favourably
- An interest in developing or pursuing a career in the cargo or freight industry
- Has a professional and courteous manner at all times
- Is a quick learner, who shows initiative, enthusiasm and creativity
- Illustrates an ability to anticipate customer's needs and make decisions
- Is an effective communicator, both written and verbal
- Demonstrates a high standard of personal presentation and grooming
- Excellent computer skills, including report generation

If you have the above skills and experience, please submit your application via our website, here.

**Applications close Sun, 25 Sept. Applicants must have the right to live and work in Australia to be considered.**

**An assessment centre for short listed candidates will take place on Wed, 5 Oct.**

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### Opportunities in our Merrylands & Newcastle Offices

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This position is for you if:

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Level 12, 447 Kent Street, Sydney NSW 2000  
Applications close 19 September 2016





Thursday 15th September 2016

## Jetstar FlexiBiz available to TMCs

**JETSTAR** has confirmed that its new FlexiBiz bundles (**TD** yesterday) will also be available to corporate travel agents registered with the carrier, along with firms registered at [jetstar.com/business](http://jetstar.com/business).

A Jetstar spokesperson told **TD** TMCs can currently access FlexiBiz via any online booking tool connected to the Jetstar API, including Serko, Sabre Online and Amadeus e-Travel Management.

The new FlexiBiz add-on offers free flight changes on the day of travel, extra carry-on baggage, free seat selection and a credit voucher for cancelled bookings.

The bundle can be added to any Jetstar Starter fare on domestic or international services, priced at \$29-\$34 extra on domestic flights,

\$39 for short haul international services and \$55 for long haul international flights.

"We have a growing number of travellers flying with us for business who are happy to fly on a low cost carrier but they often need to make changes to their flights on the day of travel," said Jetstar ceo Jayne Hrdlicka.

"Small business owners and sole traders will find our new FlexiBiz product provides them with much more flexibility and a few other on-board extras at a very good price," she added.

Hrdlicka said Jetstar was expecting strong demand for the new bundles from SMEs, adding: "our aim is to further grow our market share of the price-sensitive business market".

### VA Alliance alliance

**VIRGIN** Australia hopes to challenge Qantas in the fly-in fly-out market via its proposed Charter Alliance Agreement with Alliance Aviation (**TD** yesterday).

If approved by the ACCC the pact would allow Virgin Australia and Alliance to offer a national "fully integrated offer" to corporate customers including connectivity between services, loyalty points and lounge access.

The proposal will also lead to more choice for corporate customers seeking integrated RPT and charter activities outside of WA, Virgin said.

### Out to market

**THESE** are some of the key clients currently soliciting new bids for TMC services.

**Optus** - currently held by FCM

**Merck** - currently held by BCD, subject of a global RFT

**Herbert Smith Freehills** - currently held by HRG

**Sanitarium Australia** - currently held by undisclosed

**Curtin University** - currently held by undisclosed

**TATTS** - currently held by undisclosed

### TRAVEL TECH

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## Corporate Chatter

With Tony O'Connor

**WE RETURN** to the trials and tribulations of our friend Alan Smart, the corporate travel procurement manager, by way of an interview.

**Tony O'Connor (TOC):** Hello Alan.

You look troubled. What's up?

**Alan Smart (AS):** TMCs. I just do not understand them.

**TOC:** Well, you're not on your own there. What have they done this time?

**AS:** Two of them pulled out of my tender because they "don't have an existing relationship" with us. Why do that? Why throw away the opportunity?

**TOC:** I guess it's because responding to tenders takes time and money. TMCs tend to regard tenders as an extension of the sales process, and if they don't have good contact with you beforehand, they figure they'd be starting the tender race from way behind the starting line.

**AS:** But that's just wrong. A tender isn't a sales process. It's the opposite in fact. Selling is what we're removing from the exercise.

**TOC:** Exactly. It's a fresh market enquiry seeking plain credible facts. It's an equal playing field. But you're dealing with salespeople and salespeople can't stop selling.

**AS:** Do you think the two TMCs thought our process was a sham, like we were just looking to benchmark and prop up the incumbent?

**TOC:** Possibly. That has happened.

**AS:** Sheesh! I chose five TMCs out of a possible twenty or more. That meant I'd already looked at them and chosen them as the most capable candidates. And there isn't any advantage in being the incumbent. That's for sure.

“Responding to tenders takes time and money. TMCs tend to regard tenders as an extension of the sales process...”

**TOC:** No. Suppliers assume the incumbent has an advantage, and it's often not the case.

**AS:** And we don't do shams. We are a professional procurement unit in a company with serious standards and ethics.

**TOC:** So you replaced them with the next best two?

**AS:** Yes. And I won't ever be looking at the two puller-outerers ever again, at this or any other company.

**TOC:** That's a little harsh Alan. They might have had good reasons for pulling out, such as genuinely stretched resources.

**AS:** Then they should say so.

*Tony O'Connor is the Founder and Director of Butler Caroye Asia Pacific, which has been running TMC, airline, hotel, and card tenders for corporate travel buyers since 1998.*

### Concur Hipmunk deal

**SAP-OWNED** Concur yesterday announced the acquisition of travel search provider Hipmunk.

The deal is part of Concur's strategy "to deliver consumer-grade products to corporate customers," with Hipmunk innovations including displaying search results not just by price but also key factors important to business travellers such as duration, stops and hotel location.

Hipmunk's calendar integration also allows road warriors to easily see the best hotel and flight options based on meeting time and location.

### Amex GBT reshuffle

**AMERICAN** Express Global Business Travel has confirmed that its new structure (**TD** yesterday) has seen the elimination of the Chief Global Sales Officer role held by Christine Ourmieres-Widener.

Under new ceo Doug Anderson, Philippe Chereque's roles as chief commercial and technology officer has been expanded to also include supplier relations, marketing and consulting.

David Reimer will continue to head Amex GBT sales in Asia Pacific while Elyes Mrad will look after sales in EMEA.



# Soiree Monaco!

**ATOUT** France and Monaco Tourism collaborated yet again to host a Monaco Soirée Gala Dinner at Sofitel On Collins in Melbourne, along with Air France and China Southern Airlines.

All in red in honour of Monaco's national colours, the ballroom took on palatial overtones, with red roses and velvet décor. Even the delicious three-course gourmet dinner created and prepared by Michelin star Chef

Marcel Ravin from the Monte-Carlo Bay Hotel/ Monte-Carlo SBM, was themed "Red and White". The meal was perfectly complemented by Perrier Jouet champagne and fine wines.

**LEFT:** Chef Marcel Ravin.

**BELOW:** Andrew Cannon, Hon Monaco Consul in Melbourne; Alison Roberts-Brown & Guillaume Rose, President, Monaco Government Tourist & Convention Authority.

**ABOVE:** Livinia Nixon, Getaway TV; and Patrick Benhamou, Director Atout France.

**ABOVE:** Rachel David, Terre Blanche Hotel Spa Golf Resort; and Suzanne Duzenman, Global International Travel Services.

Perrier Jouet chilled to perfection!

A **GREAT** success, the Soirée featured a fantastic 360° Virtual Reality movie experience, transporting guests all the way to Monaco. The guests included Honorary Monaco Consul in Melbourne Andrew Cannon AM, Monaco's non-resident Ambassador H.E. Catherine Fautrier and the President of Monaco Government Tourism and Convention Authority, Guillaume Rose.

The 230 guests left the soirée laden with gifts, including Dior and ERES and smiles on their faces.

**ABOVE:** The Atout France team in the colours of Monaco.



Thursday 15th September 2016

## Tassie specialist famil



**TOURISM** Tasmania is hosting Tasmanian specialists on pre and post famil programs in the state both this week and next.

The trips are wrapped around the Tassie Specialist Conference which is being held in Hobart from over the weekend.

This year's conference theme is Food and Drink and will feature workshops and guest speakers before a Gala dinner on Sat evening at the Tasmanian Museum and Art Gallery.

**Pictured** from right to left at the Makers Workshop in Burnie doing craft with paper are Emily Dong,

BE Travel Services; Tiff Yip, A&A Travel on Russel; Veronica Crosa, Travel Counsellors; Tracey Ma, Helloworld Limited; Ange Dean, Travel Dreams; Aimee Cullen, Infinity Holidays; Michael Craigie, Flight Centre; Duncan Ford; Flightbiz; Sarah Selkirk, You Travel Whangarei and Carroll Lin from Winglong Travel Pty Ltd.

## Qantas Emojis

**WANDERLUST** emojis just got more fun with Qantas debuting a series of aviation-themed stickers for iMessage in conjunction with the iOS 10 software update for Apple devices which was released earlier this week.

The eleven different stickers which range from a QF aircraft, flight attendant and a pilot's hat (pictured below) right through



to Business class pyjamas, pilots in the cockpit will be available to download free through the new iMessage App Store.

## HA limited fare

**HAWAIIAN** airlines is running a limited duration retail fare sale from Australia to Hawaii and mainland USA on tickets purchased by 29 Sep.

Return Economy class fares from Brisbane to Honolulu start from \$767 in the low season while fares from Brisbane to the US mainland lead in at just \$867.

The same class of return tickets from Sydney to Honolulu start at \$753 while fares to the US mainland begin at \$853.

Phone 1300 661 339 to book.

## SLH new properties

**SMALL** Luxury Hotels of the World has welcomed three additional properties to its portfolio in Mexico.

The first new property is the newly opened, boutique Stara Hamburgo in Mexico City.

The historic 19th Spanish mansion houses 60 rooms and suites, with three restaurants and rates starting at US\$210pn.

Also added in Mexico City is the 22-suite Stara San Angel Inn with each suite featuring a private terrace with rates from US\$160pn.

Lastly the Chablé Spa & Resort Yucatan in the heart of the Mayan forest has joined the collection with its 38 stand-alone pool villas with outdoor showers, hammocks, and large outside living rooms from US\$1,040pn.

**CLICK HERE** to see the full portfolio or for more info.

## China Typhoon

**DFAT** is warning Typhoon Meranti will impact south-eastern China, near Guangdong and Fujian provinces today.

Those in the area should expect high winds, strong rains and storm surges in coastal areas as well as disruptions to essential services and transport.

Smartraveller advises Australians travelling in the area to contact their tour provider or airline for the latest info on disruptions and follow the instructions of local authorities.

## AC Toronto- Beijing

**AIR** Canada will further expand its Toronto – Beijing capacity from 18 Jan to 15 Feb.

Flights will increase from seven to 10-12 weekly on board a 400-seater 777-300ER instead of the usual 787-9 aircraft.



This month in Travel Daily, Rail Europe GSAs are giving you the chance to win in conjunction with **Eurail**.

The prize is a trip for two including:

- 2 x Eurail Global Passes
- 2 x Eurostar Standard Tickets
- Hop on hop off bus tickets in two cities of your choice
- 4 nights accommodation in the city of the winner's choice

To win, answer each daily question correctly and have the most creative answer to the final question. Send your entries to [rail@traveldaily.com.au](mailto:rail@traveldaily.com.au)

Q11. How far in advance of your clients first travel date can you purchase a Eurail pass?



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Global organisation is growing at a rate of knots and as such, require a Learning & Development Coordinator to be based out of their Melbourne office. This new created role will have you responsible for the training & development of new recruits & developing training programs to upskill current consultants. You will also determine strategies to increase productivity & sales. Certificate 4 in Training & Assessment required & Mandarin or Japanese language skills.

**\*\*NEW ROLE\*\***

**ACCOUNT MANAGER –MEDIA/ENTERTAINMENT**

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Are you currently a BDM or Sales Exec in the travel industry and looking for the next step or that something a little different? Our client have a very rare vacancy in their Account Management team managing a portfolio of exciting accounts within the Media and Entertainment sector, no day will be the same. You must be extremely well presented, have strong communication skills and a positive outlook. Ring today for more info.

**THE GAME CHANGERS**

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This leading travel management company is looking for an experienced & driven BDM to join their SME market sales team. You will be responsible for acquiring new corporate business, developing relationships & implementing sales strategies to optimise client spend. Attractive salary with uncapped bonuses. Experience as a travel BDM with a proven sales track record along with strong customer service, presentation, communication and negotiation skills essential.

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**MID AND BACK OFFICE EXPERTS**

**PRODUCT MANAGER - TECHNOLOGY**

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Our client a Global Supplier to the Travel Industry have an opening within their product area responsible for managing the mid and back office portfolio of products, gathering current and future product requirements and ensuring these are communicated to internal and external stakeholders. You will have project management experience, strong GDS knowledge and have strong problem solving skills, great salary and future career opportunities available.

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