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TC plots massive growth

TRAVEL Counsellors has reaffirmed its commitment to double its number of Australian members in the next two years under the leadership of its new regional managing director, Kaylene Shuttlewood.

Speaking to **TD** at the group's annual conference held over the weekend, Shuttlewood said the group would be doing "absolutely everything" to reach 300 agents.

The goal was introduced at last year's event by Travel Counsellors ceo Steve Byrne, who earmarked the Australian division for growth to between 250-300 agents (**TD** 05 Jun).

"That is still part of our plan and we're putting everything in place including the team, including my appointment to continue driving towards that goal," Shuttlewood told **Travel Daily**.

Shuttlewood emphasised "real opportunity" in Australia for the network, highlighting technology, support and being part of a global organisation as unique benefits for a consultant to join the group.

Last year Byrne also set the group a global goal of reaching 3,000 consultants in three years from a starting point of 1,600.

Waseem Haq, digital & innovation director, told **TD** TC's global consultant numbers currently sat at around 1,780, adding that all of the group's recruitment plans globally were "on plan".

"We recognise if we grow we've got to put all the right foundations in to actually sustain that growth," he said.

"All of that recruitment to the 3,000 is in plan, but it has a slower start to then accelerate in the future because of the fact that we've got to get our technology in the right place."

Over the weekend the group also unveiled a technology overhaul - for more Travel Counsellors coverage and photos, see **pages four, five and six**.

Today's issue of **TD**

Travel Daily today has seven pages of news & photos, a front cover page for **Norwegian Cruise Line** plus a full page from:

- AA Appointments jobs

Hyatt Place for Melb

HYATT has revealed plans for a Hyatt Place hotel in the Melbourne suburb of Springvale, the second new property announced for the Victorian capital in the past week.

The 200-room Hyatt Place Springvale will be at the corner of Springvale and Dandenong roads in the Monash academic and business district.

Due to open in 2020, it is being developed by PE Capital.

Hyatt last week announced plans for Hyatt Centric Melbourne in the city's CBD (**TD** 02 May).

Body scans planned

THE Federal Government is planning a raft of new security measures for Australian airports including full-body scanning equipment at domestic terminals, **Fairfax Media** reports.

The initiatives are to be announced in tomorrow's Federal Budget and are reportedly in response to the bomb plot foiled in Sydney last year.

Changes will also include regional airport upgrades and potential restrictions on liquids.

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ATEC wine grant

THE Australian Tourism Export Council (ATEC) has been awarded a Federal Government grant to deliver a Wine Tourism Conference, to help wine businesses across the country engage with international visitors.

The \$35,000 grant will help to create high quality wine tourism experiences, with ATEC md Peter Shelley saying food and wine had become an important part of Australia's tourism offering, off the back of Tourism Australia's successful Restaurant Australia campaign over the past five years.

The conference will take place in mid-2019 - more information available via atec@atec.net.au.

MEANWHILE Mudgee Region Tourism and Mudgee Wine Association have also been successful in a Wine Australia grant application, with a planned three-month campaign focusing on driving visitation from the VFR market from the UK, Europe, USA and Canada - see also **page five**.

Touring sales increasing

TRAVEL agents across Australia have reported higher sales of group touring products in the past 12 months, according to the results of the latest **Travel Daily/ travelBulletin** industry survey.

The independent research found almost half (43%) of those polled had seen higher sales - a significantly higher proportion than the previous year - while just 12% had seen declining sales.

The top three brands sold by travel agents in the past year

were APT, Trafalgar and Scenic, followed by Intrepid, Insight, Contiki and AAT Kings - indicating a particularly strong showing by The Travel Corporation.

The study also looked at customer brand recognition, with 82% of agents polled saying Contiki was most likely to be asked for by name - fractionally ahead of Scenic and APT at 81%.

APT was the personal favourite brand cited by most travel agents, followed by Scenic, Intrepid, Contiki, Trafalgar, Wendy Wu and G Adventures.

Key drivers of agent preference included "excellent product" and "excellent service" the survey found, along with other factors such as "knowledgeable staff," excellence in training, call centre service and local area marketing.

The survey results are in the latest issue of **travelBulletin**, with the full report available to buy via research@traveldaily.com.au.

Norwegian on show

NORWEGIAN Cruise Line's upcoming Europe webinar comes with an opportunity to win five double passes to a musical in each state, with agents urged to register for the online training session which is on tomorrow.

For details of the competition see the **cover page** of **TD** today.

Carnival BCN open

CARNIVAL Corporation has formally opened its second cruise terminal at the Port of Barcelona.

The new Helix Cruise Center will work alongside the company's existing Palacruceros terminal to welcome vessels from eight of the company's cruise brands - six of which are homeporting from Barcelona during 2018.

Carnival Corporation will handle over one million passenger movements at the port next year.

More of the latest cruise news in tomorrow's **Cruise Weekly** - sign up at cruiseweekly.com.au.

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Nowra agent accused of fraud

A TRAVEL consultant from the NSW South Coast is facing charges of "dishonestly obtaining financial advantage by deception" with allegations including a faked cancer diagnosis.

Tony Petrovski, who is currently

working in a Nowra travel agency, has been accused of "weaving a web of lies" over a nine-year period at his previous employer, Sydney-based Imperial China Tours, according to *News Limited*.

An internal audit has revealed more than \$400,000 in unauthorised transactions, the report claims, with Petrovski also accused of being on a camping holiday with his family when he had told his employer he was recovering from cancer surgery in Wollongong Hospital.

The fraud was allegedly uncovered when concerned staff contacted the hospital and were told the intensive care unit was closed for refurbishment.

It's understood he had also logged into a work computer with his personal Facebook account, with his profile revealing holiday snaps while he was texting the office about his hospital stay.

Petrovski is due to appear in court later this month.

Hawaii unaffected

THE only part of Hawaii impacted by volcanic activity from Mount Kilauea is a remote area on the Big Island, with the Hawai'i Tourism Authority assuring visitors that their vacation experience will be unaffected by recent lava flows.

The only attraction closed is Hawaii Volcanoes National Park, with resort areas on O'au, Kaua'i & Maui hundreds of miles away.



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North Korea seeks Incheon flights

THE International Civil Aviation Organization has confirmed a request from authorities in Pyongyang to open up new air routes to South Korea.

Officials from the UN agency will visit North Korea this week to discuss the request, which is seen as a further sign of thawing relationships with the west.

North Korea's state-owned Air Koryo currently flies from Pyongyang to Beijing and Shenyang in China as well as Vladivostok in Russia.

SFO Airbnb fine

A SAN Francisco couple is facing penalties of more than US\$5 million after illegally renting out 14 apartments on Airbnb.

A 2014 lawsuit alleged the pair illegally converted a building for short-term rental after evicting their tenants.

They paid a \$276,000 fine in that case and agreed not to violate rental laws again.

However it's alleged they subsequently engaged in an "elaborate ruse" by relisting the rooms on Airbnb but staging them so they appeared to be occupied by long-term tenants.

LATAM MEL switch

LATAM Airlines will downgrade capacity on its Melbourne-Santiago flights until 01 Sep, with 787-8 aircraft operating thrice weekly in place of the larger -9.



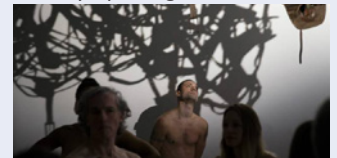
Window Seat

TYPICALLY feasting on the flesh of naked people in museums is restricted to the subjects in its multimillion dollar paintings, however, one contemporary art museum in Paris has decided to encourage visitors to embrace their own naked ambition.

The Palais du Tokyo museum recently opened its doors to nudists for a one-off visit as part of a push to encourage more "clothes-free" activities.

Organisers want France to strip back its "complexes" around nudist practices and expand the acceptance of the naked human body beyond specialist nudist beaches.


The event follows a nudist restaurant and nudist park recently opening in Paris.



DY bid rejected

THE owners of European low-cost long-haul carrier Norwegian Air Shuttle say they have rejected two bids from British Airways' parent company International Airlines Group.

IAG holds 4.6% of Norwegian, but its offers of a full takeover have been unanimously rejected because they undervalue the firm.



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BUSINESS
REWARDS

Counsellors meet Kaylene



KAYLENE Shuttlewood was officially welcomed into the Travel Counsellors fold over the weekend at the group's annual conference, held in Cairns.

Five weeks into her role as the group's new regional md, Shuttlewood told attendees "I'm here to stay".

"My ambition is to provide stable leadership to Travel Counsellors. I'm committed," she told **Travel Daily**.

Shuttlewood outlined her top priorities for the group, including a focus on people to build a high-performance team to support TCs.

"Good talent will absolutely become our greatest asset."

Next in line would be growing relationships with TCs and providing them with the right tools, further enhancing the features and benefits of Phenix,

communication and sales growth.

"I want to turbocharge the growth in Australia and beyond, but make sure that we are scaling with intimacy," she said.

Her appointment means the end of Fred Van Eijk's secondment to Australia and will see him return to TC's Netherlands and Belgium operations (**TD** 08 Feb).

Shuttlewood is pictured with Van Eijk at the conference over the weekend.

Counsellors sales up

THIS year Travel Counsellors is expecting to reach close to £630m (\$1.132b) in turnover, following on from achieving close to £500m (\$899m) last year.

The group has seen 15 years of continuous double-digit growth, which it anticipates will continue.



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TC ramps up tech focus

TRAVEL Counsellors will this year spend \$11m on technology as part of a massive overhaul in a bid to recruit more members in Australia and globally.

This year's technology spend is up from \$5.4m three years ago, with the group drawing on a team of 70 developers in the UK plus a team in South Africa.

"There probably isn't another home-based travel company in the world that is spending that amount [on technology]," Waseem Haq, digital & innovation director told **Travel Daily**.

"We've actually got a backlog of about 75 items and features that are being built and we have an internal development team in the UK that focus purely on rolling out new features for the app, so there's a lot that will come out over the next 12 months," he said.

TC has given its in-house system Phenix "a heart transplant", doubling its capacity and providing it with more scalability.

Among the changes is an upgrade to the company's contact centre to allow agents a better view of client preferences, which can be leveraged to provide better service and tailored marketing efforts.

The group has overhauled its flights system to improve the usability and user experience, making it easier to search and compare flights.

Travel Counsellors is also placing a large focus on digital marketing

by providing TCs with training courses on how to better use social media to support their business and brand.

The network is releasing a video hub with sharable content which communicates client experiences.

In addition, it is looking at emerging technology, including artificial intelligence, and how it can help the business.

"A lot of businesses out there are using technology to replace the agent and that's not our strategy," Haq said.

"Our strategy is to use technology to empower the agent and to build the relationship."

MEANWHILE, the group confirmed it has re-signed with its long-term partner Travelport on a five-year deal.

TC sale or float?

TRAVEL Counsellors regional md Kaylene Shuttlewood confirmed the appointment of investment bank Rothschild, but said there were no updates on its work "at this stage".

In Jan it was revealed the bank had been tasked to "sell, float or refinance" the group (**TD** 16 Jan).

"We've got a number of strategic projects that are underway at the moment and that's one of them," Shuttlewood told **TD**, adding "it's about making sure that we are future-proofing our business for the next stage in that investment cycle".

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DISCOVER *Los Angeles*
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TC accessible travel

TRAVEL Counsellors is looking at rolling out accessible travel training to its members globally.

The group's UK agents were in Jan given access to a training course on what to account for in accessible travel, with some agents specialising in the area.

"We're now looking at what we need to do to roll it out globally and give all the Travel Counsellors both the training and access to the experts as well," Waseem Haq, digital & innovation director told *Travel Daily*.

Last year Travel Counsellors ceo Steve Byrne revealed the group was aiming to become a specialist in accessible travel (*TD* 05 Jun 17).

Brisbane Live plans

THE Queensland Government has committed \$5 million to developing a business plan for a proposed Brisbane Live entertainment precinct.

The project is based on the LA Live complex in Los Angeles and involves a 17,000-seat arena.

"Given how significantly the entertainment sector is shifting, it is important that Queensland keeps pace with other Australian cities and our global competition," said the state's Deputy Premier Jackie Trad.

St George Helsinki

HELSINKI has welcomed the Hotel St George, a new addition to the Design Hotels group.

The 153-room property has been developed within a historic newspaper printing house near the city's Old Church Park, and includes three contemporary food and drink outlets and a spa.

The hotel features an extensive art collection including a huge dragon sculpture in the lobby by Chinese artist Ai Weiwei.

Kabul attack fears

DFAT has reissued its Afghanistan traveller advice to highlight a warning from the US Government that extremists may be planning attacks against hotels in Kabul.

It says locations where foreigners are known to reside are a particular concern, including the Kabul Serena Hotel.

Australians are warned not to travel to Afghanistan.

BA fares on sale

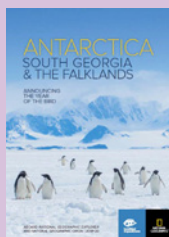
BRITISH Airways has released discounted fares for flights from Australia to the UK, Europe and Singapore, on sale to 11 Jun.

They are for travel until 31 Mar and include London return from \$1,178 Economy class or \$6,398 Business class, and Singapore from \$640 Economy class and \$2,850 Business class.



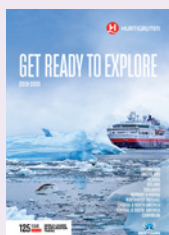
Brochures

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



Lindblad - Antarctica 2018-20

Lindblad has launched its latest Antarctica brochure which invites guests to explore the icy continent during the Year of the Bird. Three itineraries are on offer in the new circular, including voyages to Antarctica, South Georgia and the Falklands. Antarctica-bound explorations are on board expedition ships, the *National Geographic Explorer* and *National Geographic Orion* – each vessel equipped for remote cruising. Trip options include a 12-day Journey to Antarctica and a 22-day Antarctica, South Georgia and the Falklands voyage.



Bentours - Hurtigruten 2019/2020

Bentours has announced the publication of its latest Hurtigruten brochure which features new adventures to Alaska, Franz Josef Land, Murmansk in high Russia, Europe and Atlantic Canada. The latest itineraries will also see the debut of the new hybrid vessel *MS Fridtjof Nansen*, Hurtigruten's next generation of expedition ship featuring a high-tech battery hybrid powered propulsion system. Popular destinations such as Antarctica, Svalbard, Greenland, Iceland and Norway have also been retained in the latest program.

Wine tourism funds

THE Hunter Valley will embark on a \$100,000 marketing campaign to boost international tourism after receiving a \$50,000 grant under the Wine Australia International Wine Tourism Competitive Grants Program.

The Hunter Valley Wine and Tourism Association will mount the campaign, which will include the development of augmented reality content.

LA regulates Airbnb

LOS Angeles will regulate Airbnb and other home-share services after a vote by the city's council to allow rentals in private homes but not investment properties.

The regulations mean citizens can only rent out their primary place of residence and are in response to complaints from neighbourhood groups and hotels that commercial operators are abusing the system.



CONGRATULATIONS
TRACEY
BUERCKNER
from Temora Travel

Tracey is the top point scorer for Round 12 of *Travel Daily's* Super XV footy tipping competition. She's won \$100 travel credit courtesy of Expedia.



The major prize for the 2018 footy tipping competition is return economy class airfares to Christchurch flying with **EMIRATES**.

NSW LTF5/18/2019 / ACT 17/1800256

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Counsellors' future without limits

CLOSE to 200 Travel Counsellors, suppliers, Australian and global head office staff and partners ascended on Cairns for the Travel Counsellors annual conference over the weekend.

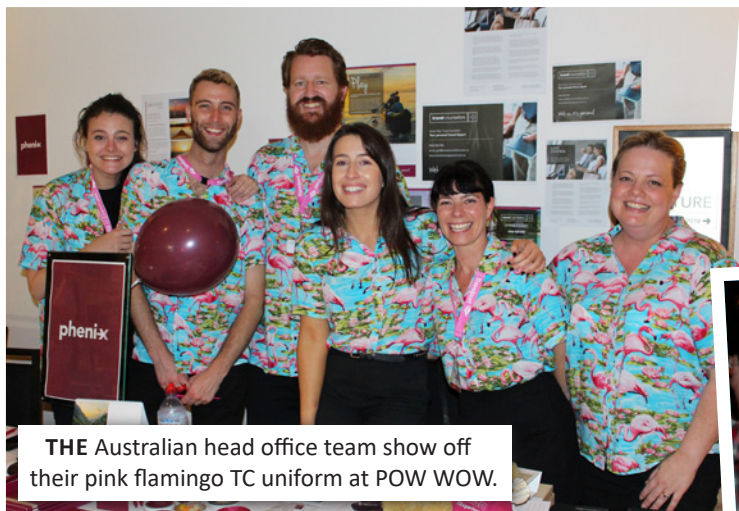
Themed "A Future Without Limits", the event featured a large technology emphasis including workshops and booths dedicated to the topic.

The group has ramped up its cruise focus and the industry had the chance to showcase its wares with this year's "POW WOW" spreading over two floors - one of which was dedicated to cruise.

Conference highlights include keynote speeches from seven-times world surfing champion Layne Beachley and Cian McLoughlin, founder and ceo of Trinity Perspectives.

TRAVEL Counsellors' gold members Liz Van Boxel; Suzanne Watson; Matt Schmitz; Samantha Slattery; Nadine Kutz and Trish O'Brien with Jim Eastwood, sales director (left); Tracy Parkinson, head of sales, Kaylene Shuttlewood, regional md and Fred Van Eijk, interim managing director Australia and md & founder Travel Counsellors Netherlands and Belgium.

Social events made sure there was plenty of time for the team to catch up with fellow Travel Counsellors and get to know the group's new regional managing director Kaylene Shuttlewood. On Fri delegates partied on the pool deck with a silent disco and on Sat recognised top performers at the Gala awards night.



THE Australian head office team show off their pink flamingo TC uniform at POW WOW.

ANASTASIA Kotanidis, bdm Vic & Tas Silversea; Craig Owens, head of trade sales & partnerships, Silversea; Jane Tanti, TC cruise exec and Liz Sawers, director sales, Viking Cruises.



TRAVEL Counsellors Kerrie Croft; Jennifer Yue; Cheryl Richmond; Nadine New and Hulda Strydom.



LILIANA Suarez, QBE; Anabela Costa, TC head office; Carol Mills, Travel Counsellor and Trish O'Brien, Travel Counsellor.



MICHAELA Jones, head office; Kara Rushton, Travel Counsellor and Danielle Robertson, Travel Counsellor guest.



TRAVEL Counsellor Donna Jones and Etihad Airways' Georgie Davies.



TRAVEL Counsellors regional md Kaylene Shuttlewood (second from right) with Western Australia TC delegates.

Monday 7th May 2018

Amazon savings

CONTOURS Travel is offering a discount of \$2,000 per couple on four-day cruises along South America's Amazon River when booked before 31 May.

Prices start from \$3,070pp - call 1300 135 391 for more details.

AF/KL chief to quit

AIR France-KLM chief executive officer Jean-Marc Janaillac will step down from the airline following the rejection of a pay proposal by Air France staff.

The decision to resign comes after a series of strikes grounded the carrier in recent weeks (**TD** 24 Apr), costing AF an estimated €300 million.

Janaillac has flagged a meeting with the Air France-KLM and Air France boards 09 May to formally submit his resignation, making good on a pledge to take personal responsibility for the crisis.

AA drops ORD-PEK

AMERICAN Airlines has announced it will cease flights connecting Chicago's O'Hare International Airport and Beijing from Oct this year.

The decision to abandon the route was down to the carrier's inability to make the service profitable, however AA will continue to invest in the Chinese market and maintain flights connecting Beijing with Dallas as well as Los Angeles.

Nanuku Yoga chief

NANUKU Auberge Resort Fiji has stretched its health expertise further by appointing prominent Yoga guru Nicci McGrath to be its wellness and yoga consultant.

Australian-born McGrath was previously managing director and senior yoga instructor at the Suva Yoga Centre for five years.

She will take charge of the resort's free daily yoga classes.

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NRL ROUND 9 WINNER

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Brian is the top point scorer for Round 9 of *Travel Daily's* NRL footy tipping competition. He's won \$100 travel credit courtesy of Expedia.



The major prize for the 2018 footy tipping competition is return economy class airfares to Europe flying with **EMIRATES**.

NSW LTF5/18/2019 / ACT TP 18/00256

WA regional funds

THE West Australian Government has handed down further funding for 69 regional events in the state as part of its 2018-19 Regional Events Scheme.

The total funding pool now stands at a record \$1 million, with \$150,000 allocated specifically for Aboriginal activities.

New projects funded include: Taste of Chittering, Kalgoorlie Fashion Week, and Western Australian Pro Surf Series.

IHG Indigo London

INTERCONTINENTAL Hotels & Resorts has announced the opening of the 95-room Hotel Indigo London – 1 Leicester in London's theatre district.

The boutique hotel is styled on a stage show theme, boasting Scriptwriter, Backstage, and Auditorium rooms.

Another 17 Hotel Indigo hotels are due to open over the next three to five years in Europe.

Texas fast rail link

TEXAS Central, the company behind a proposed high-speed rail line in Texas, has inked a deal to have tix for the service sold on Amtrak's reservation system.

Under the agreement, Amtrak pax will be able to buy tix for through travel on both the Bullet Train & Amtrak's national routes.

Perisher snowfalls

PERISHER Ski Resort has reported early snowfall over the weekend, welcome news in the lead up to its opening weekend in five weeks' time.

Perisher's Epic Australia Pass can be currently purchased at a discounted rate of \$839 for adults and \$473 for students.

Prices rise after 15 May.

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GENERAL MANAGER
REGIONAL WA – \$70 - \$80K + SUPER + BONUS

A unique General Manager position has now become available for someone looking to step up and progress in their hotel management career. You will be responsible for the overseeing the day to day operations, leading the team, strategy, budgeting & forecasting to achieve goals. Current hotel management experience essential along with proven results in sales & marketing & leading successful teams. Strong salary + bonus + benefits on offer.

LEAD THE TEAM
RESERVATIONS SALES MANAGER
MELBOURNE – \$100K PLUS

Turn the key and open the door to success when you join this travel company. Managing a team of reservations and support consultants you'll know the secrets of driving and motivating staff members to reach their full potential and sales targets. Stepping into this rare management opportunity your previous leadership experience, wholesale travel knowledge & experience in setting targets will set you apart from the pack. Top \$\$ & bonuses on offer.

RESERVATIONS MANAGER
BRISBANE – DOE UP TO \$70K + SUPER

A great new opportunity to join this unique & expanding hotel brand as Reservations Manager. Work as part of the wider Revenue team you will work closely with the General Manager to maximise their position in the market through strategy and driving revenue through all channels. Previous Reservations experience in a senior role essential along with strong communication, organisation & problem solving skills. Great salary on offer plus career progression.

ARE YOU A DYNAMIC LEADER?
GENERAL MANAGER

MELBOURNE – \$110K-\$120K + SUPER + BONUS

We are looking for an experienced General Manager or Hotel Manager for a beautiful property in Lorne. You will be responsible for overseeing all aspects of the property, lead a capable management team, and focus on customer service, budgeting & forecasting & delivering results. Previous experience in a similar role. Great salary plus super plus bonus. Good career progression plus a great team environment. Apply today!

AUSTRALIA'S ONLY DEDICATED EXECUTIVE RECRUITMENT TEAM

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